



PART A MEDICAL REVIEW NEWS

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

Respond to Medical Review Courtesy Calls Promptly

- Don't miss out on an opportunity to prevent a claim denial if you are contacted by our medical review department.
- The receipt of the requested missing documentation is time sensitive and requires a quick response.



Sign up for myCGS

myCGS (<https://www.cgsmedicare.com/parta/mycgs/index.html>) is the recommended route for submitting your Medical Review Additional Documentation Requests (MR ADRs). This is a secure, free web-based application that allows you to submit your ADR's directly to CGS, ensuring a timely response in submitting your medical records for review as well as providing a confirmation of the receipt of your records. myCGS eliminates the issues that may be encountered when faxing and prevents the delays associated with mailing your documentation for review. Refer to the myCGS User Manual web page (https://www.cgsmedicare.com/mycgs/mycgs_user_manual.html) for more details to get registered today.



Responding to Medical Review Additional Documentation Requests (MR ADRs)

- Ensure your facility has an internal process established to monitor claims selected for an ADR
- Submit the required documentation within 45 days as outlined in the ADR letter received
- Begin Page 1 of the submission with a copy of the ADR letter the facility received
 - Do not forget to include a designated provider contact with each ADR submission by completing the TPE ADR Cover Sheet (https://cgsmedicare.com/parta/forms/pdf/parta_tpe_adr_coversheet.pdf)
 - Include a telephone number for 1-2 provider contacts for any educational outreach attempts from our medical review department to prevent a claim denial



Reminder

Please **DO NOT** submit medical records unless you have received an official ADR letter requesting the documentation.



Questions?

If you have questions, please email:
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.

