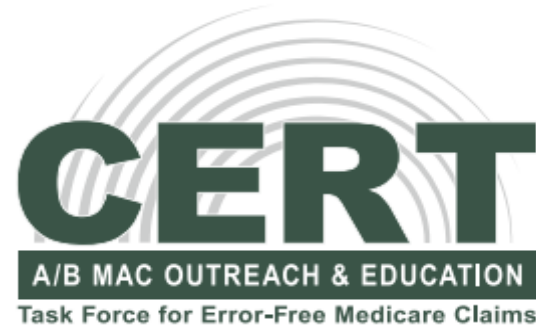# CERT A/B MAC
Outreach & Education Task Force

The Comprehensive Error Rate Testing (CERT) Part A and Part B Medicare Administrator Contractor (MAC) Outreach & Education Task Force develops national educational material, approved by CMS, to reduce the CERT improper payment rate

How are we reducing improper Medicare payments?

CERT Improper Payment Rate Reduction

All MAC Collaboration

National Educational Products

Provider Support & Denial Reduction

How are the MACs and CERT contractor different?

MACs

- MACs perform
  - Provider enrollment
  - Claims processing and payment
  - Redeterminations
  - Recoupments
  - Provider education
  - Medical review
  - Cost report audits
  - [Who are the MACs | CMS](#)

CERT Contractor

- Reviews a random sample of Part A/B and Durable Medical Equipment (DME) paid claims
- Asks for complete medical records to support review of claim payment
- Determines if there's a payment error from billing, coding, and coverage criteria not met
- Publishes annual [Medicare FFS Supplemental Improper Payment Data](#)

What's my MAC's role in a CERT review?

- **MACs**
  - Don't complete CERT audits
  - Review CERT error findings to develop education
  - Partner with providers successful reviews
  - May contact you about an error finding
  - Give the CERT program corrected pricing information based on the CERT decision
  - Adjust claims based on CERT Contractor's review decision
    - Claim adjustment can result in an underpayment or overpayment
  - Pay or recover any overpayments when CERT contractor finds improper payments

Making sure national education products are consistent

There are common billing and documentation errors in CMS Fast Facts and CERT Task Force products

CERT Task Force Webpage

Education resources
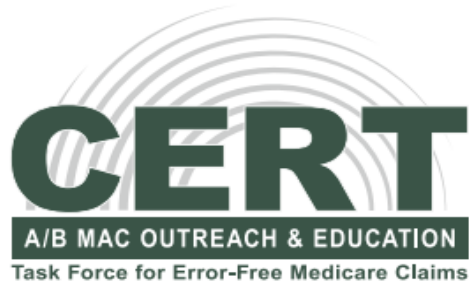
Web-based Training

Presentations

CERT videos

Fast Facts

CMS MLN Provider Compliance Webpage

Fast Facts

Left side of CMS MLN Provider Compliance webpage

Most Popular Educational Products
Task Force co-branded, scenario, and video products

- What's the Comprehensive Error Rate Testing (CERT) Program?

- Collaborative Patient Care is a Provider Partnership

- Complying with Laboratory Services Documentation Requirements (PDF)

- Complying with Medical Record Documentation Requirements Fact Sheet (PDF)

- Medicare Documentation Job Aid for Doctors of Chiropractic (PDF)

- Outpatient Rehabilitation Therapy Services: Complying with Documentation Requirements (PDF)

- Patient Discharge Status Codes Matter (PDF)

- Provider Minute: The Importance of Proper Documentation (Video)

- Provider Minute: Utilizing Your MAC (Video)