

Demand Letter



Region A Recovery Audit Contractor (RAC)

Demand Date [Demand Date]

Letter Request ID: [Letter Request ID]

[RAC Point of Contact]
[Physician Practice Name]
[Street Address Line 1]
[Street Address Line 2]
[City, State, Zip]

Re: [Provider Name] [Provider NPI]

Dear Medicare Provider,

The Centers for Medicare & Medicaid Services (CMS) has retained DCS to carry out the Recovery Audit Contracting (RAC) program in Region A which includes all states located in the Northeast region of the United States. The RAC program is mandated by Congress aimed at identifying Medicare improper payments.

This letter is to notify you that Medicare has made an overpayment to you for the amount of [Demand Amount]. A brief description of the claims associated with this overpayment can be found on the "Overpayment Report" page. In order to correct this overpayment, please refund [Demand Amount] by [Demand Date + 41]

[-----]
[-----]
Rationale.....
[-----]
[-----]

The results of our data analysis justified reopening your claim(s) under §1869(b) (1) (G) of the Social Security Act and 42 CFR 405.980(a) (1). These results also serve as good cause to reopen the claim, if required by 42 CFR 405.980(b) (2).

Please make the check payable to Medicare and send it with a copy of this letter to the following address:

Regular Mail

Provider Reimbursement
Wisconsin Physicians Service Medicare
PO Box 1604
Omaha, NE 68101

Overnight Mail

Provider Reimbursement
Wisconsin Physicians Service Medicare
3333 Farnam Street Suite, 700
Omaha, NE 68131

All requests for immediate offset must be completed through Wisconsin Physicians Service. For immediate offset requests please visit

http://www.wpsmedicare.com/part_a/business/rac_offset_overpayment.shtml, complete the required form and submit the form via fax to 402-351-8796 to the attention of "Provider Reimbursement."

NOTE: If the overpayment is for services that are not medically reasonable and necessary per Medicare standards, and you collected the amount of the overpayment from the beneficiary, the beneficiary has the right to request payment from Medicare. Any such indemnification will be recovered from you.

Thank you for your cooperation and prompt attention to this overpayment. If you have any questions regarding this letter or would like to discuss the overpayment identification, please direct your inquiry to customer service at 1-866-201-0580.

Sincerely,

Customer Service
Enclosure

Key Timeframes

DCS, INC.
2815 Southwest Boulevard
San Angelo, TX. 76904

Continued on Reverse

866 201-0580 TOLL FREE
325-224-6710 FAX
www.dcsrac.com

DCS

As you review the overpayment, below is some important information and key timeframes (15, 30, 40 and 120 days) to consider:

15 Days:

- **Rebuttal Process:** Under our existing regulations 42 CFR § 405.374, providers, physicians and suppliers have 15 days from the date of this demand letter to submit a rebuttal statement. The rebuttal process provides the debtor the opportunity to submit a statement and accompanying evidence indicating why recoupment should not be initiated. The outcome of the rebuttal process could change how or if CMS will recoup. If you have reason to believe the withhold should not occur on [Demand Date + 41] you must notify the claim processing contractor before [Demand Date + 41]. CMS will review your documentation. The claim processing contractor will advise you of its decision in writing within 15 days of your request. However, the rebuttal statement is not an appeal of the overpayment determination, and it will not delay/cease recoupment activities.

The rebuttal process is separate from the discussion period. The rebuttal statement, which may be submitted to the Medicare Administrative Contractor (MAC), should address why the recoupment should not be put into effect on the date specified in this notice. For further details, please refer to 42 CFR 405.370-375, the Medicare Program Integrity Manual (PIM), Publication 100-08, Chapter 3, Section 3.6.6 A&B, CMS Change Request (CR) # 6183, and the MLN Matters article # MM6183.

