

Documentation Requirements for FFS Claims



***PERM Review
Contractor***

***A+ Government
Solutions, LLC***

***(Review Contractor for PERM
FY 2010, 2011, 2012 and
2013 Cycle)***

Best Practices for Provider Response to Record Requests

In addition to the Common Mistakes and Best Practices on the CMS video, the following suggestions will facilitate the request process:

BEFORE YOU SUBMIT . . .

- Create a check list of documentation required by your State's policies based on the type of claim being billed.
- Multi-Hospital systems identify and specify the inpatient or outpatient health information management department in your system responsible for the request.
- Before faxing, verify that you are submitting all of the relevant documentation that supports your claim. *(Review the documentation requirements, by category type, listed on PERM cover sheet.)*

Best Practices for Provider Response to Record Requests

BEFORE YOU SUBMIT . . .

- School Based Service providers should include therapy notes from therapist with submission of record.
- Submit all laboratory reports pertaining to request from Outsource Laboratories.
- Assure that each page of the record has the patient's name or identification present.
- Assure that all name changes are processed for newborns and adults to ensure documentation of the legal name in the record.

Best Practices (continued)

WHEN TO SUBMIT RECORDS . . .

Original Record Request:

- Submit original records requested as soon as possible. This will allow sufficient time to secure and review the correct record (Do not wait until the 75 day due date on letter)

Best Practices (continued)

WHEN TO SUBMIT RECORDS . . .

Additional Documentation Request:

- If additional documentation is requested the request will specify the 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.
- Submit additional documentation in a timely fashion (14 days maximum) when requested. – (*There is no need to resubmit the original documents.*)

Best Practices (continued)

HOW TO SUBMIT RECORDS. . .

- Review the instructions provided within the records request for methods available for submitting records.
- Submit records with the PERM cover sheet as the first page of your transmission. (*The PERM ID is in bold letters and located at the top of page.*)
- If faxing multiple records to A+ Government Solutions, fax each record separately, thereby avoiding records being combined and associated with the incorrect PERM ID.
- Records can be faxed 24 hours a day to A+ Government Solutions.
- If dark or colored pages are being faxed, lighten these pages **before** transmission, to assure legibility of pages.

Best Practices (continued)

HOW TO CONTACT A+ GOVERNMENT SOLUTIONS

If you have any questions or concerns, please contact:

Albert M. Key, Jr., Health Information Management Manager

- Phone: 301-987-1119
- Email: akey@aplusgov.com

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 RECORDS TO A+ GOVERNMENT SOLUTIONS

- Records can be copied on to encrypted CDs and mailed by a service that can track shipment.
 - The password to decrypt the CD must not be sent with CD. The password must be emailed to the email address PERMRC@aplusgov.com with the PERM ID indicated in the subject line)
- Records can be transmitted via CMS' esMD (electronic submission of medical documentation) project
 - Providers can access the esMD gateway by building their own gateway or contract with a Health Information Handler (HIH)
 - A+ Government Solutions will access the esMD network to obtain the records submitted through this method