



# PART A MEDICAL REVIEW NEWS

MARCH EDITION | PROVIDER ALERT: TARGETED PROBE AND EDUCATE (TPE)

## Prevent Claim Denials

- Include a signature log or attestation statement for any illegible signatures
- Visit our Documentation Requirements Checklists to ensure you have submitted the required claim information (<https://www.cgsmedicare.com/parta/mr/mral.html>).



## Signature Requirements

Please review the signature and attestation guidelines to ensure your claim documentation submitted meets the outlined CMS requirements in order to prevent denials. We are finding a significant increase in denials due to illegible or invalid signatures that are not accompanied with a signature log or attestation. Failure to submit records with valid signatures, will result in your claims being denied. Signatures must be LEGIBLE, contain the professional DESIGNATION (e.g., MD, DO, NP) and contain the DATE signed (<https://www.cgsmedicare.com/parta/mr/signatures.html>).



## Tips for Completing Additional Documentation Requests (ADR)

For the initial submission of medical records:

- **Question:** Was the ADR letter and the TPE ADR Documentation Cover Sheet included with the submission of the medical records?
- **Answer:** Please continue to submit the **ADR letter** and include a completed **TPE ADR Documentation Cover Sheet** with each claim submitted. Ensure the provider contact name and phone number are completed on this form. This will improve the accuracy and timeliness of both the submission and the review process. The medical review department may provide a courtesy call to the provider contact listed on the cover sheet to request additional documentation for an easily curable error to prevent a claim denial. Please access the TPE ADR Documentation Cover Sheet here: <https://www.cgsmedicare.com/parta/pubs/news/2014/1114/cope27374.html>



The provider contact designated by your facility may receive a courtesy call from our Medical Review Department to submit additional documentation for an easily curable error identified during the review process.

CGS may not always call to request this type of documentation.

If contacted, ensure your submission is completed (via FAX) within two business days of the initial contact in order for the documentation to be considered for review.



## Questions?

If you have questions, please email: [J15AMREDUCATION@cgsadmin.com](mailto:J15AMREDUCATION@cgsadmin.com)



## Tips for Submitting Additional Documentation if Contacted

For the submission of requested additional documentation by the medical review department:

- **Question:** How do I submit additional documentation to prevent a claim denial if I am contacted by the medical review department?
- **Answer:** If you are contacted by CGS to provide additional documentation for an easily curable error to prevent a claim denial, please follow the specific submission process outlined here: <https://www.cgsmedicare.com/parta/pubs/news/2018/01/cope6101.html>

Please note that the submission of the requested records can only be **FAXED** to ensure it reaches our medical review department within the submission deadline. Please fax this documentation as instructed during the courtesy call.

