



CERT Newsletter

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NEW CERT Documentation Contractor (CDC)

On September 30, 2004, CMS awarded a contract for a CERT documentation contractor for the purpose of streamlining the record request and receipt functions, currently performed by the CERT Review Contractor (CRC), in Richmond, Va. The CERT Documentation Contractor (CDC), located in Annapolis Junction, Maryland, is in a one year transition period to assume the requesting and receiving of medical record documentation, the development of a tracking system, the establishment of a call center, and the development of public and confidential websites.

The new tracking system will be an Oracle based system, which provides greater flexibility than the system currently in use. The public website will allow both Affiliated Contractors (AC's) and providers to update the system with current provider addresses and/or preferred contact information, regardless of whether or not a provider has had a claim previously sampled for CERT review. Qualified customer service representatives will staff the Call Center and will be available to answer AC and provider questions. In addition, the CDC will provide an imaging solution for medical record documents, which will facilitate the review process conducted by the nurses at CRC. ❖

The purpose of the CERT Newsletter is to provide an exchange of information among CMS, the CERT Review Contractor (CRC), the CERT Documentation Contractor (CDC), and Affiliated Contractors (AC's). The Newsletter is not intended to set CMS policy or replace CMS directives. The newsletter is published monthly by CDC. Archived copies will be available on the CERT Confidential Website. Articles and Questions for publication may be submitted by email to marylou@certcdc.com

CDC Transition Partners Selected

The CDC Transition Partners for the request and receipt of medical records functions have been selected. They are as follows:

Carrier -- **HGSA Pennsylvania**,
DMERC -- **Palmetto Region C**, and
FI -- **Cahaba GBA Iowa**

Congratulations and a special thank you to each transition partner. Letters are expected to be sent by the CDC to providers in these jurisdictions beginning in February/March 2005.

CDC Solicits AC's for Non-Response / Insufficient Documentation Descriptions

CMS has asked the CDC to develop and maintain a list of non-response and insufficient documentation codes for untimely receipt of medical records. In order to comply with this request, the CDC has prepared the attached flowchart to describe the overall process of receipt of medical record responses/non-responses/insufficient documentation. AC's are invited to email any additional descriptions for non-response and insufficient documentation which have come to their attention to marylou@certcdc.com. After receipt and analysis of the additional information provided from the AC's, we will publish a final flowchart incorporating the non-response and insufficient documentation codes in an upcoming CERT Newsletter. ❖

See Reverse Side for "Non-Response and Insufficient Documentation Flowchart"

Non-Responses and Insufficient Documentation Flowchart

CDC = CERT Documentation Contractor
 CRC = CERT Review Contractor

