



What is the Targeted Probe and Educate?

As directed by CMS, effective 10/1/2017, National Government Services Medical Review transitioned all lines of business to a TPE strategy. The purpose of this transition is to reduce costs related to improper payments and appeals, therefore reducing provider burden through one-on-one help.

Providers selected for TPE will receive a notification letter from us (enclosed in a pink envelope) via USPS. The notification letter will provide details about TPE, it will also include our educational email address. In addition, we are asking providers to notify us using the shared mail box, of a delegated contact associate from their facility who could answer any questions we may have regarding their TPE review, requests for additional information and serve as a contact name for our TPE correspondence. Providers are requested to submit the contact information to our shared email address and include the contact name, provider name, provider number, email address and phone number.

Key Elements of TPE

- Up to three rounds of prepayment or post payment TPE. If the provider's error rate remains high upon completion of the first round, then the provider is retained for the second and, potentially, a third round of review.
 - Automated reviews and prior authorization directed by CMS are outside of the TPE strategy.
 - Note that any reviews or pilots otherwise mandated by CMS are excluded from this change.
- Providers with a continued high error rate after three rounds of TPE will be referred to CMS for additional action.
- Your MAC will select the topics for review based upon existing data analysis procedures.
- The claim sample size for each round of probe review is limited to a minimum of 20 and a maximum of 40 claims.
 - Note that the sample is per provider, per topic and per round.
- The TPE process includes provider specific education that will focus on improving specific issues and correcting identified errors, with an opportunity for the provider to ask questions. Education will be offered after each round of 20–40 claims reviewed, via a results letter sent to the attention of the provider's Compliance Officer.
 - In addition, there is an opportunity for intra-round education as well if the nurse reviewer identifies a common theme that can be easily corrected during the review phase.

Part B Medical Review Focus: Updating your Contacts to Prepare for Success

Additional Development Request Letters or ADR, are sent to the "Pay To Address" on the providers Medicare enrollment file. In order to ensure these ADRs are sent to the correct address within the practice, providers have the capability of updating their enrollment to provide a contact and a specific address where they want "Medical Records Correspondence Address" to go to. To learn more about updating your Medical Records Correspondence Address, NGS has created a short



instructional video, click here: [Part B Medical Review Focus: Updating your Contacts to Prepare for Success](#)

Provider Tips

- Providers targeted for TPE will receive a notification letter (enclosed in a pink envelope) about the upcoming review and ADR will be used for the specific claims selected for review.
- Providers should respond promptly to the notification letter with the name, phone number and email address of a designated point of contact for TPE-related issues.
- Providers should ensure that medical records are submitted promptly upon request.
 - Reminder: ADRs must be responded to prior to the 45 day deadline (based on the date of the ADR) for each claim selected.
 - Providers are highly encouraged to respond to the ADR by sending all applicable medical records prior to day 45. Provider nonresponse to medical records requests will count as an error.
- Providers with an error rate of greater than 15% that do not request or accept education will be noted as a refusal.
- MACs may conduct a “related claim review” of services related to a denied claim and such reviews may be conducted outside of the TPE process.
 - The TPE process does not replace or change appeal rights.
 - The educational sessions are not an appeals forum nor do the result letters and/or the educational sessions extend the appeal period. The educational session is intended for education, it is not to debate the clinical reviewer’s determination.

Medical Review Portal in NGSConnex - NGSConnex Offers a Medical Review Additional Documentation Requests Portal

Utilize NGSConnex to submit documentation. This is the most efficient and secure way to submit documentation. If you submit fee-for-service claims to National Government Services and you are a registered NGSConnex account holder, you currently have the ability to respond to Medical Review ADRs and submit supporting documentation electronically via NGSConnex.

What Does This Mean to You

You will save both time and money by responding to MR ADRs electronically through NGSConnex. You will save time because electronic submission is much quicker than paper submission by mailing and will save money by cutting postage fees.

You will not only be able to respond to your MR ADRs electronically through NGSConnex with fewer keystrokes due to information auto-populating, but you will be able to view the ADR letter content to help ensure you are submitting the required documentation. You will also be able to obtain detailed status information on the MR ADR regardless who from your provider organization responded or how it was responded to (i.e., electronically, mail, etc.). You will be able to obtain the following and more:

- Date documentation was received



- Date the nurse started to review your documentation
- Date the nurse completed the review of your documentation
- Nurse review decision
- Appeals outcome

How Do You Get Started

If you are already registered for NGSConnex, login today and go the My Claims tab and select the **Claim Type – Medical Review ADRs** to respond to a Medical Review ADR or view the status of your provider organization's Medical Review ADRs.

Not yet registered for NGSConnex?

Visit NGSConnex.com and click "New User" to register today. Registration instructions can be found in the [How to Register](#) article in the NGSConnex section and video tutorials are available to you on our [YouTube channel](#).

Resources

- [Targeted Probe and Educate Manual](#)
- [Post payment and Targeted Probe and Educate Updates](#)
- [Targeted Probe and Educate Educational Videos](#)
- [Targeted Probe and Educate Review Topics](#)
- [TPE letters article](#)

Related Content

- [CMS Change Request 10249](#)
- [Link to CMS Targeted Probe and Educate Website](#)
- [YouTube Video - Targeted Probe and Educate \(TPE\) Medical Review Strategy](#)
- [CMS TPE Process Flow Chart](#)