

CERT A/B MAC Outreach & Education Task Force

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- **Project lead**
 - Michael Dorris with National Government Services, Inc.
 - Manager, Congressional and Provider Affairs Outreach & Education
 - Facilitates meetings of Task Force
 - Communicates with CMS



Reducing Improper Payments

- **Comprehensive Error Rate Testing (CERT)**
 - Key program for measuring improper payment errors for Medicare
- **Collaboration is key**
 - Reducing CERT errors require all Medicare stakeholders to work together
 - Collaboration is the inspiration for the CERT A/B MAC Outreach & Education Task Force



CERT A/B MAC Outreach & Education Task Force

- Two Task Forces
 - A/B Medicare Administrator Contractors (MACs)
 - Durable Medical Equipment (DME) contractors
- All Medicare contractors participate



CERT A/B MAC Outreach & Education Task Force

- Purpose of Task Force
 - Support CMS' CERT error rate reduction goals
 - Promote educational collaboration with MACs
 - Important for contractors to be consistent and unified
 - Improve knowledge and performance of MACs through collaboration



CERT A/B MAC Outreach & Education Task Force

- Meets monthly
- Educates on common billing errors through various tools
 - Submit to CMS Fast Facts topics
 - Develop educational co-branded and/or scenarios on various hot topics
- Provides consistent education



CERT A/B MAC Outreach & Education Task Force

- **Disclaimer**
 - The Comprehensive Error Rate Testing (CERT) Part A and Part B (A/B) Contractor Task Force is independent from the Centers for Medicare & Medicaid Services (CMS) CERT team and CERT contractors, which are responsible for calculation of the Medicare fee-for-service improper payment rate.



CERT A/B MAC Outreach & Education Task Force

- Excluded from Task Force scope
 - Policy discussions
 - Education products will not replace or contradict local coverage determinations, coding rules, regulations or laws
 - Audit reviews



CERT A/B MAC Outreach & Education Task Force

- Education Strategy

- MACs and CMS working together

- CMS CERT Web Compliance web page

- <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/ProviderCompliance.html>

- CMS CERT A/B MAC Outreach & Education Task Force web page

- <https://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/CERT-A-B-MAC-Outreach-Education-Task-Force-.html>



CERT A/B MAC Outreach & Education Task Force

- Education Strategy
 - Each contactor will publish the educational products through their education channels and vehicles
 - Listserv
 - Website
 - Educational events
 - Associations and societies
 - Task Force will solicit suggestions from providers and provider advisory groups
 - Stay tuned to your contractor's email updates/listserv



Examples of Education

- **CMS Fast Facts**
 - Published by CMS on the Provider Compliance page
 - <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/ProviderCompliance.html>
 - CERT A/B MAC Outreach & Education Task Force develops and recommends to CMS for inclusion
 - Posted once a month and remains on the web page for approximately 30 calendar days
 - At least six Fast Facts will be created each year with content no more than 800 characters in length



Example of CMS Fast Fact - Current

- Medical review contractors, such as the CERT program, continue to find errors for missing or inadequate signatures on progress notes, office notes, and orders for services and supplies.
- Electronic medical records and ordering systems are accepted by CMS if documentation received is otherwise in compliance with CMS record keeping requirements. With electronic systems, CMS review contractors may request a copy of a protocol, policy or procedure that describes how electronic health records are signed and dated in order to verify that the documentation has been electronically signed by the ordering/treating professional. Providers need a system and software products that are protected against modification.
- For more information on signature requirements, refer to [Pub 100-08 Chapter 3, Section 3.3.2.4 - Signature Requirements](#). E-Prescribing must follow specific requirements; see Section 3.3.2.4. F. Please also visit the [CERT Outreach & Education Task Forces web page](#).



Example of Education Products

- Task Force co-branded and/or scenario products on CMS A/B Task Force web page
 - [Complying With Medical Record Documentation Requirements Fact Sheet \(November 2014\)](#) (PDF, 671KB)
 - [Complying with Documentation Requirements for Laboratory Services](#) (PDF, 1MB)

Benefits to Providers

- How providers can help
 - Use the information as a guideline for appropriate billing
 - Inform billers and providers on what documentation the CERT contractor is reviewing when auditing their claims
 - Incorporate as a resource/tool in instructing new providers in your practice on proper documentation
 - Communicate information in monthly/weekly newsletters
 - Encourage medical school instructors to use information as an educational tool for prospective and veteran physicians
 - Encourage compliance officers to use information to educate large groups or providers in which they have oversight

