

# Electronic Submission of Medical Records

9/5/2024

**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.*



## 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

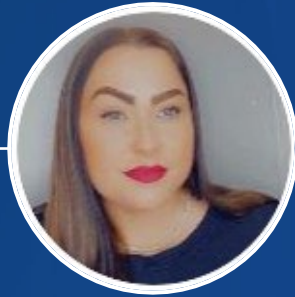
To provide the benefits of using electronic technology to submit medical documentation to NGS and instructions on enrolling to submit electronic medical documentation.

# Today's Presenters

Jennifer  
Lee

---

Provider Outreach and  
Education Consultant



Jennifer  
DeStefano

---

Provider Outreach and  
Education Consultant





# Agenda

- [Unsolicited Versus Solicited Documentation](#)
- [Benefits of Electronic Submission](#)
- [Excessive Documentation](#)
- [Electronic Submission Options for Medical Documentation](#)
- [Paperwork Segment \(PWK\)](#)
- [NGSConnex](#)
- [Resources](#)

# Unsolicited Versus Solicited



## Electronic Submission of Medical Documentation

### **Solicited or Unsolicited Requests for Clinical Documentation**

Includes but is not limited to; operative notes, consult notes, lab results, procedure notes, care plans.

# Unsolicited Versus Solicited

## • **Solicited Documentation**

- NGS may need to request additional information regarding claims submitted to the Medicare Program
- The provider needs to respond to a request for medical records
  - Additional development requests

## • **Unsolicited Documentation**

- When the provider knows NGS requires additional information to process the claim
- NGS has specific criteria when documentation should be attached to a claim
- Documentation is only needed for limited situations



# Unsolicited Documentation Not Required

- When a description is placed in the comment field of the electronic claim, additional documentation is not required
- The services listed below are a few examples of those that wouldn't require documentation
  - Molecular lab tests
  - Hemophilia drugs under the MUE
  - Drugs that have a clear name and dosage in the description
    - Example: Pepcid 20 mg or CPT 93799 (terminology is reported as APBM less than 24 hours)

# Unsolicited Criteria

- The circumstances listed here may require additional information which may be submitted utilizing the PWK segment
  - Surgical NOC Procedure Codes
  - Nonsurgical NOC Procedure Codes
  - Drugs and Biologicals NOC Codes
  - Modifier 22 – Unusual Services
  - Modifier 53 – Discontinued Services
  - Modifier 62 – Co-surgery
  - Modifier 66 – Team Surgeons
  - Modifier GM – Ambulance Multiple Patients on One Ambulance Trip

# Unsolicited Criteria

- Claims submitted with procedure codes 21031, 21032, 21110, 30120, 30400, 30410, 30420, 30430, 30435, 30450 and 69300 require medical necessity documentation
- Services submitted with AS, 80, 81 and 82 modifiers and the procedure code has an assistant surgery indicator of zero require the operative notes
- Claims submitted with greater than five surgeries on the date of service
- Claim scenarios that require additional documentation, as identified by the provider's billing history

# Benefits of Electronic Attachments

# Benefits

- Eliminates paper
  - Reduces administrative burden associated with the paper process of printing and mailing
- Up to 50% reduction in claim status calls
- Up to 50% reduction in MR denials
- Participating providers are reporting being paid up to 30 days sooner
- ADRs can be sent electronically to the provider vs. U.S. Mail
- Provides an immediate receipt for the documentation
- Reduces administrative burden
- Reduces denials
- Improves payment revenue cycle

# Excessive Documentation

# Excessive Documentation

- When using PWK and/or responding to a claim ADR, please submit only the documentation relevant to the service provided
  - NGS doesn't need the beneficiary's entire medical recordsSubmitting excessive documentation can lead to
  - Increased administrative costs
  - Claim denials
  - Delay in claim processing

# Electronic Submission Options for Medical Documentation



# X12 275 Electronic Attachment

- The X12 275: Additional Information to Support a Healthcare Claim or Encounter transaction – replaces the paper documentation supporting the claim
  - Can be used for either an unsolicited basis or a solicited basis
  - Allows the provider to send the additional documentation at the same time the claim is submitted
  - Generates an electronic acknowledgement (999 transaction) which provides an audit trail of the receipt of the documentation
  - Eliminates lost or misdirected documentation
  - ACN must match the ACN value in the PWK06 segment
    - The ACN is assigned by the provider or software

# Appeal Requests via X12 275 Electronic Attachment

- Providers are now able to submit their claim appeal requests, including medical record documentation, through electronic transactions rather than a paper appeal process
  - First level appeals only
  - Scope of this implementation is only requesting the appeal and sending the documentation
  - Appeal decision will not be sent electronically

