

Medicare Contractor Beneficiary and Provider Communications Manual

(Rev. 1, 10-01-03)

Crosswalk to Old Manuals

Section = Section number in this manual
PM = Program Memoranda

Section	Intermediary Pub 13	Carrier Pub 14	PM	Description
10				Introduction
20	A2-2957	B2-5100		Contractor Identification on Medicare Communications and Prohibitions on Use of Promotional Messages
20	A3-3701			Contractor Identification on Medicare Communications and Prohibitions on Use of Promotional Messages
20.1		B2-5106		Signature on Correspondence with Physicians and Beneficiaries
30	A2-2958	B2-5104		Beneficiary Services
30.1	A2-2958A	B2-5104A		Guidelines for Handling Telephone Inquiries
30.1.1	A2-2958A	B2-5104A		Toll-Free Network Services
30.1.2	A2-2958A	B2-5104A		Publication of Toll Free Numbers
30.1.3	A2-2958A	B2-5104A		Call Handling Requirements
30.1.4	A2-2958A	B2-5104A		CSAMS Reporting Requirements
30.1.5	A2-2958A	B2-5104A		CSR Qualifications
30.1.6	A2-2958A	B2-5104A		CSR Training
30.1.7	A2-2958A	B2-5104A		Quality Call Monitoring
30.1.8	A2-2958A	B2-5104A		Disclosure of Information
30.1.9	A2-2958A	B2-5104A		Fraud and Abuse
30.1.10	A2-2958A	B2-5104A		Next Generation Desktop
30.1.11	A2-2958A	B2-5104A		Publication Requests
30.1.12	A2-2958A	B2-5104A		MEDPARD

Section	Intermediary Pub 13	Carrier Pub 14	PM	Description
30.1.13	A2-2958A	B2-5104A		CII Center User Group
30.1.14	A2-2958A	B2-5104A		Performance Improvements
30.2	A2-2958B	B2-5104B		Guidelines for Handling Written Inquiries
30.2.1	A2-2958B	B2-5104B		Contractor Guidelines for High Quality Written Responses to Inquiries
30.2.2	A2-2958B	B2-5104B		Replying to Correspondence from Members of Congress
30.2.3	A2-2958B	B2-5104B		Content of Request for Refund Letter
30.3	A2-2958C	B2-5104C		Walk-in Inquiries
30.3.1	A2-2958C2	B2-5104C2		Guidelines for High Quality Walk-in Service
30.4	A2-2958C	B2-5104C		Surveys
40	A2-2959	B2-5105		Provider Services
40.1	A2-2959A	B2-5105A		Written Inquiries
40.1.1	A2-2959A	B2-5105A		Requirements for Handling Written Inquiries
40.1.2	A2-2959A/B	B2-5105A/B		Requirements for Responding to Inquiries
40.2	A2-2959C	B2-5105C	AB-02-006	Telephone Inquiries
40.3	A2-2959D	B2-5105D		Processes for Line Changes, Troubleshooting and Disaster Recovery
50	A2 2965	B2-5107		Provider/Supplier Communications – Provider/Supplier Education and Training
50.1	A2 2965	B2-5107		Program Elements
50.2	A2 2965	B2-5107		Program Administration
50.3	A2 2965	B2-5107		Charging Fees to Providers/Suppliers for Medicare Education and Training Activities
60			AB-02-94	Addendum A - Disclosure Desk Reference for Call Centers
70		B3-4630		Correct Coding Initiative
70.1		B3-4630A		Effective Date/Scope
70.2		B3-4630B		MSN Messages
70.3		B3-4630C		Remittance Notice Messages

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70.4		B3-4630D		Correct Coding Modifier Indicators and HCPCS Modifiers
70.5		B3-4630E		Limiting Charge
70.6		B3-4630F		Appeals
70.7		B3-4630G		Savings Report
70.8		B3-4630H		National Technical Information Service (NTIS), Department of Commerce
70.9		B3-4630I		Adjustments
70.10		B3-4630J		Professional Component Modifier
70.11		B3-4630K		Ambulatory Surgical Center (ASC) Facility
70.12		B3-4630L		Correspondence Language
70.13		B3-4630M		Correct Coding Edit Files