



J6 CERT UPDATES

National Government Services
Provider Outreach and Education



November 2014 Reporting Period

- CMS 2014 National Error Rate Goal 9.9%
- Internal Error Rate as of June 15, 2014
 - Combined NGS error rate: 13.31%
- Action to Lower the Nov 2014 Error Rate
 - Phone Calls
 - Letters



November 2014 Reporting Period

- Part A
- Most common errors:
 - Error Code 25 Medically Unnecessary Service or Treatment
 - Error Code 21 Insufficient Documentation
 - Most common error for HHH
 - Error Code 32 Incorrect Diagnosis Code



November 2014 Reporting Period

- Part A – HHH Errors and Appeals

	Appeals	Overturn	CERT Errors
Home Health	63	18	147
Hospice	1	1	10



CERT Provider Website

- Verify Provider's Contact Information

- www.certprovider.com
- Provider Directory
- Enter Provider ID (PTAN)
- Contractor ID

J6 Part A

IL 06101
MN 06201
WI 06001
RHHI 06014

J6 Part B

IL 06102
MN 06202
WI 06302



5

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CERT Tool

- CERT Denial Reason Finder Tool

- How to use:
 - Log onto www.NGSMedicare.com
 - Select: Review Process > then CERT
 - Open: CERT Denial Reason Finder tool
 - Key: CERT CID number
- Update coming soon
 - Providers will be able to get status of claims that were selected for review but received no error



6

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Contact Information

- **Provider Contact Center -**

Part A	877-309-4290
Part B	877-908-9499
- **J6 CERT mailbox**
 - www.J6CERT@wellpoint.com



7

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Appeal

- **Part A Appeal Forms – (First level of appeal)**
 - Log onto www.NGS Medicare.com
 - Select: Review Process > then Appeals
 - Part A – Select level of appeals and the appeal process > Open CMS-20027 Medicare Redetermination Request Form > Complete and Mail form to

National Government Services, Inc
Appeals Department
PO Box 6474
Indianapolis, IN 46206-6474



8

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Appeal

- Part A and B Electronic Appeal
 - NGSConnex
 - Log onto www.NGSConnex.com
 - Select My Claims tab
 - Enter Beneficiary Information
 - Click Load Claims button
 - Locate and click on claim you want to appeal
 - Click Initiate Redetermination/Reopening button
 - Complete and Submit form
 - Attach supporting documentation (no file size limitations)



Appeal

- Missed Appeal Timeframe?
 - Send missing documentation directly to CERT contractor
 - Fax (preferred method): (240) 568-6222
 - Mail to (large medical records):
 - CERT Documentation Office
 - Attn: CID #
 - 9090 Junction Drive, Suite 9
 - Annapolis Junction, MD 20701



Open Discussion

- Questions?
- Suggestions?

Thank You!