



CBR201906: Emergency Department Services

Webinar Questions and Answers

June 11, 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 or specialty, 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, a notice 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. The notice informs the provider that a CBR is available and includes information for obtaining the CBR.

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: The 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 National Provider Identifier (NPI) numbers.

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

A: A link to join our email list can be found on our home page: <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 is sent to the email address available in the 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 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 upon distribution of the CBR to the provider by email, fax, or regular mail.

Q: I would like to view this webinar again; how can I find the recording, slides, and handout for the webinar?

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

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

A: The CBR and validation code information is sent to the contact data listed in the NPPES system. Those who can access the email, fax receipts, or mail will therefore be in a position to view the CBR access information.

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: CBR reports are produced only if a provider meets the criteria for receiving a CBR, and the reports are not produced for providers upon request.

Q: Based on the data in the CBR analysis, does Medicare believe that Emergency Department evaluation and management codes are being assigned incorrectly?

A: The CBR is created specifically as a benefit to providers. CMS does not use the CBR data to audit or analyze code assignment.

Q: How are the billing metrics normalized for our practice location, patient population, and provider type? Most of my patients are in need of critical care or have suffered a trauma, and the non-physician practitioners treat the patients who do not require complicated care.

A: The CBR is a resource that allows providers to compare their billing patterns to those of their peers on a state and nationwide level. The statistics are not normalized. Each provider should evaluate their patient base, location, and access to trauma facilities during their review of their CBR.

Q: Does the analysis determine whether a patient has been moved to inpatient, office, or observation settings?

A: The CBR is an analysis of rendering providers who submitted Part B claims for Emergency Department Services. Part B claims for patients who received care in an inpatient, office, or observation setting would be submitted with the CPT® codes appropriate for those settings, and they would not be included in this analysis.

Q: Do you have the ability to exclusively compare the services provided at teaching facilities?

A: At this time, we are not able to create reporting with analyses exclusive to teaching facilities.

Q: How often is a new CBR topic analyzed?

A: CBR topics are created, analyzed, and distributed on a monthly basis approximately.

Q: Can the CBR compare data for entire facilities? How would a hospital know if a physician received a CBR?

A: The CBR reports are created for individual providers only. The [Help Desk](#) can assist with inquiries involving lists of NPI numbers.

Q: Can you request a CBR if you have not received a notification?

A: CBRs are available to providers that meet the inclusion criteria for receipt. They are not available upon request.

Q: Does the analysis take ICD-10 code assignment into consideration?

A: No, the analysis considers only the associated CPT® codes.

Q: Is this data shared to trigger target probes and education audits?

A: No. CBRs are available as an educational resource for providers.

Q: How do you change the email that CBR notifications are sent to?

A: CBR access information is distributed to the contact data contained within the NPPES system. To change the contact information for CBR distribution, update the NPPES system data. Please also ensure that your information is current in the PECOS system.
