

# QIC PAE APPEALS DEMONSTRATION NEWSLETTER



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## Appeals Demonstration to Now Include Part A East Appeals

The Centers for Medicare & Medicaid Services (CMS) announced that it would expand the Qualified Independent Contractor (QIC) demonstration into Part A East (PAE) Appeals in April 2019.

Effective May 1, 2019, the PAE QIC commenced offering telephone discussions and/or reopenings to PAE providers within MAC Jurisdictions H, J, K, L, M, and N, and for home health and hospice (HHH) related appeals within MAC Jurisdictions J6 and J15. The service types under this demonstration will include all claim types but do not include expedited appeals resulting from service termination denials conducted by Quality Improvement Organizations (QIOs) nor claims or providers that are already subject to another CMS initiative (e.g., the Settlement Conference Facilitation (SCF) process, etc.). If a provider is selected and offered a telephone discussion, participation remains voluntary under the expanded demonstration.

## How do I participate?

When an appeal is selected for the telephone discussion demonstration, the QIC will notify the provider via mail with a scheduled time and date for the telephone discussion to be conducted. Participation in this demonstration is voluntary, and you will not lose your appeal rights to the Administrative Law Judge (ALJ) if you participate. In order to participate, the provider will need to reply by returning the

participation contact information form that is attached to the scheduling notification letter via mail or fax within the timeframe indicated in the letter.

Note: The telephone discussion has a modified timeframe for the issuance of the decision. Under this demonstration, the QIC shall have 120 days to process the reconsideration, rather than the existing 60-day standard.

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### ADDITIONAL INFORMATION

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

### QUESTIONS

#### PAE Appeals

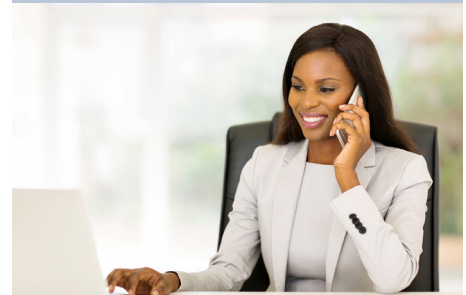
#### Demonstration Information:

Phone: 904-224-7371

Fax: 904-224-2732

### CONTACT US

C2C Innovative Solutions  
QIC PAE Demonstration  
P.O. Box 45310  
Jacksonville, Florida 32232-5310





## Provider Feedback

Some of the feedback received from demonstration participants can be found below:

- "I love the reopening process and hope that it continues. I also think the QIC staff are great too, especially when I need to reschedule the calls because of conflicts. I always get a call back and they are always ready to help or assist."
- "This QIC does a great job of educating the provider."
- "We have had over a 75% favorable rate since we have begun participating in the phone discussions; this is wonderful!"
- "I'm really excited about the chance to actually talk to someone — to finally have a voice. This demonstration is also going to be a great educational opportunity."
- "Thank you for the opportunity to directly interact and have a conversation with the decision maker regarding our reconsideration."

## 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)

## Education and Outreach Initiatives

In recent months, C2C has shared the PAE Appeal demonstration telephone discussion and reopening process with providers at the events listed below. Individuals in attendance look forward to having their claims selected for the demonstration and increasing their participation opportunities.

- C2C attended the National Provider Compliance Conference in Denver, Colo., May 7 – 8, 2019, and presented the PAE Appeals demonstration telephone discussion and reopening process.
- C2C presented the PAE Appeals demonstration telephone discussion and reopening process at the Provider Compliance Focus Group in Baltimore, Md., on July 12, 2019.
- On Oct. 8 – 9, 2019, C2C presented the PAE Appeals demonstration telephone discussion and reopening process at the JJ/JM Part A and Part B MACtoberfest Conference.

## Upcoming Events

Learn more about the PAE Appeals demonstration at the following events:

- Oct. 24, 2019: JK Home Health POE Advisory Group webinar. To register, go to: <https://attendee.gotowebinar.com/register/1235507317109789955>
- Oct. 28 – 29, 2019: MACtoberfest – Palmetto GBA & TNMHO Hospice Billing & Clinical Conference in Santa Fe, N.M. To register, go to: <https://www.txnmhospice.org/product/2019pgba/>