

# CERT

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## Wisconsin Workload

- 260 claims reviewed
- 55 claims denied
- 21% claim error rate
- Largest denial reason was insufficient documentation related to the face-to-face



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## California Workload

- 162 claims reviewed
- 39 claims with errors
- 24% claim error rate
- Main cause of denial was insufficient documentation related to the face-to-face encounter



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## Face-to-face

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- Physician documentation does not explain homebound status or clinical need for nursing or therapy services adequately
- Preprinted statement about homebound status