

# Targeted Probe and Educate

Where to Find the Information Needed for a Successful Review

3/27/2025

**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.*



## 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

Provide an overview of where you can find TPE topics and resources on our website that you need for a successful review



# Today's Presenter

- Provider Outreach and Education Consultant
  - Jeanine Gombos LPN





# Agenda

MR Background

Navigating Our Website: Where to Find TPE Information

Resources

Questions

MR Background

# MR Objectives

- Reduce payment errors by preventing initial payment of claims that don't comply with Medicare's coverage, coding, payment and billing policies
- Identify errors through claims analysis and/or medical record review activities
- Appropriately pay for covered services
- Provide education to providers to help ensure future compliance

# MR Process

- Leverage data analysis to identify
  - Providers and suppliers who have high claim error rates or unusual billing practices
  - Items and services with high national error rates and high financial risk to Medicare
- Verify if issue approved by CMS via “CMS Approved Review Topics” list
- Consider
  - CERT findings
  - Referrals from other entities: OIG, UPIC, RAC



# TPE Process

Round 1	Round 2	Round 3	CMS Referral for Corrective Action
Provider notification	ADRs: 45-56 days after education	ADRs: 45-56 days after education	Extrapolation
ADR request	Validation	Validation	Referral to UPIC or RAC
Validation	Calculation	Calculation	100% pre-payment review
Calculation	Review results letter	Review results letter	List not all-inclusive
Review results letter	One-on-one education	Referral (if applicable)	NA

# Responding to an ADR: Time Matters!

- Avoid claims processing delays!
- Provider has 45 days to respond to request for medical records
  - We recommend responding by 35-40 days
  - Use NGS [ADR Timeline Calculator](#)



*45 days includes mail time and contractor processing time to a medical review location*

# Post-Probe Education

- Request education via email within two weeks from results letter date
- Discussion topics include
  - Claim denials
  - Related Medicare regulations
  - Best practices to ensure proper payment
- Recommended attendees
  - Representatives from compliance, clinical, billing, coding, finance areas, and any additional staff that would benefit from attending
- Next round of TPE review initiated no earlier than 45 days after education session

# Case Management Contact Information

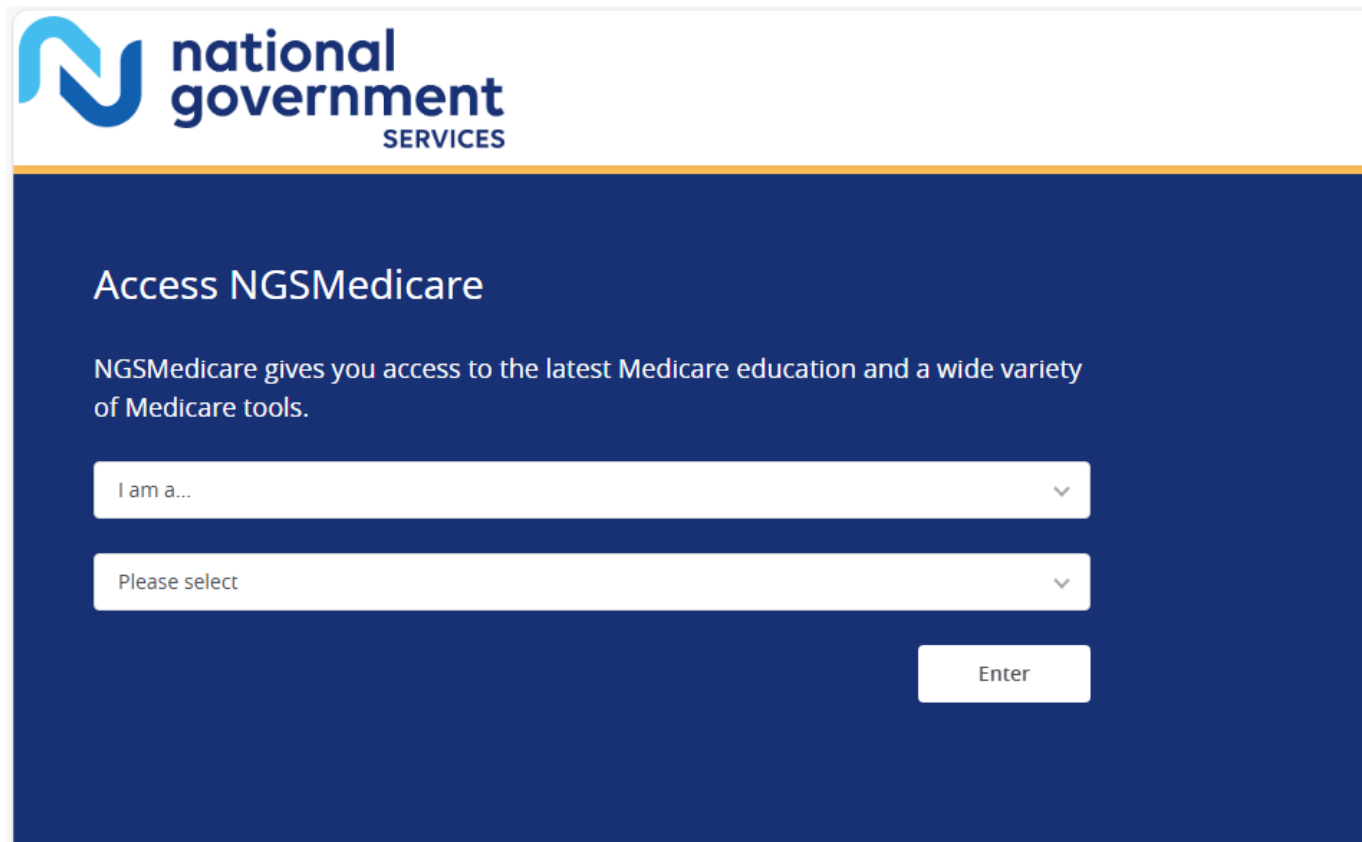
- Send POC information and contact NGS Case Management at any point during TPE process
  - J6 Part A: [J6ACasemanagement@ElevanceHealth.com](mailto:J6ACasemanagement@ElevanceHealth.com)
  - JK Part A: [JKACasemanagement@ElevanceHealth.com](mailto:JKACasemanagement@ElevanceHealth.com)
  - J6 Part B: [J6BCasemanagement@ElevanceHealth.com](mailto:J6BCasemanagement@ElevanceHealth.com)
  - JK Part B: [JKBCasemanagement@ElevanceHealth.com](mailto:JKBCasemanagement@ElevanceHealth.com)



