



PROVIDERS TO RECEIVE E&M CODING ALERTS FROM CHANGE HEALTHCARE'S CODING ADVISOR SERVICE STARTING 1/1/17, ENHANCEMENT WILL ASSIST WITH APPROPRIATE E&M CODING

Highmark has contracted with Change Healthcare, formerly known as Emdeon, to improve evaluation and management (E&M) coding efficiency and accuracy, reduce audits and educate providers regarding proper E&M level billing. Based on a claims analysis performed by Change Healthcare, some network providers were found to be billing high-level codes significantly more often than their peers within the same specialty. Such providers should have started receiving reports via U.S. Mail from Change Healthcare that demonstrate the expected billing distribution, as determined by the billing behavior of other providers within the specialty.

In addition to the mailing campaign, Change Healthcare's Coding Advisor program uses clearinghouse electronic data interchange (EDI) transaction technology to notify providers of their high-level E&M code submission status at the point of claim submission through industry standard claim status messaging. Through the messaging process, providers can engage in educational discussions with Change Healthcare's team of master-level professional coders and are encouraged to re-evaluate their coding for the purpose of resubmission with validated or corrected assignments. However, the claim-status alerts will only affect those providers previously determined by Change Healthcare to be billing high-level codes significantly more often than their peers and who use Change Healthcare as a clearinghouse today.

The Coding Advisor alerts will begin Jan. 1, 2017, and will require providers to review and resubmit their claims for E&M services. Providers must resubmit claims within 90 days of receiving the Coding Advisor alert. This enhancement has been implemented to assist providers with proper coding of future E&M claims. Coding Advisor reviews 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 include claims reporting E&M services with the following CPT® codes:

Services	CPT Code
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.

Coding Advisor monitors E&M billing practices and will send updated reports periodically. This company 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 have questions, please call Change Healthcare Coding Advisor's Customer Support line at 1-844-592-7009, Option 3.