This Program Memorandum re-issues AB-01-34, Change Request 955 dated February 22, 2001. The only change is the discard date; all other material remains the same.

This Program Memorandum re-issues AB-99-97, Change Request 955 dated December 1999. The only change is the discard date; all other material remains the same.

CHANGE REQUEST 955

SUBJECT: CMS Office of the Inspector General (OIG) Hotline Referrals

Background

The CMS OIG Hotline consists of Medicare and Medicaid-related fraud and abuse complaints that are downloaded from the OIG Hotline (1-800-HHS-TIPS). The Hotline staff will shortly add the contractor number for all complaints, whenever possible, through the use of a CMS contractor data base match. This will enable a more accurate match of the complaint to a specific contractor. Without this number, the address of the provider of service will have to be used to identify the responsible contractor. The OIG estimates that the contractor identification number can be obtained for about 75 percent of the calls.

Currently, eight regional offices (ROs) receive OIG complaints electronically from CMS central office. They are then manually copied and mailed to the CMS contractors for investigation and disposition. Regions I and IV operate differently in that they have the contractors in their regions directly download the cases while the RO staff need only monitor to ensure that all cases have been downloaded.

Given the ease and speed with which the contractors in Region I and IV have found this method of operation, we want to give the contractors in the other eight regions direct access to the CMS OIG Hotline located on the WINFRAME file server, and allow them to retrieve the cases that belong to them. This will eliminate the need for the regional staff to copy and send the cases to the contractors. In order for the contractors to gain access to the CMS OIG Hotline, they need to submit the name of their responsible person, with the CMS identification number of the contractor, via e-mail to the Regional Resource Access Control Facility and request access.

When a case is downloaded from the CMS OIG Hotline by the contractor to be researched and resolved, each contractor is responsible for placing its contractor number and date in the Contractor Assigned and Date Contractor Assigned data fields. If the case is subsequently found to belong to another contractor, it is the original contractor=s responsibility to ensure that the case is forwarded to the other and noted in the Second Contractor Assigned and Date Second Contractor Assigned data fields. Any further designation would be entered in the Note to RO data field. Other changes that will be incorporated are a field for regional comments, amount of funds recovered, and a second closure code data position. There will also be analysis and trends capability and case listings by region for cases older than 6 months and not closed or forwarded to the OIG. Each CMS OIG Hotline case is to be reviewed as it is received. In no instance will a contractor wait to accumulate more than one case against a provider to investigate.

There are essentially four types of cases that are found on the Hotline. Each is addressed below.

CMS-Pub. 60AB

Medicare Questions, Complaints, or Over Billing

These are to be downloaded from the Hotline by the contractor with responsibility for the claim. Cases are maintained in the system by region based upon the physical location of the provider. If a case is downloaded from the system by a contractor and it does not belong to that contractor, it should be quickly forwarded to the responsible contractor. The OIG Hotline staff will begin putting contractor numbers on cases as the complaints are received. As the case is downloaded from the

OIG Hotline by a contractor, the contractor should fill in its contractor number and date received in the newly provided data fields, <u>Contractor Assigned and Date Contractor Assigned.</u> Upon final disposition of the complaint, the contractor must close the case on the CMS OIG Hotline system. (See attached form.)

Quality of Care

These cases are also downloaded by the responsible contractor. Complaints against hospitals are to be referred to the appropriate peer review organization. Complaints against physician/practitioners are to be referred to the State Professional Review Board, and complaints against long term care facilities are to be referred to the State Survey and Certification Agencies. The contractor would then close the complaint by noting in the <u>Note to RO</u> data field to whom the case was assigned and the date forwarded.

Medicaid Issues

The RO is responsible for downloading these cases from the electronic transmission from central office. If you receive these, return them to the RO.

Managed Care

Managed care cases will be downloaded by the Health Plan Purchasing and Administration Group in central office. Any managed care cases that are inadvertly downloaded by a contractor are to be returned to the RO. The RO is responsible for notifying the Health Plan Purchasing and Administration Group, Division of Performance Review, of any managed care cases.

Your RO will follow-up with each of you after 90 days to insure closure. The RO will ensure that all cases on the CMS OIG Hotline in your area are resolved and closed.

Attachments

The *effective date* for this Program Memorandum (PM) is January 27, 2000.

The *implementation date* for this PM is January 27, 2000.

These instructions should be implemented within your current operating budget.

Questions regarding the implementation of these instructions may be directed to: Thomas Bianco on (410) 786-2095.

This PM may be discarded March 1, 2003.

