

## Demand Letter Transition to MAC FAQs

Providers have received notification that the Medicare Administrative Contractors (MACs) will begin issuing the demand letter on the Recovery Auditor (RA) improper payment findings. Below are a series of FAQs regarding the Demand Letter Recovery Auditor new process.

Question:

Will the MAC be sending out the demand letter on both the automated and complex RA reviews?

Answer:

Yes. The MAC will be issuing the demand letters for all types of RA reviews.

Question:

Who will issue the Underpayment Notification Letter?

Answer:

The RAs will continue to issue the Underpayment Notification Letters.

Question:

Will I receive any notification of an improper finding from the RA?

Answer:

Yes. The RA will continue to send Review Results letters on complex reviews and Informational Letters on automated and semi-automated reviews. The Informational Letters will supply the majority of the audit detail previously supplied with the demand letter on automated and semi-automated reviews. The Review Results and Informational Letter will be sent to the designated address listed on the HDI Provider Portal.

Question:

Who do I contact if I believe I should have received a demand letter but have not received it yet (after 1/3/2012)?

Answer:

You would contact the Customer Service area at your MAC.

Question:

Who do I contact if I have a question or concern on a RA improper payment?

Answer:

You would contact your RA. For Region D (HDI) you would contact the appropriate Provider Service number below.:

Part A 866-590-5598

Part B 866-376-2319