

THE PROVIDER 360 PROGRAM

PERSONALIZED EDUCATION | Frequently Asked Questions (FAQS)

How does the Provider 360 (P360) Program help reduce and/or minimize claim errors resulting in denials?

Whether your organization is in the Target Probe and Educate (TPE) process or you have experienced claim denials, education in Lean Process Improvement is for you. CGS's Continuous Improvement experts will provide education on Value Stream Process Mapping so you can visually see the key steps of your work process. This enables you to identify opportunities for improvement and improve your claim processing.

What should I expect from each of the three sessions?

Lean Education: Session 1 - During this session, CGS's Continuous Improvement expert will provide personalized education on Lean Process Improvement tools (i.e., Root Cause Analysis, Quality Assurance Standards) necessary to identify and correct issues that may be causing claim errors resulting in denials. After attending the session your organization will be asked to create a Value Stream Process Map of your claim submission process. This map will be reviewed with CGS during Session 3 discussed below.

Personalized Education: Session 2 - During this session a CGS Continuous Improvement expert along with members of our Medical Review staff; Chief Medical Officer (CMO), Clinical Educator(s) will review specific claim denials. The group will collectively review the claim denials, allowing your organization to ask questions and CGS to provide guidance. CGS will also review policy guidelines, documentation requirements and provide education on Quality Assurance Standards.

Follow Up: Session 3 - This is the final session of the program. During this session a CGS Continuous Improvement expert along with members of our Medical Review staff; Chief Medical Officer (CMO), Clinical Educator(s) will review your organizations Value Stream Process Map. The group will collectively identify Opportunities for Improvement (OFIs) that are causing claim errors resulting in denials. After attending the session, your organization will be asked to create an Action Plan to correct the OFIs. Your Action Plan is for your organization only, it is not submitted or shown to CGS.

What is your success rate with customers that have participated?

To-date CGS has had 41 providers/suppliers participate in the P360 Program. All the organizations that actively engaged in the program saw a reduction in errors resulting in a lower percentage of claim denials. One example of the program's success is the reduction of a participant's error rate from 83% to 3% percent (96% overall improvement) after completion of the program.

Collectively, this program helps improve the overall CMS Comprehensive Error Rate Testing (CERT) rate. This positively impacts the timeliness and accuracy of payments to providers/suppliers in the billing and payment processes.

Who should participate from my organization?

Driving organizational change is integral to a successful outcome; therefore, commitment and active engagement of top leadership is critical. CGS encourages involvement from managers and employees who are involved with the daily work of processing claims. Examples of those who should participate are listed below:

- CEO and/or Vice President
- General Manager
- Director
- Operational Managers
- Physicians
- Compliance
- Quality Assurance
- Claims Processors
- Third Party Billers



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What feedback has CGS received from participants?

Feedback has been overwhelmingly positive! Provided below are some direct quotes from providers/suppliers that have participated in the P360 program.

“Thank you and your entire team! We so appreciate your knowledge and expertise.
Great program!” - *JB DME*

“The map was a very helpful project as well to help us identify the areas we need to improve on and what is working well.” - *JC DME*

“Going over the reasons for my denials and the process improvement tools was very helpful.” - *J15 Part B*

“This is an excellent resource that all providers could benefit from.” - *J15 Home Health*

CGS Provider 360 (P360) Program Contact Information

If interested in participating in the P360 Program, please contact the CGS Business Excellence Team by email at CGSPROVIDER.360@cgsadmin.com.