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Healthcare Solutions

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Supplemental Medical Review Contractor (SMRC)

Noridian Healthcare Solutions

Noridian Healthcare Solutions, LLC

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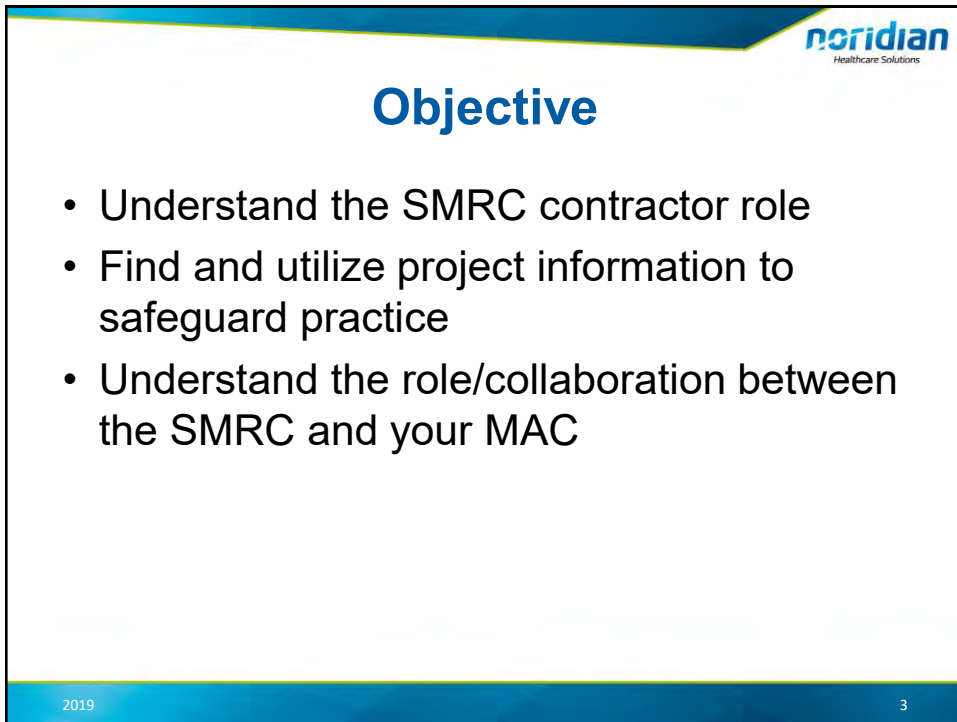
All models, methodologies and guidelines are undergoing continuous improvement and modification by Noridian and CMS. The most current edition of the information contained in this release can be found on the Noridian website at <https://med.noridianmedicare.com> and the CMS website at <https://www.cms.gov>.

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Objective

- Understand the SMRC contractor role
- Find and utilize project information to safeguard practice
- Understand the role/collaboration between the SMRC and your MAC

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What is the SMRC?

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What is the SMRC?

- CMS Contracted Review Contractor
 - Supplemental Medical Review Contractor
- Performs and/or provides support for lowering improper payment rates
- Conducts nationwide medical reviews as directed by CMS
- Services/Provider Specialties selected by CMS

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What is the SMRC?₂

- Sources of review topics include but not limited to:
 - Federal Agency identified issues
 - CMS identified vulnerabilities
 - Comprehensive Error Rate Testing (CERT) Errors
 - Professional Organizations
 - First-Look Analysis Tool for Hospital Outlier Monitoring (FATHOM) reports
 - Program for Evaluating Payment Patterns Electronic Report (PEPPER) reports

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The SMRC Contract

- Three Workstreams
 - #1 - Provider Compliance Group (PCG) Specialty Reviews
 - Division of Medical Review and Education
 - #2 - Program Integrity (PI) Support
 - Investigations and Audits Group
 - #3 - Healthcare Fraud Prevention Partnership (HFPP) Support
 - Data Sharing and Partnership Group

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SMRC Projects

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SMRC Projects

- SMRC medical reviews are referred to as projects
 - Current
<https://www.noridiansmrc.com/current-projects/>
 - Completed
<https://www.noridiansmrc.com/completed-projects/>
- Each project topic and timeframe assigned through Project Authorization Form (PAF) issued by CMS

