



To the Point: Accreditation Claim Message

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 about the **Accreditation Claim Message** that you may receive on your Remittance Advice (RA).

Slide 3: If you receive a Remittance Advice (RA) with the claim message with **ANSI Reason Code CO-185, ANSI Remark Code N790 and N369**, this is an informational message.

The message indicates the rendering provider is not eligible to perform the service billed. Provider/supplier not accredited for product/service. Alert: Although this claim has been processed, it is deficient according to state legislation/regulation.

Slide 4: To supply Medicare Durable Medical Equipment Prosthetics, Orthotics, and Supplies (DMEPOS) to your patients and get and keep a supplier billing number:

Suppliers must get accreditation from a CMS-approved independent national accreditation organization (AO).

The AO accreditation must indicate the specific products and services for which they're accrediting that supplier to get payment.

For more information about this process, please refer to the Medicare Learning Network (MLN) Fact Sheet 905710, DMEPOS Accreditation (https://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnproducts/downloads/dmepos_basics_factsheet_icn905710.pdf).

Slide 5: If you receive this claim message, first confirm you're accredited to provide the item billed.

The accreditation must indicate the specific products and services for which you are accredited. This will allow you to receive payment of those specific products and services.

If you are not accredited for the item, contact your accreditation organization or the National Provider Enrollment (NPE) contractor. If your location is east of the Mississippi River, contact NPE East: Novitas Solutions. If your location is west of the Mississippi River, contact NPE West: Palmetto GBA. The websites and phone numbers to the NPE contractors are listed on this slide.

Slide 6: Here are resources for today's edition of *To the Point*. Links to:

- **NPE East: Novitas Solutions**
<https://www.novitas-solutions.com/webcenter/portal/DMEPOS>



- **NPE West: Palmetto GBA**
<https://www.palmettogba.com/palmetto/npewest.nsf>
- **MLN Fact Sheet 905710 – DMEPOS Accreditation**
https://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnproducts/downloads/dmepos_basics_factsheet_icn905710.pdf

Slide 7: Thank you for viewing this session of *To the Point* on Accreditation Claim Message. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.

