DME MAC CERT Outreach and Education Task Force

Stop, Collaborate and Educate…
October 9, 2019
Who Are We?

- The focus of the DME CERT Task Force is to reduce the overall CERT error rate through education to the DME supplier community.

- The DME CERT Task Force is comprised of
  - Liaisons from CMS
  - DME CERT Coordinators
  - DME POE representatives
  - DME Medical Review clinicians
Comprehensive Error Rate Testing (CERT)

2018 Improper Payment Rates and Projected Improper Payment


<table>
<thead>
<tr>
<th>Service Type</th>
<th>Improper Payment Rate</th>
<th>Projected Improper Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>8.1%</td>
<td>$31.6 B</td>
</tr>
<tr>
<td>Part A Providers (excluding Hospital Inpatient Prospective Payment System (IPPS))</td>
<td>8.1%</td>
<td>$13.6 B</td>
</tr>
<tr>
<td>Part B Providers</td>
<td>10.7%</td>
<td>$10.5 B</td>
</tr>
<tr>
<td>DMEPOS</td>
<td>35.5%</td>
<td>$2.6 B</td>
</tr>
<tr>
<td>Hospital IPPS</td>
<td>4.3%</td>
<td>$5.0 B</td>
</tr>
</tbody>
</table>

20% Decrease
# Documentation Errors

<table>
<thead>
<tr>
<th>Root Cause</th>
<th>Error Reason</th>
<th>Line Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation to support medical necessity/services provided or billed.</td>
<td>Missing/Inadequate</td>
<td>2587</td>
</tr>
<tr>
<td>Valid order or elements of an order.</td>
<td>Missing/Inadequate</td>
<td>1797</td>
</tr>
<tr>
<td>Proof of delivery or elements of delivery.</td>
<td>Missing/Inadequate</td>
<td>1527</td>
</tr>
<tr>
<td>Documentation to support face-to-face of ACA items.</td>
<td>Missing/Inadequate</td>
<td>725</td>
</tr>
<tr>
<td>Documentation to support diabetic supplies or testing.</td>
<td>Missing/Inadequate</td>
<td>315</td>
</tr>
<tr>
<td>Signature log or attestation was not submitted.</td>
<td>Missing/Inadequate</td>
<td>278</td>
</tr>
</tbody>
</table>
DME CERT Task Force
2019 Education Initiatives
DME CERT Task Force - Webinars

- February 21, 2019 - partnership with A/B CERT Task Force on two Home Health national webinars – 549 total attendance.

  - Top equipment category in claims chosen by the CERT contractor (over 1,000 claims chosen for review on the November 2018 report).
DME CERT Task Force – Live Education

  - Top CERT errors in lower limb prostheses, spinal orthoses, and lower limb orthoses.

- March 11, 2019 – National Home Infusion Association (NHIA) Annual Conference in Orlando, Florida, 112 attendees at the session.
  - Top CERT errors in enteral nutrition, parenteral nutrition, and external infusion.
DME CERT Task Force – Live Education

- April 16, 2019 – Medtrade Exposition and Conference in Las Vegas, NV, 32 attendees at the session.
  - Top CERT errors in oxygen and oxygen equipment, PAP, nebulizers and inhalation medication and diabetic shoes.

- June 9, 2019 – American Academy of Dental Sleep Medicine Annual Conference in San Antonio, TX, 40 attendees at the session.
  - CERT errors in oral appliances for obstructive sleep apnea.
DME CERT Task Force – Live Education

- September 27, 2019 – American Orthotics and Prosthetics Association Annual Meeting in San Diego, CA, 234 attendees
  - Top CERT errors in lower limb prostheses, spinal orthoses, and lower limb orthoses.
DME CERT Task Force – Education Scheduled Through 2019

- October 21, 2019 – Medtrade Exposition and Conference in Atlanta, Georgia.
  - Top CERT errors in oxygen and oxygen equipment, positive airway pressure devices, nebulizers and inhalation medication and glucose monitors and related diabetic testing supplies.

- November 26, 2019 – national webinar on Glucose Monitors (BGM and CGM) and related Diabetic Testing Supplies.
  - Top equipment category in claims chosen by the CERT contractor on the 2018 report (over 750 claims reviewed).
DME CERT Task Force – Consistency Across Contractors and Workgroups

- One set of LCDs across all DME MACS so task force members use the same coverage criteria no matter the audience.

- DME CERT Task Force members participate in other workgroups:
  - DME CERT Collaboration Workgroup
    - Education to national companies that can affect the CERT error rate.
  - A/B – DME CERT Collaboration Workgroup
    - Education to physicians and non-physician practitioners on DME LCDs with focus on documentation they control.
  - PCC Training Workgroup
    - Educate all DME Provider Contact Center staff on topics/issues that affect the entire DME supplier community.
Questions?
Disclaimer

The DME MAC CERT Outreach and Education Task Force consists of representatives from each of the DME MACs and is independent from the CMS CERT Team and CERT Contractors, who are responsible for the calculation of the Medicare Fee-for-Service Improper Payment Rate.

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