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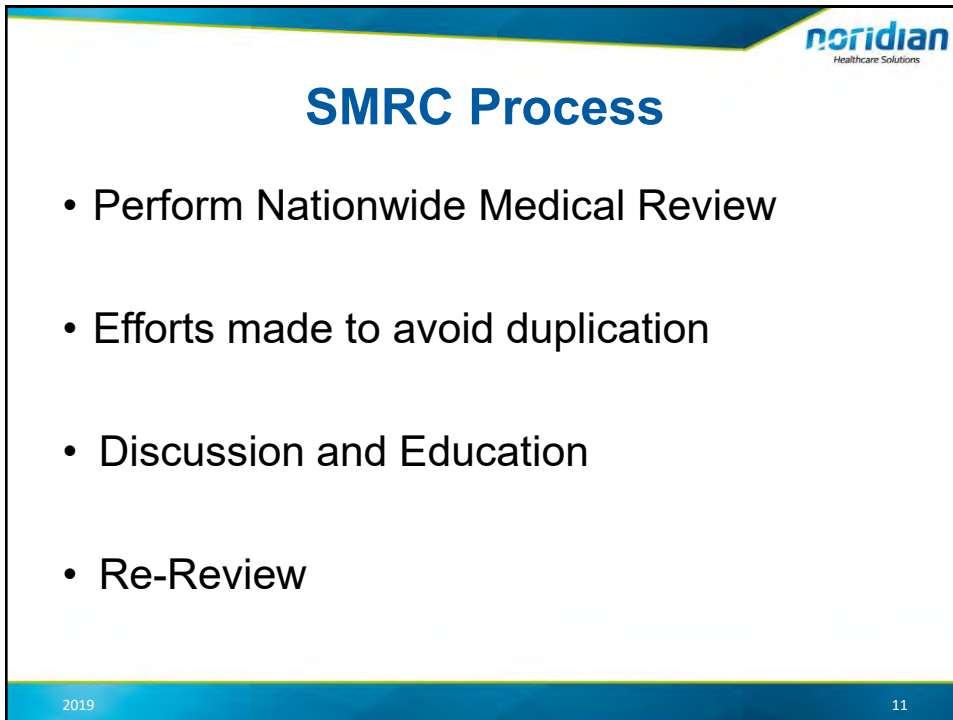


SMRC Project Variety

Project Category	Volume Range
Total Services	27+ (and growing)
Error Rates	15-98%

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The slide features a blue header with the Noridian logo in the top right corner. The main content is a bulleted list of four steps in the SMRC process. The footer is blue with the year 2019 on the left and the slide number 11 on the right.

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SMRC Process

- Perform Nationwide Medical Review
- Efforts made to avoid duplication
- Discussion and Education
- Re-Review

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The slide features a blue header with the Noridian logo on the left and a green graphic element on the right. The main content is the title 'SMRC Project Communication' in blue. The footer is blue.

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SMRC Project Communication

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Means of Communication

- CMS
 - Report details
- MACs
 - Use to see how best to help providers
 - Determine how best to help jurisdictional compliance
- Reviewed suppliers or providers
 - Service or claim specific feedback
- General public
 - Areas of compliance concern

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Keep Informed

- Each Current Project's page lists:
 - Title and Summary
 - Background
 - Reason for review
 - Claim sample detail
 - Documentation requirements
 - References/resources
 - <https://www.noridiansmrc.com/current-projects/>

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Part A,B,DME SMRC Completed Projects

- Each Completed Project's page lists:
 - Project Title
 - Error Rate
 - % of No Record Response
 - % of Denied Claims Eligible for D&E
 - % of Denied Claims Requesting D&E
 - Number of Completed D&E
- <https://www.noridiansmrc.com/completed-projects/>

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Assess Issues Through National Review

- Single entity reviewing for problem areas, nationwide
- Analyze findings for recommendations
 - Education
 - Referral
 - Policy changes
 - Edit implementation

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Provider Selection

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How Do You Get Selected?

- Analysis of national billing data
- Billing characteristics unlike your peers
- Fair and equal ranking of billing entities
 - Do not want to target small or large entities unfairly
- Assess provider burden if chain is identified

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Documentation Requests

- SMRC will submit ADR letter to provider
- Provider has 45 days to return records to SMRC through:
 - esMD: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/index.html>
 - Fax: 1-701-277-6834
 - Electronic: CD/DVD
 - Must be encrypted with password

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Documentation Requests₂

- Mail
 - Paper copies or CD/DVDs may be mailed by any means including US Postal Service, FedEx, UPS, or certified mail to the following address
- SMRC Mailing Address

Noridian Healthcare Solutions, LLC
SMRC
900 42nd St S
PO Box 6711
Fargo, ND 58103

