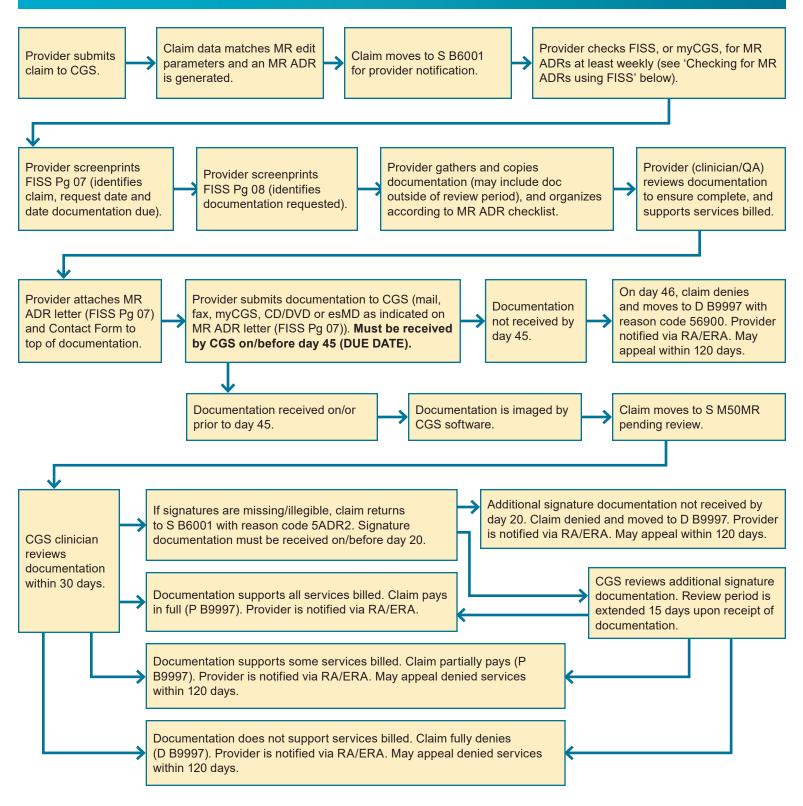
PREPAYMENT MEDICAL REVIEW ADDITIONAL DOCUMENTATION REQUEST (MR ADR)

Quick Resource Tool



CGS[®]



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PREPAYMENT MEDICAL REVIEW ADDITIONAL DOCUMENTATION REQUEST (MR ADR) Quick Resource Tool

Checking for MR ADRs Using FISS		
Step 1	Choose FISS Main Menu option 01 (Inquiries)	
Step 2	Choose FISS Inquiry Menu option 12 (Claims)	
Step 3	Press 'Shift' and 'Tab' to move to the NPI field and enter your NPI number.	
Step 4	Tab to the S/LOC field, key 'S B6001' and press Enter.	
Step 5	MR ADR claims will appear (Reason Code 39700).	
Step 6	Select each MR ADR claim (key 'S' in SEL field).	
Step 7	Go to FISS Page 07 to view the MR ADR message. Press F6 to continue reviewing the message. Press F5 to return.	
Step 8	Screenprint FISS Page 07.	
Step 9	Identify the data in the following fields: DUE DATE, MEDICARE ID, PATIENT NAME, FROM DATE and THRU DATE Note: The DUE DATE that appears is day 45. Allow enough time for CGS to receive the documentation by day 45. If not received by day 46, the claim will be denied.	
Step 10	Go to FISS Page 08 to identify the documentation requested. Note: You may need to press F6 to view the complete list.	
Step 11	Screenprint FISS Page 08.	
Step 12	Copy/print requested documentation and arrange per preferred order on MR ADR checklist.	
Step 13	Ensure internal QA process to review documentation is complete and mailed timely.	
Step 14	Attach screenprint of FISS Page 07 to top of documentation. Mail to CGS (address shown on Page 07) by the DUE DATE (day 45). J15 — HHH Correspondence CGS PO Box 20014 Nashville, TN 37202	
	MR ADR documentation may also be submitted via fax (1.615.660.5981), myCGS, CD/DVD, or esMD.	
	To respond to an MR ADR via myCGS, reference the "myCGS User Manual" below.	
Step 15	Monitor MR ADRs in FISS (option 12) to determine when CGS receives documentation (S M50MR).	

ADR Process Resources

- Program Integrity Manual (CMS Pub. 100-08) Ch. 3 - <u>http://www.cms.gov/Regulations-and-Guidance/Guidance/</u> <u>Manuals/downloads/pim83c03.pdf</u>
- FISS DDE User Manual <u>https://www.cgsmedicare.com/fiss/</u> index.html
- Medical Review Additional Documentation (ADR) Process: Prepayment Review - <u>http://www.cgsmedicare.com/hhh/</u> <u>medreview/adr_process.html</u>
- Electronic Submission of Medical Documentation web page https://www.cgsmedicare.com/hhh/medreview/ESMD.html
- myCGS User Manual <u>https://www.cgsmedicare.com/mycgs/</u> mycgs_user_manual.html

Recommendations

- Review chart documentation prior to sending. Ensure documentation is complete and supports all services/levels of care billed. Documentation for dates before/after the claim may be necessary to support services.
- CGS recommends organizing documentation according to the MR ADR Checklist below to expedite the review process.
- Ensure documentation is received by CGS on/ before 45 calendar days (DUE DATE on FISS Page 07). Please allow enough time for mailing, and movement of the claim to S M50MR. MR ADR documentation may also be submitted via fax (1.615.660.5981), myCGS, CD/DVD, or esMD.
- If claim is denied, review FISS Page 04 for Medical Review staff remarks to identify reason for denial.
- Review denial reasons and identify action plan to prevent further denials.
- Review, assess, and implement internal processes and plans to ensure staff understands the MR ADR process.
- Call the CGS Provider Contact Center (PCC) at 1.877.299.4500 (option 1) with questions about the MR ADR process or denied claims.

Hospice MR ADR Checklist - Preferred Order		
1	ADR letter (or FISS Page 07 screen print) and Contact Form	
2	Signed election statement Addendum(s) (as applicable) 	
3	Plan of care with physician certification/ recertifications	
4	Physician Face-to-Face documentation (for third and later benefit periods)	
5	Physician orders	
6	IDG reviews/POC updates Note: Include reviews for each 15-day period to cover the billing period. This may include reviews/updates that occurred prior to the billing period.	
7	Initial assessment for billing period	
8	Visit notes (nursing, social worker, chaplain, etc.)	
9	Physician visit notes	
10	Other relevant documentation Admission assessment 	

Home Health MR ADR Checklist - Preferred Order		
1	ADR letter (or FISS Page 07 screen print) and Contact Form	
2	Physician or allowed practitioner Face-to-Face documentationActual encounter note or progress noteDischarge summary from inpatient stay	
3	Plan of care with physician or allowed practitioner certification/ recertificationIf recertification, include initial certification and plan of care	
4	Interim/verbal orders	
5	OASIS assessment	
6	Nursing visit notes	
7	Therapy visit notes including evaluations/re-evaluations	
8	Social work visit notes	
9	Aide visit notes	
10	 Other relevant documentation Any other acute/post-acute care documentation to support home health eligibility 	

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