MAC Hot Topic Updates

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Focus for MAC Medical Review

- Reduce national and local improper payment rates while minimizing appeals and reducing provider burden.

Methods

- Targeted Probe and Educate
- Simplifying/clarifying documentation requirements
- Detailed denial reason statements
- Improved revalidation process
- Streamlining MAC Portals
- Provider Documentation Manual

Targeted Probe and Educate (TPE)

- Launched in October, 2017
- MAC selected topics/providers
- Intended to increase accuracy in very specific areas
- Includes 1 on 1 education
- Implementation varies from MAC to MAC
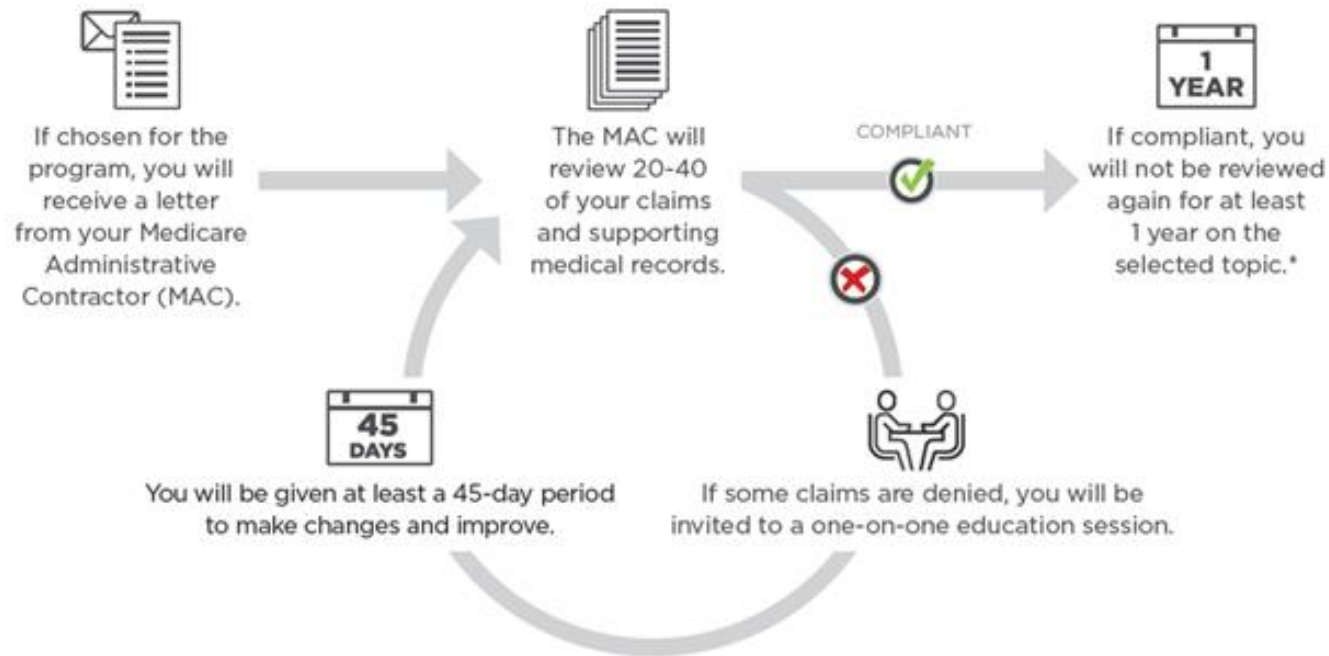- Opportunity to build relationships with MACs

TPE Highlights

TPE Points to Know

- Topics = DRG
  - Unusual proportion of patients with highest DRG in a set
  - Unusual secondary diagnosis
- Status reviews remain with the QIO
  - MACs still have authority to deny for status
- After three rounds – CMS referral

Simplifying/clarifying documentation requirements

- CMS project with MAC/Provider input
- Remove inconsistencies between law and sub-regulatory guidance
- Send suggestions to ReducingProviderBurden@cms.hhs.gov

Detailed Denial Reason Statements

- Also referred to as Standardized Reason Statements

- Consistent message across multiple MACs

- Generic and service specific

- Use will vary by MAC

- Future use with esMD

https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/Review-Reason-Codes-and-Statements.html

Improved Revalidation Process

- Established due dates
- Online lookup tool (https://data.cms.gov/revalidation)
- Email/letter 2-3 months in advance
  - Ability to submit application without letter
- PECOS
- Large group coordination (200+)

Streamlining MAC Portals

- Historically, MACs developed additional portal features independently
- Increase core set of services
- More specific review status information
- Pilot projects to increase electronic documentation submission
  - MR and Redeterminations
  - PDFs and structured data

Provider Documentation Manual

- Internet-Only Manuals, Publication 100-21
- Single source for all documentation requirements
- One item or service per section
- Provider checklist included
- Initial topics will be DME

COMING SOON!