

How Do I Respond to a Targeted Probe & Educate Request for Additional Documentation?

Hi there! So, you have a letter from CGS, asking for additional documentation for Targeted Probe and Educate, or TPE. Today I'll explain TPE and walk you through exactly how to respond.

1. Go to www.cgsmedicare.com.
2. Choose your contract. For this demo, I'll select JB.
3. On the left-hand menu, scroll down to Medical Review and click it.
4. Select Targeted Probe and Educate.

What Is TPE?

TPE is a review process that helps reduce claim errors. It includes up to 3 rounds of reviewing 20–40 claims, along with one-on-one education based on findings.

Why Were You Selected?

Suppliers are chosen through data analysis. If selected, you'll receive a letter explaining what's being reviewed and why.

Here's What To Do Next

Continue submitting claims and watch for Additional Documentation Requests, or ADRs. You can view all ADRs in the myCGS® DME Web Portal.

How to Respond to an ADR

Once you receive an ADR letter, read it carefully. You have 45 days to respond.

Include a copy of the ADR letter and all requested documentation.

These are the ways to submit your ADR response:

- myCGS is the quickest and easiest method.
- If you fax your response, make sure to use the correct jurisdiction coversheet.
- If you mail your documentation using paper, CD, or DVD, use the address listed on your ADR letter.
- We also accept Electronic Submission of Medical Documentation or esMD.

To find the fax number and address, click on the Contact Information tab on the left-hand side of the website.

After You Respond

CGS may reach out if something simple is missing. If you have any questions, contact TPE at the email box shown here. Remember, Jurisdictions B and C each have their own email address, so make sure you're using the correct one.



What Happens Next?

You'll receive results after each probe round. Cases may close early if error rates are low or improve. Some suppliers may be asked for a Process Improvement Plan. If error rates remain high after 3 rounds, cases may be referred to CMS.

If you found this video helpful, please fill out our website survey and let us know! Thanks for watching and don't forget to click like and subscribe and hit the bell so you never miss an update.