

# CERT Newsletter

Volume 1, Issue 7

JULY 2005

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

## Bar Coded Cover Sheets

When medical record request letters go to providers, the request includes a bar coded cover sheet. Providers are supposed to use the cover sheet as the first page of the faxed records. The bar code on the sheet provides identifying information to the CERT Documentation Contractor. The CERT Documentation Contractor scanners cannot read cover sheets if their print quality, especially the print quality of the bar code, is poor. To help the scanning process run smoothly and efficiently, please make sure the bar code cover sheet is clean and distinct. See the attached examples of a "good bar code" and "bad bar code."

**The purpose of the CERT Newsletter is to provide for an exchange of information among the Centers for Medicare and Medicaid Services (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 are available on the CERT Website: <http://www.certprovider.org>**

Articles and Questions for publication may be submitted by email to [marylou@certcdc.com](mailto: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 30, 2005	Half the Carriers
July 29, 2005	Remaining Carriers
August 29, 2005	Half the FIs
September 30, 2005	Remaining FIs

## Provider Website Available This July 2005

The [www.certprovider.org](http://www.certprovider.org) website is now available. It will consist of a read only screen for provider addresses and phone numbers. Providers, who are already in the database, can call change of addresses, phone numbers, fax numbers, and email addresses into the CERT Documentation Contractor Call Center Representatives (CSRs) at (301) 957-2380 or fill out the information on the website and email the changes to us. No need for logins/passwords. CSRs will call providers after receiving calls/emails to verify each provider's identity. The website will also contain educational information. See attached screen shots of new website.

## **Blank Fax Pages!**

We sometimes receive faxes of completely blank pages from providers. Please make sure the pages are loaded into the fax machine correctly!!!

## **Potential Fraud Referrals**

If we are unable to make contact with a provider after a series of repeated attempts, the Problem Resolution Office will conduct additional commercial record searches to locate the provider. If all attempts fail, the Problem Resolution Office writes a Potential Fraud Referral Report and sends it to the appropriate Benefit Integrity office for possible action. Reasons that trigger the Potential Fraud Referral Report include: no phone number available; phone listing disconnected; phone is never answered; phone is a mobile number, State records disclose no record of business activity, claims submitted for decedent beneficiaries, provider is out of business with no forwarding address or phone number, and other reasons. Generally, Potential Fraud Referrals are written when two or more of the reasons cited above exist.

***Can you please explain the differences in the contractors listed below?***

***CERT Review Contractor (CRC) has nurse reviewers who review Medicare claims which are randomly selected to insure that the claims have been properly paid. In addition, CRC produces a public report in November and a report for the Affiliated Contractors in May each year. The***

***reports are a compilation of statistical information about the Medicare claim fee-for-service program.***

***CERT Documentation Contractor is responsible for the request and receipt of medical record documentation from providers (hospitals, doctors, and durable medical equipment suppliers) to support the claims being reviewed by CRC. CERT Documentation Contractor operates a call center, images all record documentation, verifies that the correct documentation has been sent by providers, and has a problem resolution department that handles problem cases.***

***Affiliated Contractors (ACs) are the insurance companies which are responsible for reviewing claims and making payments to hospitals, doctors, and durable medical suppliers.***

Send in questions, suggestions, and/or articles for inclusion in the newsletter to [marylou@certcdc.com](mailto:marylou@certcdc.com)

Deadline for August issue  
29 July 2005

THANKS to our vetting group  
for newsletter commentary!

**PLACE THIS SHEET IN FRONT OF THE RECORD**  
**(NO Fax Cover Sheet Needed)**

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**Medicare CERT Documentation Contractor**  
**CMS 500-99-0019/0002 PSC CERT**

**Medicare DMERC Provider****Report Date: 06/24/05**

Claim Control Number:

Contractor Type:

Provider Number:

Service From/To:

Contractor Number #:

CID Number:

Patient Name:

**Letter Sequence:**

Initial Letter

**Universe Date:**

05/10/05

Please provide all the requested medical records/documentation listed below and any additional documentation to support the above listed claim for the specified date(s) of service:

 Authorized provider order Physician orders for dates of service billed Prescription (diagnosis., phys. signature, quantity). Prescription (diagnosis., physician signature, drug quantity, drug strength, drug route). Proof of delivery

Please copy both sides of each page and please DO NOT cut off page edges when copying. Please send the original copy of this bar coded cover sheet with a copy of the medical record documents noted above. The record documents must be with the original cover sheet in order to ensure proper validation of receipt by the CERT Documentation Office. Please fax documentation to: **(240) 568-6222**. If unable to fax documents, please send information to the address noted below.

