



CBR202104: Chronic Care Management (CCM)

CBR and Webinar Questions and Answers

GENERAL

Q: What is a Comparative Billing Report (CBR)?

A: A CBR is created to compare providers' billing statistics to those of their peers on a state or specialty level and a 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 analyses. If a provider meets the criteria to receive a CBR, a notice is sent using the contact information available in the [Provider Enrollment, Chain, and Ownership System](#) (PECOS) database. The CBR Team uses providers' listed email addresses or fax numbers to send notifications about CBR releases, along with information about how providers can access their report. Physical copies of the CBR are also mailed to providers' mailing addresses.

Q: I received a CBR; am I doing something wrong?

A: CBRs are distributed for educational and comparative purposes, and they do not indicate any wrongdoing. The receipt of a CBR should encourage an internal review of medical records to confirm the correct coding and billing processes — as related to the specific area covered by the CBR analysis — are in place.

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. In addition, a physical copy of the CBR will be mailed to each provider's mailing address. 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: I have a question regarding the report. Where can I find assistance?

A: To request assistance or submit questions, please contact the CBR Help Desk at cbr.cbrpepper.org/help-contact-us or call 1-800-771-4430, M–F, 9 a.m.–5 p.m. ET (please note the Help Desk line is currently experiencing high call volume; creating a Help Desk ticket for your inquiry is advised).

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 PECOS. Those who can access the email or fax receipts will therefore be in a position to view the CBR access information. A physical copy of the CBR is also mailed to the mailing address listed in PECOS.

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 our providers were not identified as outliers for this CBR?

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

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

Q: How can I find out if I have a CBR on file for this topic or any past topics?

A: Submit a Help Desk ticket at cbr.cbrpepper.org/help-contact-us; we can provide CBR information that is on file for providers, if any is available.

Q: Is there a list of past CBR topics available?

A: Our homepage (cbr.cbrpepper.org/home) lists the most recent CBR releases, along with the resources that are available for each release.

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 PECOS. If a valid email address is not available, the notice is sent via fax to the fax number in PECOS. Providers also receive a physical copy of their CBR to the mailing address listed in PECOS. Please ensure your email address and fax number are updated in PECOS. The CBRs are available in the secure CBR Portal at cbrfile.cbrpepper.org by using the unique validation code that can be found in the mailed CBR as well as the email or fax 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 or fax.

Q: Is there a way to submit suggestions for future CBR topics and metrics?

A: Any suggestions or feedback about future CBRs can be submitted through the “Provide your feedback on CBRs” link found on the CBR homepage: cbr.cbrpepper.org/home.

Q: Can I change the outcome of my CBR?

A: CBR topics are typically analyzed only once; therefore, any changes in your coding and billing process after the release of this CBR could not be analyzed. If an internal review of your

coding and billing patterns reflects that an adjustment should be made to meet compliance guidelines, then you should make those adjustments.

Q: Will this CBR lead to an audit?

A: Receipt of a CBR is never an indication of or a precursor to an audit.

DOCUMENTATION AND CODING GUIDELINES

Q: What providers are being compared in this analysis?

A: This analysis focuses on rendering providers that submitted claims for CCM using CPT® codes 99487, 99489, 99490, and 99491 with the International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) chronic diagnoses, which are listed in the [CBR202104 Diagnosis Code List](#).

Q: I provide CCM to a large population of patients. Should I unenroll them from this care because my results reflect that I'm an outlier in the metrics?

A: The CBR is an educational tool meant to help support your internal compliance efforts. Please note that this report is not meant to reflect or suggest that any provider is over-utilizing a specific code or code set. If you review your report and ascertain that the data is in line with your clinical specialty, location, patient population, and any other factors, the report has served its purpose and provided you with a snapshot of your utilization as compared to your peers. The report is not a suggestion that you should alter your patient care or change your clinical specialty.

Q: Is the *CBR202104 Diagnosis Code List* referenced in the CBR an exhaustive list of all possible chronic diagnoses and illnesses?

A: The [CBR202104 Diagnosis Code List](#) is a list of the chronic diagnoses that we identified within the analysis as chronic. While there may be other diagnoses that are considered chronic that do not appear on this list, the diagnoses we included are the result of research and consultation with clinicians, which helped form this distinct list and create this analysis.

Q: What do the metric analyses and outcomes represent?

