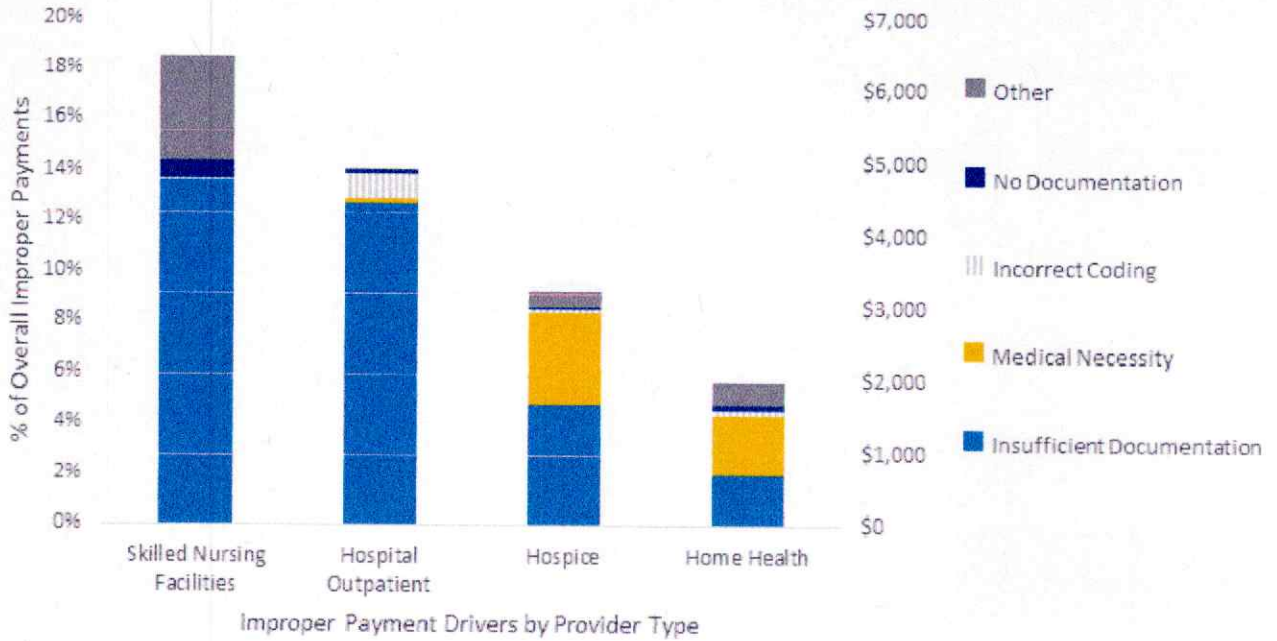Improper payment drivers are service types or provider types that make up the largest proportions of the overall CERT improper payments. For the 2022 reporting period, the Medicare FFS improper payment drivers are: Skilled Nursing Facilities, Hospital Outpatient, Hospice and Home Health. The following figure and tables will provide additional information about the improper payment drivers.

Figure 4: Improper Payment Rate Error Categories by Percentage of 2022 National Improper Payments and Improper Payments (in Millions) by Improper Payment Drivers

Improper Payment Drivers by Provider Type

Skilled Nursing Facility

Skilled nursing facilities (SNF) is defined as all services with a provider type of SNF, including SNF inpatient, SNF outpatient, and SNF inpatient Part B. The projected improper payment amount for SNF services during the 2022 report period was $5.8 billion, resulting in an improper payment rate of 15.1 percent.

Table 1: Top Root Causes for Skilled Nursing Facility

Root Cause Description	Error Category	Sample Claim Count[6]
Case Mix Group (CMG) component documentation - Missing	Insufficient Documentation	102
HIPPS level changed based on documentation submitted	Insufficient Documentation	73
Nursing home records - Missing	Insufficient Documentation	68
Order - Inadequate	Insufficient Documentation	65
Physician's Certification/Recertification - Inadequate	Insufficient Documentation	54
Order - Missing	Insufficient Documentation	51
Physician's Certification/Recertification - Missing	Insufficient Documentation	38
Signature log to support a clear identity of an illegible signature - Missing	Insufficient Documentation	21
HIPPS/RUG level in the repository does not match the RUG level billed	Other	17
Physical/Occupational/Speech Therapy - Plan of care - Missing	Insufficient Documentation	15

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[6] The root cause and error category with the highest sample claim count in Tables 1 through 4 may not correspond with the top error category of improper payments for the drivers in Figure 4.