



Targeted Probe & Educate (Jurisdiction C)

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Hello and welcome to another edition of Medicare MinuteSM. I'm Dr. Robert Hoover, Medical Director at CGS Administrators, LLC (CGS), the Jurisdiction C DME MAC. Today I'm excited to talk about a new program in Jurisdiction C, scheduled to start in October 2017 called Targeted Probe and Educate or TPE.

You may have heard this term used in recent years in the Medicare program. In 2014 & 2015 the MAC Probe & Educate medical review strategy for hospital inpatient cases produced favorable outcomes with respect to educating providers and reducing improper payments. The Probe & Educate strategy is also being employed for Home Health, which has received similar appreciation from providers and MACs. Finally, CMS has seen very positive results from a currently running DME pilot for this program as well as modifications to existing programs as a result of lessons learned. CMS believes that this strategy will continue to demonstrate measurable reductions in the number of claims denied and the number and merit of appeals.

As I mentioned, CMS has seen dramatic results during pilot testing utilizing this strategy. The key element of TPE is that each selected supplier will have up to three rounds of a pre-payment Targeted Probe & Educate process. What does this mean?

On your screen now you'll see a flow diagram outlining the TPE process.

Suppliers, selected for the TPE process based on data analysis of claims submitted in Jurisdiction C, will receive a letter explaining that they've been selected for TPE. It will describe the process, the reason for selection and the HCPCS code or codes under review.

A minimum of 20 but up to 40 prepayment claims will be selected and developed for additional documentation. The documentation will then be evaluated by a CGS Medical Review clinician. Depending on the number and type of errors found, the supplier will receive 1-on-1 education from the Medical Review clinician, including helpful material to reduce or eliminate the errors noted in the review. If the error rate is low, no further action is taken and the supplier is excluded from further MAC TPE review for at least 12 months.

For suppliers with higher error rates on the probe review, claim-specific 1-on-1 education will be provided and at least 45 days will be given to implement any necessary changes to the supplier's processes. At that point another probe review will take place, again with 20 to 40 prepayment claims. Similar to the first round of TPE, a Medical Review clinician will conduct 1-on-1 education.

If high denial rates continue after three rounds of TPE, CGS will consult with CMS for additional action, which may include extrapolation, referral to the ZPIC/UPIC, referral to the RAC, 100% pre-pay review, etc.



In the TPE process, CGS will use data analysis techniques to target suppliers most likely to be submitting non-compliant claims. This new TPE strategy is designed to efficiently utilize medical review processes and incorporate comprehensive education, with the option for potential elevated action; all designed to reduce or prevent improper payments and reduce appeals.

If you are selected for TPE, you'll have all of the information you need in the letter you'll receive from CGS. Read it carefully and follow the directions closely. It is critically important that you respond to the request for records promptly.

That does it for this edition of Medicare MinuteSM.

Thank you for watching and have a nice day.