



CBR201902: Office Visits, New and Established Patients, Family Practice

Webinar Questions and Answers

Feb. 28, 2019

Q: What is a CBR?

A: A CBR is a Comparative Billing Report, and it is created to compare providers' billing statistics to those of their peers on a state-wide, specialty-specific, and nationwide level.

Q: Within an organization, who receives the CBR?

A: Each CBR contains specific guidelines as to how a provider is included in the CBR analysis. If a provider meets the criteria to receive a CBR, the CBR information is sent to the email address filed in the [Provider Enrollment, Chain, and Ownership System](#) (PECOS) and [National Plan and Provider Enumeration System](#) (NPPES) system.

Q: Is there a way to receive a list of providers who received CBRs within a group practice or receive information for a large group of providers?

A: Providers who receive a CBR will receive individual notifications via the email address or fax number listed in PECOS. If there is a question as to whether or not all notifications were received for a group of providers, our Help Desk can assist with lists of NPI numbers that are submitted in a comma-delimited list or in an Excel column format.

Q: How can I receive emails in regards to the CBR?

A: A link to join our email list can be found on our homepage: <https://cbr.cbrpepper.org/home>.

Q: Where would a CBR be sent if our provider was identified as an outlier? How can I change the contact information regarding where the CBR is sent?

A: If a provider is eligible to receive a CBR using the metrics explained in the webinar, an email notification is sent to the email address available in the [National Plan and Provider Enumeration System](#) (NPPES) database. If a valid email address is not available, the notice is sent via fax to the fax number in the NPPES database. Providers that do not have a valid email address or fax number in NPPES received their notification in hard-copy through the mail. Please ensure your email address and fax number are updated in the NPPES and the [Provider Enrollment, Chain,](#)

[and Ownership System](#) (PECOS). The CBRs are not sent out; rather, they are available in the secure CBR Portal at cbrfile.cbrpepper.org by using the unique validation code included in the email, fax, or mail notification.

Q: Where can I obtain the validation code to obtain my CBR report?

A: The validation code is sent to the provider by email, fax, or regular mail at the time the CBR is distributed.

Q: I would like to view this webinar again; how can I find the recording of the webinar?

A: The webinar recording, handout, and transcript are posted on the CBR homepage: <https://cbr.cbrpepper.org/Home>.

Q: Is the provider who qualified for a CBR the only individual who can obtain the CBR?

A: The notification that a CBR is available, along with the validation code necessary to access the CBR, is sent to the contact listed in the NPPES database. Those who can access the email, fax, or mail will be in a position to access the CBR.

Q: We did not receive a CBR. Can we request a CBR be sent for our providers or find a CBR on the website, even if the providers do not meet all the listed qualifications?

A: CBRs are produced only if a provider meets the criteria for receiving a CBR; the reports are not produced for providers upon request.

Q: How are the “Units Allowed” assigned within the CBR analysis?

A: Our analysis utilizes the allowed units for a code according to coding guidelines. For Evaluation and Management codes, the allowed units for each code is “1,” as it would not be appropriate to submit more than one unit for a face-to-face encounter on a specific date of service.

Q: Does the data within this CBR analysis represent original Medicare claims only, or are Medicare Advantage claims included as well?

A: The CBRs summarize original/traditional Medicare claims only. Medicare Advantage claims are not included in the report analysis.

Q: Does RELI Group, Inc., post information or education in conjunction with specific Medicare Administrative Contractors (MACs)?

A: At this time, RELI Group, Inc., does not post or create content in conjunction with MACs, although this may be implemented in the future.

Q: Does the CBR process compare physicians to their peers in the same clinical specialty according to zip code, or is it according to rural or urban location?

A: This CBR does not take zip code data into consideration in the analysis, and it does not compare urban and rural information. The CBR compares physicians to their peers (same specialty, family practice) in their state and in the nation.

Q: In the CBR comparison data, are the specialties of Family Practice and General Practice consolidated?

A: No; family practice physicians are identified with the specialty code of 08, and general practice physicians uses specialty code 01.