**CERT Documentation Office**  
**Attn: CID # 488197**  
**9090 Junction Drive, Suite 9**  
**Annapolis Junction, MD 20701**

**PLACE THIS SHEET IN FRONT OF THE RECORD**  
**(NO Fax Cover Sheet Needed)**

**Medicare CERT Documentation Contractor**  
**CMS 500-99-0019/0002 PSC CERT**

Medicare DMERC Provider  
Report Date: 06/24/05

Claim Control Number:

Provider Number:

Contractor Number #:

Patient Name:

Contractor Type:

Service From/To:

CID Number:



Letter Sequence:

Universal Date:

Initial Letter

03/10/05

Please provide all the requested medical records/documentation listed below and any additional documentation to support the above listed claim for the specified date(s) of service:

Authorized provider order

Prescription (diagnosis, phys. signature, quantity).

Proof of delivery

Physician orders for dates of service billed

Prescription (diagnosis, physician signature, drug quantity, drug strength, drug route).

Please copy both sides of each page and please DO NOT cut off page edges when copying. Please send the original copy of this bar coded cover sheet with a copy of the medical record documents noted above. The record documents must be with the original cover sheet in order to ensure proper validation of receipt by the CERT Documentation Office. Please fax documentation to: (240) 568-6222. If unable to fax documents, please send information to the address noted below.

CERT Documentation Office  
Attn: CID # 488197  
9090 Junction Drive, Suite 9  
Annapolis Junction, MD 20701

## CDC TRANSITION SCHEDULE JUNE-SEPTEMBER 2005

Transition Da	Contractor #	Contractor Name	Points of Contact
<b>Carriers</b>			
6/30/2005	824 826 832 836 831	<b>NORIDIAN</b>	Kathy Longtin , Mindy Argall, Lisa Frovarp
	520 522 523 524 528	<b>BCBS-AR</b>	Melissa Treadway
	900 901 902 904	<b>TRAILBLAZER</b>	Sandra Hastings, Jorlean Harrison
	5130 5440 5535	<b>CIGNA GOVERNMENT SERV.</b>	Julene Mull, Phyllis Doyle, Wilma Johnson
	951 952 953 954	<b>WPS</b>	Denise Gray, Robin Edwards
	880 883	<b>PALMETTO</b>	Kimberly Emswiler Nancy Caroll
	910	<b>REGENCE OF UTAH</b>	Nancy Thackery Terrell McPhee

## CDC TRANSITION SCHEDULE JUNE-SEPTEMBER 2005

Transition Date	Contractor #	Contractor Name	Points of Contact
7/29/2005	650 655 740	<b>BCBS-KS</b>	Colleen Murphy,
	630 660	<b>ADMINISTAR</b>	Janett Edwards
	511 512	<b>CAHABA-GBA</b>	Gwen Hoffman Sue Reno
	510	<b>CAHABA-AL</b>	Donna Williams, Heather Sheppard
	803 805	<b>EMPIRE BCBS</b>	Annie Perrino-Otero, Annette Rose
	973 974	<b>TRIPPLE-S</b>	Carlos Gonzalez, Carmen Figueroa Betzaida Maldonado
	14330	<b>GHI</b>	Caroline Yap, Sharon Chiu, Sze-Man Lau
	590 591	<b>FIRST COAST SERVICE CT</b>	Gene Jacobs Ellen Uliase
	751	<b>BCBS MT</b>	Chris Jacoby, Mary Adams
	801	<b>HEALTH NOW</b>	Susan Lange
	31140 31143 31146	<b>NHIC</b>	Kristie Kehm, Kathryn Dunn, Alina Bribiesca Roberta Finn, Maggie Stokinger Alina Bribiesca, Kathryn Dunn

