

# QIC PAE APPEALS DEMONSTRATION NEWSLETTER



**INNOVATIVE  
SOLUTIONS, INC.**

Integrity, Quality & Value – Coast to Coast

April 2020

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## C2C has a Secure Internet Portal or Fax to submit documentation

- Effective April 3, 2020, C2C's mailroom operations are temporarily limited due to COVID-19. We encourage you to submit all documentation to the fax number (904-224-2732) or via our secure internet portal at [www.c2cinc.com](http://www.c2cinc.com)
- When visiting the C2C website the portal is located on the Part A East tab at <https://www.c2cinc.com/QIC-Part-A-East>
- The portal is located in the upper right hand corner of the webpage (see image below).

Appeals Demonstration

QIC Part A East

Contact Us

Part A for 26  
series. The

### Secure Electronic Submission of Standard Appeals

For Standard appeals only:

- You may securely fax your appeal to 904-539-4074 OR
- You can submit your appeal and documentation through our **appeals portal.**

For expedited appeals, please call 1-855-371-5817.



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## ADDITIONAL INFORMATION

[www.c2cinc.com](http://www.c2cinc.com)

[Part A East Appeals  
Demonstration](#)

## QUESTIONS

PAE Appeals

Demonstration Information

Phone: 904-224-7371

Fax: 904-224-2732

## CONTACT US

C2C Innovative Solutions

QIC PAE Demonstration

P.O. Box 45310

Jacksonville, Florida 32232-5310





## Telephone Discussions still taking place

As concerns arise with the emerging 2019 novel coronavirus (COVID-19) threat, C2C wants you to know that phone discussions are still taking place on reconsiderations. If you have questions about your scheduled phone discussion or need to reschedule please contact us at 904-224-7371.

## Findings from Telephone Discussions

The top three appeal categories at the Reconsideration level for telephone discussions conducted for the first quarter of 2020 are:

### Imaging/Radiology

- Most denials were related to the evidence (or lack of) from the physician, or the provider did not support medical necessity.
- Evidence did not support a covered diagnosis or indication.
- Test results were missing.
- There was a missing or invalid physician order.

### Home Health

- Most denials were related to the Face-to-Face (FTF) clinical encounter. A note or form was not present to attest that an FTF visit occurred or to attest that the beneficiary was homebound.
- FTF (attestation and/or clinical encounter note) was not related to the primary reason for Home Health services.
- The need for skilled nursing or therapy was not supported (i.e., no medical records/insufficient documentation to support medical necessity).
- FTF failed to describe patient-specific clinical findings to support the need for skilled services and/or homebound status.

### Drugs

- Most denials were related to the evidence, which did not support a covered diagnosis or Food and Drug Administration (FDA)-approved indication.
- Evidence lacked a physician's progress notes or a history and physical (H&P).
- There were no diagnostic reports/tests to support the need for services.

During all Telephone Discussions on Part A East appeal categories, the QIC reviewer provides education to the provider. In addition, all decision letters provide education in the form of direct references from the SSA, CFR, NCDs, IOMs and LCDs.

## 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](mailto:ADemoFeedback@c2cinc.com)

## Upcoming Education and Outreach Events

C2C will present the Part A East Appeals Demonstration Telephone Discussion and Reopening Process presentation at the upcoming events:

*Jurisdiction 6, NGS, has scheduled the following webinars specific to the Part A East QIC Appeals Demonstration:*

- April 21, 2020
- May 21, 2020
- June 23, 2020
- July 23, 2020
- August 25, 2020
- September 17, 2020