30 Days:

- **Repayment Plans:** Please contact us immediately if you are unable to refund the entire amount at this time so that we may determine if you are eligible for a **repayment plan**. Any CMS approved repayment plan would run from the date of this letter. Recoupment by offset (which starts on day 41) can be averted by submitting a check with your repayment plan application.
- **Interest Assessment Begins on the 31st Day:** Under Medicare law, 42 CFR 405.378, a refund is required within 30 days from the date of this letter or interest will be assessed. Interest began to accrue as of the date of this demand letter and will continue to accrue at a rate of [Current CMS Interest Rate]%. Beginning on the 31st day interest will be assessed for each full 30-day period payment is not made on time. If the entire amount is refunded before day 30 no interest will be assessed on the overpayment. Example: An overpayment is identified for \$795.45 and a demand letter is sent on 03/01/09. The physician does not remit payment on the overpayment until 04/15/09 (45 days after the date of the initial demand letter). Therefore, on 04/01/09 interest accrues on the \$795.45 for one full 30-day period.
- **Information for those in Bankruptcy:** If you have filed a bankruptcy petition or are involved in a bankruptcy proceeding, Medicare financial obligations will be resolved in accordance with the applicable bankruptcy process. Please contact us immediately to notify us about the bankruptcy so that we may coordinate with CMS and the Department of Justice to assure your situation is handled appropriately. Please supply the name and district under which the bankruptcy is filed if possible.

40 Days

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www.dcsrac.com

DCS

- **Recoupments:** After 40 days Medicare will begin withholding. NOTE: The withholding of Medicare payments will apply to current and future claims until the full overpayment amount and any applicable interest has been recouped or an acceptable extended repayment request is received.

How to Stop Recoupment:

Even if the overpayment and any assessed interest have not been paid in full you can stop Medicare from recouping any payments if you act quickly and decisively. Medicare will permit providers, physicians and suppliers to **stop recoupment** at several points. The first occurs if Medicare receives a valid and timely request for a redetermination within 30 days from the date of this letter. If the appeal is filed later than 30 days, we will also stop recoupment at whatever point that an appeal is received but Medicare may not refund any recoupment already taken.

Medicare will again stop recoupment if, following an unfavorable or partially favorable redetermination decision, you decide to act quickly and file a valid request for reconsideration with the Qualified Independent Contractor (QIC). The address and details on how to file a request for reconsideration will be included in the redetermination decision letter.

What are the timeframes to stop recoupment:

First Opportunity: To avoid the recoupment, the appeal request must be filed within 30 days of this letter. We request that you clearly indicate on your appeal request that this is a RAC **overpayment** appeal and you are requesting a redetermination. Send your appeal request with a copy of this entire letter to:

WPS Medicare Part A
Medicare Appeals
PO Box 1602
Omaha, NE 68101

Second Opportunity: If the redetermination decision is 1) **unfavorable** Medicare can begin to recoup no earlier than the 61st day from the date of the Medicare redetermination notice (Medicare Appeal Decision Letter) or 2) if the decision is **partially favorable**, we can begin to recoup no earlier than the 61st day from the date of the Medicare revised overpayment Notice/Revised Demand Letter or 3) if the appeal request was received and validated after the 60th day Medicare will stop recoupment. The address and details on how to file a request for reconsideration will be included in the redetermination decision letter.

What Happens following a Reconsideration by a Qualified Independent Contractor.

Following decision or dismissal by the QIC, if the debt has not been paid in full, Medicare will begin or resume recoupment whether or not you appeal to any further level.

NOTE: Even when recoupment is stopped, interest continues to accrue.

120 Days

- **Appeals Must be Filed WITHIN 120 Days:** If you disagree with the overpayment decision, you may file an appeal. You have the option to appeal all of the claims from the overpayment letter or only part of the claims in the overpayment letter. An appeal is a review performed by people independent of those who have reviewed your claim so far. There are multiple levels of appeals. The first level of appeal is called a "**redetermination.**" A redetermination must be filed within 120 days of the date you receive this letter (presume five days following date of this letter). **However, if you wish to avoid recoupment from occurring and assessment of interest of this overpayment you need to file your request for redetermination within 30 days from the date of this letter as described above.**
- **Filing An Appeal:** A request for a redetermination along with a copy of this letter should be mailed to:

WPS Medicare Part A
Medicare Appeals
PO Box 1602
Omaha, NE 68101

NOTE: Interest continues to accrue throughout the appeals process.

Overpayment Report
Issue: [RAC Concept Name]

Beneficiary Name	Beneficiary HIC	DOS From	DOS To	Claim Number	Medicare Original Pmt Amt	RAC Updated Pmt Amt	Improper Payment Amt	Invoice Number	RAC Case ID
Smith, John	1234567890A	1/6/2008	1/8/2008	1234567890	\$1,141.66	\$807.40	\$334.26		
Doe, Jane	1234567891A	4/7/2008	4/7/2008	1122334455	\$514.72	\$257.22	\$257.50		
Rodriguez, Jesus	1234567892A	6/6/2008	6/6/2008	9988776655	\$319.36	\$0.00	\$319.36		