



PART A MEDICAL REVIEW NEWS

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



The Provider Outreach and Education Teams of Palmetto GBA and CGS officially invite you to their collaborative Skilled Nursing Facility (SNF) Symposium January 11–12, 2024, in Greensboro, N.C. This unique learning event is intended to provide a wealth of information to SNF providers and will equip you with tools to succeed as a Medicare provider. Don't miss out on this opportunity to start the year off strong. **Register now to secure your spot!**



Respond Timely to Medical Review Additional Documentation Requests (MR ADRs) to Prevent Claim Denials!

When a claim is selected for medical review, a 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.

- Please ensure you have an internal process established for each facility to monitor claims selected for a MR ADR, and the documentation is submitted within the required 45 day timeframe as outlined in the MR ADR notification letter received.
- If the requested documentation is not received or not received timely by CGS, the claim will automatically deny on the 46th day for non-receipt of documentation (denial message-56900).



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 NPI associated with your question and the specific review reason related to your inquiry. This will help to expedite a response.