

mcp audit newsletter

April 2, 2020

20-03

TO: ALL FEE-FOR-SERVICE AND ALTERNATE PAYMENT PHYSICIANS

**RE: TURN-AROUND DOCUMENTS DURING THE PUBLIC HEALTH
EMERGENCY DUE TO COVID-19**

This newsletter addresses how to respond to Turn-Around Documents (TADs) during the Public Health Emergency (PHE) due to COVID-19. This guidance will be in effect from March 18, 2020 until July 1, 2020 or until the time that the PHE is lifted.

There are two types of TADs issued by the Department of Health and Community Services on a regular basis: Claims Management TADs and Claims Monitoring System TADs. These two TADs will be handled differently at this time. Please see below for the appropriate guidance.

Claims Management TADs

Claims Management TADs are produced for claims requiring additional information from the physician *prior to* payment. A Claims Management TAD is sent to the practitioner with instructions for correction if a claim does not meet one or more of the validation rules.

Physicians have **60 days** to respond to the first Claims Management TAD request. If the physician does not reply within the first 60 days, a second and final request for information to be provided within **30 days** will be sent by MCP. Under normal circumstances, if there is no response to the second request the claim is cancelled.

Claims management TADs will continue during the Public Health Emergency (PHE). However, physicians receiving the second and final request for TADs will be granted an extension to thirty days following the date at which the Public Health Emergency is lifted. Any physicians who want to respond to Claims Management TADs prior to the extension period may do so if they are also able to adhere to public health measures while retrieving records. Delays in responding to Claims Management TADs will also result in a deferral of related payments.

Claims Monitoring System (CMS) TADs

CMS TADs are produced as a result of MCP Audit Services' review of physician claims. CMS is an automated claims selection program designed to monitor the integrity of claims billed under MCP.

All CMS TADs will have timelines extended until 30 days after the Public Health Emergency is lifted. Any physicians who want to respond to CMS TADs prior to the extension period may do so if they are also able to adhere to public health measures while retrieving records. Future CMS runs will be suspended until the PHE is lifted.

Questions relating to Claims Management TADS should be directed to Paulette Davis, Manager of Claims Operations by email at paulettedavis@gov.nl.ca.

Any questions related to the Claims Monitoring System TADs should be directed to Gerard Power, Manager of Audit Services by email at GerardPower@gov.nl.ca.