

Webcast Transcript: **Welcome to Round 1 Recompete**

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Welcome to this webcast on the Medicare Durable Medical Equipment, Prosthetics, Orthotics, and Supplies – or DMEPOS – Competitive Bidding Program Round 1 Recompete. During this webcast, I will provide brief, general information about the competitive bidding program and explain the educational resources available to assist you in participating in the program. If you have questions after this presentation or need any assistance, please call our customer service center or e-mail us. I'll provide the contact information at the end of the presentation.

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Here you'll see a list of the topics I'll cover during this webcast.

- First, I'm going to briefly discuss how the competitive bidding program works.
- I'll outline the competitive bidding areas – or CBAs – as well as the product categories that are included in the Round 1 Recompete.
- We'll then look at the bidding timeline for the Round 1 Recompete.
- Some of you may still be undecided whether you want to participate in the competition; so I will provide information and resources to help you understand who can bid and how to prepare for the competitive bidding program.
- Finally, I'll go over the educational tools for registration and bidding.

Everything I am discussing today can be found on the Competitive Bidding Implementation Contractor – or CBIC – website. From the homepage, select Round 1 Recompete from the menu on the left side of the page. After you complete this webcast, I encourage you to visit the CBIC website and familiarize yourself with the resources and tools we've made available for you.

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Now let's talk a minute or two about how the program works. The DMEPOS Competitive Bidding Program only applies to Medicare beneficiaries who are enrolled in Original Medicare. This program does not apply to beneficiaries enrolled in Medicare Advantage Plans.

Suppliers compete to become Medicare contract suppliers in selected CBAs across the country. They submit bids to furnish certain medical equipment and supplies to beneficiaries with Original Medicare in one or more CBAs. The bids must be at or below the current fee schedule amounts for the CBA. The winning bid amounts are then used to set a single payment amount for each competitively bid item. The single payment amounts replace fee schedule amounts when contracts and prices go into effect.

All suppliers that submit a bid are thoroughly screened to ensure they are licensed, accredited, and meet strict quality and financial standards. Only suppliers that meet all requirements can be offered a contract. The Centers for Medicare & Medicaid Services – or CMS – awards a sufficient number of contracts to eligible suppliers to ensure that there are plenty of suppliers in each area to meet the needs of Medicare beneficiaries.

Since all contract suppliers receive the same reimbursement amount from Medicare for each competitively bid item and are not guaranteed a particular volume of business, they will still have to compete for market share with other contract suppliers on the basis of quality and service.

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The Medicare DMEPOS Competitive Bidding Program is required by law.

It was established by the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 or “MMA” after the conclusion of successful demonstration projects. Under the MMA, the DMEPOS Competitive Bidding Program was to be phased in so that competition under the program would first occur in 10 areas in 2007.

The Medicare Improvements for Patients and Providers Act of 2008 (MIPPA) temporarily delayed the program in 2008 and made other limited changes. As required by MIPPA, CMS conducted the supplier competition again in 2009, referring to it as the Round 1 Rebid. The Round 1 Rebid contracts and prices became effective on January 1, 2011.

MIPPA delayed the competition for Round 2 from 2009 to 2011 in 70 additional metropolitan statistical areas – or MSAs – and authorized national mail-order competitions after 2010.

The Affordable Care Act of 2010 (ACA) expanded the number of Round 2 MSAs from 70 to 91 and mandated all areas of the country would be subject either to DMEPOS competitive bidding or payment rate adjustments using competitively bid rates by 2016.

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As we just discussed, the Round 1 Rebid contracts and prices became effective on January 1, 2011. By law, CMS is required to recompetete contracts under the DMEPOS Competitive Bidding Program at least once every three years. The Round 1 Rebid contract period expires on December 31, 2013, except for mail-order diabetic supplies, which expires on December 31, 2012. CMS will conduct the Round 1 Recompetete in the same nine CBAs as the Round 1 Rebid. Some of the CBAs have slightly different names than they did in the Round 1 Rebid because the Federal Office of Management and Budget renamed the MSAs. For example, the Charlotte-Gastonia-Concord CBA in Round 1 Rebid is now named the Charlotte-Gastonia-Rock Hill CBA.