# Navigating Our Website: Where to Find TPE Information

# Accessing Our Website

- To access our [website](#) - select provider type and **state**
  - This is especially important when looking for TPE review topics!



The screenshot shows the 'national government SERVICES' logo at the top left. Below it, the heading 'Access NGS Medicare' is displayed. A descriptive paragraph states: 'NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.' There are two dropdown menus: the first is labeled 'I am a...' and the second is labeled 'Please select'. An 'Enter' button is located at the bottom right of the form area.

# Finding TPE Information

- From our homepage select Medicare Compliance

The screenshot shows the homepage of National Government Services. At the top, there is a dark blue navigation bar with the following links: Contact Us, NGSConnex, Subscribe for E-mail Updates, and Part A Provider in Connecticut (JK) with a dropdown arrow. Below this is a lighter blue navigation bar with the National Government Services logo, a search icon, and menu items: HOME (underlined), EDUCATION (with a dropdown arrow), RESOURCES (with a dropdown arrow), EVENTS, ENROLLMENT, and APPS (with a dropdown arrow). The main content area features six white cards with blue icons and text. The cards are: 1. Medical Policies/LCDs (book icon) - Find LCDs and related billing and coding articles. 2. Enrollment (notepad icon) - Getting started, after you enroll, and revalidating your enrollment. 3. Fee Schedules & Pricers (dollar sign icon) - Code pricing search, payment systems, limits, and fee schedule lookup. 4. Claims and Appeals (document icon) - Learn about claims, top errors, fees, MBI and appeals. 5. Overpayments (dollar sign icon) - Repayment schedules, and post-pay adjustment. 6. Medicare Compliance (clipboard icon) - Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more. This last card is highlighted with a red border.

# Medicare Compliance

national government SERVICES

HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Resources

## MEDICARE COMPLIANCE

What can we help you with?

- Targeted Probe and Educate
- Comprehensive Error Rate Testing
- Fraud & Abuse
- Prior Authorization
- Supplemental Medical Review Contractor
- Recovery Audit
- Medical Review



# Targeted Probe and Educate

Resources > Medicare Compliance

## TARGETED PROBE AND EDUCATE

### Targeted Probe and Educate

- 2024 Mental Health Enrollment Reminders
- Targeted Probe and Educate Educational Videos
- Medical Review: Targeted Probe and Educate Review Topics
- Best Practices for a Successful Targeted Probe and Educate Review
- Daily Treatment Notes Requirement for Inpatient SNF Services
- Additional Documentation Request (ADR) Quick Reference Guide
- How to Prevent Common Skilled Nursing Facility Denials
- How to Proactively Address Denials

## Targeted Probe and Educate Table of Contents

- Targeted Probe and Educate
- Key Elements of TPE
- Provider Tips
- Related Content

[\[Return to Top\]](#)

National Government Services restarted targeted probe and educate reviews on 9/1/2021.