# Required Elements for Appeal Requests via X12 275 Electronic

- When requesting an appeal using the 275 transaction it is required to include
    - 275 Appeal Indicator Requirements
      - In the 275 transaction, the BGN01 values are as follows
        - 02 – indicates the transaction is an unsolicited attachment
        - 11 – indicates the transaction is a response to a solicited request
        - 15 – indicates the transaction is requesting an electronic appeal
  - An electronically completed [Level 1: Redetermination Request Form](#)
- or**
- Letter submitted electronically that includes the following
    - Beneficiary name
    - Medicare number/MBI
    - Specific service/items for which the appeal is being requested
    - Specific dates of service
    - Name of the party or representative of the party (the provider)

# X12 277 Electronic Request for Additional Information

- The X12 277: Healthcare Claim Request for Additional Information transaction – replaces the paper ADR letters
  - Expedites the receipt of the documentation requests
  - Allows for the request to be routed to the appropriate person/department, eliminating lost or misdirected requests
  - Facilitates a quicker turnaround time of the response
- Payer Attachment Control Number – key to solicited transaction matching
  - When the attachment is solicited the ACN is in both the request (277 RFAI) and the response (275)
  - The ACN is assigned by the payer

# How to Get Started – Five Easy Steps

- Contact your vendor, clearinghouse or billing service to ensure they support the electronic attachment program
- Review the NGS Attachment Companion Guides: NGS X12/HL7 Claim Attachment Companion Guide and 277 Request Additional Information Companion Guide. Send to your vendor or clearinghouse as needed
- The guides can be found on the [NGS Website](#)
- Download the X12 275 v6020 and 277RFI v6020 TR3's and the HL7 Attachment Implementation Guide and C-CDA R2.1 guide, if needed
- The X12 guides are available at [Washington Publishing Company](#); the HL7 guides are available at [HL7 International](#)
- Enroll for the attachment transactions with NGS through the online EDI enrollment tools on the [NGS Website](#)
- Contact EDI Helpdesk with any questions
  - J6: 877-273-4334, JK: 888-379-9132

# Paperwork Segment

# PWK

- Part B JK and J6 providers have the option of electronically submitting, mailing or faxing unsolicited documentation for electronically-submitted claims that require additional documentation for purposes of claim processing

# PWK Documentation

- NGS will only review additional documentation when it is necessary to process a claim
  - Claims submitted with a PWK segment that would not otherwise suspend for review and/or require additional development, will process routinely without a waiting period
  - Documentation is to be submitted only after the claim has been electronically submitted with the PWK segment completed
    - Do not submit documentation before submission of the claim



# PWK Documentation, Cont.

- Submit documentation promptly
  - NGS will allow seven calendar days from the date we receive the claim for the documentation to be electronically transmitted or faxed; and we will allow ten calendar days from the receipt date of the claim for mailed documentation
  - Documentation that is not received or is received after the time frame has elapsed; we will begin normal processing procedures which might include an ADR
    - If no response is received within 45 calendar days after the date of the ADR the claim will be denied
  - When the documentation is received, the contractor has 60 days to make a determination on the claim

# PWK Documentation Submission Options

- Electronic
  - X12 275 Transaction
    - Preferred method
- Mail and/or fax
  - Must use fax cover sheet
    - Longer turnaround time

# PWK Electronic Claim Submission

- Complete PWK segment
  - Loop 2300/2400 of the 837 professional and institutional electronic transactions to notify NGS the intent to send documentation for that claim
- Segment PWK02 – identify method of documentation delivery
  - EL – electronic submission
  - BM – mail submission
  - FX – fax submission
- Segment PWK06 – The provider Attachment Control Number (ACN)
  - ACN must match the ACN value sent in the X12 275 transaction

NGSConnex

# What is NGSConnex

- NGSConnex is a free, secure, web-based application developed by National Government Services just for you! NGSConnex provides access to a wide array of self-service functions that save you time and money, such as
  - Obtain beneficiary eligibility information
  - Query for your claims status
  - Initiate and check the status of redetermination and reopening requests
  - View your provider demographic information
  - Query for your financial data
  - Submit documents for an Additional Documentation Request
  - Submit Credit Balance Reports
  - And More

# Responding to MR ADRs via NGSConnex

- Key Features
  - Respond to MR ADRs by attaching/uploading supporting documentation
  - Check the status of a MR ADR
  - View the history of previously submitted ADR responses
  - View a list of all claims for which a medical review ADR letter was issued (on or after 7/1/2018)
  - Initiate an inquiry related to Medical Review
  - Provides an electronic record of the documentation submitted and when the response was sent

# Getting Started with NGSConnex

- Register/Create Account
  - Must complete the entire registration process during the same session
  - You will not be able to complete part of the steps and save the information and return to complete the process
  - Be sure to have all required information ready and available
    - NPI, PTAN and last five digits of TIN
    - Check number and check amount for an NGS Medicare check issued within the past 90 days
  - Visit the [NGSConnex portal](#)

