

Department of Health & Human Services
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: April 28, 2014

TO: All Medicare Advantage Organizations and Prescription Drug Plans

FROM: Arrah Tabe-Bedward
Director, Medicare Enrollment & Appeals Group

SUBJECT: New Online Appeals Training Courses for Medicare Advantage Organizations and Part D Plan Sponsors

Overview:

In our continuing effort to assist plans in their compliance activities, the Centers for Medicare & Medicaid Services (CMS) has developed two web-based training (WBT) courses. The first course covers requirements for Part C organization determinations, appeals, and grievances found at 42 CFR Part 422, Subpart M and Chapter 13 of the Medicare Managed Care Manual. The second course covers requirements for Part D coverage determinations, appeals, and grievances found at 42 CFR Part 423, Subpart M and Chapter 18 of the Prescription Drug Benefit Plan Manual.

Specifically, the courses include:

- A pre-assessment;
- Part C and Part D definitions;
- Requirements for Part C organization determinations, reconsiderations, and grievances;
- Requirements for Part D coverage determinations, redeterminations, and grievances;
- Common audit findings and frequently asked questions;
- A post-assessment knowledge check and certificate of completion; and
- The opportunity to earn Continuing Education (CE) Credits.

We recommend that plans identify appropriate personnel in their organizations to review the WBT courses. These courses are designed for compliance officers, staff involved with initial coverage decisions, appeals and grievances, and customer service representatives. Although this training is not mandatory, we strongly suggest that compliance officers incorporate these courses into their existing in-house training protocols and use the certificate to track course completion within their organizations.

Accessing the courses:

In order to access the courses please register using the following instructions.

To register:

1. Go to <http://go.cms.gov/MLNProducts> on the CMS website.
2. Scroll to the bottom of the page.
3. Under “Related Links” click on “Web-Based Training (WBT) Courses”.
4. Click on a course title (not the icon next to the title) to open a Course Description Window.
5. At the top of the Course Description Window, click “Register”.
6. You will be redirected to a page that instructs you to enter an e-mail address and click “Submit.”
7. The screen returned will read: No account was found matching your search criteria. Please click **here** to proceed with registration. Click the word “Here” to continue with registration.
8. After completing this registration, you will receive a confirmation e-mail containing an activation link for the Medicare Learning Network ® (MLN) Learning Management System (LMS). For the first time, you may only log into the LMS using the link in the confirmation e-mail.
9. Once your account is activated you may enter the LMS through the MLN LMS login page.

To start a course:

Once you are logged into the LMS:

1. Click on the Web-Based Training Courses link.
2. Find the title of the course you are interested in and click on the title.
3. Scroll to the bottom of the page. Use the radio buttons to select Certification of Completion or Certificate of Continuing Education.
4. Click the “Take Course” button. The course will appear in a new pop-up window.

Continuing Education Credits:

Each course takes approximately 60 minutes to complete. Both courses were created in conjunction with the Medicare Learning Network (MLN). As such, each WBT course offers:

- .1 CEUs by the International Association for Continuing Education and Training (IACET)
- 1 AMA PRA Category 1 Credit™ by the Accreditation Council for Continuing Medical Education (ACCME)

At the end of each course, there is a certificate of completion that can be printed, as well as an evaluation of the course. The evaluation will allow us to gather feedback regarding the training and assist us in developing future training courses that will meet your needs.

Please send all questions regarding this memorandum to the Part D Appeals mailbox at PartD_Appeals@cms.hhs.gov or the Part C Appeals mailbox at Part_C_Appeals@cms.hhs.gov.