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[www.IHAconnect.org](http://www.IHAconnect.org)

## ***Medicare and Medicaid Recovery Auditor Newsletter***

***December 2015***

If there are any Recover Auditor concerns that need to be addressed with CGI, HMS, Truven Health Analytics, OMPP or CMS, please contact Dave Wiesman, IHA Vice President, at [dwiesman@IHAconnect.org](mailto:dwiesman@IHAconnect.org) or 317-423-7741.

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### **CGI NEWS**

CGI has signed the contract extension to continue as the Recovery Auditor (RA) for Region B till July 31, 2016. As part of the contract extension CGI has implemented the following changes:

- Complex Reviews will be completed within 30 days.
- There will be a 30 day 'hold' before sending the claims for adjustment to the MAC in order to allow for a discussion period request. This will enable providers to reach out to CGI and initiate a discussion prior to adjustments, and submit additional documentation in order to prevent unnecessary appeals.
- New ADR limits will be implemented January 1, 2016. CGI will notify providers in January of their new limits.
- Web Portal Enhancements will include:
  - ADR dates
  - New status settings (January 2016)
  - Outcome of Review – Review results – Finding or No finding
  - Appeal Decisions as received by CGI from other contractors (e.g. MACs or the QICs)
  - All messages will be displayed in the Portal

The first ADR round for Indiana and Michigan was sent on December 18<sup>th</sup>, 2015.

CGI's September accuracy rate was 87%. CGI is working with CMS on claims that impacted this score; as CGI believes these were related to drug reviews where additional documentation was submitted by providers resulting in reversals. CMS requires Recovery Auditors to maintain an accuracy rate of at least 95%.

CGI reports that the average time that it is taking for completion of discussion period reviews is 9.5 days. There were 735 decisions of which 608 were reversals, 20 were modified, and 107 were upheld. Of the 608 reversals 581 were related to drug reviews.

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## **IHA THANKS YOU FOR SUPPORTING RECOVERY AUDITOR PROGRAM REFORM**

Continuing improvements and positive changes to the Recovery Auditor contracts are a direct result of providers advocating for changes needed in the program by supporting and/or contacting legislative members of Congress.

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## **AHA**

AHA reports that Hospitals continue to appeal Recovery Auditor claim denials, according to the latest report from the AHA's quarterly RAC*Trac* survey. Hospitals participating in the third-quarter 2015 survey report appealing 47% of all RA claim denials.