

Targeted Probe and Educate

In 2017, the Centers for Medicare and Medicaid Services (CMS) implemented the “[Targeted Probe and Educate Program](#)” to “reduce claim denials and appeals through one-on-one help.”

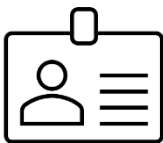
Using data analysis, the Medicare Administrative Contractors (MACs) identify “providers and suppliers who have high claim error rate or unusual billing practices” and “items and services that have high national error rate and are a financial risk to Medicare.”

Common Errors

Common errors include (but not limited to):



[Certifying physician signatures](#) missing



[Encounter notes](#) not supporting all elements of eligibility



[Documentation](#) not supporting medical necessity



Missing or incomplete [initial certifications or recertifications](#)

Review Process

First, if a practice or provider is identified by the MAC, a letter will be sent out. The MAC will then review 20-40 claims and accompanying medical records.



If the provider/practice is compliant...

The provider will not be subject to review again for at least one more year on the same topic.



If the claims are denied...

The provider will be invited to a one-on-one education session. The provider is given at least 45 days to make changes and improve. The claims will then be re-reviewed by the MAC.

If the provider has not improved in three rounds of education, they will be referred to CMS for next steps. The next steps may include a:

- [Pre-pay review](#) (100%)
 - Pre-pay review results in claims being pended for documentation submission and review before reimbursement to the provider.
- [Overpayment extrapolation](#)
- Referral to a recovery auditor OR
- Another action

Resources

More information on the Targeted Probe and Educate Program can be found on the CMS website.

[CMS video on Targeted Probe and Educate Program](#)

MAC Targeted Probe and Educate pages:

- [WPS J5, J8](#)
- [CGS J15](#)
- [NGS J6, JK](#)
- Noridian [JE](#), [JF](#)
- Novitas [JH](#), [JL](#)
- [Palmetto GBA JJ](#)
- [Palmetto GBA JM](#)
- [First Coast Service Options JN](#)