

Steps to Claim Corrections

2/27/2025

Closed Captioning: *Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.*

Today's Presenters

Arlene
Dunphy, CPC

Provider Outreach and
Education Consultant



Carleen
Parker

Provider Outreach and
Education Consultant





Disclaimer

National Government Services, Inc. has produced this material as an informational reference for providers furnishing services in our contract jurisdiction. National Government Services employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material. Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the Medicare Program is constantly changing, and it is the responsibility of each provider to remain abreast of the Medicare Program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice. Current Medicare regulations can be found on the [CMS website](#).



Recording

Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

Objective

After this session, attendees will be more familiar with the difference between an unprocessable claim, what constitutes clerical error reopenings, when to submit redeterminations and understanding next steps for claim corrections.



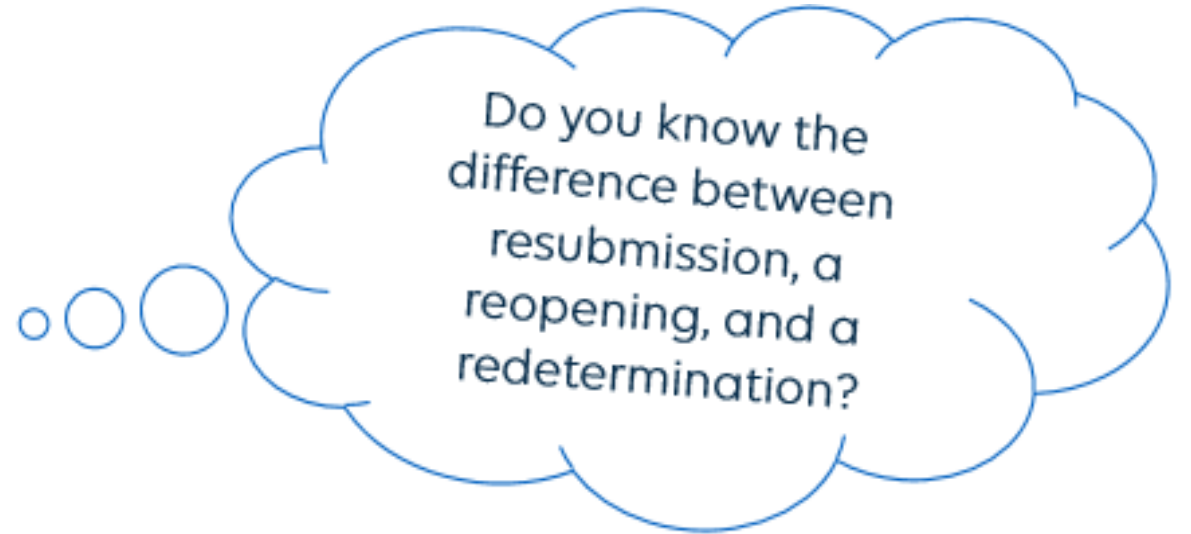
Agenda

- [Resubmit, Reopen or Redetermination](#)
- [Resubmissions](#)
- [Reopenings](#)
- [Redeterminations](#)
- [Requesting an Exception to Timely Filing](#)
- [Interactive Claim Correction Scenarios](#)

Resubmit, Reopen or
Redetermination

Resubmit, Reopen or Redetermination

- What are your next steps?
- Resubmit
 - Unprocessable
- Reopen
 - Minor clerical errors or omissions
- Redetermination
 - Claims that require analysis of documentation





Claim Guidelines

- If the claim is still in process, you will need to wait until it finalizes before any additional action can be taken
- Depending on the error, you can resubmit, reopen or appeal a claim that has been submitted to NGS for processing
- Review your remittance advice to determine next steps

Resubmissions

Resubmission of Unprocessable Claims

- Claim rejections CO16, MA130
 - Claim lacks information or has submission billing error(s), which is needed for adjudication
 - Claims received contain incomplete or invalid information will be “rejected” and returned as unprocessable
- Unprocessable claims
 - No appeal rights
 - No reopening rights
- Resubmit a new claim with corrected information



The background is a solid dark blue color with several large, overlapping, semi-transparent geometric shapes in lighter shades of blue. These shapes include triangles, trapezoids, and rounded rectangles, creating a layered, abstract effect. The shapes are positioned primarily on the right side of the frame, with some extending towards the center.

