



PART A MEDICAL REVIEW NEWS

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



Items Commonly Found Missing for Skilled Nursing Facility (SNF) 5 Claim Probe and Educate Review Contributing to Errors

- Documentation to support the dates of service (DOS) billed as well as the documentation from the 7 day lookback period from the Assessment Reference Date (ARD) on the Minimum Data Set (MDS) to support the HIPPS code billed. (Include all documentation/notes to support each component of the HIPPS code billed and care received during all the dates of service billed).
- Complete SNF Certification/Recertification requirements and signature logs and/or attestations to verify handwritten signatures.
- Hospital documentation to support all items coded on the MDS related to “While not a resident”.
- Physical Therapy (PT)/Occupational Therapy (OT)/Speech Language Pathology (SLP) evaluations, daily treatment notes, progress notes and calendar of minutes for each therapy billed.
- Medication Administration Record (MAR) and Treatment Administration Record (TAR)



Prevent Claim Denials and Down-Codes

- Do Not Forget to Include a Designated Provider Contact with Each Additional Documentation Request (ADR) Submission.
- Please complete the TPE ADR Cover Sheet (https://cgsmedicare.com/parta/forms/pdf/parta_tpe_adr_coversheet.pdf) and include 1-2 provider contacts that can be reached regarding the ADR submission.
 - Without a designated provider contact identified, you may miss an important opportunity to prevent a claim denial and/or down-code or receive education.
 - If you receive a courtesy call from our medical review department for an easily curable error identified, please respond to the call promptly.



Sign Up for myCGS Today!

myCGS 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://cgsmedicare.com/mycgs/mycgs_user_manual.html) for more details to get registered today.



Provider Alert

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



Reminder

Please **DO NOT** submit medical records unless you have received an official ADR letter requesting the documentation. When a claim is selected for an ADR, the claim is moved to a Fiscal Intermediary Standard System (FISS) status/location S B6001. The myCGS MR Dashboard is another option for you to quickly identify and respond to ADRs. Refer to the myCGS User Manual: Medical Review (https://www.cgsmedicare.com/mycgs/mycgs_user_manual.html) section for step by step instructions.



Questions?

If you have questions, please email:

J15AMREDUCATION@cgadmin.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.



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