



# PART A MEDICAL REVIEW NEWS

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

## Prevent 56900 Denials

We continue to experience a large volume of claims that are being denied for failure to submit the requested medical record in response to a medical review additional documentation request (MR ADR).



- Please ensure your facility has processes in place to monitor for MR ADRs and respond timely to these requests. If CGS does not receive the medical record documentation within the required timeframe (45 calendar days), the claim will deny with reason code 56900.
- You may request a "56900 reopening" if the claim denial date is within 120 days of the request. The Medical Review department will complete the review without utilizing the Medicare Appeals process. If the claim denial date is greater than 120 days, complete and submit the Redetermination Request form for the first level of appeal. Additional information can be found here: <https://cgsmedicare.com/parta/pubs/news/2023/08/cope143630.html>

## Prevent Claim Denials and Downcodes

- If you are contacted by our medical review department, please respond promptly. These contact attempts to request missing documentation and the receipt of the records are time sensitive.
- Ensure the missing records are submitted by the deadline given and the specific submission instructions are followed to ensure receipt by the medical review department. Late records will not be accepted.



## Please Do Not Submit Additional Documentation to the Medical Review Department in Place of an Appeal

- Our medical review department continues to experience an increasing number of providers not following the proper appeal process. All appeal requests must follow the formal appeal process. As a reminder, providers only have 120 days from the date a claim and/or adjustment finalizes to submit an appeal. Please visit the designated Appeals/Redeterminations page for additional information: <https://www.cgsmedicare.com/parta/appeals/index.html>



Check the Calendar of Events ([https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/parta\\_report/parta\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx)) to sign up for any webinars that may be of interest.



## Provider Alert

When emailing our mailbox for education [J15AMREDUCATION@cgsadmin.com](mailto:J15AMREDUCATION@cgsadmin.com), please identify the facility by providing the name and provider number located on your results letter.



## Questions?

If you have questions regarding TPE or the SNF 5-Claim Probe and Educate Review, please email: [J15AMREDUCATION@cgsadmin.com](mailto: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. **Please do not include PHI/PII in the email, you may reference a claim by the Document Control Number (DCN) only.**



If you have general questions regarding a claim, an appeal/redetermination, provider enrollment or need assistance with a process, please contact our CGS Part A Provider Customer Care (PCC) at: **1-866-590-6703**.

## PLEASE NOTE

**CGS is not permitted to access encrypted or secure emails from providers. Please submit your inquiry directly to our education mailbox. You may reference a claim by the Document Control Number (DCN) only. Do not include PHI/PII in your email.**



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