



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
Center for Beneficiary Choices
Medicare Advantage Group

7500 Security Boulevard
Baltimore, Maryland 21244

DATE: October 30, 2006

TO: PFFS Medicare Advantage Organizations

FROM: David A. Lewis
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Center for Beneficiary Choices

SUBJECT: Helping Providers Understand Private Fee-for-Service Plans (PFFS)

Some providers have been denying services to people in Private Fee-for-Service Plans. Below are the steps we've taken to resolve this problem:

- **We're updating CWF data systems so that by the first quarter of 2007, there will be a clear distinction between PFFS and HMO plans.** Right now, CWF doesn't make this distinction, and providers may assume that the PFFS plan is an HMO.
- **We've given provider call center customer service representatives (CSRs) regularly-updated information to confirm what type of plan a person has.** To view this information, visit http://www.cms.hhs.gov/HealthPlansGenInfo/Downloads/claims_processing_20060120.pdf. You can also access a directory of toll-free provider call center numbers at <http://www.cms.hhs.gov/MLNGeninfo/> on the web.
- **We've equipped 1-800-MEDICARE CSRs with scripts to address provider questions.** The scripts explain the following:
 - PFFS plans don't have a required network of providers.
 - PFFS plans don't require patients to have referrals, but patients may have to pay out-of-pocket costs, and how providers bill the plan for payment.

If you have any questions, please feel free to contact us at 410-786-1848.