CBAs are identified by counties and ZIP codes. The Round 1 Recompetete CBAs have essentially the same ZIP codes as the Round 1 Rebid CBAs. However, certain ZIP codes have changed since the Round 1 Rebid, and we have updated the CBAs to reflect the changes. For example, if a ZIP code within a CBA was split into two new ZIP codes, we included both new ZIP codes in that CBA. Also, if a ZIP code was deleted from an area, we removed that ZIP code from the CBA. The CBA will be the area wherein only contract suppliers may furnish competitively bid items to beneficiaries unless an exception is permitted by regulations.

A fact sheet about the Round 1 Recompetete CBAs may be found on the CBIC website under *Educational Information > Fact Sheets*. Also, under *Competitive Bidding Areas*, you will find a PDF and Excel spreadsheet containing all of the ZIP codes included in the Round 1 Recompetete.

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Let’s say you want to know what ZIP codes are included in a CBA. You may want to view a map of the CBA to see if it includes your service area – or just to help you determine whether or not you want to participate in the Round 1 Recompetete.

You have three ways to find a CBA on the Round 1 Recompetete homepage on the CBIC website:

First, you can click *Find a CBA* located in the top blue navigation menu. A drop-down box will appear with the options for searching for a CBA with either a specific ZIP code or the combination of state, round, and CBA. Once you make your selection, you will be directed to a page with a map of the CBA, an Excel spreadsheet and a PDF document that lists the ZIP codes for the CBA.

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Another way to find a CBA is to click *Competitive Bidding Areas* on the left side of the Round 1 Recompete homepage. You'll land on the page with a fact sheet that lists the names of the CBAs, and Excel and PDF documents with the ZIP codes for each CBA.

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And the third way to find a CBA is to click on the small U.S. map in the center of the Round 1 Recompete homepage, which will take you to a large interactive map. When you click on a state, a small box will display all CBAs for that state. For example, if you click on Kansas, you'll see Kansas City – which was included in the Round 1 Rebid and is included in the Round 1 Recompete – and you'll also see Wichita, which is included in Round 2. You'll also see national mail-order listed, but you won't see specific areas listed because the national mail-order competition CBA includes all ZIP codes in all parts of the United States.

Select the Kansas City CBA for the Round 1 Recompete and you will land on a page with a map of the CBA.

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And here's the page – you'll see the map and links to a larger CBA map, and Excel and PDF documents with the ZIP codes for each CBA.

Now let's take a look at the product categories included in the Round 1 Recompete.

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On this screen you will see a list of the product categories included in the Round 1 Recompete. The law requires CMS to phase in bidding for more types of items over time. For the Round 1 Recompete, we are bidding additional items beyond those included in the Round 1 Rebid and Round 2 and grouping certain similar items and accessories in larger, more consolidated product categories. This grouping of the product categories will promote one-stop shopping for beneficiaries, simplify the referral process, and enhance the business outlook and opportunities for winning suppliers.

The product categories for the Recompete are:

- Respiratory Equipment and Related Supplies and Accessories, which includes oxygen, oxygen equipment, and supplies; continuous positive airway pressure (CPAP) devices and respiratory assist devices (RADs) and related supplies and accessories; and standard nebulizers
- Enteral Nutrients, Equipment and Supplies
- General Home Equipment and Related Supplies and Accessories, which includes hospital beds and related accessories, group 1 and 2 support surfaces, transcutaneous electrical nerve stimulation (TENS) devices, commode chairs, patient lifts, and seat lifts
- Standard Mobility Equipment and Related Accessories, which includes walkers and related accessories, standard power and manual wheelchairs, scooters, and related accessories
- Negative Pressure Wound Therapy (NPWT) pumps and related supplies and accessories, and
- External Infusion Pumps and Supplies

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Mail-order diabetic supplies are not being bid in the Round 1 Recompete because they are included in the national mail-order program that is targeted to go into effect on July 1, 2013.

Each product category is composed of multiple items and services that are identified by Healthcare Common Procedure Coding System (HCPCS) codes. You can find a list of the HCPCS codes included in each product category on the CBIC website. Just select *Product Categories* on the left side of the Round 1 Recompete homepage and then select either the Excel spreadsheet or PDF file.

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Now let's look at the bidding timeline...

You can find this timeline on the Round 1 Recompete homepage on the CBIC website. Select *Important Dates* and click *Timeline*.

