



# PART A MEDICAL REVIEW NEWS

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

## Prevent 56900 Denials



- Ensure your facility has processes in place to monitor for medical review additional documentation requests (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>

## Don't Forget to submit a Designated Provider Contact for Every Claim Submitted for Review



- Don't miss an opportunity to prevent a claim denial, partial denial or HIPPS code change.
- Please include 1-2 Designated Provider Contacts with each MR ADR submission by completing the ADR Cover Sheet included with the notification letter received or access a cover sheet here: ([https://cgsmedicare.com/parta/forms/pdf/parta\\_tpe\\_adr\\_coversheet.pdf](https://cgsmedicare.com/parta/forms/pdf/parta_tpe_adr_coversheet.pdf)).
- 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.

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.



## Sign Up for myCGS Today to Submit Medical Records!



**myCGS** (<https://cgsmedicare.com/hhh/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://cgsmedicare.com/mycgs/mycgs\\_user\\_manual.html](https://cgsmedicare.com/mycgs/mycgs_user_manual.html)) for more details to get registered today.

## Need Assistance with myCGS?



For questions or assistance with myCGS, please contact the EDI Help Desk. They can assist with connectivity or other technical questions.

- Part A: 1.866.590.6703 (Option 2)
  - Hours of Operation: 7:00 a.m. – 4:30 p.m. CST (8:00 a.m. – 5:30 p.m. EST)

## 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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