

QIC PAE APPEALS DEMONSTRATION NEWSLETTER



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How will you know if your appeal is eligible?

If your appeal (claim) has been selected for the Part A East Appeals Demonstration, you will receive a letter with the date and time of the scheduled, recorded call. The purpose of the call will be to discuss the case with our QIC decision makers, prior to the decision being rendered.

You may also receive a Documentation Request letter if you have a claim pending appeal at Office of Medicare Hearing and Appeals (OMHA) that may benefit from the Reopening Process. The Reopening Process under this Demonstration provides an opportunity for prior unfavorable or partially favorable reconsideration decisions to be reviewed again by the QIC and possibly reversed, if the required documentation is submitted by the Provider. If your claim is selected for review under the Reopening Process and cannot be found favorable, you will not lose your place in line at OMHA.

Tips to ensure a successful telephone discussion

- To receive your scheduling letter/opportunity for a discussion in a timely manner, make sure the address on your reconsideration request is the address you want correspondence mailed to. This is the address C2C will use to mail your scheduling letter.
- Make sure you are available at the time of the scheduled call.
- Have any documents pertaining to the case/claim available to you during the call.
- Be prepared prior to the call, know which case/claim has been chosen, have questions, concerns and verbal testimony prepared.
- During the call you may be asked to provide additional medical documentation as the documentation already provided may be missing or insufficient to meet coverage criteria.
- Feel free to ask questions regarding the difference between a telephone discussion and the Reopening Process Demonstration and how these demonstrations may affect you as a provider.

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ADDITIONAL INFORMATION

www.c2cinc.com
[Part A East Appeals Demonstration](#)

QUESTIONS PAE Appeals Demonstration Information

Phone: 904-224-7371
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CONTACT US

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QIC PAE Demonstration
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Tips on Medical Documentation Submission

- Ensure the medical documentation you are requesting from a facility or office is from the correct physician or non-physician practitioner (NPP). For example, a home health face-to-face encounter must be performed by the certifying referring physician or NPP. In addition, the documentation should be complete and legible, and each page of the record should identify the beneficiary's name and the date.
- Make certain the medical documentation is dated within the timelines required by the coverage guidelines for the service at issue. For example, an initial certification for hospice must be completed up to 15 days before the election of hospice services, and a recertification for hospice must be completed up to 15 days before the start of the next benefit period.
- Check to ensure the documentation obtained is signed by the physician or NPP, when a signature is required. We accept either handwritten or electronic signatures. Stamped signatures are not acceptable. If the signature is not clear or legible, obtain a signature attestation statement.
- Confirm that the medical records you receive support the coverage requirements for the service at issue and include any specifically requested documentation. For example, a medication administration record may be requested to support that a drug was provided.

Submit Feedback

To submit feedback to C2C Innovative Solutions, Inc., regarding your telephone discussion or the reopening process, please send your email to: ADemoFeedback@c2cinc.com

Education and Outreach Initiatives

In recent months, C2C has shared the PAE Appeal Demonstration Telephone Discussion and Reopening process with providers at different events. Individuals in attendance are looking forward to having their claims selected for the demonstration and increasing their participation opportunities.

- CGS Home Health and Hospice POE-Advisory Group webinar Dec. 3, 2019;
- Novitas webinar Dec. 5, 2019;
- First Coast Service Options webinar Dec. 5, 2019;
- CGS webinar Dec. 10, 2019;
- Home Town Health (HTH) webinar Dec. 11, 2019;
- NGS webinar Dec. 19, 2019;
- Jurisdiction M (JM) Home Health and Hospice (HHH) POE Advisory Group webinar on Jan. 23, 2020; and
- C2C attended the Central Pennsylvania Healthcare Financial Management Association (HFMA) conference in Summerdale, PA on Jan. 23, 2020, and presented the PAE Appeals Demonstration Telephone Discussion and Reopening Process.