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PCG Medical Review Process

- The medical review process is displayed on the SMRC website at <https://www.noridiansmrc.com/documentation-requests/provider-compliance-group-pcg-medical-review-process-flowchart/>


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MAC's Involvement

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MAC Issues Demand Letters

- SMRC submits listing of claims to MAC for adjustment as timeframes around requesting a D&E and submitting Re-Review documentation expire
- Issues automated demand letters for SMRC identified overpayment
- Follows 935 process to recover any overpayment

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MAC Responsibilities

- Responsible for fielding administrative concerns
- Timeframes for payment recovery
- Redeterminations process

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The slide features a blue header with the Noridian Healthcare Solutions logo in the top right corner. The main title is "Agree with SMRC Decision?" in a large, bold, blue font. Below the title, there are two bullet points. The first bullet point is "No Demand Letter submitted" with a sub-bullet "No action necessary until claim is denied". The second bullet point is "Demand Letter has been received" with a sub-bullet "SMRC recoupment follows 935 recoupment process". At the bottom of the slide, there is a blue footer bar containing the year "2019" on the left and the slide number "25" on the right.

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Agree with SMRC Decision?

- No Demand Letter submitted
 - No action necessary until claim is denied
- Demand Letter has been received
 - SMRC recoupment follows 935 recoupment process

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The slide features a blue header with the Noridian Healthcare Solutions logo in the top right corner. The main title is "Disagree with SMRC" in a large, bold, blue font. Below the title, there are two bullet points. The first bullet point is "No Demand Letter submitted" with a sub-bullet "Contact SMRC and request D&E Session or Re-Review". The second bullet point is "Demand Letter has been received" with a sub-bullet "Submit appeal to your MAC within 120 days from claim denial date". At the bottom of the slide, there is a blue footer bar containing the year "2019" on the left and the slide number "26" on the right.

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Disagree with SMRC

- No Demand Letter submitted
 - Contact SMRC and request D&E Session or Re-Review
- Demand Letter has been received
 - Submit appeal to your MAC within 120 days from claim denial date

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The slide features the Noridian Healthcare Solutions logo in the top right corner, consisting of the word "noridian" in a blue, lowercase, sans-serif font with a white diagonal line through the "o", and "Healthcare Solutions" in a smaller, black, sans-serif font below it. The background is white with blue and green geometric shapes. The main title "Best Practices/Tips" is centered in a large, bold, blue, sans-serif font. Below the title is a bulleted list of four items. At the bottom left, the year "2019" is displayed, and at the bottom right, the number "28" is displayed.

- Know where to find policy requirements
- Verify documentation to support medical necessity
- Respond to ADR letters within requested timeframes
- Implement thorough documentation practices, objective information, individualized to beneficiary

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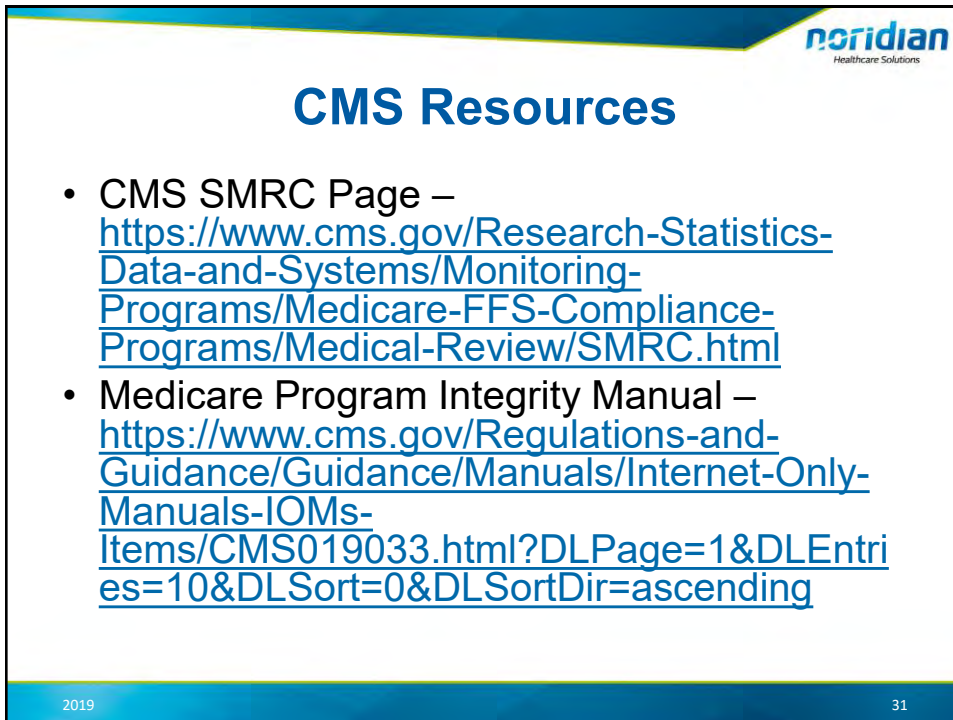
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 This slide features the Noridian Healthcare Solutions logo in the top right corner. The main heading is "SMRC Resources" in a large, bold, blue, sans-serif font. Below the heading is a bulleted list of seven items, each with a blue hyperlink. The list items are:

