CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2035	**Date: February 16, 2018**
	Change Request 10477

SUBJECT: Targeted Probe and Educate Metrics Deliverables Update and Glossary

I. SUMMARY OF CHANGES: The CMS is updating the monthly metrics deliverables for the Targeted Probe and Educate program as well as including a glossary for clarity.

EFFECTIVE DATE: March 19, 2018
*Unless otherwise specified, the effective date is the date of service.
IMPLEMENTATION DATE: March 19, 2018

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)
R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	

III. FUNDING:
For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:
One Time Notification

Attachment - One-Time Notification

Pub. 100-20	Transmittal: 2035	Date: February 16, 2018	Change Request: 10477

SUBJECT: Targeted Probe and Educate Metrics Deliverables Update and Glossary

EFFECTIVE DATE: March 19, 2018
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I.   GENERAL INFORMATION

A.   Background: The CMS has implemented the Targeted Probe & Educate (TPE) strategy across all Medicare Administrative Contractors (MACs) on October 1, 2017. After careful examination, internally and with the MACs, this CR is intended to update, replace, and clarify the monthly metrics deliverable (Attachment B from CR10249).

B.   Policy: The MACs shall conduct all medical record reviews using the TPE strategy. Prior authorization and automated reviews directed by CMS are outside of the TPE strategy.

NOTE: Non-responses count as an error when considering a provider's or supplier's error rate. Additionally, a "related claim review," for those services related to a denied claim, would not require using the TPE strategy (e.g., conducting a 20-40 claim probe of provider/supplier claims that are adjunct to a denied service/device) and would be denied in kind.

II.   BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	HHH	MAC	FISS	MCS	VMS	CWF	
10477.1	TPE Reporting: The MAC shall submit monthly evaluation metrics reports into the CMS Analysis, Reporting and Tracking (CMS ART) system on or before the 20th of the month as attached to this CR (Attachment B) as a replacement of Attachment B from CR10249.	X	X	X	X					
10477.1.1	TPE Reporting: The MAC shall consult the metrics glossary (Attachment A to this CR) for explanations of any given field within this metrics template.	X	X	X	X					
10477.1.2	TPE Reporting:	X	X	X	X					

Number	Requirement	Responsibility								
		A/B MAC			D M E MAC	Shared-System Maintainers				Other
		A	B	HHH		FISS	MCS	VMS	CWF	
	The MAC shall have the option to complete only those fields within the metrics template (Attachment B attached to this CR) that pertain to their particular activity and ignore or insert "N/A" in fields that are not relevant.									
10477.2	TPE Reporting: The MAC shall submit the monthly evaluation metrics reports into CMS ART and to the Contracting Officer Representative (COR), Heather Wetherson, Dr. Scott H. Lawrence, and your CMS/PCG/DMRE Business Function Lead (BFL) on or before the 20th of the month. **NOTE**: As instructed in CR10249.	X	X	X	X					
10477.3	The MAC shall describe any necessary workload changes in detail, including the rationale for these changes, to their COR and Medical Review BFL.	X	X	X	X					

III.   PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			DME MAC	CEDI
		A	B	HHH		
	None					

IV.   SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Dr. Scott H. Lawrence, 410-786-4313 or Scott.Lawrence1@cms.hhs.gov
, Heather Wetherson, 410-786-5657 or heather.wetherson@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):
The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined
in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is
not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically
authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to
be outside the current scope of work, the contractor shall withhold performance on the part(s) in question
and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions
regarding continued performance requirements.

ATTACHMENTS: 2

Monthly Report for Targeted Probe & Educate
Monthly Data for completed Round 1, 2, 3 providers/suppliers