Reopenings



Clerical Error Reopenings

- A reopening is the reprocessing of a claim to fix minor mistakes
 - Mathematical or computational mistake
 - Transposed procedure or diagnostic codes
 - Inaccurate data entry
 - Computer errors
 - Incorrect data items

Telephone Reopening Unit

- Requests that can be completed via the [Telephone Reopening Unit \(TRU\)](#) or [Part B Reopening Request Form](#)
 - Adding or changing order/referring/supervising physician
 - Add/change rendering provider
 - Assignment of claims (contractor errors only)
 - CLIA certification denials
 - Duplicate denials
 - Fee schedule corrections (contractor error only)
 - MBI corrections (contractor error only)
 - Medicare Advantage plan denials (clinical trial or hospice only)
 - Modifier GV and GW
 - MSP (Medicare now primary)
 - Patient paid amount (contractor error only)
 - Place of service changes
- These requests cannot be completed through NGSConnex

Redeterminations

Redetermination First Level Appeal

- Redeterminations are more complex issues that require analysis of documentation
 - Coverage of furnished items and service
 - Medical necessity claim denials
 - Determination on limitation of liability provision
 - Overpayment determinations from NGS probe reviews
 - Post payment CERT, RAC and/or SMRC denials



Redetermination Timeliness

- First Level of Appeal
- Time Limit
 - 120 days from date of receipt of the initial determination notice
- Amount in Controversy
 - No minimum amount
- Decision made within 60 days of receipt
- Refrain from submitting duplicate appeal requests via paper or NGSConnex
- Duplicate submissions will not speed up the process
 - Will cause administrative delays and slow down processing of your appeal

Redetermination Documentation

- Submitting unnecessary or excessive documentation may lead to a delay in processing appeal
 - Inpatient services
 - Submit only reports relevant to the denial on claim
 - Do not submit patient's entire hospital stay
 - Critical care
 - Submit notes for NP or specialty denied on claim
 - Total time spent by provider performing service
 - Anesthesia
 - Submit only those reports and records that apply to case
- [What Documents are Needed?](#)





NGSConnex

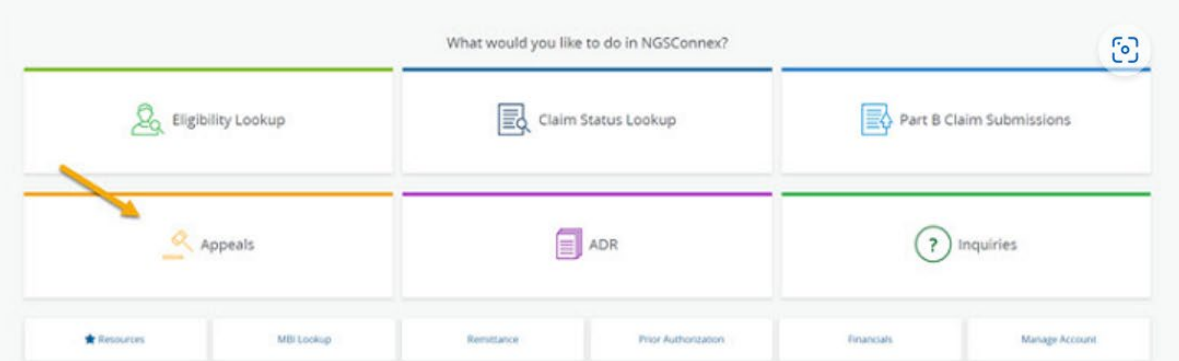
- Providers who are registered to use [NGSConnex](#), our secure web portal, shall submit reopening or redetermination requests electronically
- Quickest route to correct claim(s) that contained errors and a faster way of receiving reimbursements for reopenings
- Able to check a redetermination status