## Targeted Probe and Educate

CMS' TPE program is designed to help providers and suppliers reduce claim denials and appeals through one-on-one help. CMS expanded the TPE pilot program on 10/1/2017 to include all MACs. TPE has targeted medical review and education and an option for potential elevated action, up to and including referral to other Medicare contractors including the UPI, RAC, etc.

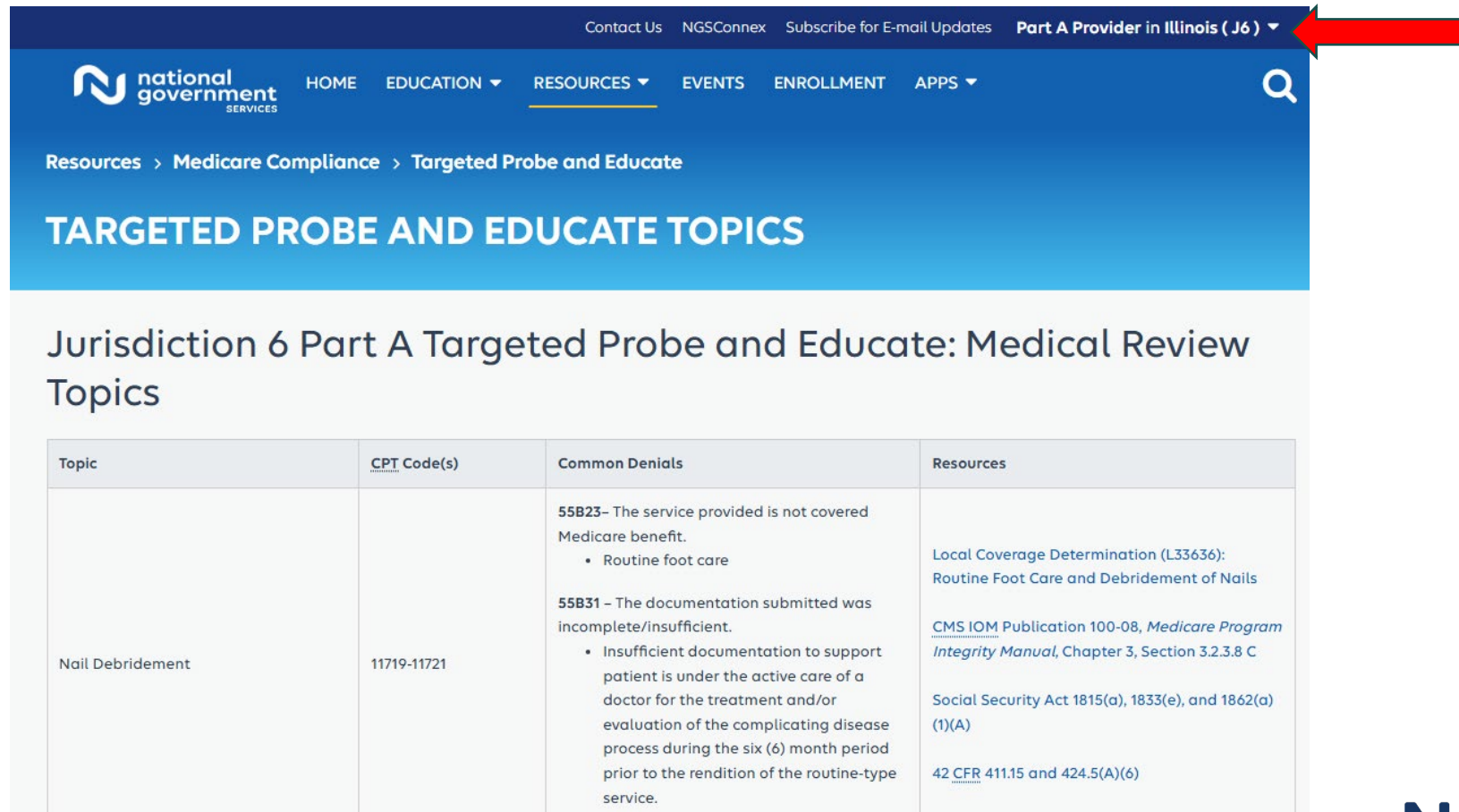
**Please note:** Some TPE reviews involve claims that have already been processed (postpayment). TPE reviews that are being done for new claim submissions (prepayment) will include a notification letter followed by separate ADRs for each claim involved. The notification letter for postpayment TPE reviews will list all the claims being selected for review for the round.