I recommend that you review the timeline and mark your calendar with the deadlines for registration, the covered document review date – or CDRD – and the bidding start and end dates.

You'll notice that many of the dates are target dates. We will announce the actual dates by e-mail updates. If you think you might want to bid, signing up for the e-mail updates is one of the best things you can do to stay informed about the schedule and other key information and updates.

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To sign up to get e-mail updates, go to the CBIC website homepage and scroll down to the bottom left hand corner to *Stay Connected*. Select *E-Mail Updates* to register to receive e-mails about new information on the website or important announcements.

While you're on the website signing up for the updates, check out the *Contact Us* link, which takes you to a page with information on how to contact the CBIC by phone or e-mail, and how to contact the National Supplier Clearinghouse – or NSC – for enrollment or supplier standards information, and the DME MACs for claims related information.

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So who should submit a bid to provide items included in the Round 1 Recompete?

You don't have to be a contract supplier or have previously bid in the DMEPOS Competitive Bidding Program to bid in the Round 1 Recompete. Any DMEPOS supplier that routinely provides competitively bid items to Medicare beneficiaries who permanently reside in or visit a CBA should consider bidding. Suppliers do not have to be physically located within a CBA to meet this criterion. However, they must have all required licenses and be accredited by the close of the bid window and must have the capability of serving beneficiaries on the first day the program is implemented.

Skilled nursing facilities and nursing facilities that furnish enteral nutrition to their residents may bid as any other DMEPOS supplier or as a specialty supplier that only provides the items to its own residents. Skilled nursing facilities and nursing facilities in CBAs that do not choose to bid or that do not get a contract must arrange for a contract supplier in their CBA to furnish enteral nutrients to their residents.

Hospital-owned DMEPOS suppliers that bill Medicare under the Part B DME benefit are required to submit a bid as any other DMEPOS supplier to furnish bid items.

If a home health agency currently furnishes items included in the competitive bidding program and is paid under Part B DME benefit, then the agency must submit a bid and be awarded a contract to continue furnishing these items. If the agency is not awarded a contract, it will need to arrange for these items and services to be furnished by a contract supplier.

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Now, who's exempt from bidding but can still furnish competitively bid items...

Physicians and treating practitioners have the option to furnish bid items to their own patients without submitting a bid and being awarded a contract if the item is provided as part of an office visit for professional services. For the Round 1 Recompete, the only applicable competitively bid items they may furnish without a contract are: walkers, folding manual wheelchairs, and infusion pumps. The physician or treating practitioner will be paid the single payment amount for the CBA in which the beneficiary resides.

Likewise, hospitals that provide walkers, folding manual wheelchairs and infusion pumps to their patients upon admission or discharge and bill the DME benefit under Part B – not Part A – are not required to bid and be awarded a contract. However, as I said previously, a hospital-owned DMEPOS supplier is required to bid if it wishes to provide bid items to Medicare beneficiaries.

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I've talked about who should bid and who's exempt; now who's eligible to bid?

Any Medicare enrolled DMEPOS supplier in good standing that meets program requirements is eligible to submit a bid.

As I mentioned earlier, suppliers do not have to be physically located in a CBA to submit a bid for that CBA. However, any supplier that submits a bid must meet quality standards and be accredited for every item in each product category included in the bid. The supplier must also meet all state licensure requirements for that product category in that CBA. For example, if a state requires a specific license, then the bidding supplier must meet that state's licensure requirements, regardless of where the supplier is located. The license must be on file with the NSC by the close of the bid window. I'll repeat that since this is very important – the license must be on file with the NSC by the close of the bid window. You also need to make sure that the licenses you have on file with the NSC are current and have not expired. There's a fact sheet on the CBIC website with additional information on the licensure requirements.

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If you are a supplier interested in bidding, there are three key preparations you need to complete to be ready for the competition. If you haven't already completed these preparations, take action now!

First, you need to update the name and Social Security number for all authorized officials in your enrollment file at the NSC. If your file is not current, you may experience delays and/or be unable to register and bid. You should also update your correspondence address in case we need to send you information through the mail. If you have only one authorized official listed on your enrollment file, consider adding one or more authorized officials to help with registration and bidding. But remember, individuals must meet the authorized official definition before they can be added to the enrollment file. Please review the criteria on the NSC's website or contact the NSC for more information.