NGSConnex User Guide

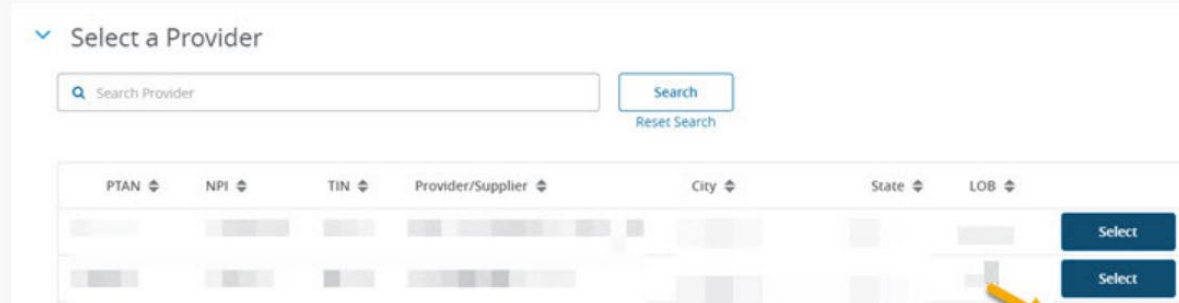
- Introduction
- Registration
- Log In
- Navigation
- Eligibility Lookup
- Claims Status Inquiry
- Part B Claim Submissions
- Appeals**
 - Initiate a Clerical Error Reopening
 - Initiate a Redetermination
 - Check Appeal Status**
 - Check Appeal History
- ADR
- Inquiries
- Resources
- MBI Lookup
- Remittance

Check Appeal Status

1. Click the **Appeals** button from the NGSConnex homepage.



2. In the **Select a Provider** panel, click the **Select** button next to the applicable provider account.



Reopening Versus Redetermination

- Reopening
 - Correct a claim(s) determination resulting from minor errors, you should use reopening process
 - Documentation cannot be submitted with reopening request when using [NGSConnex](#)
- Redetermination
 - Partially paid or denied claim(s) resulting from more complex issues that require analysis of documentation
 - Documentation shall be submitted with redetermination request when using [NGSConnex](#)

Reopening Versus Redetermination

national government SERVICES

HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Resources > Claims and Appeals

ABOUT APPEALS

About Appeals

Reopening versus Redetermination

Who May File an Appeal?

Levels of Appeals and Time Limits for Filing

MSP Overpayments

Reopening versus Redetermination

Understanding your next steps are very important for quick reimbursement and providers are required to know the difference between a reopening or a redetermination.

- **A reopening** is a reprocessing of a claim to fix minor mistakes.
- **A redetermination** is an examination of a claim that includes analysis of documentation.

Helpful Resources

Log Into NGSConnex

Appeals Timeline Calculator

YouTube Video: Holistic Approach to Avoiding Administrative Burden

Form(s) you'll need:

Appeal Forms

Requesting an Exception to Timely Filing

Requesting an Exception to Timely Filing

- The Patient Protection and ACA of 2010 amended the timely filing requirements to one calendar year after the date of service
 - No appeal rights for claims denied based on timely filing limit (not appropriate to use a redetermination form)
 - Beneficiaries are not responsible for untimely claims
 - Deductible and/or coinsurance amounts may be appropriate
- Exceptions
 - MLN Matters® [MM7270 Revised: Changes to the Time Limits for Filing Medicare Fee-For-Service Claims](#)
 - Administrative error
 - Retroactive Medicare entitlement, including when State Medicaid agencies involved
 - Retroactive disenrollment from Medicare Advantage Plan or PACE Provider Organization

