



October 29, 2009

An Important Medicare Compliance Message

RE: CMS Required Fraud, Waste, and Abuse Training

Dear Valued Partner:

The Centers for Medicare & Medicaid Services (CMS) mandated a new fraud, waste, and abuse training requirement. This mandate may be found in the Federal Register, Vol. 72, No. 233 (December 5, 2007) and requires that Medicare Advantage Organizations and Part D Plan Sponsors provide brokers and agents with Fraud Waste and Abuse (FWA) training. This training must be completed by December 31, 2009 and annually thereafter. Participation in this training is mandatory for brokers and agents contracted to sell Medicare Advantage (MA and MA-PD) plans and Medicare Prescription Drug plans (PDPs).

IMMEDIATE Action Required:

This communication includes important information regarding the location of Coventry Health Care FWA training materials and how to attest that you have completed FWA training.

New Agents

FWA training material that meets CMS requirements has been added to Step 1 of the Coventry 2010 Training and Certification instructions on the broker portal at <http://Broker.cvty.com>. The Powerpoint "Required Review of Fraud Waste and Abuse" training is presented in a Brainshark on-demand format that should take less than 30 minutes and is available free of charge.

2010 Certified Agents / 2010 Ready to Sell Agents

To complete the CMS training requirement, please do the following:

- Access the log in screen for the secure Broker Portal at <http://Broker.cvty.com>.
- After logging in, select either PDP or an MA/CCP health plan from the drop down menu on the left navigation panel.
- Select the Forms and Resources link on the left navigation panel.
- On the Forms and Resources page, locate "Brainshark On-demand Presentations", select the link for "Required Review of Fraud Waste and

**An Important
Message From
Coventry Health
Care Medicare
Compliance:**

**CMS Requires
Completion of
Fraud Waste and
Abuse Training by
all contracted
brokers and agents
selling MA or PDP
products for 2010.**

Questions?

**Contact your upline
marketing
organization if you
have questions.
Agents who are
locally contracted to
sell Coventry
Coordinated Care
Plans should
contact the local
health plan.**

**For additional
assistance, contact
Coventry Broker
Services
Department
1-866-714-9301**

Abuse."

- Review the training presentation.
- Click on the link to attest that you have completed the training.

We recognize that since CMS requires that each Medicare Advantage Organization and Part D Plan Sponsor make FWA training available to its brokers and agents, you may receive training requests from other Medicare Advantage Organizations or Part D Plan Sponsors with whom you contract. In order to reduce the training burden, Coventry will accept any of the following in lieu of our FWA course:

- 1 Completion of a FWA training course offered by any other Medicare Advantage Organization or Part D Plan Sponsor with whom you are contracted.
- 1 Completion of a FWA training course developed by a third party as long as it includes the following:
 - Information about the various laws and regulations related to FWA;
 - Obligations of the first tier, downstream and related entities to have appropriate policies and procedures to address fraud, waste and abuse;
 - How and where to report potential FWA violations;
 - Protections for employees of first tier, downstream and related entities who report suspected fraud, waste and abuse;
 - Types of fraud, waste and abuse that can occur in first tier, downstream and related entities.

Training must be completed by December 31, 2009.

IMPORTANT: Coventry requires that you complete an attestation that FWA training has been completed, regardless of the training method used. Retain the attestation. It may be requested by Coventry or CMS at any time.

In addition, and in compliance with CMS regulations, you are required to maintain training logs including who completed the training, the date the training was completed, and material distributed at the training. CMS requires that these records be retained for a period of 10 years. In addition, these training records must be available to CMS and/or Medicare Advantage Organizations and Part D Plan Sponsors upon request to substantiate the statements made in attestations.

Please contact your upline marketing organization immediately if you have any questions about this CMS requirement. Agents who are contracted locally to sell Coventry Coordinated Care Plans should contact the local health plan. For further support you may contact the Coventry Broker Services Department at 1-866-714-9301, 8 a.m. - 8 p.m. ET, Monday-Friday, or email

Brokersupport@cvty.com.

This communication is intended for use by Coventry Health Care contracted brokers only and is not intended for distribution to Coventry Health Care members or potential applicants. This communication is confidential and any publication or distribution of this communication to unauthorized recipients without approval from Coventry Health Care is prohibited.

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