To the Point:
Simplifying Claim Denials with CGS Tools—No Registration Required

Slide 1: *To the Point* is presented by the Provider Outreach and Education Department at CGS.

Slide 2: The Provider Outreach and Education department creates these brief recordings on hot topics or upcoming events. The purpose is to provide suppliers with quick information on identified topics, how they affect you and any action(s) needed on your part. These recordings are less than 10 minutes and will contain resources for additional information when applicable. This segment of *To the Point* is on **Simplifying Claim Denials with CGS Tools—No Registration Required**.

Slide 3: At CGS, we offer many helpful tools that are available on our website. We will review several of these tools that can help you with claim denials including the **Remittance Advice Tutorial, CGS Wizard, Claim Denial Resolution Tool, Appeals Decision Tree,** and the **Appeals Time Limit Calculator**. Using these tools provides several advantages. There is no need to call customer support for claim denial assistance, you don't have to register or create an account to use these tools, and using our tools will save you time.

Let's take a closer look at how to locate and use these tools.

Slide 4: To locate these tools, let's begin with the cgsmedicare.com JB or JC website (https://www.cgsmedicare.com/).

Scroll down to the bottom of the page to find the **Tools and Calculators** tab located on the left side of the screen in the blue panel. Click on **Tools and Calculators**. A drop-down box will appear, showing the tools and calculators in alphabetical order. Select the tool or calculator you are looking for.

Let's start by looking at the **Remittance Advice Instructions Tool**.

Slide 5: This is an image for the **Remittance Advice Instructions Tool**. This tool will help you understand your Remittance Advice, or RA. **Hover over a section** and a text box will appear to explain that section of the Remittance Advice.

- JB: https://www.cgsmedicare.com/jb/claims/remadvice.html
- JC: https://www.cgsmedicare.com/jc/claims/remadvice.html

Slide 6: Next, let's look at the **CGS Wizard**. This tool allows you to search by **Claim Control Number (CCN)** and provides the type of claim decision with a detailed, easy-to-read explanation. It also provides CGS Medical Review processing decisions for claims reviewed under the Targeted Probe and Educate (TPE) program with links to additional resources.

When using this tool, it's important to remember that if you are on the JC website, this tool will only provide you with claims processed under Jurisdiction C within the last 15 months. If you

are on the JB website, this tool will only provide you with claims processed under Jurisdiction B within the last 15 months.

There are two different ways that you can search your claim denials on the **CGS Wizard**. To search for a **single CCN**, enter the **14-digit CCN** from your RA and select **Submit**.

To view a report for **all CCNS processed within a specific date range**, enter your **National Provider Identifier (NPI), 14-digit CCN, start date, end date**. You can use up to a 3-month date range. Select **Download Medical Review Claims** or **Download Completed DME Claims**. Once completed, the report will provide a spreadsheet that you may view or save to your computer.

Slide 7: This is an example of the **CGS Wizard** results when searching for a **single CCN**. Under "messages," the tool provides the reason for your claim decision.

In this example, the message tells you three things. First, it explains the reason for the decision. Next, it gives the reference for the decision. Third, it explains what your next steps are.

- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/mrwizard/denials.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/mrwizard/denials.aspx

Slide 8: Now let's look at the **Claim Denial Resolution Tool**. This tool helps you understand your claim denials and lists possible causes and resolutions using ANSI Reason Codes. This tool provides the same messages that you will receive when calling our Customer Support Department or using the myCGS Web Portal.

To use the **Claim Denial Resolution Tool**, enter the **ANSI Reason Code** from your RA in the search field. In this example, we entered ANSI Reason Code 151. Select **Search** to get the myCGS message for the claim denial and possible causes and resolutions. If you want to start over and enter a different ANSI Reason Code, select **Reset**.

Keep in mind that this tool may not address every scenario since it's designed for the most common claim denials. If you need further assistance, use the links provided within this tool to see all the Remittance Advice Remark Codes referenced on your RA.

- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/claim_denial_resolution_tool/search.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/claim_denial_resolution_tool/search.aspx

Slide 9: The results of the **Claim Denial Resolution Tool** are shown on this slide, including the claim denial reasons and next steps, if applicable.

Make sure you refer to your RA for the ANSI Remark Codes when reviewing the tool results. For example, ANSI Code 151 with M25, N362 provides a different myCGS message than ANSI Code 151 with no ANSI Remark Codes.

- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/claim_denial_resolution_tool/search.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/claim_denial_resolution_tool/search.aspx

Slide 10: To use the **Appeals Decision Tree**, you must answer a series of yes and no questions. After answering the questions, the tool will give you guidance on next steps regarding appeals, redeterminations, or reopenings. In this example, the next steps are listed below the responses to the questions and answers.

- JB: https://www.cgsmedicare.com/jb/claims/appeals/decision_tree.html
- JC: https://www.cgsmedicare.com/jc/claims/appeals/decision_tree.html

Slide 11: Lastly, let's look at the **Appeals Time Limit Calculator** which provides the timely filing limit for your redetermination or reconsideration appeal.

To view the timely filing limit for your **redetermination request**, enter the **initial determination date** from your Medicare RA, Summary Notice, or Demand letter.

To view the timely filing for your **reconsideration request**, enter the **date from your redetermination decision letter**.

- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/time_limit_calculator/time_limit_calculator.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/time_limit_calculator/time_limit_calculator.aspx

Slide 12: Here are additional resources for today's edition of *To the Point.* Links to:

- **CGS Medicare Webpage**

   - JB: https://www.cgsmedicare.com/jb/index.html
   - JC: https://www.cgsmedicare.com/jc/index.html

- **Tools & Calculators**

   - JB: https://www.cgsmedicare.com/jb/help/tools.html
   - JC: https://www.cgsmedicare.com/jc/help/tools.html

Slide 13: Thank you for viewing this session of *To the Point* on **Simplifying Claim Denials with CGS tools—No Registration Required**. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.