

## EFFECTIVE IMMEDIATELY (7/28/05)

Please place the following 1-800 number on your Expedited Fee For Service (FFS) appeal letters:

North Dakota Health Care Review, Inc.  
800 31<sup>st</sup> Ave. SW  
Minot, ND 58701  
**1-800-501-4306**

This number is to be used for the sole purpose of requesting an expedited review and/or the beneficiary or representative contacting our office.

### Additional Updates

- As of July 1, 2005, new Q&As were placed on the CMS website. Answers to questions 2, 46, and 47 were updated.
- The Detailed Notice letter needs to include the coverage information, why the patient does not require Medicare covered level of care criteria and why services are being discontinued. **This is a requirement.** This information also assists in the review process by requesting the appropriate information to initially review the claim.
- **Fill out the contact form on the NDHCRI website.** This will be the new contact list used to send information regarding the expedited review process. If this is not updated, the incorrect person may receive the correspondence from NDHCRI. Please include the name of the fiscal intermediary that processes your claims.
- Weekend coverage: NDHCRI has weekend coverage to take phone calls and initiate the review process. This, in turn, requires the facility to have the same coverage available to send the appropriate information to our office. If we request the information timely, the portions of the record we request and the detailed notice needs to be sent to our office by COB (4 p.m. CDT) the day of the request, unless the request is made late afternoon.
- The CMS-issued letters are now available in a Word document on the CMS website so you may download the letters and insert individual information.
- The NDHCRI webinar training that was held in June is now available for viewing. Please use the following instructions to access the recorded event:
  1. Open Internet Explorer
  2. Type in <https://ifmcevents.webex.com> and hit enter
  3. On the left side of the screen, click on Recorded Events
  4. Locate the name of the event
  5. Click on the View button
  6. Enter information as prompted
  7. To relocate the WebEx Player box from the center of the screen, please do the following:
    - a. Left click and hold on the words 'WebEx Player' in the top left corner of the box.
    - b. Drag the box down to the bottom of the screen or to one of the corners.
- In August or September, NDHCRI intends to hold another training session to review the current process and also answer additional questions.