

APPEALS CORNER



Let's Talk Appeals

Effective May 1, 2019, CMS has expanded the appeals demonstration activities to the Part A East (PAE) Qualified Independent Contractor (QIC) jurisdiction. Under the demonstration, selected provider/suppliers have the opportunity to participate in a recorded telephone discussion that will be included and considered as part of the appeals case file, prior to the QIC's (C2C Innovative Solutions, Inc.) reconsideration decision.

The Telephone Discussion Demonstration will yield the following benefits:

- ◆ Provides an opportunity for the provider community to verbally discuss the case with a decision maker before a QIC decision is made;
- ◆ Informs the provider what documents are present in the QIC case file and what documents are needed and are critical to the outcome of a case;
- ◆ Provides the opportunity to fax or transmit through other secured media additional documentation that supports a favorable appeals decision to the QIC decision maker prior to the reconsideration decision being made; and
- ◆ Assists and educates providers on CMS policies and requirements

The demonstration activities will continue through December 31, 2021.

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Tips on Avoiding Unfavorable Appeal

- ◆ Ensure provider signature is recorded on the order(s)
- ◆ Include complete and signed Advanced Beneficiary Notice (ABN), when applicable
- ◆ Obtain all records to support medical necessity
- ◆ Report complete and valid diagnosis codes
- ◆ Submit diagnostic reports

Additional Information
www.novitas-solutions.com

Contact Us

JH Phone: 1-855-252-8782

JL Phone: 1-877-235-8073



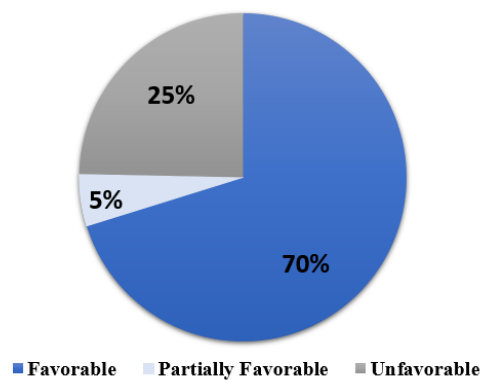
July Telephone Discussions

C2C Innovative Solutions, Inc. reports monthly data illustrating the outcome and decision rationale of reconsiderations for providers who participate in the telephone discussion. These are the error trends observed for the month of June.

July 2021 Dispositions

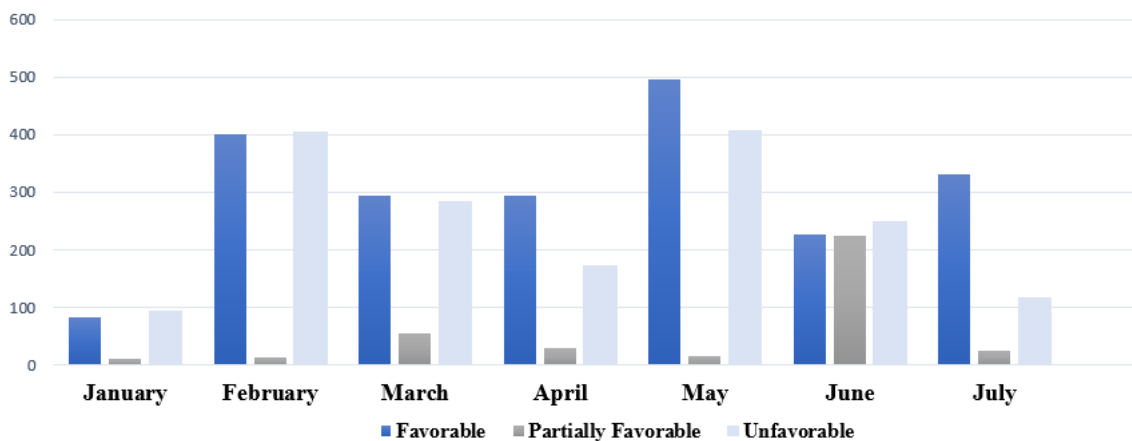
- ◆ Favorable:
 - ◇ Reviewed documentation and full payment is being made based upon documentation submitted
- ◆ Partially Favorable:
 - ◇ Reviewed documentation and partial payment is made for a service or only part of the claim is allowed based upon documentation submitted
- ◆ Unfavorable:
 - ◇ Reviewed records and the service remains denied based upon documentation submitted

July 2021 Claim Dispositions



Telephone Discussion Dispositions 2021

Telephone Discussion Dispositions 2021



Appeal Details from Telephone Discussions with Providers

The PAE Telephone Discussions held for the month found the top two appeal categories with the highest unfavorable decisions were for Surgery and Acute Inpatient Hospital providers. The regulations used when reviewing the submitted documentation to apply these decisions include the Medicare Benefit Policy Manual (MBPM), Medicare Coverage Policy Manual (MCPM), the Code of Federal Regulations (CFR), National Coverage Determinations (NCD), Local Coverage Determinations (LCD), and Local Coverage Articles (LCA).

During the Telephone Discussion the QIC reviewer provides education to the provider in the form of direct references from the above regulations. The chart below shows the breakdown in percentage for each category with the highest unfavorable second level appeal decisions.

Drugs and Biologicals	
Documentation Appeal Decision	Unfavorable Percentage after Telephone Demo
MBPM Requirements Were Not Met	58.33%
LCD/NCD Requirements Were Not Met	29.17%
Other	12.50%
Hyperbaric Oxygen (HBO) Therapy	
Documentation Appeal Decision	Unfavorable Percentage after Telephone Demo
LCD/NCD Requirements Were Not Met	100%



Novitas Resources

Novitas has a consolidated, dedicated specialty page for each service dedicated to listing helpful resources.

◆ Drugs and Biologicals:

- ◇ [JH Providers](#)
- ◇ [JL Providers](#)

◆ Hyperbaric Oxygen (HBO) Therapy:

- ◇ [National Coverage Determination \(NCD\) for Hyperbaric Oxygen Therapy \(20.29\)](#)
- ◇ Checklist: Hyperbaric Oxygen Therapy (HBO) Documentation:
 - [JH Providers](#)
 - [JL Providers](#)



C2C Innovative Solutions, Inc. Resources

If you would like to read further about the Telephone Demonstration, C2C has created a detailed page with the following topics:

- ◆ [Overview of the Appeals Demonstration](#)
 - ◆ [PAE Telephone Discussions](#)
 - ◆ [PAE Reopening Process](#)
 - ◆ [PAE Frequently Asked Questions \(FAQs\)](#)
 - ◆ [PAE Newsletter](#)
 - ◆ [PAE Forms](#)
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Novitas Outreach and Education

Novitas Solutions provides you with a wide range of continuing educational offerings. Sign up for a free account in our Learning Center to register for web-based training, live in-person events, and on-demand training modules.

Visit our event calendar to find and participate in a free educational presentation:

- ◆ [JH Providers](#)
- ◆ [JL Providers](#)



Novitas Self-Service Tools

You can use our various self-service tools to obtain information quickly either online or by telephone:

- ◆ Novitasphere Portal
- ◆ Fiscal Intermediary Shared System (FISS)
- ◆ Search and Status Lookup Tools
- ◆ Enrollment Gateway
- ◆ Decision Trees and Calculators
- ◆ Interactive Voice Response (IVR)

Our self-service tools page is just a click away by accessing the following links:

- ◆ [JH Providers](#)
- ◆ [JL Providers](#)