### Helpful Resources

- Targeted Probe and Educate Manual
- NGSConnex**  
[Log Into NGSConnex](#)
- NGSConnex User Guide
- USPS**  
National Government Services, Inc.  
P.O. Box 7108  
Indianapolis, IN 46207-7108
- UPS/FedEx**  
National Government Services, Inc.  
220 Virginia Ave  
Indianapolis, IN 46204  
ATTN: Mail & Distribution  
\*Add/insert the operational unit record to be scanned
- Direct Fax**  
315-442-4390

# Targeted Probe and Educate Topics

- Topics, CPT codes, common denials and resources



Contact Us NGSConnex Subscribe for E-mail Updates **Part A Provider in Illinois ( J6 )**

national government SERVICES HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

Resources > Medicare Compliance > Targeted Probe and Educate

## TARGETED PROBE AND EDUCATE TOPICS

### Jurisdiction 6 Part A Targeted Probe and Educate: Medical Review Topics

Topic	CPT Code(s)	Common Denials	Resources
Nail Debridement	11719-11721	<p><b>55B23</b>– The service provided is not covered Medicare benefit.</p> <ul style="list-style-type: none"><li>• Routine foot care</li></ul> <p><b>55B31</b> – The documentation submitted was incomplete/insufficient.</p> <ul style="list-style-type: none"><li>• Insufficient documentation to support patient is under the active care of a doctor for the treatment and/or evaluation of the complicating disease process during the six (6) month period prior to the rendition of the routine-type service.</li></ul>	<p>Local Coverage Determination (L33636): Routine Foot Care and Debridement of Nails</p> <p><a href="#">CMS IOM Publication 100-08, Medicare Program Integrity Manual, Chapter 3, Section 3.2.3.8 C</a></p> <p>Social Security Act 1815(a), 1833(e), and 1862(a) (1)(A)</p> <p>42 <a href="#">CFR</a> 411.15 and 424.5(A)(6)</p>

# Medical Review

Contact Us | NGSConnex | Subscribe for E-mail Updates | **Part A Provider in Connecticut (JK)** ▾

national government SERVICES | HOME | EDUCATION ▾ | **RESOURCES ▾** | EVENTS | ENROLLMENT | APPS ▾ | 🔍

Resources > Medicare Compliance

## MEDICAL REVIEW

Medical Review ^

- NGS Medical Review Process**
- How to Find and Respond to Post Payment Review ADR
- Skilled Nursing Facility Education Center ▾

### NGS Medical Review Process

Medicare contractors, like NGS, operate the medical review program to prevent improper payments and protect the Medicare Trust Fund. Medical reviews involve the collection and clinical review of medical records and related information to ensure that payment is made only for services that meet all Medicare coverage, coding, billing and medical necessity requirements.

Medical review identifies errors through claim analysis and/or medical record review activities. Contractors use this information to help ensure they provide proper Medicare payments (and recover any improper payments if the claim was already paid). Contractors also offer education to help ensure future compliance. A Medicare contractor may use any necessary information to make a claim review determination, including any documentation submitted with the claim or through an additional documentation request.

#### Helpful Resources

- [Targeted Probe and Educate Manual](#)

**The preferred method to submit Medical Records is NGSConnex**

- [NGSConnex](#)
- [NGSConnex User Guide](#)

Visit our [Contact Us](#) page for other methods of submission

# Resources



# TPE Resources

- [NGS website](#)
  - Resources > Medicare Compliance> Targeted Probe and Educate
    - [TPE Manual](#)
    - [How to Find and Respond to TPE ADR](#)
    - [Medical Review: Targeted Probe and Educate Review Topics](#)
  - Education > News
    - [Targeted Probe and Educate Letters – An Informational Overview](#)

# NGS Resources

- Assistance with general questions
  - [Interactive Voice Response System](#)
- Complex inquiries and assistance
  - [Provider Contact Center](#)
- [NGSConnex User Guide](#)
- [Medical Review Portal in NGSConnex](#)
- [MR FAQs](#)

# CMS Resources

- [CMS website](#) – Medical Review & Education
  - [Targeted Probe and Educate](#)
  - [Targeted Probe & Educate Flow Chart](#)
  - CR 10249: [Targeted Probe and Educate](#)

