J6 CERT UPDATES

National Government Services
Provider Outreach and Education

November 2014 Reporting Period

- CMS 2014 National Error Rate Goal 9.9%

- Internal Error Rate as of June 15, 2014
  - Combined NGS error rate: 13.31%

- Action to Lower the Nov 2014 Error Rate
  - Phone Calls
  - Letters
November 2014 Reporting Period

• Part A
• Most common errors:
  – Error Code 25 Medically Unnecessary Service or Treatment
  – Error Code 21 Insufficient Documentation
    • Most common error for HHH
  – Error Code 32 Incorrect Diagnosis Code

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<thead>
<tr>
<th></th>
<th>Appeals</th>
<th>Overturn</th>
<th>CERT Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Health</td>
<td>63</td>
<td>18</td>
<td>147</td>
</tr>
<tr>
<td>Hospice</td>
<td>1</td>
<td>1</td>
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November 2014 Reporting Period
CERT Provider Website

- Verify Provider’s Contact Information
  - [www.certprovider.com](http://www.certprovider.com)
  - Provider Directory
  - Enter Provider ID (PTAN)
  - Contractor ID

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<thead>
<tr>
<th>J6 Part A</th>
<th>J6 Part B</th>
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<tbody>
<tr>
<td>IL 06101</td>
<td>IL 06102</td>
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<tr>
<td>MN 06201</td>
<td>MN 06202</td>
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<tr>
<td>WI 06001</td>
<td>WI 06302</td>
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<tr>
<td>RHHI 06014</td>
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CERT Tool

- CERT Denial Reason Finder Tool
  - How to use:
    - Log onto [www.NGSMedicare.com](http://www.NGSMedicare.com)
    - Select: Review Process > then CERT
    - Open: CERT Denial Reason Finder tool
    - Key: CERT CID number
  - Update coming soon
    - Providers will be able to get status of claims that were selected for review but received no error
Contact Information

• Provider Contact Center -
  Part A 877-309-4290
  Part B 877-908-9499

• J6 CERT mailbox
  – www.J6CERT@wellpoint.com

Appeal

• Part A Appeal Forms – (First level of appeal)
  – Log onto www.NGSMedicare.com
  – Select: Review Process > then Appeals
  – Part A – Select level of appeals and the appeal process >
  Open CMS-20027 Medicare Redetermination Request
  Form > Complete and Mail form to

  National Government Services, Inc
  Appeals Department
  PO Box 6474
  Indianapolis, IN 46206-6474
Appeal

• Part A and B Electronic Appeal
  – NGSConnex
    • Log onto www.NGSConnex.com
    • Select My Claims tab
    • Enter Beneficiary Information
    • Click Load Claims button
    • Locate and click on claim you want to appeal
    • Click Initiate Redetermination/Reopening button
    • Complete and Submit form
    • Attach supporting documentation (no file size limitations)

Appeal

• Missed Appeal Timeframe?
  – Send missing documentation directly to CERT contractor
    • Fax (preferred method): (240) 568-6222
    • Mail to (large medical records):
      CERT Documentation Office
      Attn: CID #
      9090 Junction Drive, Suite 9
      Annapolis Junction, MD 20701
Open Discussion

• Questions?

• Suggestions?

Thank You!