



Related MLN Matters Article #: MM2976

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Related CR #: 2976

Reminder to Providers to Supply Information to Medicare's Comprehensive Error Rate Testing (CERT) Program

Key Words

MM2976, CR2976, R67PI, CERT, Program, Requests, Error, Rates, Contract-specific, Service-specific, Compliance, Medical Records, HIPAA, Violation, Providers, Reminder

Provider Types Affected

All Medicare Providers

Key Points

- The effective date for the instruction is March 12, 2004.
- The implementation date is March 12, 2004.
- Providers must comply with requests from Medicare contractors for medical records needed for the CERT program.
- Providers may believe that it is a HIPAA violation to send patient records to CERT, they may not understand the CERT process, or they may not understand the importance of sending documentation in a timely fashion.
- Providers should respond in timely fashion to CERT requests and provide the CERT contractor with all applicable medical records used to support a sample claim.
- Providers failing to comply with a CERT request will receive up to 4 letters and 3 phone calls from the CERT contractor which may result in receiving an overpayment demand letter.
- Providers must submit documentation to the CERT Operations Center via fax or by mail at the following number/address:
 - Fax numbers are:
 - 804-864-3268,
 - 804-864-9940, and
 - 804-864-9979;

- Address is:
AdvancedMed
CERT Operations Center
1530 E. Parham Road
Richmond, VA 23228
- The CERT program produces national, contractor-specific, and service-specific paid claim error rates as well as a provider compliance error rate.
- The CERT process begins at the Affiliated Contractor (AC), Medicare carrier or intermediary processing site where claims have entered the Medicare claims processing system.
- The CERT contractor requests medical records from providers in a written format and provides a checklist of the type of documentation required.

Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM2976.pdf> on the CMS website.

The official instruction (CR2976) regarding this change may be viewed at

<http://www.cms.hhs.gov/Transmittals/downloads/R67PI.pdf> on the CMS website.

If providers have any questions, they may contact their fiscal intermediary (FI) or carrier at their toll-free number, which may be found at

<http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.