# YouTube Video Resources

- CMS YouTube Videos
  - [Targeted Probe and Educate – 2019 CMS National Provider Compliance Conference](#)
  - [Targeted Probe and Educate](#)
  - [Provider Minute: The Importance of Proper Documentation](#)
- NGS YouTube Video
  - [Targeted Probe and Educate \(TPE\) Medical Review Strategy](#)

# Listen to Our Part A Podcast

## Navigating Medicare: Part A Insights for Providers



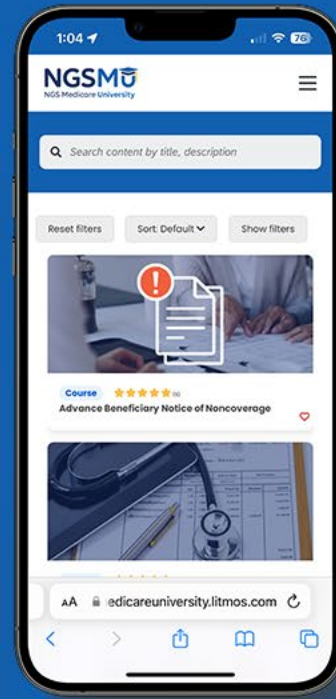
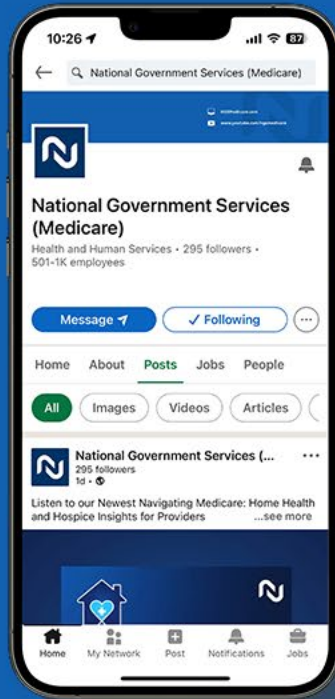
Listen to our podcast on Spotify and Apple Podcasts! We will have a new episode on the 1st and 3rd Wednesday of each month.

[Spotify:](#)



[Apple Podcasts:](#)





Connect with us on social media



[YouTube Channel](#)  
Educational Videos



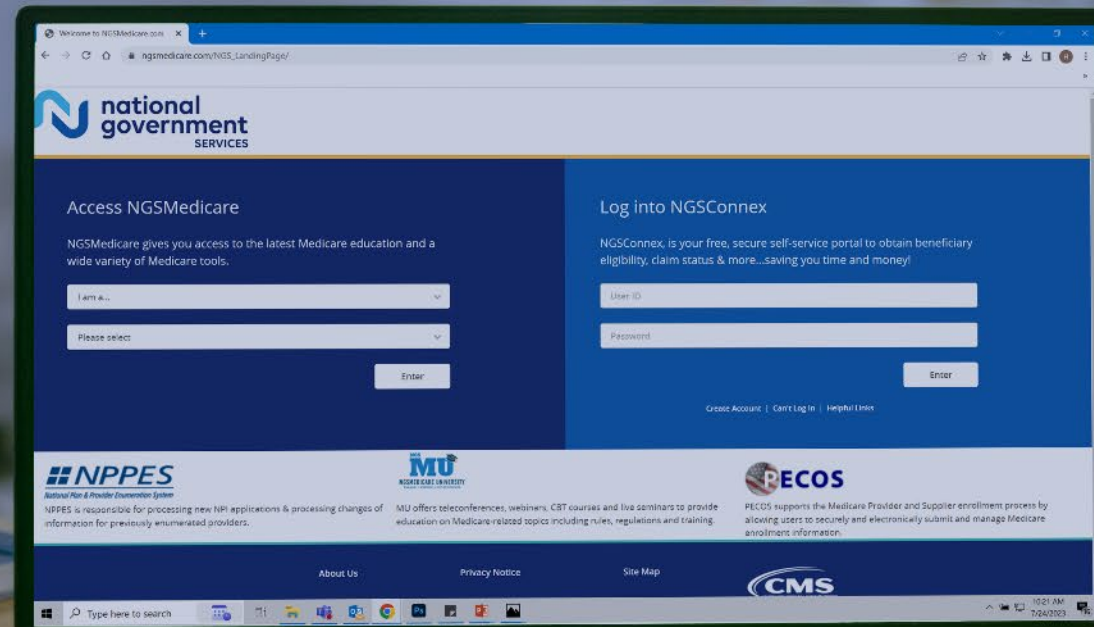
[Medicare University](#)  
Self-paced online learning



[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



# Questions?

Thank you!