

1.0 Information for Providers about changes at the CERT:

The current CERT Contractors are/were:

- CERT Review Contractor – AdvanceMed
CERT Statistical Contractor – The Lewin Group, Inc.

As of 10.07.2016, the CERT Contractor will be:

CERT Review Contractor – AdvanceMed

Updated: September 27, 2016 - (from: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/CERT/InformationforProviders.html>)

On August 16, 2016, CMS awarded the CERT Review Contractor work to AdvanceMed, an NCI company. This new contract eliminates the current CERT Documentation Contractor as of October 13, 2016. The work that is currently being performed by the incumbent Documentation Contractor will be transitioned to the Review Contractor and fully operational on October 14, 2016.

Important information for this transition is as follows:

- October 6, 2016 is the last day that the current CERT Documentation Contractor will be receiving medical records and CERT inquiries at their location
- Beginning with October 7, 2016, all CERT inquiries and medical records are to be sent to the following:

CERT Documentation Center
1510 East Parham Road
Henrico, VA 23228
Fax: 804-261-8100
Customer Service: 443-663-2699
Toll Free: 888-779-7477
Email: certmail@admedcorp.com

- Beginning with October 7, 2016, the website addresses will remain the same:
 1. Public Website--<https://www.certprovider.com> will remain in use as the official web address
 2. MAC Website--<https://www.certdoc.org>--will remain active temporarily and take users to the existing CERT Claim Status web site where new features have been added
 3. Provider Address update--the functionality to accept provider address updates will not be available from October 6, 2016 through October 13, 2016.

Additional information about the above changes are on our webpage:

JE:

<https://med.noridianmedicare.com/web/jeb/article-detail/-/view/10546/cert-rc-contract-awarded>

2.0 Starting Monday, October 10th, a scrolling banner will be on the website pointing providers to Noridian's Documentation Checklists. We encourage provider's offices to pull copies of the checklists and review their documentation prior to sending in for review.

Various subject checklists are available for use and they are on all Noridian pages (Part A, Part B and DME).

3.0 - CERT Articles related to various types of DME Errors:

<https://med.noridianmedicare.com/web/jddme/cert-reviews/cert/cert-articles>

Common CERT denial examples listed below:

CERT Error Comment: Missing copy of the signed and dated treating / ordering physician medical records, dated within 12 months before or six months after the billed date of service to support the continued medical necessity of a PAP device.

CERT Error Comment: Missing copy of treating physician's clinical records (12 months prior to six months after billed date of service) that support the medical need of the inhalation drug billed.

CERT Error Comment: Missing proof of delivery that includes: a) package identification number, supplier invoice number or alternative method that links the supplier's delivery documents with the delivery service records; b) detailed description to identify the item(s) being delivered; c) quantity delivered; d) date of delivery.

CERT Error Comment: Missing the referring physician's detailed written order which includes detailed description and/or HCPCS for each service billed.

CERT Error Comment: Missing the referring physician's clinical records that support the need to replace components for lower limb prosthesis.

CERT Error Comment: Missing documentation to support the prosthetic services were provided by a qualified professional; certified by the American Board for Certification in Orthotics and Prosthetics, Inc. or by the Board for Orthotist/Prosthetist Certification, or is credentialed and approved by a program that the Secretary determines meets the standards that are necessary to provide such prosthetics and orthotics.

CERT Error Comment: Missing documentation to support the prosthetic services were provided by a qualified professional; certified by the American Board for Certification in Orthotics and Prosthetics, Inc. or by the Board for Orthotist/Prosthetist Certification, or is credentialed and approved by a program that the Secretary determines meets the standards that are necessary to provide such prosthetics and orthotics.

CERT Error Comment: Missing the treating physician's clinical records to support beneficiary's condition that requires oxygen use and that the beneficiary continues to need and use supplemental home oxygen proximal to billed date of service (DOS). This information can be from 12 months prior to 6 months after billed date of service.

CERT Error Comment: Missing the signed and dated order from the physician that reflects the change in oxygen liter flow rate.

CERT Error Comment: Missing a copy of the qualifying oxygen saturation study that applies to the conditions stated on the recertification CMN for the oxygen concentrator.

CERT Error Comment: Missing the treating physician's re-evaluation within 90 days of the recertification CMN supporting the beneficiary's lung disease or hypoxia-related symptoms that improve with oxygen therapy.

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