

**Date:** July 20, 2009

**To:** Medicare Advantage - Prescription Drug Plan Providers

**Subject:** CMS-Required Fraud, Waste, and Abuse Training Now Available

## **CMS-Required Fraud, Waste, and Abuse Training Now Available**

*Providers Must Complete Training by December 31, 2009*

The Centers for Medicare & Medicaid Services (CMS) requires all Medicare Advantage-Prescription Drug health plans to ensure that their participating providers complete Fraud, Waste, and Abuse (FWA) training no later than **December 31, 2009** and annually thereafter.

To streamline the training process, HealthCare Administrative Solutions (HCAS) and its member health plans have created an online FWA training program to help you meet the mandated training deadline. HCAS member health plans that have Medicare Advantage - Prescription Drug programs include:

- Blue Cross Blue Shield of Massachusetts (BCBSMA\*)
- Fallon Community Health Plan
- Harvard Pilgrim Health Care
- Health New England
- Tufts Health Plan

HCAS is a non-profit organization founded in 2005 by several Massachusetts health plans to collaborate on administrative simplification efforts designed to increase efficiency and reduce health care administrative costs. HCAS offers a centralized and streamlined provider credentialing process that serves as a single point-of-entry for providers to submit credentialing information that HCAS participating health plans use to verify a provider's qualifications prior to network participation.

### *For Additional Information and to Access the Training*

- Go to **[www.hcasma.org](http://www.hcasma.org)**
- Select the "Medicare Training" option on the toolbar at the top of the home page.

When you have completed the training, please click on the "ATTESTATION" link to attest to having completed the training.

**Note:** You only need to complete the training one time each year for the Medicare Advantage health plans in which you participate. HCAS will report provider training completion data to its member health plans. If you have already taken training, please complete only the attestation screen to demonstrate that you have completed Medicare Advantage training at another location. After all the required staff members have taken the training, an authorized individual will need to return to the training website and attest that your organization has fulfilled its training requirements.

## *Frequently Asked Questions (FAQs) About the Training*

**Q: Who must complete the training?**

A: Providers who administer or prescribe prescription drugs must complete the training.

**Q. Why should a provider or organization complete the training?**

A. Providers that contract directly or indirectly with the federal government have an obligation to report FWA. This training, mandated by CMS, helps providers and organizations to identify FWA and provides an overview of the types of internal policies and procedures that providers and health care organizations can develop to identify and combat FWA, including reporting protocols.

**Q. When must the training be completed?**

A. CMS mandates that health plans provide evidence that participating providers have taken the training and have attested that they have taken the training by **December 31, 2009** and each year thereafter.

**Q. How long will it take?**

A. The training should take approximately 25 minutes to complete.

**Q: Is there a cost?**

A: There is no cost for the training provided through HCAS.

**Q. Is there a test?**

A. No. Instead, you must attest that you have completed the training.

### *Questions?*

If you have any questions about the FWA training, please contact your appropriate BCBSMA Provider Relations Manager or Dental Network Representative at the numbers below. The HCAS website, [www.hcasma.org](http://www.hcasma.org), also contains a detailed Frequently Asked Questions (FAQs) document.

- Professional providers: **1-800-316-BLUE (2583), option 4**
- Ancillary providers: **1-800-316-BLUE (2583), option 2**, or send an e-mail to [ancillaryproviderrelations@bcbsma.com](mailto:ancillaryproviderrelations@bcbsma.com)
- Behavioral Health providers: **1-800-316-BLUE (2583), option 3**, or send an e-mail to [behavioralhealth@bcbsma.com](mailto:behavioralhealth@bcbsma.com)
- Dental providers: **1-800-882-1178, option 4**

As always, thank you for the care you provide to our members.