**CDC TRANSITION SCHEDULE  
JUNE-SEPTEMBER 2005**

Transition Date	Contractor #	Contractor Name	Points of Contact
		<b>Fiscal Intermediaries</b>	
8/30/2005	00010	<b>BLUE CROSS ALABAMA</b>	Ann Pfaffman, Lois Duran, Janie Shamblin
	00020 00021	<b>BC/BS ARKANSAS</b>	Terri White, Holly Krone Terri White
	00030	<b>BC/BS ARIZONA</b>	Louise Bolton
	00090	<b>FCSO</b>	Gene Jacobs
	00130 00160 00332 00131	<b>ADMINISTAR MEDABSO ADMINISTAR</b>	Kathlene Kenton
	00320 00321 00322 00430	<b>NORIDAN</b>	Karen Sanders
	00340	<b>BC/BS OKLAHOMA</b>	Donna Payne
	00350 00363	<b>MEDICARE NORTHWEST VERITUS</b>	Shirley Hansen Michelle Moroney, Kathleen Cowan, Jane Louik, Debra McNeill
	00382	<b>NORTH CAROLINA PALMETTO</b>	Lee Van Malssen
	00390	<b>BC/BS TENNESSEE</b>	Tamra Cox
	00400	<b>TRAILBLAZER</b>	Sandra Hastings, Jorlean Harrison

## CDC TRANSITION SCHEDULE JUNE-SEPTEMBER 2005

Transition Da	Contractor #	Contractor Name	Points of Contact
9/30/2005	00450	<b>UNITED GOVERNMENT SERVICES</b>	Jackie Wanner, Katheryn Krenz, Janice Vowels
	00452		
	00453		Gayle Sutherland, Terry Schodowski, Jackie Warner
	00454		Archie Marfil, Jackie Wanner, Marissa Macasieb, Alicia Harris
	00460	<b>BC/BS WYOMING</b>	Connie Wise
	00468	<b>COSVI</b>	Ada Valez-Mass
	55280	<b>MUTUAL OF OMAHA</b>	Marna Bogan, Karen Alexander
	'00101	<b>BC/BS GEORGIA</b>	Debbie James
	00150	<b>BC/BS KANSAS</b>	Tracey Kramer
	00180 00181	<b>ASSOCIATED HOSPITAL</b>	Sandra Barry, Donna Trufant Susan Blair, Kathleen Cohan
	00190	<b>CARE FIRST MARYLAND OR SUCCESSOR</b>	Patricia Beckenholdt
	00230	<b>TRISPAN HEALTH SERVICES</b>	Dawn (Terri Lamb) James, Trudy Johnson
	00250	<b>BC/BS MONTANA</b>	Shari Cotton
	00260	<b>BC/BS NEBRASKA</b>	Malinda Stanley Donna Van Sanburgen
	00270	<b>ANTHEM HEALTH NEW HAMPSHIRE</b>	Gail Menswar
	00308	<b>EMPIRE</b>	Cindy Shortt
	00380	<b>PALMETTO GBA</b>	Mary Jane Shultz

CERT Provider Portal - Microsoft Internet Explorer

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Welcome to the CERT Provider Website!

On this site, a Medicare Provider may accomplish the following tasks:

The CERT Documentation Contractor Website provides the Medicare Provider Community a source for verifying and updating of their contact information for the CERT program. The contact information includes, but is not limited to provider name, street address, city, state, zip, multiple phone numbers, multiple fax numbers, point of contacts, medical record location, multiple email addresses.

Medicare providers can confirm that the CERT Documentation Contractor has the most up-to-date information by clicking on the "Provider Address Directory" link on the left side of the page. On the "Provider Address Directory Page" the provider may enter their Medicare Provider ID and initiate a search for their contact information. If changes are needed to the listed information, providers can contact the CERT Documentation Contractor either by phone or email to report the changes. If the search does not locate contact information for a provider, the provider is encouraged to submit the information to the CERT Documentation Contractor.


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### About the CERT Program


The CERT Program calculates the paid claims error rate for Medicare claims submitted to Carriers, Durable Medical Equipment Regional Carriers, and Fiscal Intermediaries. The Centers for Medicare and Medicaid Service receives in excess of 2 billion claims per year. CERT randomly selects a statistical sample of these claims for review to determine whether the claims were paid properly. The CERT Program uses two contractors to accomplish this work: the CERT Review Contractor and the CERT Documentation Contractor.

