CERT A/B MAC

Outreach & Education Task Force

Open Door Forums

# CERT A/B MAC Outreach & Education Task Force

Opening Statement

Centers for Medicare & Medicaid Services
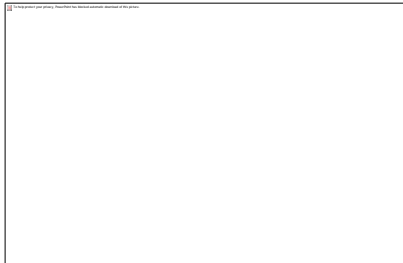
The Problem

- # Improper payments occur when:
  - Funds go to the wrong recipient
  - Right recipient receives the incorrect amount of funds (including overpayments and underpayments)
  - Documentation is not available to support a payment
  - Recipient uses funds in an improper manner
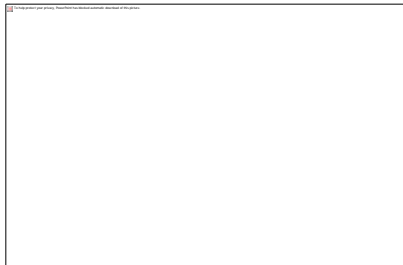
Reducing Improper Payments

- ## Comprehensive Error Rate Testing (CERT)

  - Key program for measuring improper payment errors for Medicare

- ## Collaboration is key

  - Reducing CERT errors require all Medicare stakeholders to work together

  - Collaboration is the inspiration for the CERT A/B MAC Outreach & Education Task Force
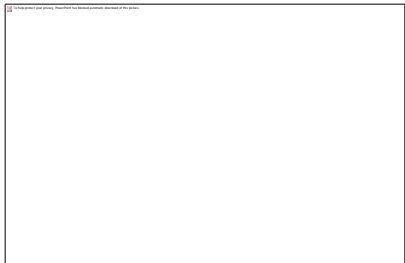
Meet the CERT A/B MAC Outreach & Education Task Force

CERT A/B MAC Outreach & Education Task Force

- ## Two Task Forces
  - A/B MACs
  - Durable Medical Equipment (DME) contractors

- ## All Medicare contractors participate

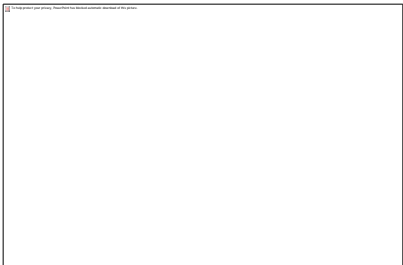# CERT A/B MAC Outreach & Education Task Force

- ## Project lead
    - Michael Dorris with National Government Services, Inc.
        - Manager, Congressional Affairs Outreach & Education
- Facilitates meetings of Task Force
- Communicates with CMS

The Members

- Cahaba Government Benefit Administrators, LLC – J10
- CGS Administrators, LLC – J15
- First Coast Service Options, Inc. – JN
- National Government Services, Inc.– J6, JK
- Noridian Healthcare Solutions, LLC – JE, JF
- Novitas Solutions, Inc. – JL, JH
- Palmetto GBA – J11
- Wisconsin Physicians Service Insurance Corporation – J5, J8

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- # Purpose of Task Force
    - Support CMS' CERT error rate reduction goals
    - Promote educational collaboration with Medicare Administrative Contractors (MACs)
        - Important for contractors to be consistent and unified
    - Improve knowledge and performance of MACs through collaboration

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- # Meets monthly

- # Educates on common billing errors
  - Examples
    - Submit to CMS Fast Facts topics
    - Therapy and rehabilitation documentation errors
    - Insufficient documentation

- # Provides consistent education for the nation

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Task Force for Error-Free Medicare Claims
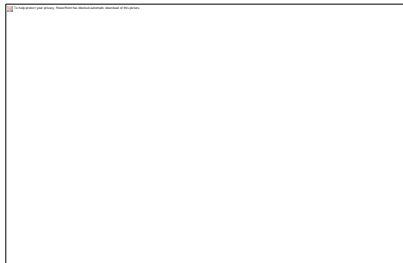
CERT A/B MAC Outreach & Education Task Force

- # Disclaimer
  - CERT A/B MAC Outreach & Education Task Force is independent from the CMS CERT team and CERT contractors, which are responsible for calculation of the Medicare fee-for-service improper payment rate.
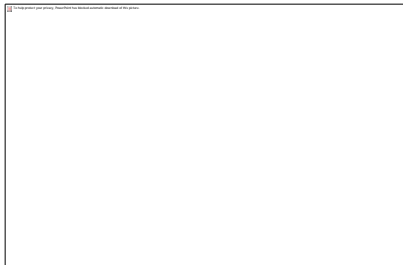
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Excluded from Task Force scope

- Policy discussions
- Education products will not replace or contradict local coverage determinations, coding rules, regulations or laws
- Audit reviews

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Education Strategy

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- ## Education strategy
  - Serves to enhance, not replace, other CERT education conducted by CMS and MACs within their jurisdictions
  - Identify one to four CERT hot error topics each year
  - Publish scenario-driven articles and CMS Fast Facts
  - Highlight scenarios into MAC's jurisdiction-specific education activities

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- ## Education strategy (Cont.)
  - Each contactor will publish the educational products through their education channels and vehicles
    - Listserv
    - Website
    - Educational events
    - Associations and societies
  - Task Force will solicit suggestions from providers and provider advisory groups
  - Stay-tuned to your contractor's email updates/listserv

Examples of Education

- ## CMS Fast Facts
  - Published by CMS on the Provider Compliance page http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/ProviderCompliance.html
  - CERT A/B MAC Outreach & Education Task Force develops and recommends to CMS for inclusion
  - Posted once a month and remains on the web page for approximately 30 calendar days
  - At least six Fast Facts will be created each year with content no more than 800 characters in length

Example of CMS Fast Fact

Issue:

Medicare Contractors are seeing an increase in errors identified by the CERT Contractor for Home Health Services. Most of these errors are due to insufficient documentation in the face-to-face encounter narrative by the certifying physician.

Guidance:

The narrative explanation must include the physician's description of how the clinical findings as seen during the face-to-face encounter support the beneficiary's homebound status and need for skilled services. Lists of diagnoses, recent injuries, or surgical procedures alone are not sufficient to explain why the findings from the face-to-face encounter support the medical necessity of the services ordered and the beneficiary's homebound status. For more information on documentation requirements for face-to-face encounters, refer to MLN Matters® Article #SE1219.

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Example of Education

- ## Task Force scenarios
  - Based on CERT hot topic
  - More detailed than a Fast Fact
  - Provides background education on the hot topic with a general situation scenario
    - Example attached "Task Force Scenario: Therapy and Rehabilitation" and Insufficient Documentation

Benefits to Providers

- ## How providers can help
  - Use the information as a guideline for appropriate billing
  - Inform billers and providers on what documentation the CERT contractor is reviewing when auditing their claims
  - Incorporate as a resource/tool in instructing new providers in your practice on proper documentation
  - Communicate information in monthly/weekly newsletters
  - Encourage medical school instructors to use information as an educational tool for prospective and veteran physicians
  - Encourage compliance officers to use information to educate large groups or providers in which they have oversight