

Targeted Probe & Educate (TPE)

POST PROBE EDUCATION CALL TOOL

The purpose of the TPE post probe education call is to offer education, resources, and to answer questions concerning claim denials as a result of TPE medical review. The educator's role is to present information addressing the reason for the denial and communicate insight aimed at the medical review findings; however, the call is not intended to serve as a verbal appeals process.

PRE-CALL

Round Results Letter
<ul style="list-style-type: none"> Request 1:1 education by deadline Determine call participants Review claims found in error
Group claims by denial reason
<ul style="list-style-type: none"> Ex. Arrange all 5HC01 claims together Organize claim documentation
Prepare questions

INTRA-CALL

Join call timely
<ul style="list-style-type: none"> Verify time zone of scheduled call All participants connected by call start time Be prepared to introduce self including first and last name and agency role
Ensure access to an internet connection
<ul style="list-style-type: none"> CGSMedicare.com—J15HHH CMS.gov
Materials
<ul style="list-style-type: none"> Round Results Letter Questions Assembled claim documentation

During the call, the educator will begin with the denial reason for which the most claims are denied. They will state the beneficiary's name and the dates of service for the claim, the beneficiary's remarks and discuss specific findings related to the documentation submitted. The educator will provide navigation assistance to online resources to mitigate the denial discussed as appropriate.

POST-CALL

Process Evaluation
<ul style="list-style-type: none"> Define process issue(s) Develop corrective action plan Educate team Implement action items Assess outcome
Resources
<ul style="list-style-type: none"> Distribute resources supplied as appropriate Join ListServ Register for myCGS Portal

INTRA-PROBE

Request additional education as needed
<ul style="list-style-type: none"> J15HHProbeandEducation@cgsadmin.com Furnish agency PTAN Provide specific agenda items
Monitor Compliance
<ul style="list-style-type: none"> Perform quality review at regular intervals
Prepare for TPE Subsequent Round
<ul style="list-style-type: none"> Refine internal ADR procedure Notify billing department/partner of TPE commencement date

RESOURCES:

- Targeted Probe and Educate Process - <https://www.cgsmedicare.com/hhh/pubs/news/2021/09/cope23220.html>
- Education and Resources - <https://www.cgsmedicare.com/hhh/education/index.html>
- Medical Review Additional Development Request (ADR) Process Prepayment Review - https://www.cgsmedicare.com/hhh/medreview/adr_process.html
- Medical Review Additional Development Request (ADR) Process Postpayment Review - https://www.cgsmedicare.com/hhh/medreview/adr_postpay.html
- Medical Review Activity Log - <https://www.cgsmedicare.com/hhh/medreview/activitylog.html>