A: Each metric analyzes an area of the provider's claims for CCM:

- Metric 1 analyzes the percentage of CCM claims billed with zero or only one chronic diagnosis. The outcome of this metric answers the following question: Of all CCM services performed during the analysis year, what percentage of those had zero or only one chronic diagnosis? A high percentage could mean that the documentation does not include chronic diagnosis information or that the claim does not represent all of the diagnoses provided within the encounter documentation. Providers who are outliers in this metric may wish to review their documentation to ensure compliant coding and billing. This supports the protection of the Medicare Trust Fund.

- Metric 2 analyzes the percentage of CCM claims overall. The outcome of this metric answers the following question: Of all the services provided over the analysis year, what percentage were CCM? A high percentage would indicate that a provider provides a high number of CCM services. In response, providers should conduct an internal review of claims to ensure compliance in their documentation of CCM encounters.
- Metric 3 analyzes the percentage of CPT® code 99487 claims billed with add-on CPT® code 99489. The outcome of this metric answers the following question: On average, when a provider submits CPT® code 99487, how often is the additional time code 99489 used? This metric was chosen so that providers that submit claims for longer encounters, as compared to their peers, can perform internal reviews to ensure correct coding and compliance.

REPORT SPECIFICS

Q: Why was this CBR created?

A: Following reports and information that suggested possible overpayments, this CBR was created to allow providers to self-review their charts and claims to confirm the compliance of their internal coding and billing.

Q: I received an outcome of “Significantly Higher” for one or more of the metric analyses.

Is this “bad”?

A: The outcomes for the metrics reflect that your billing patterns differ from those of your peers. There is a high possibility of improper payments for this code set, and we encourage you to review your internal records to confirm that your coding and billing processes are compliant.

Q: What does the term “allowed amount” refer to?

A: The allowed amount is taken from the CMS fee schedule for the Current Procedural Terminology® codes involved in this analysis.

Q: Is this CBR limited to a certain specialty?

A: The analysis includes all rendering providers that submitted claims to Medicare Part B for CCM using CPT® codes 99487, 99489, 99490, and 99491 with the ICD-10-CM chronic diagnoses codes that are listed in the [CBR202104 Diagnosis Code List](#).

Q: Are CBRs sent to facilities or group NPIs?

A: CBRs are created for individual providers, and they are based on paid Medicare Part B claims that contain the provider’s NPI.

Q: How are “peers” defined within the CBR?

A: For the purpose of this report, the state and national peer groups are defined as follows:

- The state peer group is defined as all rendering Medicare providers practicing in the individual provider's state or territory with allowed charges for the procedure codes included in this study.
- The national peer group is defined as all rendering Medicare providers in the nation with allowed charges for the procedure codes included in this study.

Q: What should I do with the results of my report?

A: CBRs reflect providers' claims billing patterns as compared to their peers for a coding and billing area that is vulnerable to improper payments. Providers are encouraged to use the report as a support to their internal audit and compliance efforts. Since the code set has been identified as vulnerable to improper payments, it is recommended that a separate audit or review of the documentation and code assignment is performed so that providers can confirm that all documentation supports the selection of all codes and modifiers.

Q: Is it possible for us to receive a detailed list of the patients and dates of service that were included in the analysis for this CBR?

A: The CBR Team is not able to provide a listing of claims/patients included in the CBR analysis. Providers may be able to identify those claims/patients by using the same claims inclusion/exclusion criteria that are specified in the CBR.

Q: After receipt of a CBR, is there follow-up provided to re-review any changes in claims submission that may have taken place?

A: The CBR Team does not conduct follow-up assessments of claims data to determine whether providers' billing patterns have changed after a CBR release. Please note: The CBR is not intended to suggest wrongdoing or improper activities, and receipt of a CBR does not require response or follow-up from a provider. While it is possible that a CBR topic may be repeated at some point in the future, there are no plans to do so for this CBR topic at this time.

Q: How does RELI Group, Inc., receive the Medicare Part B claims data for the CBR analysis?

A: RELI Group, Inc., has access to the Medicare claims data through its contract with the CMS. The CBR Team downloads the claims data from CMS' Integrated Data Repository. The claims data is analyzed during CBR production, and each provider's summarized data is presented in an individualized CBR.

WEBINAR SPECIFICS

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

A: The webinar slide handout, recording, and transcript are posted on the CBR homepage: cbr.cbrpepper.org/home.

Q: I was not able to ask a question during the webinar. Where can I find assistance?

A: To request assistance or submit questions, please contact the CBR Help Desk at cbr.cbrpepper.org/help-contact-us or call 1-800-771-4430, M-F, 9 a.m.-5 p.m. ET (please note the Help Desk line is currently experiencing high call volume; creating a Help Desk ticket for your inquiry is advised).