



Special Edition CBR202108:
Impact of the Public Health Emergency (PHE) on Telehealth
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: Is there a way to receive a list of providers that received CBRs within a group practice or receive information for a large group of providers?

A: The providers that 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: 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: 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: Are reports distributed at an organization level?

A: CBRs are created and distributed based on individual provider NPI data only.

Q: Within our organization, who can review and use the CBR that was distributed to our provider(s)?

A: The CBR can be useful to many departments, and it should be shared, as appropriate, with any authorized employees or administrators who would benefit from the report.

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.

DOCUMENTATION AND CODING GUIDELINES

Q: Which Current Procedural Terminology® (CPT®) codes are analyzed in this CBR?

A: The analysis includes CPT® codes 99201, 99202, 99203, 99204, 99205, 99212, 99213, 99214, 99215 with the addition of a Modifier 95 and a Place of Service (POS) 11 (i.e., “Office”).

REPORT SPECIFICS

Q: Why was this CBR created?

A: This CBR was created to allow providers to self-review their utilization of office visit services with the addition of a Modifier 95 and a POS 11 during the PHE.

Q: Am I being compared to only providers in my clinical specialty?

A: The comparison data for this CBR include data within the providers’ clinical specialty as well as other providers in the nation.

Q: Does the CBR analysis consider providers that had to use telehealth exclusively during the PHE?

A: The CBR reflects data for specific CPT® codes used during the report timeframe. Providers are encouraged to take unique variables into account when reviewing the CBR data.

Q: Does the data in the report include claims from suppliers and referring providers?

A: The *CBR202108* data and analysis reflect rendering providers' claims, regardless of location or organization.

Q: What was the criterion for the receipt of this CBR?

A: The criterion for receiving *CBR202108* was that a provider was in the top 5% of providers by claims volume within the top 25 specialties for the submission of CPT® codes 99201 – 99205, 99212 – 99215 with a Modifier 95 and POS 11 during the PHE

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 for which the Centers for Medicare & Medicaid Services (CMS) released specific guidelines during the PHE. Providers are encouraged to use the report as a support to their internal audit and compliance efforts.

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 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).