Below are some screens of the OIG Hotline for RO users

1-Case Menu:
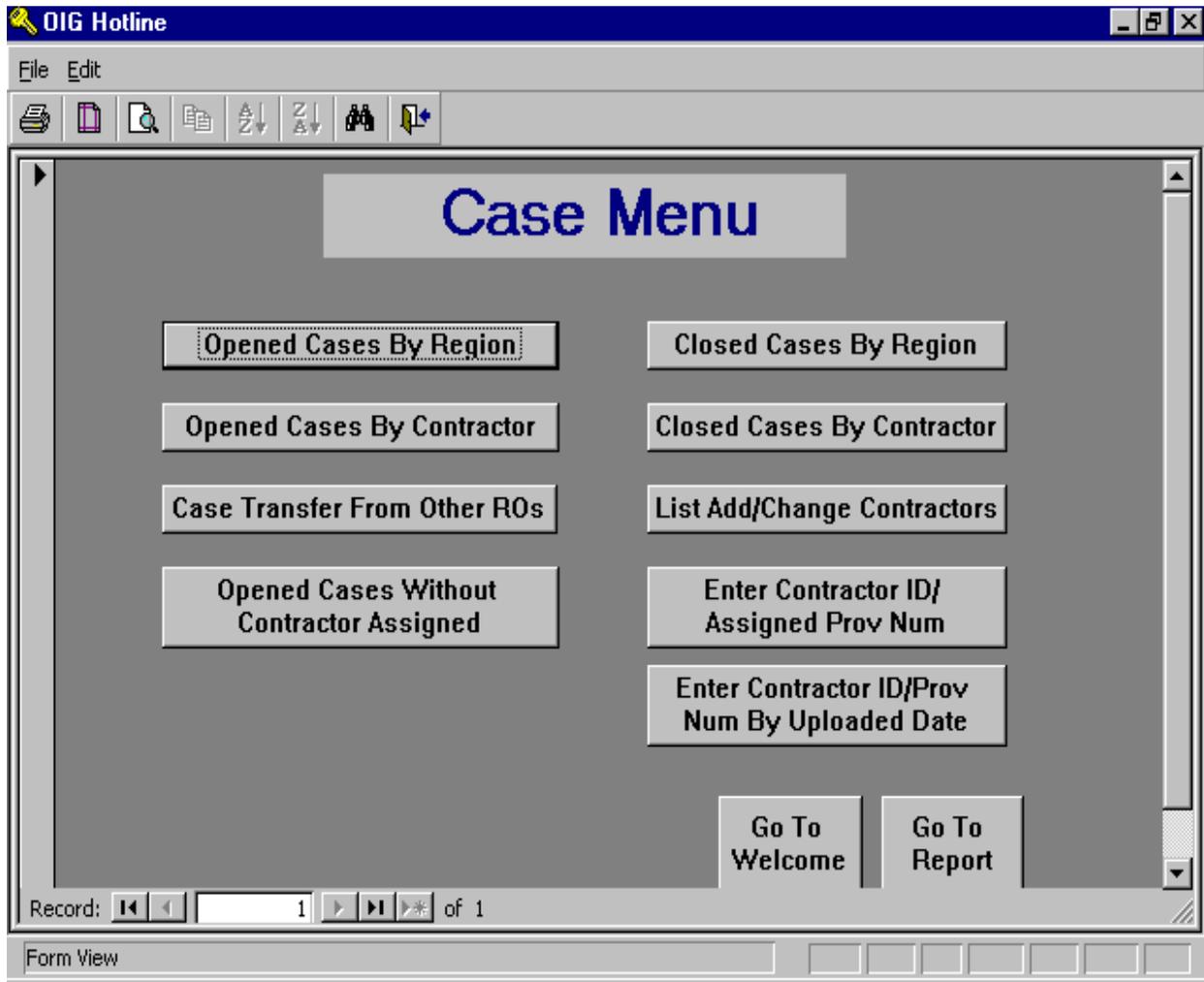
2-Report Menu:

Report Menu

New Cases

Total New Cases

New Cases Report

Date Uploaded: 10/14/199

To enable the New Cases Report button above, enter your UserID in the box below and click on OK

OK

Opened Cases

Opened Case (All)

Opened Case (Single)

Pending Case List

Pending List By Uploaded Date

Transfered From Other ROs

Case Transfer Frm Other ROs Without Acknowledge

Closed Cases

Closed Case (All)

Closed Case (Single)

Closing Case List

Uploaded Dates ?

Report By Contractor/Prov Assigned

Go To Welcome

Go To Case Menu

Record: 1 of 1

Form View

OIG Hotline

File Edit

3-Report Menu By Contractor and Assigned Provider:

4-Contractor List :

OIG Hotline

File　Edit

Contractor List

Add New Contractor

Contractor ID	Contractor Name	Region
00780	C&S Admin. Ser/Part B - NH	1
00870	BCBS of RI - Part B	1
00200	C&S Admin. Ser./Part A	1
00370	BCBS of RI - Part A	1
10230	United Health Ins. Co.	1
00180	Assoc. Hosp. Serv. of ME	1
00781	C&S Admin. Ser/Part B - VT	1
00270	BCBS of New Hampshier - A	1
00700	C&S Admin. Ser./Part B - MA	1
50333	United Health Ins. Co.	1
00060	BCBS of CT Inc. - Part A	1
51070	Aetna - Part A	1

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contractor number

5-Form to assign contractor Ids or Provider Numbers:

