

POST REVIEW EDUCATION CALL TOOL

The purpose of the education call is to provide education, resources, and answer questions concerning claim denials as a result of CMS directed postpayment 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. The call is not intended to serve as a verbal appeals process.

PRE-CALL	
Review Results Letter	<ul style="list-style-type: none"> Ensure mailing address up to date, changes made through PECOS
	<ul style="list-style-type: none"> After receipt of Review Results Letter, request education via email to the appropriate line of business: <ul style="list-style-type: none"> Part A: j15amreducation@cgsadmin.com Part B: j15bmreducation@cgsadmin.com HHH: j15hhmreducation@cgsadmin.com Determine call participants and submit to educator
	Prepare claim questions and submit to educator

INTRA-CALL	
	Join call timely
	Be prepared to introduce call participants, including first and last name with role
	Ensure access to an internet connection <ul style="list-style-type: none"> https://www.cgsmedicare.com https://www.cms.gov
	Materials <ul style="list-style-type: none"> Review Results Letter Claim documentation Questions

During the call, the educator will discuss a summary of the claims and review findings. CMS regulations will be reviewed and navigation assistance to online resources will be provided. Claims will be identified by the beneficiary's name and date of service to discuss specific findings related to the documentation submitted.

POST-CALL		
Process Evaluation	<ul style="list-style-type: none"> Identify action items Develop and implement corrective action plan Educate team Assess outcome Perform quality reviews at regular intervals 	Request additional education as needed
Resources	<ul style="list-style-type: none"> Register for myCGS portal Join CGS ListServ 	Complete education survey

RESOURCES:

<p>Part A:</p> <ul style="list-style-type: none"> Education and Events: https://www.cgsmedicare.com/parta/education/index.html Medical Review: https://www.cgsmedicare.com/parta/mr/index.html Medical Review Activity Log: https://www.cgsmedicare.com/parta/mr/mral.html Appeals: https://www.cgsmedicare.com/parta/appeals/index.html 	<p>Part B:</p> <ul style="list-style-type: none"> Education and Events: https://www.cgsmedicare.com/partb/education/index.html Medical Review: https://www.cgsmedicare.com/partb/mr/index.html Medical Review Activity Log: https://www.cgsmedicare.com/partb/mr/activity_log.html Appeals: https://www.cgsmedicare.com/partb/appeals/index.html 	<p>HHH:</p> <ul style="list-style-type: none"> Calendar of Events: https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx Medical Review: https://www.cgsmedicare.com/hhh/medreview/index.html Medical Review Activity Log: https://www.cgsmedicare.com/hhh/medreview/activitylog.html Appeals: https://www.cgsmedicare.com/hhh/appeals/index.html
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