Claims	
Number of claims* reviewed in Round [1, 2, 3]	The total number of claims for probe rounds referenced in A2 that have been completed in the given month (this does not include claims with no response to ADRs).
Number of Unique Providers/Suppliers - New This Month - Round [1, 2, 3]	The total number of unique providers/suppliers who have been added to the program in the reporting month.
Number of Unique Providers/Suppliers - Completed - Round [1, 2, 3]	The total number of unique providers/suppliers who are in the program and have completed the round referenced in A2 in the reporting month.
Number of unique beneficiaries	The total number of unique beneficiaries had completed rounds referenced in A2 in the reporting month.
Number of claims submitted	The total number of claims submitted for completed rounds referenced in A2 in the reporting month.
Number of claims accepted as billed	The total number of claims reviewed that were accepted and paid as billed for completed rounds referenced in A2 in the reporting month.
Number of claims fully denied - provider/supplier	The total number of claims reviewed that were fully denied and have a provider/supplier liability for completed rounds referenced in A2 in the reporting month.
Number of claims fully denied - bene	The total number of claims reviewed that were fully denied and have a beneficiary liability for completed rounds referenced in A2 in the reporting month.
Number of claims denied for no response to ADR	The total number of claims requested that were fully denied as a result of no response to the ADR for completed rounds referenced in A2 in the reporting month.
Number of claims partially denied**	The total number of claims reviewed that were partially denied for completed rounds referenced in A2 in the reporting month, not reported in rows 14 or 15.
Number of claims with code correction	The total number of claims reviewed that required a coding correction for completed rounds referenced in A2 in the reporting month.
Number of claims with code correction - education only	The total number of claims reviewed that required a coding correction but only required education for completed rounds referenced in A2 in the reporting month.
Financials	
Financial Impact per the Claims (including overturned appeals)(Total Denied $ - Overturned $/Total Number of Claims)	This metric is intended to capture financial impact by measuring the residual cost (after appeals) against the number of claims for completed rounds referenced in A2 in the reporting month.
Financial Impact per the Claims (without appeals)(Total Denied $/Total Number of Claims)	This metric is intended to capture financial impact by measuring the residual cost (without considering appeals) against the number of claims for completed rounds referenced in A2 in the reporting month.
Financial Impact to Providers/Suppliers (Total Denied$/Number of Providers/Suppliers)	This metric is intended to capture financial impact by measuring the residual cost (without considering appeals) against the number of providers for completed rounds referenced in A2
Submitted amount	The total amount in dollars submitted for this line of business for completed rounds referenced in A2 in the reporting month.
Covered Amount (Part A)	The total amount in dollars that was covered for this line of business for completed rounds referenced in A2 in the reporting month.
Non-covered Amount (Part A)	The total amount in dollars that was not covered for this line of business for completed rounds referenced in A2 in the reporting month.
Dollars in Error (Part A)	The total amount in dollars related to identified errors for this line of business for completed rounds referenced in A2 in the reporting month.
Allowed Amount (Part B/DMEPOS Fee Schedule)	The total amount in dollars for allowed amounts for this line of business for completed rounds referenced in A2 in the reporting month. For DMEPOS, this is the total amount in dollars
Amount denied (Part B/DMEPOS)	The total amount in dollars for denied amounts for this line of business for completed rounds referenced in A2 in the reporting month.
Initial Allowed (DMEPOS Fee Schedule prior to review)	The total amount in dollars for allowed amounts prior to Medical Review (MR) review for completed rounds referenced in A2 in the reporting month. Since DME is reporting full or
Reversed Amount (DMEPOS)	The total amount in dollars for claims that are reversed on appeal for completed rounds referenced in A2 in the reporting month.
Savings Amount (DMEPOS)(denied amount - reversed amount)	This metric is intended to capture the savings amount (denied amount minus the reversed amount) for completed rounds referenced in A2 in the reporting month.
APM	
Number of Providers/Suppliers removed due to APM	The total number of providers/suppliers who were removed from your TPE roster due to their participation in Advanced Alternate Payment Models (APM) for completed rounds
