



CHANGE HEALTHCARE CODING ADVISOR PROGRAM TO ASSIST HIGHMARK IN IMPROVING EVALUATION AND MANAGEMENT CODING PRACTICES

New Approach Aims to Educate and Reduce Evaluation and Management Billing Errors

Coding Evaluation and Management (E/M) services correctly is a well-known challenge for most providers. E/M coding constitutes a high percentage of mistakes compared to coding for other services. Providers are faced with the difficult task of determining which CPT code appropriately reflects the complexity of the visit and many times select the wrong E/M code.

In an attempt to help providers and their offices facilitate correct E/M coding, Highmark Blue Shield has contracted with Change Healthcare, formerly known as Emdeon. Change Healthcare's product, Coding Advisor, will review the use of E/M codes and the billing of modifier 25 for all providers participating in Highmark's commercial and Medicare Advantage networks.

Billing scenarios will include claims reporting E/M services with the following CPT codes:

Services	CPT Codes
New patient office or outpatient visits	99201, 99202, 99203, 99204, 99205
Established patient office or outpatient visits	99211, 99212, 99213, 99214, 99215
Office consultations	99241, 99242, 99243, 99244, 99245
Modifier 25 — significant, separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service	25

Note: Highmark reserves the right to modify or supplement the listed CPT codes.

The program's aim is to maximize E/M coding efficiency and accuracy, reduce audits, and provide education to providers regarding proper E/M level billing.

Beginning Aug. 1, 2016, Coding Advisor will send letters to providers who are outside their peers in billing of higher E/M codes. The letter will alert the provider to the billing trend and will include a profile report illustrating a comparison of their billing to that of their peers.

Coding Advisor will continue to monitor E/M billing practices and will send updated report(s) periodically. They may contact your practice to request medical records with the intention of identifying any coding discrepancies and to perform one-on-one coding education. All correspondence will be sent to you from Change Healthcare.

If you receive a physician profile and you have questions, please call Change Healthcare Coding Advisor's Customer Support at 1-844-592-7009 and select Option 3.