

Administrative Relief for Areas Affected by Hurricane Sandy—Fact Sheet

The Centers for Medicare & Medicaid Services (CMS) Program Integrity Manual (PIM), provides guidance to Medicare contractors on granting administrative relief on a case-by-case basis in disaster circumstances. Due to the severity and circumstances of Hurricane Sandy, we have issued instructions to our Medicare Administrative Contractors (MACs) and Recovery Auditors to provide additional relief.

Implementation

- In accordance with Section 3.8 of the PIM, MACs and Recovery Auditors will continue to provide administrative relief upon request from individual physicians, providers, and suppliers beyond the timeframes specified, even if they are not in the states listed below.
- MACs and Recovery Auditors will also grant widespread administrative relief as described below.

Effective Immediately:

- MACs and Recovery Auditors will not send medical review additional documentation requests (ADRs) to any providers in New Jersey (NJ), New York (NY) and Connecticut (CT) for a period of 30 days starting on November 6, 2012.
- MACs and Recovery Auditors will not send ADRs or deny claims from providers in the zip codes which have been designated by the Federal Emergency Management Agency (FEMA) as eligible for direct federal assistance (see chart below), for an additional 30 days (a total of 60 days). This applies only to counties with FEMA major disaster declarations eligible for direct federal assistance as of October 30, 2012 (not counties with emergency or other declarations). Information by state and county is available on the FEMA Website at <http://www.fema.gov/disasters>. (See chart below).

States and Counties with FEMA Major Disaster Declarations as of 10/30/12

New York	New Jersey	Connecticut
Bronx	Atlantic	Fairfield
Kings	Cape May	Middlesex
Nassau	Essex	New Haven
New York	Hudson	New London
Queens	Middlesex	Mashantucket Pequot Indian Reservation
Richmond	Monmouth	
Suffolk	Ocean	
	Union	

Limitations

MACs will grant administrative relief for Power Mobility Devices (PMD) claims, PMD prior authorization requests and therapy requests for exception due to the cap only in accordance with Section 3.8 of the PIM. General administrative relief does not apply in these cases.

MACs and Recovery Auditors will maintain medical review prepayment auto-deny edits in all states. If MACs have an edit in place to auto-deny due to lack of receipt of documentation, they will follow the PIM for instructions on how to extend these days on a case-by-case basis.

Additional Resources and Links

- In the event of an emergency or disaster, providers and physicians and other suppliers should contact their MAC. The CMS Regional Office(s) for the affected area(s) will generally serve as the point of contact for state officials and industry associations. To raise an issue not addressed in this fact sheet please email your query to: emergency.ops@cms.hhs.gov.
- Additional information for providers, physicians and suppliers related to Hurricane Sandy can be found at: <http://www.cms.gov/emergency/>.
- Instructions for how to handle situations where documentation to support payment has been lost or destroyed can be found in Section 3.8 of the PIM entitled “Administrative Relief from MR During a Disaster” at: <http://www.cms.gov/manuals/downloads/pim83c03.pdf>.
- Contact information for your contractor can be found on the Provider Compliance Interactive Map webpage at: <http://go.cms.gov/IMap>. The map allows you to access state-specific CMS contractor contact information. You can use this website to access their contact information including emails, phone numbers and websites.