The purpose of the TPE post probe education call is to offer education, resources, and to answer questions concerning claim denials as a result of TPE medical review. The educator’s role is to present information addressing the reason for the denial and communicate insight aimed at the medical review findings; however, the call is not intended to serve as a verbal appeals process.

### POST PROBE EDUCATION CALL TOOL

**POST-CALL**

- **Round Results Letter**
  - Request 1:1 education by deadline
  - Determine call participants
  - Review claims found in error

- **Group claims by denial reason**
  - Ex. Arrange all 5HC01 claims together
  - Organize claim documentation

- **Prepare questions**

**INTRA-CALL**

- **Join call timely**
  - Verify time zone of scheduled call
  - All participants connected by call start time
  - Be prepared to introduce self including first and last name and agency role

- **Ensure access to an internet connection**
  - CGSMedicare.com—J15HHH
  - CMS.gov

- **Materials**
  - Round Results Letter
  - Assembled claim documentation
  - Questions

**POST-CALL**

- **Process Evaluation**
  - Define process issue(s)
  - Develop corrective action plan
  - Educate team
  - Implement action items
  - Assess outcome

- **Resources**
  - Distribute resources supplied as appropriate
  - Join ListServ
  - Register for myCGS Portal

### RESOURCES:
- **Targeted Probe and Educate Process** - [https://www.cgsmedicare.com/hhh/medreview/tppe_process.html](https://www.cgsmedicare.com/hhh/medreview/tppe_process.html)
- **Education and Resources** - [https://www.cgsmedicare.com/hhh/education/index.html](https://www.cgsmedicare.com/hhh/education/index.html)
- **Medical Review Additional Development Request (ADR) Process** - [https://www.cgsmedicare.com/hhh/medreview/adr_process.html](https://www.cgsmedicare.com/hhh/medreview/adr_process.html)
- **Medical Review Activity Log** - [https://www.cgsmedicare.com/hhh/medreview/activitylog.html](https://www.cgsmedicare.com/hhh/medreview/activitylog.html)