

How to Request a Reopening

Section 937 of the Medicare Modernization Act required the Centers for Medicare & Medicaid Services (CMS) to establish a process whereby providers, physicians, and suppliers could correct minor errors or omissions outside of the appeals process. CMS issued interim final regulations which state that clerical errors (which CMS likens to MMA's minor errors or omissions), defined as human or mechanical errors on the part of the party or the contractor, such as:

- Mathematical or computational mistakes;
- Transposed procedure or diagnostic codes;
- Inaccurate data entry;
- Misapplication of a fee schedule;
- Computer error;
- Denial of claims as duplicates which the party believes were incorrectly identified as a duplicate; or,
- Incorrect data items, such as provider number, use of a modifier or date of service.

Types of Issues that can be performed as clerical errors or minor omission reopenings, not all-inclusive:

- Increase number of number of services or units (without an increase in the billed amount)
- Add/Change/Delete modifiers such as 24, 25, 58, 76, 78, 79 or GA
- Transposed procedure codes
- Change place of service
- Add or change a diagnosis
- Request to change the date of service on **denied** service(s).

Types of Issues that cannot be performed as clerical errors or minor omission reopenings, not all-inclusive:

- Changes that would create an overpayment
- Appeal on established overpayment (demand letter sent)
- CERT (Comprehensive Error Rate Testing)
- Provider Enrollment issues (not valid or eligible provider number)
- Wrong Payee
- Adding services that were not previously billed (i.e. increase number of services with an increase in the billed amount)
- Add/Change/Delete modifiers such as 22, 62, or 66
- Complex (such as analysis of documentation)
- CMS input (i.e. services after date of death)

Time and Monetary Limits of the Reopening Process

LEVEL/TYPE	TIME LIMIT	AMOUNT IN CONTROVERSY REQUIRED (after deductible & co-insurance)
Telephone Reopening	Within 1 year of receipt of the notice of initial determination	No minimum
Written Reopening	Within 1 year of receipt of the notice of initial determination but within 4 years after the date of the initial determination, may be reopened for good cause.	No minimum

How to Submit a Reopening Request

The Medicare program offers to providers, physicians, and suppliers the right to revise an initial determination or redetermination. The purpose of the reopening process is a remedial action taken to change a final determination or decision that resulted in either an overpayment or underpayment. The reopening activities conducted by carriers are governed by instructions from the Centers for Medicare & Medicaid Services (CMS). The carrier reserves the right to refuse to adjust a claim as requested if it appears that such an adjustment would risk incorrect payment or any claims that are not clearly identified for correction. If the initial determination payment cannot be changed, we cannot process the request as a reopening.

A provider, physician or supplier may request a reopening up to 1 year from the receipt of the initial Remittance Notice. If the provider, physician or supplier would like to request a reopening after the 1 year time limit has expired, they may request the reopening in writing. Documentation supporting good cause to waive the timeliness requirement must be included.

Written Reopening

A written reopening may be requested by writing to:

WISCONSIN	ILLINOIS
WPS- Wisconsin Reopenings P.O. Box 1268 Madison, WI 53701	WPS - Illinois Reopenings P.O. Box 4433 Marion, IL 62959
MICHIGAN	MINNESOTA
WPS - Michigan Reopenings P.O. Box 5533 Marion, IL 62959	WPS- Minnesota Reopenings 8120 Penn Ave South, Suite 200 Bloomington, MN 55431-1394

Telephone Reopening

Providers may call the Carrier to request a claim reopening due to provider minor errors, clerical errors and omissions.

If your claim qualifies for a telephone reopening (due to a clerical or minor error or omission), contact the appropriate reopening line.

WISCONSIN	ILLINOIS
1-877-674-5354 Monday – Friday Hours: 8am – 4pm (local time)	1-877-867-3418 Monday – Friday Hours: 8am – 4pm (local time)
MICHIGAN	MINNESOTA
1-877-674-5416 Monday – Friday Hours: 8am – 4pm (local time)	1-866-380-4744 Monday – Friday Hours: 8am – 4pm (local time)