Education - Intra-Probe	
Total Number of Educational Contacts	The total number of educational contacts of any kind (TPE 1:1 and additional forms of educational outreach) for completed rounds referenced in A2 in the reporting month.
1:1 - Number of Education Phone Calls	The total number of 1:1 educational phone calls for completed rounds referenced in A2 in the reporting month.
1:1 - Face-to-Face Visits	The total number of 1:1 face-to-face visits for completed rounds referenced in A2 in the reporting month.
1 :1 - Number of Webinar/E-visits	The total number of 1:1 interactive webinar/e-visits for completed rounds referenced in A2 in the reporting month.
Number of CBRs sent	The total number of comparative billing reports (CBRs) sent for completed rounds referenced in A2 in the reporting month.
Number of Education Letters sent	The total number of educational letters sent for completed rounds referenced in A2 in the reporting month.
Other Education NOS	The total number of educational outreached performed that is not otherwise specified (NOS) for completed rounds referenced in A2 in the reporting month. Please provide a description of the education provided in A62.
Number of Intra-Probe Educational Offers refused (>0% errors)	The total number of intra-probe educational offers refused by providers/suppliers with greater than 0% errors for completed rounds referenced in A2 in the reporting month. Please be prepared to provide a description of the education provided upon request.
Education - Post-Probe	
Total Number of Educational Contacts	The total number of educational contacts of any kind (TPE 1:1 and additional forms of educational outreach) for completed rounds referenced in A2 in the reporting month.
1:1 - Number of Education Phone Calls	The total number of 1:1 educational phone calls for completed rounds referenced in A2 in the reporting month.
1:1 - Face-to-Face Visits	The total number of 1:1 face-to-face visits for completed rounds referenced in A2 in the reporting month.
1 :1 - Number of Webinar/E-visits	The total number of 1:1 interactive webinar/e-visits for completed rounds referenced in A2 in the reporting month.
Number of CBRs sent	The total number of comparative billing reports (CBRs) sent to each unique provider/supplier for completed rounds referenced in A2 in the reporting month.
Number of Education Letters sent	The total number of educational letters sent to each unique provider/supplier for completed rounds referenced in A2 in the reporting month.
Other Education NOS	The total number of educational outreached performed that is not otherwise specified (NOS) for completed rounds referenced in A2 in the reporting month. Please provide a description of the education provided in A63.
Number of Post-Probe Educational Offers refused (>0% errors)	The total number of post-probe educational offers refused by providers/suppliers with greater than 0% errors for completed rounds referenced in A2 in the reporting month. Please be prepared to provide a description of the education provided upon request.
Behavior Impact (Improvement Metric)	
Number of Providers/Suppliers With Measurably Improved Behavior	The total number of providers/suppliers whose problematic behavior is measurably improved for completed rounds referenced in A2 in the reporting month. This will include those who have made statistically significant improvements, but may still have error rates that are too high to remove from the TPE strategy as well as those who have demonstrated compliance and will be released from active TPE review.
Number of Providers/Suppliers Who Were Suspended From Reviews With Errors Corrected	The total number of providers/suppliers whose problematic behavior improved sufficiently for them to be considered compliant and worthy of being released from active TPE review for completed rounds referenced in A2 in the reporting month. This is a subset of A56.
Narrative	
Claims/Case Files	
	This space is intended for MACs to provide information about claims/case files not otherwise captured for completed rounds referenced in A2 in the reporting month, at their discretion.
Financials	
	This space is intended for MACs to provide information about financial impact not otherwise captured for completed rounds referenced in A2 in the reporting month, at their discretion.
Education - Intra-Probe	This space is intended for MACs to provide information about Intra-Probe Education not otherwise captured for completed rounds referenced in A2 in the reporting month, at their discretion; however, if MACs provide data for row 42, details must be entered here.
Education - Post-Probe	This space is intended for MACs to provide information about Intra-Probe Education not otherwise captured for completed rounds referenced in A2 in the reporting month, at their discretion; however, if MACs provide data for row 52, details must be entered here.