Requesting a Waiver to Extend the Timely Filing Requirement

- Post Claim
 - Claim has been submitted and denied for timely filing
 - Complete a Part B Reopening Request Form and attach the documentation to establish the reason you qualify for the extension and mail to address indicated on the bottom of the form
- [Part B Reopening Request Form](#)
- Preclaim
 - A provider who believes they meet the qualifications for an extension
 - Submit to the Claims Manager
 - A completed CMS-1500 claim form, along with the appropriate documentation
 - A letter explaining the reason the claim is being filed beyond a year after the date of service
 - Documentation to provide the reason you qualify for the extension for late filing is met
- [Requesting an Exception to Timely Filing](#)

Interactive Claim Correction Scenarios

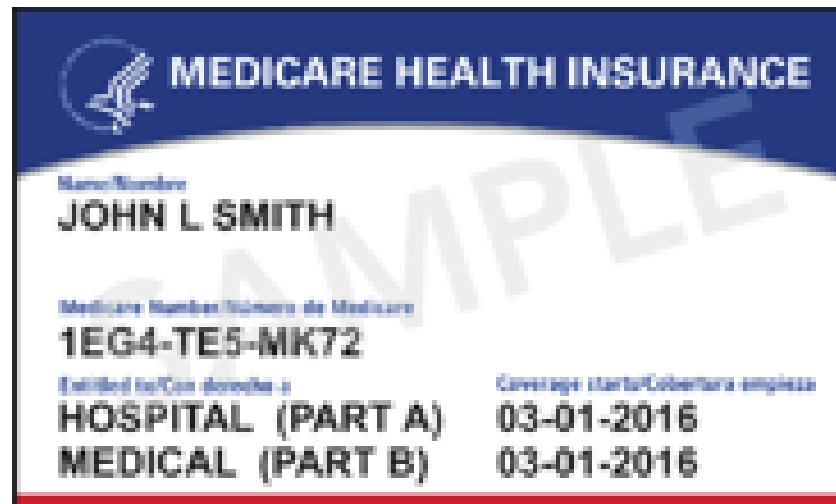
Scenario One

- Remittance advice and message states
 - Name or MBI was incorrect or missing with MA130
- What are your next steps?
- Resubmit, reopen or redetermination
 - Resubmit claim
- Claim rejections with MA130 are rejected claims that shall be resubmitted



Eligibility One

- PR 31: Patient cannot be identified as our insured
 - Incorrect or missing patient's name or Medicare number
 - Patient does not have Medicare Part B entitlement
 - Always check eligibility on [NGSConnex](#) prior to submitting a claim
 - Note: On 11/18/2024, the beneficiary eligibility lookup function was disabled on the IVR



Scenario Two

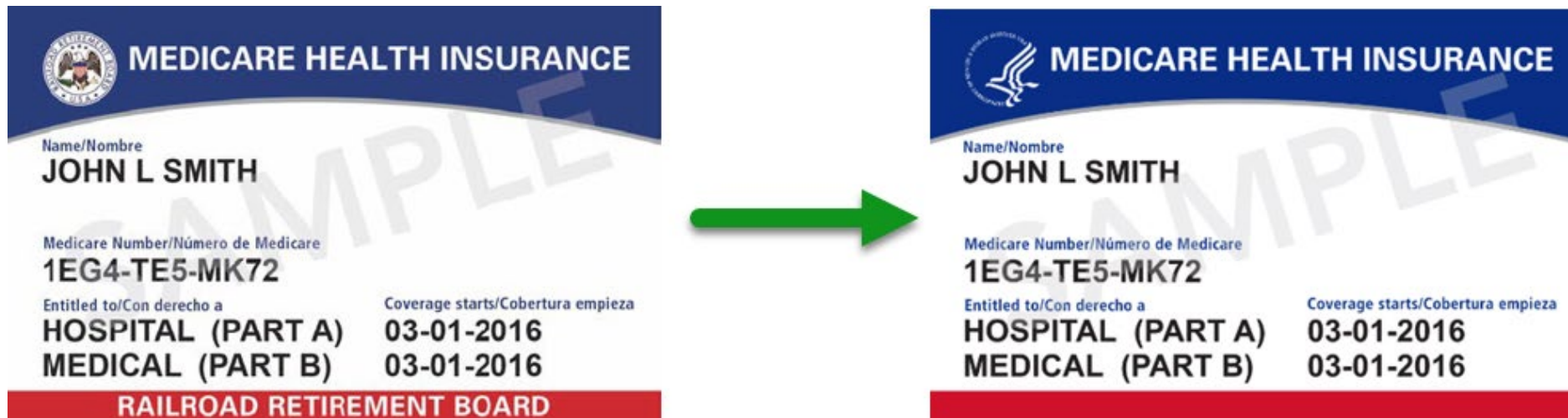
- Remittance advice and message states
 - Misdirected claim for RRB beneficiary
- What are your next steps?
- Resubmit, reopen or redetermination
 - Submit to correct contractor
- Claim denials that state misdirected shall be submitted to appropriate RRB carrier

