



CERT Newsletter

Volume 1, Issue 8

August 2005

Affiliated Contractors (ACs) refers to Carriers, DMERCs, and FIs.

Missing or Incorrect Phone Numbers

Please review the attached "Bad phone numbers report." This report shows the number of calls in the CERT call center queue as of 7/13/05 at 9PM. Note the high percentage of missing numbers.

Many of the problems noted in the attached report stem from problems in the Standard Systems. While we are addressing those problems, we ask ACs to continue calling our Call Center Reps (CSRs) and using our website at www.certdoc.org to update provider addresses, phone numbers, and fax numbers. We ask providers to do the same but they can use our public website at www.certprovider.org.

Thanks for your continued support.

The purpose of the CERT Newsletter is to provide for an exchange of information among the Centers for Medicare and Medicaid Services (CMS), the CERT Review Contractor (CRC), the CERT Documentation Contractor (CDC), Affiliated Contractors (ACs) and Providers. The Newsletter is not intended to set CMS policy or replace CMS directives. The newsletter is published monthly by CDC. Archived copies are available on the CERT Website: <http://www.certprovider.org>

Articles and Questions for publication may be submitted by email to marylou@certcdc.com.

CDC Accelerates Contractor Transition Schedule

Timeline for Requesting Records	Affiliated Contractors
September 30, 2004 Contract Award	
March 14, 2005	HGSA PA, Palmetto GBA Region C, Cahaba GBA Iowa
April 4, 2005	All DMERCs
June 30, 2005	Half the Carriers
July 29, 2005	Remaining Carriers
August 29, 2005	Half the FIs
September 30, 2005	Remaining FIs

Billing Medicare for Services Not Yet Rendered

The CERT Documentation Contractor from time to time learns of claim reimbursements paid to providers when services have not yet been fully rendered. Example 1-The provider billed for wheel chair maintenance for a decedent beneficiary. Example 2-The provider billed for diabetic foot wear but failed to deliver the foot wear to the beneficiary. In many cases, we have been told the provider's computerized billing system was to blame. Considerably more care needs to be taken to avoid premature billing for services.

CDC and HGSA Pilot AC Access to Medical Record Images

CDC and HGSA of PA met Thursday, August 4, 2005 to discuss a pilot project providing access to CDC's medical record image repository. BCBS Riverbend was also in attendance. Stay tuned for more information on this project in next month's newsletter and discover how other ACs can gain access to their respective portions of the images.

Predictive Modeling and Data Display

CDC was awarded a Special Study to examine various information technology data mining and data analysis tools and identify which products and/or services could detect improper Medicare Fee-for-Service payments. CDC announced the opportunity for all vendors who possess an application to apply for and compete under this Special Study. The Special Study has two parts 1) predictive modeling to identify patterns of improper payments and 2) data display which is how best to display the results of the model.

The ultimate goal is to identify a data mining application which could be modeled to detect improper payments at an AC level and subsequently identify predictive patterns and trends which could be made edits in a Pre-Pay-On-Line configuration to identify and reduce the improper payments. More information will be available soon on this Special Study. Special thanks to AC participation by HGSA of PA (Carrier) and BCBS of Riverbend, TN (FI).

Guidelines for Faxing Documents to CDC

Most documents received via fax are in black or dark letters on white background paper. These documents are normally legible when received by CDC's fax system from senders with fax

machines that use one of the commonly available fax resolution modes, such as "normal" or "fine". However, especially for documents containing small fonts, the recommended mode of resolution for faxing in most of these black and white documents should be "fine". The resolution modes on most fax machines can easily be changed at the time of faxing by a button usually labeled "resolution" that is easily accessible near the other buttons on top of the machine. Note that on most fax machines, the button will not function or change resolutions unless the document to be faxed has first been inserted.

Documents containing either light colored or light grey text or text embedded within background in shades of gray or color should be faxed using a resolution mode of "photo", alternatively referred to as "gray scale". This mode is available via the same "resolution" button mentioned above. This mode may not be available on all fax machines.

Send in questions, suggestions, and/or articles for inclusion in the newsletter to marylou@certcdc.com

Deadline for September 2005 issue by August 25.

	A	B	C	D	E	F
1	Contractor	Total calls	Total calls with no numbers			%-age
2	00011	24	1			4.17%
3	00520	45	32			71.11%
4	00522	52	44			84.62%
5	00523	48	38			79.17%
6	00524	64	61			95.31%
7	00528	53	43			81.13%
8	00635	35	1			2.86%
9	00811	43	0			0.00%
10	00824	49	40			81.63%
11	00826	27	22			81.48%
12	00832	46	34			73.91%
13	00836	49	40			81.63%
14	00865	104	65			62.50%
15	00880	81	24			29.63%
16	00883	94	84			89.36%
17	00885	36	0			0.00%
18	00900	75	67			89.33%
19	00901	29	22			75.86%
20	00902	40	34			85.00%
21	00904	50	38			76.00%
22	00910	44	26			59.09%
23	00951	38	28			73.68%
24	00952	59	50			84.75%
25	00953	51	46			90.20%
26	00954	43	36			83.72%
27	05130	54	17			31.48%
28	05440	70	39			55.71%
29	05535	41	19			46.34%
30	05655	29	0			0.00%