The CERT Review Contractor is responsible for reviewing the selected claims and associated medical record documentation. The CERT Documentation Contractor is responsible for requesting and receiving the medical record documentation from providers. The CERT Documentation Contractor call center operation attempts to make an initial telephone contact with the provider to explain the program, and follow up with a faxed or mailed medical record request letter. The request letters are specifically tailored to the medical functions and services performed by the provider. The CERT Documentation Contractor call center operates between the hours of 8:00 AM to 8:00 PM Eastern Standard Time, and their phone number is (301) 957-2380.

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Verify Your Contact Information - Microsoft Internet Explorer

Address <http://cdcweb2/certproviderportal/addressSearch.aspx>



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### Verify Your Contact Information

Please enter your provider number below to search for your contact information.

Provider ID:

Click [here](#) to request that this information be changed.

First Name	Last Name	Provider Name	Address1	Address2	City	State	ZIP	Phone/Fax
	General Contact	RALEIGH COMMUNITY HOSPIT	PO BOX 752134		CHARLOTTE	NC	28275-2134	9199543100
	General Contact	RALEIGH COMMUNITY HOSPIT	PO BOX 752134		CHARLOTTE	NC	28275-2134	9199543900
	General Contact	RALEIGH COMMUNITY HOSPITA	PO BOX 752134		CHARLOTTE	NC	282752134	9199543100
	General Contact	DUKE UNIVERSITY HEALTH SY	PO BOX 752134		CHARLOTTE	NC	282752134	9199543100
	General Contact	DUKE UNIVERSITY HLTH SYS	DBA RALEIGH COMMUNITY HOS	3400 WAKE FOREST RD	RALEIGH	NC	27609	9199543100
	General Contact	DUKE UNIVERSITY HLTH SYS	DBA RALEIGH COMMUNITY HOS	4117 ROXBORO RD STE 401	DURHAM	NC	27704	9199543100
	General Contact	DUKE HEALTH RALEIGH HOSPI	3400 WAKE FOREST ROAD		RALEIGH	NC	27609	9199543100
	General Contact	DUKE HEALTH RALEIGH HOSPI	PO BOX 752134		CHARLOTTE	NC	282752134	9199543100
Penny	Weinhold	Raleigh Community Hospit	4117 North Roxboro Rd	Suite 400	Durham	NC	27704	(919)620-1247
Penny	Weinhold	Raleigh Community Hospit	4117 North Roxboro Rd	Suite 400	Durham	NC	27704	(919)620-5260


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**Want to learn more about the CERT Documentation Contractor? Read our newsletters!**

Please select a newsletter below to view it:

- [1 December 2004](#)
- [2 January 2005](#)
- [3 February 2005](#)
- [4 March 2005](#)
- [5 April 2005](#)
- [6 May 2005](#)
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### CERT Process for Handling a Providers' Allegation of Record Destruction

The CERT Documentation Contractor and the CERT Review Contractor will check various public and commercial sources to verify the facts surrounding claims that CERT-requested medical records were destroyed by a disaster. For CERT purposes, a "disaster", is defined as any natural or man-made catastrophe which causes damages of sufficient severity and magnitude to partially or completely destroy or delay access to medical records and associated documentation. Natural disasters would include hurricanes, tornadoes, earthquakes, volcanic eruptions, fires, mudslides, snowstorms, tsunamis. Man-made disasters would include terrorist attacks, bombings, floods caused by man-made actions, civil disorders, or explosions. A disaster may be widespread or impact multiple structures or be isolated and impact a single site only. When the CERT Documentation Contractor/CRC is contacted by a provider indicating that they cannot submit the requested medical records because they were destroyed by a disaster, the CERT Documentation Contractor/CRC will ask the provider to attest under penalty of perjury to the destruction of medical records. Click the link below for a copy of the attestation form. Providers who need to use this form can print and fax the form to CERT Documentation Contractor who will either retain the form or send it to CRC depending on which contractor sent the initial request letter for medical record documentation to the provider.

[CERT Attestation Letter](#)

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