*Any reference to "claims" includes associated medical records submitted in response to an Additional Documentation Request (ADR)

**For DMEPOS Full and Partial Denials are Combined

Monthly Report for Targeted Probe & Educate

Monthly Data for completed Round 1, 2, 3 providers/suppliers

Referrals to CMS for Further Action					
Number of unique claims referred to CMS for further action	The total number of unique claims that have been referred to CMS for further action for probe rounds referenced that have been completed in the given month.				
Number of unique cases referred to CMS for further action	The total number of unique cases that have been referred to CMS for further action for probe rounds referenced that have been completed in the given month.				
Number of providers/suppliers referred to CMS for further action	The total number of providers/suppliers that have been referred to CMS for further action for probe rounds referenced that have been completed in the given month.				

Monthly Report for Targeted Probe & Educate

Monthly Data for completed Round 1 providers/suppliers

Claims
Number of claims* reviewed in Round 1
Number of Unique Providers/Suppliers - New This Month - Round 1
Number of Unique Providers/Suppliers - Completed - Round 1
Number of unique beneficiaries
Number of claims submitted
Number of claims accepted as billed
Number of claims fully denied - provider/supplier
Number of claims fully denied - bene
Number of claims denied for no response to ADR
Number of claims partially denied**
Number of claims with code correction
Number of claims with code correction - education only

Financials
Financial Impact per the Claims (including overturned appeals)(Total Denied $ - Overturned $/Total Number of Claims)
Financial Impact per the Claims (without appeals)(Total Denied $/Total Number of Claims)
Financial Impact to Providers/Suppliers (Total Denied$/Number of Providers/Suppliers)
Submitted amount
Covered Amount (Part A)
Non-covered Amount (Part A)
Dollars in Error (Part A)
Allowed Amount (Part B/DMEPOS Fee Schedule)
Amount denied (Part B/DMEPOS)
Initial Allowed (DMEPOS Fee Schedule prior to review)
Reversed Amount (DMEPOS)
Savings Amount (DMEPOS)(denied amount - reversed amount)

APM
Number of Providers/Suppliers removed due to APM

Education - Intra-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Education - Post-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Behavior Impact (Improvement Metric)
Number of Providers/Suppliers With Measurably Improved Behavior

Monthly Report for Targeted Probe & Educate

Monthly Data for completed Round 2 providers/suppliers

Claims
Number of claims* reviewed in Round 2
Number of Unique Providers/Suppliers - New This Month - Round 2
Number of Unique Providers/Suppliers - Completed - Round 2
Number of unique beneficiaries
Number of claims submitted
Number of claims accepted as billed
Number of claims fully denied - provider/supplier
Number of claims fully denied - bene
Number of claims denied for no response to ADR
Number of claims partially denied**
Number of claims with code correction
Number of claims with code correction - education only

Financials
Financial Impact per the Claims (including overturned appeals)(Total Denied $ - Overturned $/Total Number of Claims)
Financial Impact per the Claims (without appeals)(Total Denied $/Total Number of Claims)
Financial Impact to Providers/Suppliers (Total Denied$/Number of Providers/Suppliers)
Submitted amount
Covered Amount (Part A)
Non-covered Amount (Part A)
Dollars in Error (Part A)
Allowed Amount (Part B/DMEPOS Fee Schedule)
Amount denied (Part B/DMEPOS)
Initial Allowed (DMEPOS Fee Schedule prior to review)
Reversed Amount (DMEPOS)
Savings Amount (DMEPOS)(denied amount - reversed amount)

APM
Number of Providers/Suppliers removed due to APM

Education - Intra-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Education - Post-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Behavior Impact (Improvement Metric)
Number of Providers/Suppliers With Measurably Improved Behavior

Monthly Report for Targeted Probe & Educate

Monthly Data for completed Round 3 providers/suppliers

Claims
Number of claims* reviewed in Round 3
Number of Unique Providers/Suppliers - New This Month - Round 3
Number of Unique Providers/Suppliers - Completed - Round 3
Number of unique beneficiaries
Number of claims submitted
Number of claims accepted as billed
Number of claims fully denied - provider/supplier
Number of claims fully denied - bene
Number of claims denied for no response to ADR
Number of claims partially denied**
Number of claims with code correction
Number of claims with code correction - education only

Financials
Financial Impact per the Claims (including overturned appeals)(Total Denied $ - Overturned $/Total Number of Claims)
Financial Impact per the Claims (without appeals)(Total Denied $/Total Number of Claims)
Financial Impact to Providers/Suppliers (Total Denied$/Number of Providers/Suppliers)
Submitted amount
Covered Amount (Part A)
Non-covered Amount (Part A)
Dollars in Error (Part A)
Allowed Amount (Part B/DMEPOS Fee Schedule)
Amount denied (Part B/DMEPOS)
Initial Allowed (DMEPOS Fee Schedule prior to review)
Reversed Amount (DMEPOS)
Savings Amount (DMEPOS)(denied amount - reversed amount)

APM
Number of Providers/Suppliers removed due to APM

Education - Intra-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Education - Post-Probe
Total Number of Educational Contacts
1:1 - Number of Education Phone Calls
1:1 - Face-to-Face Visits
1 :1 - Number of Webinar/E-visits
Number of CBRs sent
Number of Education Letters sent
Other Education NOS
Number of Intra-Probe Educational Offers refused (>0% errors)

Behavior Impact (Improvement Metric)
Number of Providers/Suppliers With Measurably Improved Behavior