



CERT Newsletter

Volume 1, Issue 4

April 2005

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

Quick Response by Palmetto Avoids No Documentation Error

During the first week of live operations by the CERT Documentation Contractor (CDC), a CDC Call Center Representative (CSR) called a provider who asked for the name of the beneficiary after which the provider replied that the beneficiary was not one of theirs.

Soon after checking with the AC, we learned that the provider had indeed submitted a claim for payment on the beneficiary in question for that date of service. The following day CDC's Call Center Supervisor called the provider and asked to speak to a supervisor who stated that the beneficiary in question was indeed one of theirs.

Subsequently, a No Documentation Error was avoided. This procedure will become CDC's new policy for preventing No Documentation Errors.

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 CERT Confidential Website at:

<http://www.cms.hhs.gov/cert/program.asp>

Articles and Questions for publication may be submitted by email to marylou@certcdc.com.

CDC Accelerates Contractor Transition Schedule

Timeline for Requesting Records	Affiliated Contractors
September 30, 2004 Contract Award	
March 14, 2005	HGSA PA, Palmetto GBA Region C, Cahaba GBA Iowa
April 4, 2005	All DMERCs
June/July, 2005	All Carriers
August/September, 2005	All FIs

CDC will begin requesting and receiving medical records for providers from the remaining DMERCs: Anthem, CIGNA, and Tricenturion on April 4, 2005. This will complete the transition of all DMERCs ahead of schedule.

Many Provider Phone Numbers Incorrect

During CDC's first two weeks of live operation in requesting and receiving medical records, we found that up to 40 percent of the provider phone numbers contained in the resolution files were incorrect. ACs are requested to continue asking providers to update their office addresses, phone numbers, fax numbers, and email addresses. ACs may access CDC's website at www.certdoc.org to

update provider office/email addresses and phone/fax numbers. Although providers do not currently have access to this site, we are working with CMS to allow providers to have access in the future so that they can update their phone numbers and addresses themselves.

Medical Record Legibility Paramount

ACs are asked to remind providers of the importance of ensuring the readability of medical records faxed to CDC. CDC scans all medical records and posts the images in a central image repository. Scanners DO NOT improve the quality of documents . . . what you see is what you get. Faxes of faxes generally reduce the quality of the imaged document. Providers are reminded if you cannot read the document, neither can we.

CDC Confirms Fax Receipts

CDC has provided a copy of a fax confirmation letter which is now sent to every provider who sends CDC medical records. This will acknowledge receipt of faxed medical records received by CDC. The fax confirmation letter is attached to the newsletter.

CDC Partners with ACs to Reduce No Documentaion Error Rate

CDC continues to hear the following comments from providers' offices:

1. This is not our patient.
2. No, we have not received any fax/letter asking for medical record documentation.
3. We did not receive your earlier fax.

Working with ACs and obtaining a copy of the

claim, then going back to the providers' office, we are able to convince them that they do have that patient. For one DME supplier in Texas, the medical records were actually housed in Missouri. The resolution file only showed two locations in Texas. In all cases to date, we have received the medical record documentation even when the provider's office first reported that the patient was not theirs.

In items 2 & 3 above, for example, we have been told, "Whoops, we need to give you another fax number; I was on leave and did not receive your earlier fax; or send your request to another one of our offices."

Thank you ACs for your continued support! Together we will reduce the No Documentation Error Rate.

Envelope Sample

Samples of the Envelope used to request medical records are attached to this newsletter.

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

Deadline for May issue
29 April 2005



CENTERS FOR MEDICARE & MEDICAID SERVICES

RE: CERT REQUEST FOR MEDICAL RECORDS

PROVIDER ID: XXXXXXXX
FAX: (XXX) XXX-XXXX

Dear Doctor/Medicare Provider:

This is to confirm that we have received a fax on MM/DD/YYYY at HH:MM XM EST for CID Number
CIDNUM: XXXXXX.

If you have any questions, please contact customer service at (301) 957-2380.

Best Regards,

Doug Crouch
Program Director
CERT CDC Program

CMS Sensitive Information

Any form of unauthorized distribution, copying or disclosure of the data, enclosures thereto and information there from, is strictly prohibited and is subject to disciplinary and/or legal action as appropriate.

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Important Dated Information Enclosed

Immediate Response Required

Medicare Record Request