Palmetto GBA, P.O. Box 10066,
Augusta, GA 30999



Eligibility Two

- N105: This is a misdirected claim/service for an RRB beneficiary



- RRB: Palmetto GBA, P.O. Box 10066, Augusta, GA 30999

Scenario Three

- Remittance advice and message states
 - Claim not covered by this payer/contractor; you must send claim to correct payer/contractor
- What are your next steps?
- Resubmit, reopen or redetermination
 - Resubmit to correct payer or
 - Reopen claim if adding modifier(s) (hospice related)
- If you can correct claim by doing CER, correct the initial claim determination





Eligibility Three

- OA 109: Claim not covered by this payer/contractor; you must send the claim to the correct payer/contractor
 - Medicare Advantage
 - N90 – Hospice related services
 - N538 – Skilled nursing facility consolidated billing
- NGSConnex: [Initiate Eligibility Lookup](#)

Medicare Advantage Plan Eligibility

- OA 109: Claim not covered by this payer/contractor; you must send the claim to correct payer/contractor

| Medicare Advantage | | | | | | |
|--------------------|------------------|---------------------------------|-----------|-------------------|-------------|--|
| Effective Date | Termination Date | Insurance Company | Plan Name | Contractor Number | Plan Number | Plan Option |
| | | Administering Insurance Company | Plan Name | Contract Number | Plan Number | Plan Option Code Description |
| | | | | | | C - Submit claims to the MA plan. Except |

1 to 1 of 1 items

- Visit CMS' website for complete list: [MA Plan Directory](#)

Hospice Eligibility

- N90: Covered only when performed by the attending physician

Hospice

Reset Search

Search String Search

Notice of Election (NOE) Start Dc End Dc DOLBA DOLBA Days Used Revocation Indicator Benefit Period NPI

- Modifier GW: service not related to the hospice patient's terminal condition
- Modifier GV: Attending physician not employed or paid under agreement by patient's hospice provider
- [Hospice General Requirements](#)

SNF Eligibility

- N538: Facility is responsible for payment to outside providers who furnish these services/supplies/drugs to its patients/residents

Inpatient/SNF Spell History

| Spell | Type | Start Dt | End Dt | NPI |
|-------|------|----------|--------|-----|
| 1 | | | | |
| 2 | | | | |
| 2 | | | | |

- [SNF Consolidated Billing](#)

Scenario Four

- Remittance advice and message states
 - This care may be covered by another payer per coordination of benefits
 - Secondary payment cannot be considered without identity of or payment information from primary payer and information was either not reported or was illegible
- What are your next steps?
- Resubmit, reopen or redetermination
 - Resubmit with primary insurance data
 - If insurance is primary to Medicare – send to that insurance first and Medicare as secondary



