



CMS General Compliance and Fraud, Waste and Abuse Training

Instructions

To Complete Online Training:

- Visit this link to go directly to the CMS Medicare Learning Network login screen <https://learner.mlnlms.com>.
- If you don't have a CMS Medicare Learning Network account, click on **Create Account** and complete the registration process. ***NOTE:** When you get to the **Organization** field, click **Select**. From the **Select Organizations** screen, leave the **Find Organization** field blank and click **Search**. Select **CMS-MLN Learners Domain - Organization** and click **Save**.
- If you already have an account, enter your User ID and password; then click **Log in**.
- Under the **Search** bar, select the **Provider Compliance** option.
- The training consists of two training modules: **Medicare Part C and D General Compliance Training** (approximately 20 minutes) and **Combating Medicare Parts C and D Fraud, Waste and Abuse** (approximately 30 minutes). Select either one and click **Enroll** to load the training and click on **Open Item** to begin.
- Or you may want to enroll in both; click on the **Training Home** tab; select **Provider Compliance**; click on the title of the other training; click **Enroll**; this will save them to the **My Upcoming Learning** tab; you may return to this tab at any time and click on **Resume** to continue the training session.

Other Training Options

- If you would prefer to work the training into another meeting or materials for your office staff, we have downloaded each training course as a PDF that you can save to your computer.
- To find the documents, log in to the BHN Secure Provider Portal; click on the **Attestations Tab** and select **CMS Compliance Attestation**; select the **Continue Attestation** option; you will be able to open and save the PDF documents from the **Training Forms and Resources** page.

Documentation

- CMS requires documentation of all staff members who take the training. We have provided sample logs (one for each training) on the CMS Attestation **Training Forms and Resources** page.

Frequently Asked Questions

Q: Who must complete the training?

A: Everyone in your office who interacts with Medicare patients should take the training. CMS requires that new employees complete the training within 90 days following their hire date and annually thereafter.

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Q: If pediatricians do not bill Medicare or Medicare Advantage Plans, do they have to take the training?

A: The training is only required for practices who provide services to Medicare or Medicare Advantage patients. You can let us know that your practice falls into this category and “opt out” of the training. Logon to the BannerHealthNetwork.com Provider Portal, under the **Attestations** tab, click **CMS Compliance Attestation**. Select the second option “I certify that none of my patients are enrolled in a Medicare or a Medicare Advantage plan during this calendar year.”

Q: Does each person have to log in to CMS to take the training?

A: That is one of the two options, but the office could opt to use the hard copy version of the training as part of the organization’s regular compliance training. No matter which method is used for the training, it is important to document who has completed the training, and to retain this information for at least 10 years. If you do log into CMS for the training, you will receive a certificate of completion that can be used for tracking purposes, which should be stored for future reference. You will also find copies of blank training logs on the provider portal to assist you in documenting staff training completion.

Q: I contract with a vendor (like a billing company or a coding company) that is located outside the United States. Do they need to take the training?

A: Yes, if Medicare activities are included, they do need to take the training. In addition, if the vendor accesses, receives, processes or stores any Medicare data electronically, you will need to complete an Offshore Attestation (Attachment B) that documents your contractual relationship with them and attests that they abide by CMS rules for protecting personal health information. That form can be found as a link in Section 2 of the CMS Attestation document on the provider portal.

Q: Do I have to complete both training sessions?

A: Yes, you must complete both training sessions to fulfill the requirement: Medicare Parts C and D General Compliance Training (approximately 30 minutes) and Combating Medicare Parts C and D Fraud, Waste and Abuse (approximately 20 minutes).

Q: When does this have to be completed?

A: The annual deadline for completion is December 31. BHN will be pulling reports about which practices have not completed the training, so you may receive reminders prior to that date. Penalties may be imposed on those practices that do not complete the training.

Q: I completed both the General Compliance and the Fraud, Waste and Abuse training last year. Do I have to take it again?

A: Yes, these are annual trainings so you are required to complete them once per year.

If you need assistance with Provider Portal login, or have any other provider-related questions, please contact the Banner Health Network Provider Experience Center at (480) 684-7070 (press option 4) or outside of Metro Phoenix, call (800) 827-2464 (press option 4).