

Table of Contents

Introduction

How to Use this Guide

Chapter 1: What Are Additional Development Requests (ADRs) and Why Do They Occur?

Why Medical Review?.....	1
Targeted Probe and Educate Background.....	3
Additional Development Requests – What Are They?.....	7
How to Identify ADRs.....	9
How to do DDE Look-Up.....	11
CGS ADR Quick Resource Tool.....	19
ADR Tracking Log.....	21
Organizational Readiness for ADR Processing.....	29
Presentation: Educate/Prepare Staff for ADRs.....	33

Chapter 2: Responding to ADRs

Section 1: Staff Roles	43
Tasks for the Clinician.....	45
Tasks for the Billing/Clerical Staff.....	47
Section 2: Clinical Record Review	49
Initial Review of the Clinical Record.....	51
Interdisciplinary Group Response to ADRs.....	53
Pursuit of Further Documentation to Support Eligibility.....	55
Section 3: Compiling the ADR Response Packet	57
Goals for Compiling the ADR Packet.....	59
Compiling the ADR Packet.....	61
Recommended Order of ADR Packet Documents.....	65
Final Review of ADR Packet—Who, What, How.....	67
ADR Final Review Checklist.....	69
“Don’t Forget” and “Do Not” Items.....	71
<i>Sample:</i> ADR Response Cover Letter.....	73
Examples of ADR Packet Cover Sheets.....	77

Chapter 3: Prevention and Correction

Corrective Education with Staff.....	101
Proactive Steps to Mitigate Risk.....	103

Table of Contents (cont.)

Chapter 4: Targeted Probe and Educate

Targeted Probe and Educate – In Detail	107
Payment Error Rate (PER) and How to Calculate	111
What to do if the Targeted Probe and Educate Process Indicates Problems	113
Steps to Effectively Resolve Error Issues as Quickly as Possible	115
Establishing a Certification Tracking System.....	117
Certifications/Recertifications Date Calculator with Physician Signature	
Tracking Log.....	119

Chapter 5: References, Resources, Requirements

Supporting Clinical Documentation for Hospice.....	127
Hospice Eligibility Criteria “Cheat Sheet”	129
Listing of MAC Websites and Other Resources.....	131
Acronym Index	133
Billing Audit Tool—Technical Components	135
Billing Audit Tool—Clinical Components	143

SAMPLE