



Skilled Nursing Facility Probe and Educate Review

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Related Change Request (CR) Number: [CR 13164](#)

Implementation Date: June 5, 2023

Related CR Transmittal Number: R12037OTN

Related CR Title: Skilled Nursing Facility (SNF) 5-Claim Probe and Educate Review

Affected Providers

- SNFs
- Hospital swing bed providers

Action Needed

Make sure your billing staff knows:

- Medicare Administrative Contractors (MACs) will review a small sample of SNF claims
- To respond to documentation requests promptly to avoid claim denials
- How to submit claims under the Patient Driven Payment Model

Background

The Comprehensive Error Rate Testing (CERT) program identified SNF services as a top driver of the overall Medicare Fee-for-Service improper payment rate. A contributing factor to the significant increase in the improper payment rate may be the change from the Resource Utilization Group (RUG) IV to the [Patient Driven Payment Model](#) (PDPM) for claims with dates of service on or after October 1, 2019.

The SNF 5-Claim Probe and Educate strategy is intended to educate providers on correct billing practices under the PDPM. MACs will review claims and, based on their findings, will give provider-specific education. This will help prevent future improper payments. If your MAC identifies an improper payment, they'll adjust or deny the claim and educate you on the issue.

Your MAC will:

- Select a sample of 5 claims for review from each SNF in their jurisdiction.
- Send detailed results letters when they complete your 5-claim sample. Detailed results letters will include individualized, claim-by-claim denial reasons and an offer to discuss the issues with you during 1-on-1 telephone education.

- Provide widespread education for SNFs with very low error rates. You'll still have the ability to get 1-on-1 education.

What to expect during your 1-on-1 education: Your MAC will give education including claim-specific information, for example, clinical facts and corresponding denial reasons. This education will allow you to review the claim decisions and ask questions, so it's important to have your clinical staff attend the call.

The COVID-19 public health emergency (PHE) ended on May 11, 2023. Claims including the COVID-19 diagnosis for dates of service during the PHE are excluded, when possible. Your MAC will apply any relevant [flexibilities and waivers](#) if reviewing claims for dates of service from March 1, 2020 – May 11, 2023.

More Information

We issued CR 13164 to your MAC as the official instruction for this change.

For more information, [find your MAC's website](#).

Document History

Date of Change	Description
June 7, 2023	Initial article released.

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