

# QIC PAE APPEALS DEMONSTRATION NEWSLETTER



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# HAPPY NEW YEAR!

C2C wants to encourage you to participate in offered telephone discussions. Not only is education on CMS applicable policies covered, but you also have the opportunity to ask questions and provide verbal testimony.

## Findings from Telephone Discussions

The top three appeal categories at Reconsideration level for telephone calls held in the last quarter of 2020 are Drugs, ESRD, and Imaging/Radiology. The most common reasons for denial of these claims are below:

### Drugs

- The evidence did not support the increased frequency of dosage or that the dosage ordered was administered
- The evidence did not support a covered diagnosis
- The evidence was lacking documentation required by the LCD or NCD

### ESRD

- The evidence did not support the necessity for more than three dialysis sessions per week
- The treatment flowsheet was not submitted for review
- The evidence was missing a physician's order or the order was invalid

### Imaging/Radiology

- The evidence did not support a covered diagnosis or indication
- The evidence from the physician or provider did not support medical necessity
- The evidence did not include the test results

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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





## Inquiring Minds Want to Know

Recently we have received the following questions from multiple providers. Please find below our responses to these frequent inquiries:

### ***The Telephone Discussions are scheduled for 30 minutes each. I don't have time for that. Why does it take so long?***

The Telephone Discussions are scheduled for 30 minutes. However, the length of the call depends on the type of appeal, number of claims and amount of verbal testimony that is submitted. On average, the calls take less time. We allow for the full 30 minutes to ensure we have enough time to discuss your appeal and for you to give as much verbal testimony as you would like. Please don't let the allowed time keep you from participating. We can go as fast or as slowly as you would like.

### ***Do we have to go over the regulations during the Telephone Discussion?***

Discussing the regulations related to your appeal is an important part of the Telephone Discussion process for several reasons. First, we want to make sure that we are all on the same page in regard to what Medicare coverage criteria entails. Secondly, we want to discuss the regulations in relation to your specific appeal. We have had providers who didn't understand the regulation or didn't know what regulation was used to make the decision on their appeal. Lastly, every call is recorded. The recording becomes a part of the official Medicare record associated with your specific appeal. If, for some reason, we cannot allow payment and you appeal to the next level, the Administrative Law Judge has access to the recording. For this reason, we must discuss the regulations related to each specific appeal during each call.

## Telephone Discussions Still Taking Place

As concerns arise with the COVID-19 threat, C2C wants you to know 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.



## Provider Feedback

- Southwestern Regional Medical Center: "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 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."

## 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 give the Part A East Appeals Demonstration Telephone Discussion and Reopening Process presentation at the following virtual events:

- NGS, Jurisdiction 6 and Jurisdiction K, held a webinar specific to the Part A East QIC Appeals Demonstration Jan. 28, 2021
- NGS will hold their Jurisdiction K Provider Outreach and Education Advisory Group (POE AG) meeting where C2C will provide an update on the Appeals Demonstration on:
  - › March 4, 2021
  - › June 3, 2021
  - › Sept. 9, 2021
  - › Dec. 9, 2021