Workers' Comp

CMS Commercial Repayment Center (CRC) Contractor Transition

January 22, 2018
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Genex

Keep current with new legislation and its potential effect on your organization. This regulatory update is for informational purposes only, and provides some key highlights on state initiatives that may impact the Medicare Set-Aside services Genex provides.

On Thursday January 18, 2018 CMS held a webinar to review the transition of Medicare Secondary Payer contractor operations from CGI Federal to Performant Recovery Inc. The transition will take place in early February and will have no effect on activities performed by Benefits Coordination & Recovery Center (BCRC).

Performant is not a newcomer to the recovery arena and has over 40 years of recovery and collections experience. They presently serve as the Recovery Audit Contractor (RAC) for the upper Northeast region and as a National RAC for DME, HHS and Hospice services. Likewise, Performant has10 years recovery audit experience for Medicaid and Medicare.

CGI Federal, the current CRC contractor, will cease all operations effective **February 9, 2018** with Performant Recovery Inc. commencing CRC operations at 8am EST on **Monday, February 12, 2018.** CGI's fax server will be turned off effective 8:00PM EST on February 6th. Performant's fax service will be turned on effective 8:00 AM EST on Monday February 12th.

Webinar attendees were made aware of the upcoming CRC operations "Dark Days" on February 8-9, 2018. During this time frame:

- Telephone calls will be taken but the information given will only reflect CRC case information effective as of the close of business on Wednesday, February 7, 2018.
- MSPRP will be available for CRC cases but will only reflect CRC case information effective as of the close of business on Wednesday, February 7, 2018 and no documentation can be uploaded during the dark days.

- Any correspondence received during the dark days will be held and transferred to Performant on February 12, 2018
- Hardcopy information received prior to February 12, 2018 will be held at Performant and not processed until February 12th

What is Changing?

The CRC address and fax number:

Medicare Commercial Repayment Center -NGHP ORM
PO Box 269003
Oklahoma City, OK 73216-9003
Fax # (844) 315-7627

Post transition, any information that is mailed to the old CRC address will be forwarded to Performant. Mail forwarding will only occur for a limited time after the changeover.

What is Remaining the Same?

All current case information will be transitioned from CGI to Performant. The same case identification numbers will be used and duplicate cases will not be created. Any unresolved CRC cases will also be transferred and will be worked on by Performant.

Performant will have access to complete case histories, copies of communication, correspondence, contact information and authorizations.

The recovery process, including established time frames, will remain the same as these are CMS' recovery process and not those of the CRC contractor.

CRC Call Center will be available from 8am-8pm (EST)

The Performant management team anticipates a smooth transition, continued outreach with the stakeholder community and improved communication between BCRC and CRC.

A special inquiry email address crcnghpinquiries@performantcorp.com has been established for questions. The special inquiry email will be activated on February 12th.

We at Genex are looking forward to working with Performant and cannot wait to try out the special inquiry email for your most pressing CRC recovery questions.

For more information/questions about the CRC Contractor Transition or Medicare conditional payments please contact Genex MSA at 1.888.GO.GENEX or msadirect@genexservices.com.



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