

QIC PAE APPEALS DEMONSTRATION NEWSLETTER



July 2020

Vol. 2 Number 3



Tips for a Successful Telephone Discussion

Tips for preparing for your Telephone Discussion:

1. Note that Telephone Discussions are scheduled on Eastern Time.
2. Be prepared to provide the first and last name of all participants, their business titles and the name of the company each person represents.
3. Be prepared to confirm the Medicare Appeal Number at the beginning of each call, before any additional beneficiary information is discussed. This is the case number on the top right corner of the Scheduling Letter, and it appears in this format: 1-1234567890. Reviewers must confirm this number with you before beginning the discussion to ensure that we are all discussing the correct beneficiary.
4. Be prepared to confirm the beneficiary's name, beneficiary's Medicare number, the item(s) at issue and the date(s) of service at issue.
5. Have the redetermination decision letter from the Medicare Administrative Contractor (MAC) available so that, when asked, you can confirm your understanding of the reason(s) the MAC did not allow payment.
6. Ensure the telephone number you provided is not a recorded line.
7. Try to send in any requested documentation before the day of the call so that it can be reviewed and discussed during the call.
8. If you need to reschedule, please send the request in writing via fax or the C2C web portal, or call the telephone number listed on the C2C letter you received.
9. Please know we are here to listen and accept your information, and we consider all of it. This is your chance to have your say, and we are happy to provide this opportunity.
10. If the person participating in the Telephone Discussion is the only one who is representing a provider/client and this person is not on the appeal request, an Appointment of Representative (AOR) must be on file with C2C.

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ADDITIONAL INFORMATION

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

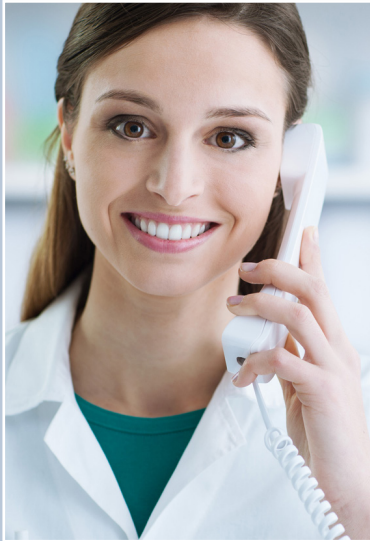
QUESTIONS

PAE Appeals Demonstration Information
Phone: 904-224-7371
Fax: 904-224-2732

CONTACT US

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QIC PAE Demonstration
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Provider Feedback

- “The processes for phone calls and reopenings have been very helpful and educational for us. I just completed a webinar last week, and I am very happy with the services from C2C. I find the calls and reopenings beneficial and hope they continue.”
- “The reviewers have been very informative and able to answer my questions.”
- “I have done several Telephone Discussions with C2C so far and have found them to be such an amazing process. I had to appeal cases to the Administrative Law Judge (ALJ) before and found that process to be very time consuming and expensive. The Telephone Discussion demonstration has been so informative, and I find that everyone I have spoken to has been very knowledgeable and helpful.”
- “Thank you for the informative presentation at the Association for Home & Hospice Care of North Carolina (AHCNC) in Charlotte. C2C has been very helpful with our reopenings, and I look forward to working with you in the future.”
- “I thought that C2C did a wonderful job on the National Government Services (NGS) webinar this morning. We have had a great experience with the phone discussions.”
- “I had the pleasure of speaking with two of the C2C reviewers this week. Both of them were very polite and professional.”

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

Upcoming Education and Outreach Events

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

- The 2020 Virtual Home Health & Hospice Medicare Summit on Sept. 23, 2020
- NGS, Jurisdiction 6 and Jurisdiction K, has scheduled the following webinars specific to the PAE QIC Appeals Demonstration:
 - › July 23, 2020
 - › Aug. 25, 2020
 - › Sept. 17, 2020

Education and Outreach Initiatives

In recent months, C2C has shared the Part A East (PAE) Appeal Demonstration Telephone Discussion and Reopening Process with providers at the events listed below. Individuals in attendance are looking forward to having their claims selected for the demonstration and increasing their participation opportunities.

- NGS, Jurisdiction 6, Home Health Provider Outreach and Education Advisory Group (POEAG) webinar on April 2, 2020
- Jurisdiction M Part A POEAG webinar on April 14, 2020
- Jurisdiction 6 and Jurisdiction K, NGS, hosted a webinar specific to the Appeals Demonstration on April 21, 2020
- Ask the Contractor Teleconference on May 14, 2020 with Palmetto
- Jurisdiction 6 and Jurisdiction K, webinar hosted by NGS specific to the Appeals Demonstration on May 21, 2020
- An Appeals Demonstration update during the JK Part A POEAG meeting on June 4, 2020
- A virtual tour sponsored by Palmetto for Jurisdiction J and Jurisdiction M on June 9, 2020