# Resources

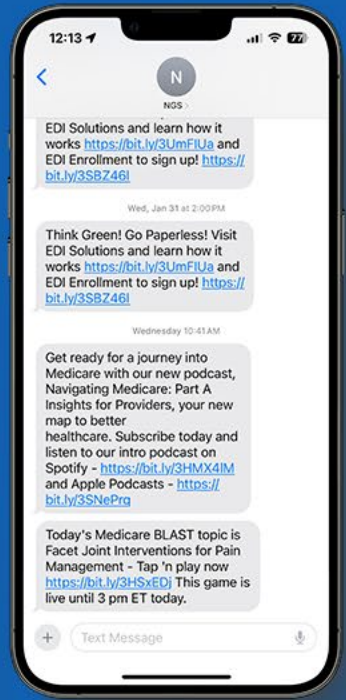
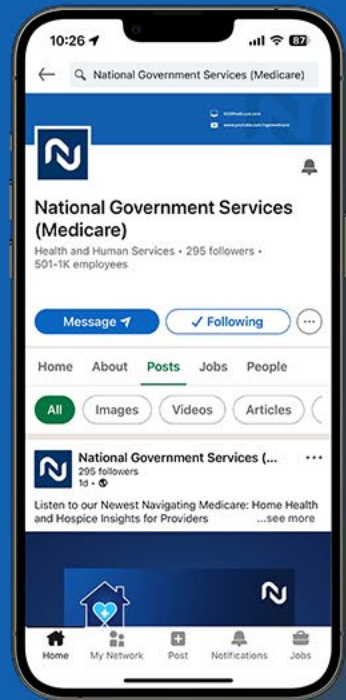


# Resources


- [JK Medicare Part B PWK Fax/Mail/esMD Cover Sheet](#)
- [J6 Medicare Part B PWK Fax/Mail/esMD Cover Sheet](#)
- [CR 7306 Modifications to the Implementation of the PWK \(paperwork\)segment for X12N Version 5010](#)
- [MLN Matters® \*MM10397 Revised: Modifications to the Implementation of the Paperwork \(PWK\) Segment of the Electronic Submission of Medical Documentation \(esMD\) System\*](#)
- [Benefits of Electronic Attachments](#)
- [Benefits of the 277 RFI](#)
- [EDI Enrollment](#)
- [EDI Approved Entities List](#)
- [NGSConnex User Guide](#)
- [Submit Medical Record Documentation Electronically](#)

# Questions?

Thank you!



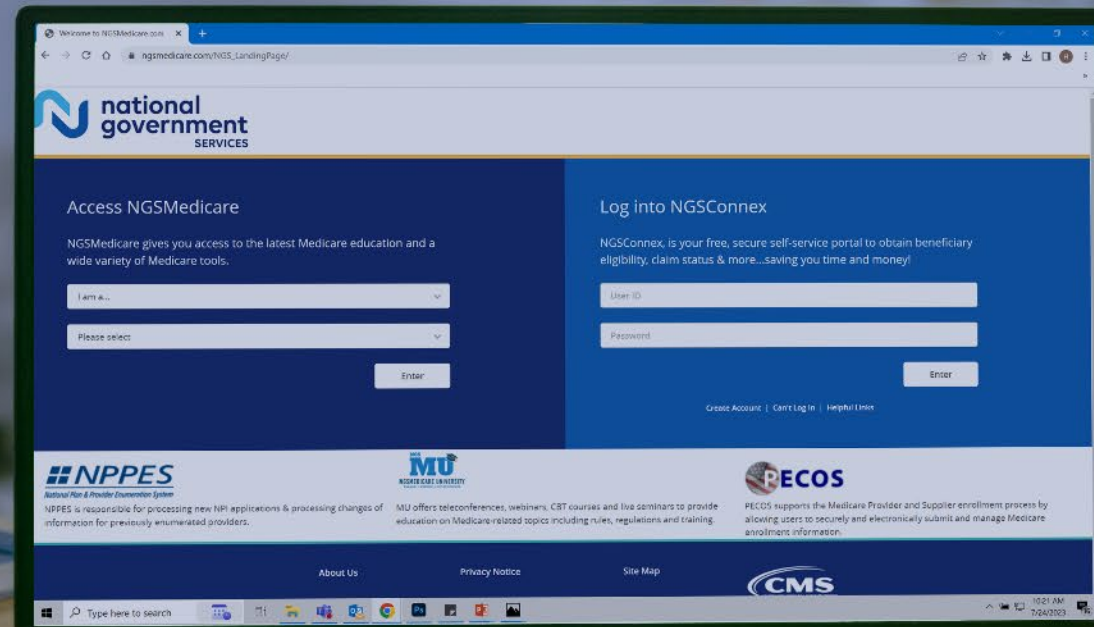
# Connect with us on social media

 [YouTube Channel](#)  
Educational Videos

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

 [LinkedIn](#)  
Educational Content

# Find us online



[www.NGS Medicare.com](http://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