You can update your enrollment information via the internet-based Provider Enrollment, Chain and Ownership System (PECOS) or by using the 7/11/2011 version of the CMS-855S enrollment form. Suppliers not currently using PECOS can learn more about this system by accessing the PECOS homepage or reviewing the [PECOS fact sheet](#) on the CMS website. You can find a link to the fact sheet on this same page. Under *Downloads*, select Medicare Provider-Supplier Enrollment National Education Products. Then just scroll down until you see the fact sheet for DMEPOS suppliers. Information and instructions on how to submit a change of information via the hardcopy CMS-855S enrollment form may be found on the NSC website.

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Second, it is critically important that you ensure that you are properly licensed. Contracts are only awarded to suppliers that have all required state licenses on file with the National Supplier Clearinghouse – or NSC – by the close of the bid window. Every location must be licensed in each state in which it provides services. If you have only one location and are bidding in a CBA that includes more than one state, you must have all required licenses for every state in that CBA. If you have more than one location and are bidding in a CBA that includes more than one state, your company must have all required licenses for the product category for every state in that CBA.

Again, it is VERY IMPORTANT that you make sure that current versions of all required licenses are in your enrollment file with the NSC by the close of the bid window. If any required licenses are expired or missing from your enrollment file, we can reject your bid.

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And, third, if you are interested in bidding for a product category and are not currently accredited for that product category, you should take action NOW to get accredited for that product category. You must be accredited for all items in a product category in order to submit a bid for that product category. Your accreditation organization must report any accreditation updates to the NSC. CMS cannot contract with suppliers that are not accredited by a CMS-approved accreditation organization.

More information on the DMEPOS accreditation requirements along with a list of the accreditation organizations may be found at the CMS website.

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If you are considering bidding, you need to register for a user ID and password. If you bid in a previous round, you will need to re-register for the Round 1 Recompete.

When bidding opens, you will submit your bids using the DMEPOS online bidding system – or DBidS. To help ensure bid security and privacy, all employees that will enter information in DBidS must register to obtain a user ID and password. Only supplier employees that have a user ID and password will be able to access DBidS. Suppliers that do not register will not be able to bid.

Registration opened on the date shown on the bidding timeline we discussed earlier. To help you keep track of the registration deadlines, a registration clock is posted on the Round 1 Recompete homepage of the CBIC website.

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You will register through an online application called IACS -- or the Individuals Authorized Access to CMS Computer Services. It's a very simple process that only takes about 10 minutes, but we have developed several tools for you to make it even simpler.

First, use the Getting Started Registration Checklist to make sure that you have everything you need before you sit down at your computer to register.

Then go to the IACS Reference Guide that's on the CBIC website. It's in the *Registration* section under *Bidding Suppliers* on the Round 1 Recompete homepage. Read this guide before or as you go through the process. It provides step-by-step instructions on processes such as how to prepare for registration, register a new user, modify your organization, approve requests from others in your organization, and delete users who no longer work for your company and have access to your bidder information.

There are links on the Registration page to quickly take you to specific step-by-step instructions on:

- The new user registration process,
- Creating or modifying an organization, and
- Disassociating from an organization;
- Adding the DMEPOS Bidding System application to an existing IACS profile,
- Associating to an organization, and
- Associating to a new role.

There is also an IACS Troubleshooting Tips link to take you to frequently asked IACS technical questions.

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To register, go to the Round 1 Recompete homepage on the CBIC website and click on "REGISTRATION IS OPEN" above the registration clock. Designate one authorized official or AO listed on the CMS-855S enrollment form to act as your AO for registration purposes. The AO must register for a user ID and password first and must approve other supplier employees' requests to register. After an AO successfully registers, the AO may designate

other authorized officials on the CMS-855S to serve as backup authorized officials, or BAOs. The AO and BAOs can designate other supplier employees as end users, or EUs. BAOs and EUs must also register for a user ID and password to be able to use the online bidding system. The name and Social Security number (SSN) of the AO and BAOs must match exactly with the information in your enrollment file at the NSC in order to register successfully.

If you have any problems during registration, the CBIC is here to help – just give us a call at the number on the last page of this webcast.

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Once you've registered, get educated!

