

Texas Tech University Health Sciences Center El Paso Institutional Compliance Policy

Policy: Queries Directed to CMS	Policy #: BCP EP 1.4
Effective Date: March 14, 2001	Last Revision Date: January 28, 2026
References: N/A	
TTUHSC El Paso Billing Compliance Website: https://ttuhscep.edu/compliance/BillingCompliance/default.aspx	

Policy Statement

On occasions, it becomes necessary to direct queries to the Centers for Medicare & Medicaid Services (CMS). This policy explains how such queries are handled and by whom. This policy documents the dissemination of information obtained from the queries.

Scope

This policy is for all Texas Tech Health Science Center El Paso (TTUHSC EP) faculty and staff.
Effective

Policy

Periodically, questions related to documentation and/or reimbursement arise that will require queries to the Medicare Administrative Contractor (MAC) or to CMS. Questions may be submitted to these agencies by the Medical Coding Management. Written answers to queries will be shared with the clinical areas, the Medical Practice Income Plan (MPIP), and the Institutional Compliance office. This policy does not apply to those questions typically submitted by the billing areas to the carrier for billing process inquiries. This policy applies to all TTUHSC EP employees.

Frequency of Review

This policy will be reviewed every even-numbered year by the Medical Coding Auditor Manager, and the Billing Compliance Advisory Committee. This policy may be amended or terminated at any time to reflect the changes in the TTUHSC EP policies or applicable laws and regulations.

Questions regarding this policy may be addressed to the Medical Coding Auditor Manager, or the Institutional Compliance Officer.

Review Date: 5/2016, 6/2019, 1/13/2022, 1/24/2024, 1/28/2026

Revision Date: 9/2002, 6/2016, 1/13/2022, 1/24/2024, 1/28/2026