

Additional Documentation Requests

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Occasionally, a claim is selected for Medical Review and your Medicare Administrative Contractor will request additional documentation from you to ensure payment is appropriate, including documentation like physician's office and hospital records, admission records, plans of care, and other medical records.

If this happens, the Medical Review Department at CGS will issue you an additional documentation request, or ADR with information they need to continue processing the claim.

So how do you know if an ADR has been generated on one of your claims? There are two ways to find out. One way to check is using the myCGS online portal. myCGS provides free access to beneficiary eligibility and claims, payment information, and allows you to respond to ADRs.

Under the Medical Review tab of myCGS, you can quickly identify your ADRs and perform several other functions including:

- Viewing the details of the claim submitted and the ADR
- Completing the Medical Review ADR Response Form and attach the requested documentation
- Asking a general question regarding the ADR
- Submitting requests for Medical Review Reopening, and
- Submitting other requests, depending on the status of the claim.

The myCGS user manual includes the steps to respond to an ADR in myCGS. You can also check if you have an ADR through the fiscal intermediary standard system (FISS). Use FISS Option 12 - claim inquiry. For step-by-step instructions on checking and responding to ADR, visit the CGS website.

So how can you be sure to respond to ADRs on time? Here's a few helpful tips.

Assign an ADR lead. An administrative team member or nurse can lead this task, which should include watching for new ADRs, monitoring the status of the existing ADRs, and ensuring documentation is submitted in a timely manner.

Work with the ADR lead to create an internal process to check on ADRs at least once a week.

Mark down the due date listed in the ADR to ensure your response is received on time. ADRs are due within 45 calendar days of the request.

If you have questions about the ADR process, please call the CGS Provider Contact Center at 1.877.299.4500, Option 1.