The CBIC is the official source for information on the competitive bidding program for bidders and contract suppliers. You will find the most accurate, up-to-date information for the DMEPOS Competitive Bidding Program on the CBIC website.

There's a special section of the website just for you. When you select *Bidding Suppliers* on the left hand side of the Round 1 Recompete homepage, the category will expand and display various links to all the information and tools you need.

To make it easy for you to stay informed, the *Important Announcements* section in the middle of the Round 1 Recompete homepage includes critical information and reminders for bidding suppliers.

And the *What's New* section in the middle of the page alerts you to information that has recently been posted to the website. This section allows you to quickly browse and identify new information.

I would like to STRONGLY caution suppliers about potential inaccurate information about the competitive bidding program posted on non-government websites or from other non-government sources. Suppliers that rely on this information in the preparation or submission of their bids could be at risk of submitting a non-compliant bid. The way to obtain the most accurate and up-to-date information on the Web with regard to this program is by visiting the CBIC website or calling the CBIC call center.

Also, CMS neither prohibits nor endorses the use of consulting companies that offer assistance with bid preparation. While bidders may use consulting companies to assist in the preparation of their bids, each bidder is responsible for developing and submitting its own bid. All bids must comply with all terms and conditions of the Request for Bids -- or RFB – regardless of whether a consulting company is used. Neither CMS nor the CBIC is a party in the relationship between a supplier and a consulting company and is, therefore, unable to assist bidders with any concerns regarding consulting company services.

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If you don't read anything else, you MUST carefully read the Round 1 Recompete RFB instructions. Read this document before you do anything else. It is THE most important document. You can find the RFB instructions on the Round 1 Recompete homepage by simply clicking on *Bidding Suppliers*.

The Round 1 Recompete RFB instructions include the bidding rules, requirements, and instructions. They explain the basic eligibility requirements for each location listed on your bid and outline general considerations for bidding and the awarding of contracts. They provide general instructions for entering information on Form A and Form B in DBidS, the online bidding system you will use to submit your bid, and detailed instructions on the financial documents and other required hardcopy bid documents you will need to submit by mail to complete your bid. The RFB instructions also explain, for example, what you need to do if there is a change of ownership during bidding or what you should consider when you are calculating your bid amount or what licenses are required if the CBA crosses several states.

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The RFB instructions include a section on terms and definitions for the most commonly used terms in the competitive bidding program – from authorized official to subcontractor.

For your convenience, we've also included this information in a special Terms and Definitions page on the Round 1 Recompete homepage. If you are new to the program, this is a great tool to help you become familiar with the competitive bidding terms that you'll see throughout all bidding materials. From the Round 1 Recompete homepage, click the *Educational Information* link on the left side of the page then select *Terms & Definitions*.

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As you are reading through the RFB instructions, you will note there are many references to fact sheets for more information. On the website, you'll find fact sheets on numerous topics such as common ownership, licensure requirements, bona fide bids, change of ownership, and contract supplier obligations. Each fact sheet provides detailed information and often includes links to other useful tools and resources pertaining to the same topic. For instance, the licensure fact sheet has a link to the licensure guide on the NSC website.

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The NSC's DMEPOS State License Directory contains the requirements for each state and territory and can assist you in determining if you meet current licensure requirements. The database also includes contact information for the licensing agencies in each state and territory. You can verify the licenses you have on file with the NSC in PECOS.

State licensure requirements change periodically and have many exceptions, so the NSC's directory only serves as a guide. To view the directory, go to the NSC website and select *Licensure Database* on the homepage. I'll give you the NSC web address at the end of this presentation.

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You can also find Bid Preparation Worksheets on the CBIC website. These worksheets are very important and include information about items in each product category for the CBAs in the Round 1 Recompete. The worksheets are designed to help you when you are determining your estimated capacity and bid amount for each item in a product category. Your capacity is the estimated number of units you believe you can provide in a CBA in a calendar year. You should review these worksheets carefully when developing your bids.

All bid amounts must be bona fide – meaning rational and feasible for you to furnish at the bid price. You must not submit a bid for an item at a loss in order to improve your chances of winning a contract. It is important for you to consider and include your cost to purchase the item, overhead, and profit when determining a bid amount for a unit. CMS will evaluate bids to verify that they are bona fide and may ask you to submit additional information, including a rationale and invoices or other documents, to validate the bid amount. Save a copy of your completed worksheet and calculations to use if CMS requests documentation to support your bid amount.