MSP Eligibility

- OA22: This care may be covered by another payer per coordination of benefits
- MA92: Missing plan information for other insurance
- MA04: Payment information from primary payer and information was either not reported or was illegible

| Medicare Secondary Payer | | | | |
|--------------------------|------------------|--------------------|-------------------|--------------|
| Effective Date | Termination Date | Validity Indicator | Type | Insurer Name |
| 01/01/2018 | | Y | Working Aged (12) | |
| | | | | |

- [Electronic Data Interchange: Medicare Secondary Payer ANSI Specifications for 837P](#)

Scenario Five

- Remittance advice and message states
 - Information requested was not provided, not provided timely or was insufficient with MA130
- What are your next steps?
- Resubmit, reopen or redetermination
 - Resubmit claim
 - When documentation is not provided or is incomplete, resubmit these claims with documentation
 - For EMC providers, resubmit with PWK segment or ANSI 275
 - For paper provider, resubmit claim with documentation and line item 19 indicating documentation attached





Missing Documentation

- N706: Missing documentation
 - Information requested was not provided or not provided timely or was insufficient/incomplete
- Common error among providers is submitting claims without documentation
 - Modifiers: AS, 22, 52, 53, 66, 80, NOC and unlisted codes
- Benefits of Electronic Attachments
 - 275: [How To Get Started – Five Easy Steps](#)
 - 277: [How To Get Started – Five Easy Steps](#)

Scenario Six

- Remittance advice and message states
 - Noncovered services because services not deemed medically necessary
- What are your next steps?
- Resubmit, reopen or redetermination
 - Reopen or redetermination
 - Add or changing diagnosis code(s) on a denied claim could result in CER
 - If you can correct claim by doing CER, correct initial claim determination





Medically Necessary

- PR 50: These are noncovered services because this is not deemed a medical necessity by payer
- N180: This item or service does not meet criteria for category under which it was billed
 - “Medical necessity” assures services are reasonable and necessary for diagnosis or treatment of illness/injury
 - Procedure code is billed with incompatible diagnosis, for payment purposes and ICD-10 code(s) submitted is not covered under a local or national coverage determination

Scenario Seven

- Remittance advice and message states
 - Duplicate services
 - Exact duplicate claim/service
- What are your next steps
- Resubmit, reopen or redetermination
 - Reopen or redetermination
 - Review MUE for code
 - Correct quantity billed amounts
 - Redeterminations if over MUE
 - Reopening if combining line items and correcting MUE within MUE





Duplicate Example One

- Partially paid or denied claims
 - 338: Exact duplicate claim/service
 - Providers are required to report and submit all services on one claim and report units of service on each line of claim
- Example
 - 22853: Insertion of cage or mesh device to spine bone and disc space
 - MUE is four
 - Do not bill 22853 on separate line items, instead quantity bill appropriately

Duplicate Example Two

- 93010 detailed line one
- 93010 detailed line two
- 93010 detailed line three
- [Repeat Procedures – Modifiers 76 and 77](#)
- 93010 detailed line one
- 93010 76 repeat; same provider
- 93010 77 repeat; different provider





Duplicate Example Three

- Partially paid or denied claims
 - Providers are required to report and submit all services on one claim with appropriate modifiers
- Example
 - 76942: Ultrasonic guidance for needle placement
 - If procedure is distinct, append appropriate modifier 59, XE, XP, XS, and XU
 - If procedure repeated, bill with appropriate modifier(s) 76/77

Scenario Eight

- Remittance advice and message states
 - Benefit maximum for this time period or occurrence has been reached
- What are your next steps
- Resubmit, reopen or redetermination
 - Reopen
 - KX appropriate when patient qualifies above threshold under exception regulations
 - Providers are required to pre-calculate up to therapy caps and submit initial claims with the KX modifier





Supporting Usage of KX Modifier

- 772 and MA13
 - Benefit maximum for this time period or occurrence has been reached
 - KX modifier is indication on claim(s) that patient services have met capped amount allowed for therapy
 - Provider deems continued care medically necessary
 - Medical record documentation must be maintained to support medical necessity of continued services

