CERT or PROBE

1. **Send a copy of the carrier request to Compliance**

2. **Make a copy of each document (2) one for CMS, one for SOM (medical record)**

3. **Upon Legal/Compliance approval, send to carrier as instructed within the time frame identified**

4. **Have a CPC review the records and IDX (regenerate the claim) for any errors or issues. Document these findings**

5. **If a problem is identified, immediately stop billing for the service by this provider**

6. **Train the provider to solve further problems**

7. **Produce a report identifying the utilizing by count and amount by carrier**

8. **Follow-up by documenting the entire process and schedule retraining and systematic follow-up as necessary**

Notes

HMS recommends that in the event of a CERT, the physician should review the records and, if paper, transcribe if there are questions of legibility. Also, they recommend sending all relevant additional paperwork, including labs that were reviewed, x-rays, etc., not just the simple office note.