Complete directions for how to use the Bid Preparation Worksheets can be found on the CBIC website. Just go to the Round 1 Recompete homepage, select *Bidding Suppliers*, select *Bidding*, and then choose *Bid Preparation Worksheets*.

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The Round 1 Recompete RFB instructions outline the process for registering to bid, for submitting your bid in DBidS, and for mailing your required hardcopy documents. Some of the most frequently asked questions are about the required financial documents. So, in the Round 1 Recompete RFB instructions, you'll find this financial document chart and other useful tools.

The chart is broken down by business type. Beside each business type, you'll see the applicable required financial documents and what must be included for each document. Use this chart as a guide when preparing

your financial documents. We strongly recommend that the financial statements be compiled, reviewed, or audited by an accounting professional and that you provide the accounting professional a copy of the RFB instructions, along with the Required Financial Documents by Business Type chart, to ensure that you meet all documentation requirements.

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While we're on the topic of financial documents, I would like to encourage you to submit your financial documents by the covered document review date (CDRD) so we can notify you of any missing financial documents. This notification will only let you know what financial documents are missing. It does not tell you if your financial documents are acceptable, accurate, or meet applicable requirements. And, if your documents are not received by the CDRD deadline, you will not be notified if there were any missing financial documents. You can find the target CDRD in the bidding schedule, and we will confirm the CDRD when we open bidding. You can learn more about the CDRD from the fact sheet on the website.

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And, to assist you even further with preparing your financial statements, the RFB instructions include samples of the required financial documents. These samples are only meant as a guide for preparation of your financial statements.

These tools -- the financial documents chart and the sample financial statements -- are also posted separately on the Round 1 Recompete homepage under *Bidding Suppliers* and *Bidding*. You can find them in the RFB instructions or you can quickly access them on the website and print them for your use.

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Before you seal the envelope that includes your required documents, use the hardcopy document package checklist. For instance, did you include all pages of the three required financial statements? Does each statement include the required sections and all other required information? Is your tax return extract for the same accounting period as your financial statements? Are all pages of your tax extract included in the package? How about the credit report and score? How about a letter of intent if you plan to subcontract? Or if you're bidding as a network, did you include the legal agreement and separate signed certification pages from each network member?

Finally, did you include your bidder number on each page of every document? This is critical. If you don't put your bidder number on your documents, we cannot process your bid.

It is very important that you check and double check to make sure you are sending all the required documents, that they are complete, and that your bidder number is on each page. If a required document is not received by the CBIC by the close of the bidding window, then your bid will be disqualified. The only exception is if you sent your financial documents by the CDRD.

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In addition to the many bidding tools I've described in this webcast, we will be offering other educational webcasts for the Round 1 Recompete to help guide you through the bidding process. Each webcast addresses a specific topic. These webcasts will be posted on the CBIC website during the bidder education period. As each webcast is posted, we will announce its availability through an e-mail update. Remember; sign up for updates on the CBIC website homepage.

For your convenience, once each webcast is posted, it will be available 24 hours a day/7 days a week throughout the bidder education period. The webcasts can be viewed as many times as you like, and transcripts of each webcast will also be available for your reference.

To view a webcast, go to the Round 1 Recompete homepage on the CBIC website and select *Educational Information > Education Events* from the menu.

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We are here to help you and answer your questions. So, please call the CBIC customer service center at 1-877-577-5331 between 9 a.m. and 9 p.m. Eastern time, Monday through Friday, during the registration and bidding period. You can also e-mail us by selecting *Contact Us* on the homepage of the website. And while you're on the homepage, register to receive important e-mail updates and announcements.

The CBIC website is the official website for bidding and contract suppliers. The resources on the CBIC website have been developed to provide you with valuable assistance as you go through the registration and bidding process. So, please carefully review the instructions and use these resources.

The CMS website also includes important information about the competitive bidding program. You should also register on the CMS website to receive e-mail updates.

If you have questions about enrollment, accreditation, licensure, subcontracting, surety bonds, or supplier standards, you will find helpful information on the NSC website at www.PalmettoGBA.com/NSC. You can also contact the NSC at 866-238-9652.

This concludes our presentation; thank you for viewing the webcast.