

Documentation Requirements for FFS Claims

PERM Review Contractor

A+ Government Solutions,
Inc.

(Review Contractor for PERM FY 2010, 2011
and 2012 Cycle)

Best Practices for Provider Response to Record Requests

In addition to the Common Mistakes and Best Practices just shared with you on the CMS video, the following suggestions will facilitate the process:

WHAT TO SUBMIT?

- Create a check list of documentation required by your state's policies for the claim type billed
- Verify before faxing that you are submitting all of the relevant documentation that supports your claim (see potential documentation requirements listed on PERM cover sheet by category type)
- Assure that each page of the record has patient name or identification present

Best Practices (continued)

WHEN TO SUBMIT RECORDS?

- Submit original records requested as soon as possible to allow time to secure and review the correct record (Do not wait until 75 day due date on letter)
- Supply additional documentation timely (14 days maximum) when requested (type of documentation required by federal and/or state regulations or state policies that might have been missing from first transmission and review of record – no need to resubmit what was sent originally)

Best Practices (continued)

HOW TO SUBMIT RECORDS?

- Submit records with the PERM cover sheet as the first page of your transmission (has PERM ID in bold letters on top of page)
- Reference instructions supplied with request for methods available to submit records
- If faxing multiple records to A+, fax each record separately (avoids records from being combined with the wrong PERM id)
- Faxed records are received by a fax server not a stand-alone fax machine (available 24/7 and does not need paper to work)
- If transmitting dark or colored pages, lighten these pages first before transmission to assure legibility

Best Practices (continued)

HOW TO CONTACT A+ GOVERNMENT SOLUTIONS

Bradley Allen, Medical Records Manager

- By phone 301-987-1101
 - By email ballen@aplusgov.com
- Call with any questions or concerns

WHEN TO CONTACT STATE MEDICAID/CHIP REPRESENTATIVE?

- Updating provider contact information for States' MMIS
- HIPAA concerns/confirmation of Review Contractor
- Questions regarding recoveries for billing errors

Best Practices (continued)

ALTERNATIVES TO FAXING OR MAILING HARD COPY RECORDS TO A+ GOVERNMENT SOLUTIONS

- Records can be copied to encrypted CDs and mailed by a service that can track shipment (password must be emailed to A+'s Medical Records Manager and not sent with CD)
- CMS' esMD (electronic submission of medical documentation) project (If a Health Information Handler (HIH) has been previously engaged by the provider).
- A+ can access the esMD network to obtain the records submitted through this method