- Current Projects – <https://www.noridiansmrc.com/current-projects/>
- Completed Projects – <https://www.noridiansmrc.com/completed-projects/>
- Documentation Requests – <https://www.noridiansmrc.com/documentation-requests/>
- PCG Medical Review Flowchart- <https://www.noridiansmrc.com/documentation-requests/provider-compliance-group-pcg-medical-review-process-flowchart/>
- Discussion/Education Period – <https://www.noridiansmrc.com/discussion-education-period/>
- Frequently Asked Questions – <https://www.noridiansmrc.com/contact/frequently-asked-questions-faqs/>

 At the bottom left of the slide, the year "2019" is displayed. At the bottom right, the number "30" is displayed. The slide has a white background with blue and green decorative elements at the top and bottom.

30



The slide features a blue and green geometric design at the top. The Noridian Healthcare Solutions logo is in the top right corner. The title 'CMS Resources' is centered in a large blue font. Below the title is a bulleted list of two items, each with a URL. The footer contains the year '2019' on the left and the number '31' on the right.

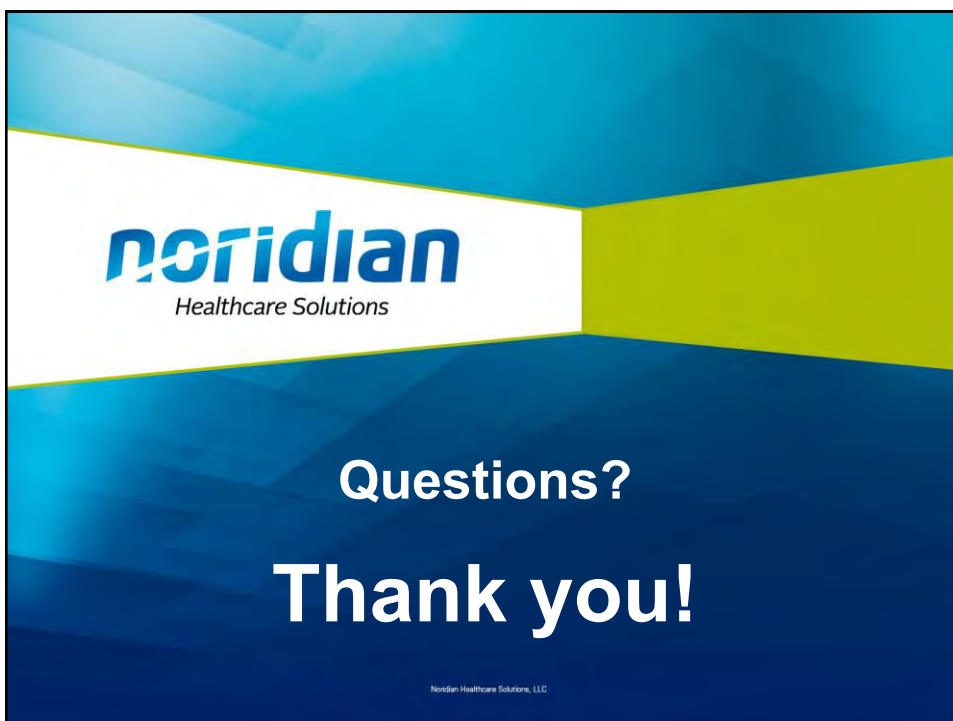
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CMS Resources

- CMS SMRC Page – <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/Medical-Review/SMRC.html>
- Medicare Program Integrity Manual – <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS019033.html?DLPage=1&DLEntries=10&DLSort=0&DLSortDir=ascending>

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The slide has a blue and green geometric background. The Noridian Healthcare Solutions logo is on the left. The text 'Questions?' and 'Thank you!' is centered in white. The footer contains the text 'Noridian Healthcare Solutions, LLC'.

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Questions?

Thank you!

Noridian Healthcare Solutions, LLC

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