

CERT Newsletter

Volume 1, Issue 3

February 2005

Affiliated Contractors (ACs) refers to Carriers, DMERCs, and FIs.

Too Many Records Contain Incomplete Phone Numbers

The Cert Documentation Contractor recently reviewed Resolution Files supplied by three Affiliated Contractors containing Provider information.

Here are the results we found:

Total providers: 19,600

Total providers with phone numbers: 14,495 (74%)

Total phone numbers in database: 17,248 (some providers having multiple phone numbers)

Total addresses: 27,590 (some providers having multiple addresses)

Total fax numbers in database: 272 (1.4%)

Total addresses in Puerto Rico: 595 (2%)

Too many phone number and fax number fields continue to remain blank. Affiliated Contractors are encouraged to ensure that resolution files contain provider phone numbers. Providers are encouraged to notify their Affiliated Contractor's CERT Point of Contact of changes to their medical record department phone number.

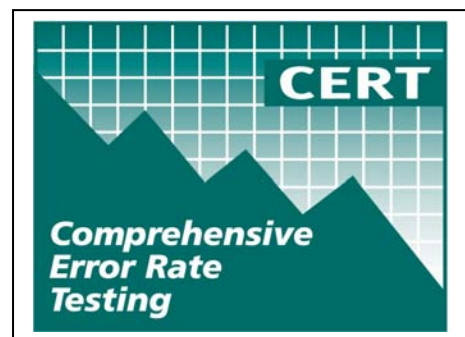
The purpose of the CERT Newsletter is to provide an exchange of information among CMS, the CERT Review Contractor (CRC), the CERT Documentation Contractor (CDC), Affiliated Contractors (ACs) and Providers. The Newsletter is not intended to set CMS policy or replace CMS directives. The newsletter is published monthly by CDC. Archived copies will soon be available on the CMS CERT Website (www.cms.hhs.gov/CERT). Articles and Questions for publication may be submitted by email to marylou@certcdc.com

Affiliated Contractor Reports Physician Progress Notes Needed

The CERT Documentation Contractor continues to streamline medical request letters. One AC reported interest in seeing which documentation components would be requested for 99231-99233 service. These are subsequent hospital visit codes.

The AC found a very high volume of insufficient documentation errors for these codes because the physician does not go to the hospital to get progress notes. The AC requested that CDC's new medical request letters indicate that physician progress notes are needed and that the provider should obtain the records from the hospital as necessary.

CDC's new medical request letters will request physician progress notes for service codes 99231-99233. Providers are responsible for obtaining and providing all medical request documentation in support of their claim.



No Documentation and Insufficient Flowchart Revised

CMS, CDC, and CRC would like to thank all Affiliated Contractors who provided suggestions and recommendations for improving the *No Documentation and Insufficient Documentation Flowchart*.

In the December 2004 edition of the CERT NEWSLETTER, we sent out a draft flowchart and asked for responses and recommendations for identifying reasons for insufficient documentation, non-response, and no documentation. Based upon your feedback, we have revised some of our earlier terminology and information.

Insufficient documentation refers to cases where the provider sent a medical record to the CERT program but a part of the medical record was missing or flawed.

No documentation refers to cases where, for one of 15 reasons, the provider does not submit the requested medical record. The 15 reasons are listed in the *No Documentation* section of the attached flowchart. Non-response cases are a subset of the No Documentation cases (see reason #11).

Based upon your suggestions and recommendations, we have created the final flowchart. See attachment to this issue of the newsletter.

CERT Newsletter ONLINE!

When the newsletters are posted to the CMS CERT website, ACs may link to them. Coming Soon!

CDC Runs Pilot Test in February 2005

On February 24, 2005, CDC will conduct a pilot with three transition partners: Carrier is HGSA Pennsylvania, DMERC is Palmetto GBA Region C and FI is Cahaba GBA Iowa.

In March providers who bill HGSA Pennsylvania, Palmetto GBA Region C, and Cahaba GBA Iowa will begin to receive medical record requests from the CDC.

Providers in these states should keep in mind that they may continue to receive requests for information from the CRC.

Providers should pay close attention to the address/fax number on the request letter. Providers are encouraged to return to the CDC the records requested by the CDC and return to the CRC records that were requested by the CRC.

Send in questions, suggestions, and/or articles for inclusion in the newsletter to marylou@certcdc.com

Deadline for March issue
28 February 2005

No Documentation and Insufficient Documentation Flowchart

CDC = CERT Documentation Contractor
 CRC = CERT Review Contractor

