

## FACT SHEET: Which Form Should I Use?

Form	Redetermination Request Form (CMS-20027)	Reopening Request Form
<b>What Do I Use This Form For?</b>	To request an appeal for anything other than a minor billing error or omission.	To request a correction for minor billing errors or omissions.
<b>When Do I Use This Form?</b>	<p>Use the Redetermination Request Form when the following occur (including, but not limited to):</p> <ul style="list-style-type: none"> <li>• Changes that would create an overpayment</li> <li>• Appeal on established overpayment (demand letter sent)</li> <li>• CERT (Comprehensive Error Rate Testing)</li> <li>• Provider Enrollment issues (not valid or eligible provider number)</li> <li>• Wrong Payee</li> <li>• Adding services that were not previously billed (i.e. increase number of services with an increase in the billed amount)</li> <li>• Add/Change/Delete modifiers such as 22, 62, or 66</li> <li>• Complex (such as analysis of documentation)</li> <li>• CMS input (i.e. services after date of death)</li> </ul>	<p>Use the Reopening Request Form:</p> <ul style="list-style-type: none"> <li>▶ To correct clerical errors (defined as human or mechanical errors on the part of the party or the contractor), such as: <ul style="list-style-type: none"> <li>• Mathematical or computational mistakes</li> <li>• Transposed procedure or diagnostic codes</li> <li>• Inaccurate data entry</li> <li>• Misapplication of a fee schedule</li> <li>• Computer error</li> <li>• Denial of claims as duplicates which the party believes were incorrectly identified as a duplicate</li> </ul> </li> <li>▶ To perform clerical error or minor omission reopenings when the following occur (including, but not limited to): <ul style="list-style-type: none"> <li>• Increasing the number of services or units (without an increase in the billed amount)</li> <li>• Adding/Changing/Deleting modifiers such as 24, 25, 58, 76, 78, 79, or GA</li> <li>• Fixing transposed procedure codes</li> <li>• Changing place of service or date of service that affect a denied service</li> </ul> </li> </ul>

**Note:** If the initial determination payment cannot be changed, we cannot process the request as a redetermination or reopening.