Case List - Assigned Contractor ID / Prov Number

Case No	Date Entered	REG	Contractor ID		Date Entered ID	Second Contractor ID	Date Entered Second ID	Prov Name	Prov State	Prov No. Assigned
H117795	01/15/1998	1		▼			2	KAZES		
L102909	07/21/1998	1		▼			2	THERACOR		
H123081	06/16/1998	1		▼			1	NATIONAL HERITAGE II		
H122059	05/27/1998	1		▼			1	CESAR V VELASCO		
H121912	05/27/1998	1		▼			2	SEEMA V BYAHATTI		
H121822	05/27/1998	1		▼			1	JOHN C FOEHL		
H125240	08/18/1998	1		▼			1	HAMPTON NURSING H		
H120700	06/01/1998	1		▼			2	ALBERT S ORQUIOLA		
H120313	03/24/1998	1		▼			2	MARINER REHAB.		
H120313	03/24/1998	1		▼			1	PINNACLE REHABILITA		
H119124	03/24/1998	1		▼			2	MARK S ALBINI		
H119061	01/15/1998	1					2	M C MCGOWAN		

Record: 1 of 1054

Form View

6-Closing Case List:

OIG Hotline

File Edit

Closing List By Region: 1   Boston

CASENO	Response due from RO	to OIG	Date Closed	Res	Overpayment Identified	Amount Collected	Provider
G38257	02/21/1996	03/07/1996	02/08/1996	10			1 NO SUBJECTS,
H100049	01/03/1996	01/18/1996	02/14/1995	9			1 BERV, DOUGLAS
H100075	01/03/1996	01/18/1996	03/05/1996	1			1 D'AMBROSIO EYE CARE INC
H100079	01/03/1996	01/18/1996	12/11/1997				1 VNA HEALTHCARE
H100091	01/03/1996	01/18/1996	12/11/1995	1			1 D'AMBROSIO EYE CARE INC
H100237	02/12/1996	02/25/1996	03/28/1996	8			1 WATERBURY HOSPITAL
H100262	01/03/1996	01/18/1996	06/21/1996	2			1 WATERBURY HOSPITAL
H100263	01/03/1996	01/18/1996	10/20/1995	2			1 EONSECOURS EXTENDED C
H100327	02/15/1996	03/01/1996	03/18/1996	2			1 PHYSICAL THERAPY AND SP
H100342	12/11/1995	12/26/1995	06/05/1998				1 RADIOLOGY AND IMAGING,
H100359	01/03/1996	01/18/1996	10/11/1995	2			1 MEDIC MOBILE
H100363	01/03/1996	01/18/1996	10/10/1995	2			1 NEW ENGLAND REHAB HOSI
H100396	01/03/1996	01/18/1996	12/11/1995	1			1 DIANON SYSTEMS INC
H100458	01/03/1996	01/18/1996	10/11/1995	9			1 GREATER LAURENCE FAM. F
H100472	01/03/1996	01/18/1996	11/20/1995	4			1 VISITING NURSES OF EAST
H100509	01/05/1996	01/20/1996	03/21/1997	2			1 CAPE COD NURSING AND RE
H100555	01/04/1996	01/19/1996	10/24/1996	9			1 FRANKLIN MED CENTER
H100598	01/04/1996	01/19/1996	12/19/1996	6	$938.00		1 BRIGHTON CARE CENTER

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Ready

7-Pending Case List:

Pending - Region   1 Boston

CASENO	ORT	MEDICAID	Response due from RO	to OIG	Complainant/Caller			Provider	Pr
C5	☐	☐	05/20/1996	06/03/1996	ROZALIA		SKOWRON	1 MANCINI, MELVIN J	
G39719	☐	☐	12/02/1998	12/17/1998			ANONYMOUS	1 HEBREW REHABILITA	
H100066	☐	☐	01/03/1996	01/18/1996	ROBERT		MCKEON	1 LYNDE-DUMOUCHEL,	
H100143	☐	☐	01/11/1996	01/26/1996			MISSLASTNAM	1 OAKCLIFF NURSING H	
H100319	☐	☐	01/03/1996	01/18/1996	KATE		PAYNE	1 RIVER VALLEY COUNS	
H100356	☐	☐	01/03/1996	01/18/1996			MISSLASTNAM	1 MYER, FLORRIE	
H100365	☐	☐	01/03/1996	01/18/1996	RICHARD		LAWLER	1 DR. CHARTOCK, LEE	
H100405	☐	☐	01/03/1996	01/18/1996			MISSLASTNAM	1 MOUNT ALBAN HOSPI	
H100428	☐	☐	01/03/1996	01/18/1996	ANTHONY		TOMASELLI	1 FRONTLINE AMBULAN	
H101155	☐	☐	02/12/1996	02/25/1996	MARIA		SPENCER	1 CENTER FOR HEALTH	
H101299	☐	☐	02/07/1996	02/22/1996	FRANK	J	NICEWICZ	1 BORENSTEIN, BRUNC	
H101321	☐	☐	01/25/1996	02/09/1996	PAMELA	M	MARTIN	1 WOOSTER STATE HO	
H101321	☐	☐	01/25/1996	02/09/1996	PAMELA	M	MARTIN	2 UNIV. OF MASS HOSP	
H101393	☐	☐	01/25/1996	02/09/1996	MILDRED		PETTERSON	1 LEHAY CLINIC	

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Ready