Scenario Nine

- Remittance advice and message states
 - New patient qualifications were not met
 - Only one initial visit is covered per specialty per medical group
- What are your next steps
- Resubmit, reopen or redetermination
 - Redetermination
 - NPs (Specialty 50) and PAs (Specialty 97) are now working in full scope of sub-specialty groups





Avoid Appeal/Redetermination

- NPP New E/M Concurrent Care Resolution
- Submit claims with supervising specialty information in 2300/2400 loop NTE segment
 - Primary diagnoses on claims must vary, supporting care for two different clinical conditions
 - Denials we see are often based on use of the same diagnosis on both claims; therefore, enter the diagnosis specific to the specialty visit
- [Nonphysician Practitioner Services](#)

Scenario Ten

- Remittance advice and message states
 - Coverage/program guidelines were not met
 - Service not payable with other service rendered on the same date
- What are your next steps?
- Resubmit, reopen or redetermination
 - Redetermination
 - NPs (Specialty 50) and PAs (Specialty 97) are now working in full scope of sub-specialty groups





NPP Established Patient Care Codes

- D984: Coverage/program guidelines not met
- N20: Service not payable with other service rendered on same date
 - Medicare will not pay two E/M office visits billed by physician (or physician of same specialty from same group practice) for same beneficiary on same day
 - Patient's condition must warrant services of more than one NPP working in different specialties
 - Services provided by each NPP must be reasonable and necessary



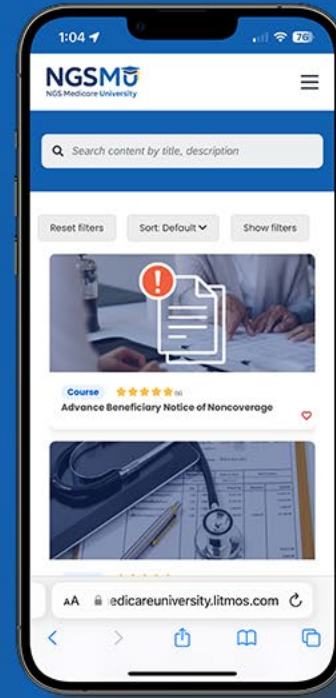
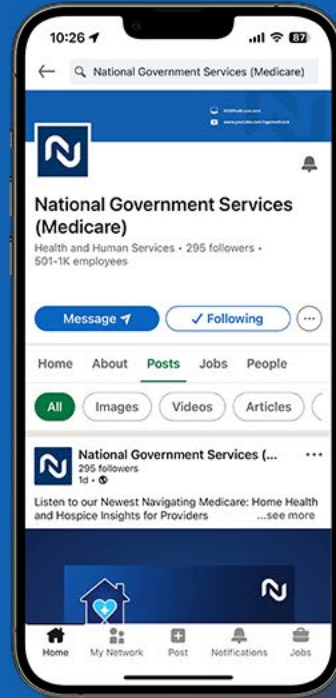
Avoid Appeal/Redetermination

- NPP Established E/M Concurrent Care Resolution
- Submit claims with supervising specialty information in 2300/2400 loop NTE segment
 - Primary diagnoses on claims must vary, supporting care for two different clinical conditions
 - Denials we see are often based on use of the same diagnosis on both claims; therefore, enter the diagnosis specific to specialty visit
- [Nonphysician Practitioner Services](#)



Questions?

Thank you!



Connect with us on social media



[YouTube Channel](#)
Educational Videos



[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

Find us online



www.NGS Medicare.com

Online resources, event calendar, LCD/NCD, and tools



[IVR System](#)

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



[NGSConnex](#)

Web portal for claim information



[Sign up for Email Updates](#)

Subscribe for Email updates at the top of any NGS Medicare.com webpage to stay informed of news