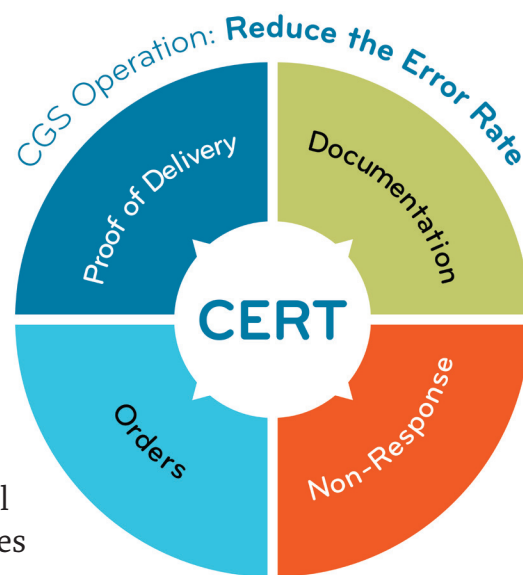


Tips to Avoid Documentation Errors

Any claim submitted to Medicare is subject to review to confirm the item meets the coverage criteria and all documentation requirements.

Reminders to avoid documentation errors:

- Implement thorough intake procedures
- Respond to all documentation requests within the timeframes to avoid errors, denials, and recoupment of payments
- Utilize the CGS **Physician's Corner** which includes Documentation Checklists, Dear Physician Letters, the Local Coverage Determinations and Policy Articles. These resources assist with confirming that Medicare requirements are met.



Physician's Corner



JURISDICTION C:

https://www.cgsmedicare.com/jc/mr/phys_corner.html



JURISDICTION B:

https://www.cgsmedicare.com/jb/mr/phys_corner.html

Comprehensive Error Rate Testing (CERT)

The 2023 DMEPOS CERT Improper Payment Rate is 22.5% and the Projected Improper Payment Amount is \$1.9 billion. Empower AI, Inc. is the CERT documentation Contractor. Their website is: <https://c3hub.certrc.cms.gov/>

COMMON ERRORS INCLUDE:

No Documentation Received

- This occurs when the supplier fails to respond to the request or responds to the request untimely.
 - In order to avoid these types of errors, it is imperative to respond within the timeframe indicated on the request letter.

Insufficient Documentation

- The majority of errors are due to insufficient documentation. To avoid these types of errors, be sure to submit all applicable information to support the services billed on the claim and listed on the documentation checklist included in the CERT request.

Not Medically Necessary

- All services provided to Medicare beneficiaries must be medically necessary. Documentation to support medical necessity must be submitted for review.
 - In order to avoid these types of errors, submit all applicable documentation that supports the medical necessity such as treating/ordering practitioner notes, assessments, progress notes, plan of care, etc.

Incorrect coding

- These errors result when the documentation submitted supports either a different code, a different number of services, a modifier is either missing or used improperly, or the date of service billed does not reflect the date of delivery.
 - Documentation must accurately support the claim and services billed.

There are five ways to respond to a request from the CERT contractor:

- Fax: 1.804.261.8100
- Mail: CERT Documentation Center
 - 8701 Park Central Drive, Suite 400-A
Richmond, VA 23227
- esMD: <https://www.cms.gov/esMD>
- Encrypted CD or email: Must be in TIFF or PDF format

If a supplier disagrees with a CERT error or if a correction is needed to the claim denied by CERT a redetermination (1st level appeal) should be requested.