



# PART A MEDICAL REVIEW NEWS

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



## Responding to MR ADRs

We highly recommend that each facility has an internal process established to monitor claims selected for an ADR, and to ensure the documentation is submitted within the required 45 day timeframe as outlined in the ADR letter received.



## Prevent Claim Denials!

When a claim is selected for medical review, a medical review additional documentation request (MR ADR) is generated requesting the submission of medical documentation to ensure payment is appropriate for the services that were billed. **Documentation must be received by CGS within 45 calendar days** for review and payment determination.

**If the requested documentation is not received timely by CGS, the claim will automatically deny on the 46th day for non-receipt of documentation (denial message-56900).**



## Reminder

CGS is not permitted to access secure emails from providers. Please submit your inquiry directly to our education mailbox.



## What to Submit?

- Use your MR ADR letter as a submission guide.
- A current list of edits with documentation requirements checklists, additional submission information, resources and helpful tips on preventing common denials can be accessed on the Part A Medical Review Activity Log (<https://www.cgsmedicare.com/parta/mr/mral.html>).

Before submitting the medical record for review, please ensure you have gathered the correct documentation required to support that the services billed were reasonable and medically necessary in compliance with Medicare guidelines. For example, this may require you to contact the hospital, physician's office or other facilities where services were provided to obtain signed progress notes, office visit notes, a plan of care, discharge summary and other required documentation that supports payment of the services billed. This review may require documentation before or after the dates of service (DOS) billed on the claim, but relevant to the services provided.



## Questions?

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

Please be sure to include the Facility name and Provider Number or PTAN associated with your question and the specific review reason related to your inquiry. This will help to expedite a response.

