

To the Point – Submitting a CGS Connect Request

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To the Point is presented by the Provider Outreach and Education Department at CGS.

The Provider Outreach and Education department creates these brief recordings on hot topics or upcoming events. The purpose is to provide suppliers with quick information on identified topics, how they affect you and any action(s) needed on your part. These recordings are less than 10 minutes and will contain resources for additional information when applicable. This segment of *To the Point* is on Submitting a CGS Connect Request.

This session of *To the Point* will provide a brief explanation of what CGS Connect is, the benefits to suppliers and how to submit a request. *To the Point* will conclude with tips on how to avoid delays and rejections with requests and resources used within the presentation.

CGS Connect is a process for Jurisdictions B and C suppliers to obtain a professional review and evaluation of pre-claim documentation before submitting an initial claim to Medicare. There are several benefits for suppliers to use this service. They include a reduction in denials related to documentation, a reduction in the number of appeal requests based on documentation issues. Also, suppliers may receive one-on-one education with a clinician on required documentation submissions. Lastly, suppliers gain a higher level of assurance that the documentation provided meets the medical necessity for claim payment consideration.

CGS Connect is not a required program for claim submission, but we strongly encouraged its use. Please note that CGS Connect is not a guarantee of payment or a pre-approval of services. It is for educational purposes only.

Before using CGS Connect, check the CGS Connect dedicated web page to determine if the equipment or supply is eligible for pre-claim review. A list of HCPCS codes available for review are on CGS Connect homepage. Suppliers can find details on what to expect from the program, how to get started, the Request Form and Completion Guide along with other resources.

- CGS Connect Request Form: https://www.cgsmedicare.com/dme/pdf/CGSConnect_Form.pdf
- CGS Connect Completion Guide: https://www.cgsmedicare.com/pdf/cgs_connect_request_instructions.pdf

The response time is based on if the request is submitted after or before the equipment is delivered. If the request is after the delivery, CGS will respond in writing within 15 days. If the request is before delivery, the response will be by letter within 10 days.

The response will be either 'supported' or 'unsupported.' For unsupported responses, an explanation as to why the documentation did not meet Medicare's guidelines will be included.



For suppliers new to the program, CGS will attempt a phone call for the first 'unsupported' decision for each HCPCS code. Suppliers may provide additional documentation and submit a subsequent request within 30 days of the initial request for unsupported decisions.

Here's information that goes in the upper section of the request form:

1. Select the appropriate Contract: Jurisdiction B or C
2. Enter the date of the request
3. Enter the applicable HCPCS Code
4. Is this the Initial or Subsequent request
5. Was the item delivered? Yes or No
6. Number of pages faxed or mailed (including the coversheet)

In the lower section of the form, complete the following:

1. Under the beneficiary's information section,
 - The Beneficiary's name
 - Thier address
 - Their date of birth
 - The medicare Beneficiary Identifier (or MBI)
2. For the supplier's information, include:
 - The company's name
 - The person requesting or submitting the review
 - The company's billing address
 - Phone and Fax of the person submitting the request
 - National Provider Identifier (NPI) and Provider Transaction Access Number (PTAN)

The tips listed here will help to avoid delays and/or rejected request

- Complete the form in its entirety as incomplete forms will be rejected
- Place the Request Form on top of the documentation
- Indicate the number of pages (including the coversheet)
- Submit one HCPCS code per request, do not indicate more than one
- Include the first and last name of the person and a direct phone number for questions or additional information

Here are resources for today's edition of To the Point. Links to:

- CGS Connect dedicated web page
- JB: <https://www.cgsmedicare.com/jb/mr/cgsconnect.html>
- JC: <https://www.cgsmedicare.com/jc/mr/cgsconnect.html>
- CGS Connect Request Form
- https://www.cgsmedicare.com/dme/pdf/CGSConnect_Form.pdf
- CGS Connect Request Completion Guide
- https://www.cgsmedicare.com/pdf/cgs_connect_request_instructions.pdf

- CGS Connect Email Address Box
- CGS.DME.CONNECT.INQUIRIES@cgsadmin.com

Thank you for viewing this session of To the Point on Submitting CGS Connect Requests. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.