When we process claims, occasionally our Medical Review (MR) department staff will need additional documentation from you in order to make a decision. This includes operative reports, plans of care, radiology/diagnostic reports, and other medical records. If/when the need arises we will send you an Additional Documentation Request or Additional Development Request (ADR) letter identifying the documentation needed to continue processing your claim.

For your convenience, myCGS has an MR Dashboard available to you to QUICKLY identify MR ADRs sent to you. As an added convenience, you are able to perform a number of functions directly from your MR Dashboard!

**Medical Review Tab**

Select the *Medical Review* tab to access your MR Dashboard.

ADR letters sent from our MR department will be listed by claim number (Internal Control Number (ICN) or Document Control Number (DCN)) assigned to the actual claim.

Click on the claim number to view the details of the ADR.
After selecting a claim number, the ‘Detailed Claim Status Information’ page is displayed. Here you will find details specific to the ADR and claim including:

- **Response Received** – This is the date we received the response to the ADR from your office.
- **Medical Review Begun** – This is the date our MR staff began reviewing the ADR and the documentation submitted with your response.
- **Medical Review Doc Completed** – This is the date our MR staff completed review of claim and submitted documentation.
- **Date of Educational Call** – If an education call is held with the provider the date of that call will appear here. This includes providers who are reviewed due to the Targeted Probe & Educate (TPE) initiative.
- **Review Results Sent** – A date will appear in this field if a letter is sent to the provider. If the claim is paid, no letter will be sent.
- **Outcome of Review** – Based on the documentation received and reviewed, this is the decision our MR staff made on the claim. Decision options include allow, deny, or partially paid.
- **Review Results Code** – A code will appear in this field if the review was partially paid or denied.
- **Review Closure** – This is the date our MR staff completed the review, allowing the claim to continue through the system.
- **Review Findings and Rationale** – When the claim is partially paid or denied a letter is sent, and a letter icon will appear in this field. A letter will not be sent if the claim is fully paid.
- **Redetermination Outcome** – Information will appear here if a Redetermination is requested on the claim upon completion of the MR review process. Outcomes will be favorable, partially favorable, or affirmed.
- **Redetermination Case Closed** – This is the date the claim was closed after an appeal is completed (if applicable.)

**Respond to Pending ADRs**

As an added convenience, you may respond to claims with a pending ADR status directly from your MR Dashboard!

- Click on the *Submit Documents* button located in the “Actions” column to access the MR ADR Form.
  - Some fields of the form will auto-populate with information specific to your myCGS user ID and the actual claim.
• If you click on the claim number instead, the Detailed Claim Status Information page will include an option to ‘Submit Documentation,’ which will also allow you access to the auto-populated MR ADR Form.

Note: Do not use the Ask a Question button to respond to a pending ADR. This is used only to send a general question regarding the claim.

Additional Options
Depending upon the status of the ADR, you may be able to perform additional functions:

• Ask a Question – If you have a question regarding the MR ADR, select this option.
  - The MR Inquiry Form will auto-populate with your provider information and details from the claim.
  - Enter your question in the ‘Message’ field. You may also attach documentation to be sent with the inquiry. NOTE: It may take up to 45 days to receive a response

• Request Redetermination – Select this option to submit a Redetermination.
  - The Redetermination Form will auto-populate for your convenience.

Select the ‘All ADRs’ option to return to your MR Dashboard to view the complete listing of ADR letters sent to you.

No ADRs
If you find no ADRs on your MR Dashboard, a message will display to let you know.