



PART A MEDICAL REVIEW NEWS

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

Alert: Medicare Fraud Scheme Involving Phishing Fax Requests



- CMS has identified a fraud scheme targeting Medicare providers and suppliers involving illegitimate faxes falsely claiming to be from CMS staff. These faxes have falsely claimed to be part of a Medicare audit and demanded that the provider submit medical documentation and other information to CMS or face the risk of revocation, fines, or other significant consequences.
- **IMPORTANT:** CMS doesn't initiate audits by requesting medical records via fax. We urge all providers to protect your information. If you receive a suspicious request, don't respond. If you think you received a fraudulent or questionable request, please reach out to CGS to confirm if it's real.
 - Reference the CMS posting at <https://www.cms.gov/fraud> Posted 6/24/2025
Crushing Fraud, Waste, & Abuse | CMS
CMS is crushing fraud, waste, and abuse to protect Americans enrolled in our programs from being victimized by healthcare fraud.

Ensure Designated Provider Contacts are Submitted when Sending Records 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).

Check the Calendar of Events (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, 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) 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)

Questions?



If you have questions regarding TPE or the SNF 5-Claim Probe and Educate Review, 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. **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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