



PART A MEDICAL REVIEW NEWS

APRIL EDITION | PROVIDER ALERT: TARGETED PROBE AND EDUCATE (TPE)



Submitting Redetermination Requests

- CGS is experiencing a large volume of incorrectly submitted redetermination requests that are unable to be processed leading to dismissals and provider rework.
- Verify that submitting a redetermination request is appropriate and that you are submitting your request within the allowable timeframe (https://www.cgsmedicare.com/medicare_dynamic/j15/parta_time_limit_calculator/parta_time_limit_calculator.aspx).
- View the available submission options here (https://www.cgsmedicare.com/parta/appeals/submitting_redetermination_requests.html).
- Why use snail-mail, when you can submit a redetermination electronically! The myCGS portal process is convenient and an immediate solution in meeting the 120-day time limit for submitting an appeal. See the User Manual (<https://www.cgsmedicare.com/mycgs/ssi/intro/registration.html>) to register for myCGS and view step by step instructions here (https://www.cgsmedicare.com/mycgs/mycgs_user_manual_appeals.html#appeals_main).



Respond to Medical Review Courtesy Calls Promptly

Don't miss out on an opportunity to prevent a claim denial if you are contacted by our medical review department.

- If you receive a courtesy call or are contacted by a member of our medical review department for an easily curable error identified, please respond to the contact promptly.



Documentation Commonly Found Missing for Skilled Nursing Facility (SNF) 5 Claim Probe and Educate Review Contributing to Errors

- Documentation to support the dates of service (DOS) billed as well as the documentation from the 7 day lookback period from the Assessment Reference Date (ARD) on the Minimum Data Set (MDS) to support the HIPPS code billed.
- Hospital documentation to support all items coded on the MDS.
- Complete SNF Certification/Recertification inclusive of CMS requirements or Delayed Certification if applicable.
- Signature logs and/or attestations to verify illegible signatures.
- Physical Therapy (PT)/Occupational Therapy (OT)/Speech Language Pathology (SLP) orders/evaluations, daily treatment notes, progress notes and calendar of minutes for each therapy billed.
- Medication Administration Record (MAR) and Treatment Administration Record (TAR).
- Consistent documentation between the medical record and MDS submitted that supports the care received, and each component of the HIPPS code billed.
- Sufficient information related to the 1st 3 days after admission assessments to support the GG scores.



Sign Up for myCGS Today!

myCGS is the **recommended route for submitting your Medical Review Additional Documentation Requests** (MR ADRs). This is a secure, **free** web-based application that allows you to submit your ADR's directly to CGS, ensuring a timely response in submitting your medical records for review as well as providing a confirmation of the receipt of your records. myCGS eliminates the issues that may be encountered when faxing and prevents the delays associated with mailing your documentation for review. Refer to the myCGS User Manual Web page (https://cgsmedicare.com/mycgs/mycgs_user_manual.html) for more details to get registered today.



Provider Alert

CGS is **not permitted** to access encrypted or secure emails from providers. Please submit your inquiry directly to our education mailbox. You may reference a claim by the claim number (DCN) only.



Questions?

If you have questions, please email:

J15AMREDUCATION@cgsadmin.com.

Please be sure to include the **Facility name** and **NPI** associated with your question and the specific review reason related to your inquiry. This will help to expedite a response.



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