

What's the Difference Between a Reopening and a Redetermination?

Hey everyone! Today we are going to look at the difference between reopenings and redeterminations. By the end of this video, you'll know exactly which one you need to file. Let's get started!

First, let's look at Reopenings.

1. Go to www.cgsmedicare.com.
2. Choose your contract. For this demo, I'll select JC.
3. On the left side, scroll down to Reopenings and click it.

This page shows a chart of what can and cannot be handled through reopenings and different ways to submit a reopening request. Examples of a reopening request include corrections for:

- Submitted amount
- Date of service
- Certain modifiers
- Units of service

Click each section for information about each submission type, including what kinds of claim corrections you make. You can request a reopening through the myCGS® DME Web Portal, by telephone, or by mail.

Remember, reopenings are only for minor corrections. If your claim is denied as not reasonable and necessary, file a redetermination instead.

Now let's talk about Redeterminations. On the left menu, click Redeterminations. This is the first level of appeals. When a supplier sends a Redetermination, CGS re-examines the initial claim decision. For example, file one of these when:

- A claim denied as not reasonable and necessary
- If you need to change the KX, GA, GY, or GZ modifiers
- A review contractor, like CERT or Medical Review, denied the claim

You can submit this level of appeal through the myCGS Web Portal, by fax, or by mail.

Click on the Contact Information tab on the left-hand menu to find your jurisdiction's fax number and mailing address.

Let's look at a couple of tools to help decide whether you need to file a reopening or a redetermination.

1. Scroll to Tools and Calculators in the left hand navigation at the bottom.
2. Click the Appeals Decision Tree. Answer these questions to find out whether to file a reopening or redetermination.



3. Go to Forms/Checklists/Guides and select Guides & Charts. Click the Reopenings Chart to see which claim adjustments can be handled through the myCGS portal, by phone, or by writing.

And that's it! Now you know the difference between reopenings and redetermination—and which one to file.

Thanks so much for watching! Don't forget to like, subscribe, and share this video if you found it helpful.