

# PROVIDER BULLETIN

## PROVIDER INFORMATION



July 1, 2020

### **Emergency Department Level of Service Coding Reimbursement Policy**

As the cost of health care continues to rise, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is committed to improving the sustainability of care by ensuring high-quality, appropriate care is delivered at a fair price and billed appropriately for the services provided to our members.

Beginning September 1, 2020, Blue Cross will implement a new reimbursement policy to help ensure Emergency Department (ED) providers are reimbursed accurately based on the level of services provided.

In order to reduce the administrative and financial impact to providers, Blue Cross will not initially deny or recoup ED claims as a result of this reimbursement policy. Instead, level 4 and 5 ED visit claims data will be reviewed on a post-payment basis and shared with providers that have a higher utilization of these codes compared to peer providers. The expectation is that this additional clarity and information will support improved coding to most accurately reflect the level of ED care delivered. In the event that such corrections are not made after a period of time, Blue Cross retains the right to deny improper charges or recover payments made. Blue Cross will work with providers in support of ongoing efforts to assure compliance with accurate coding.

#### **Products Impacted**

This policy only applies to subscribers who have Commercial and Federal Employee Program (FEP) lines of business.

#### **Next Steps for Providers:**

- Review the reimbursement policy, including the criteria Blue Cross will use to determine the appropriate level of reimbursement as applicable for ED services.
- Adjust internal policies and procedures to ensure alignment with this policy.
- Review data reports from Blue Cross on utilization of levels 4 and 5 ER codes and readjust billing practices accordingly.

#### **Reporting and Post-Payment Reviews**

Following post-payment review, detailed reports will be shared with ED providers beginning with September 1, 2020 dates of service to help determine where billing adjustments are required.

#### **Reminder Regarding Reimbursement Policies:**

This is not a change in medical policy or member benefits, but a change in reimbursement policy. Reimbursement policies are updated on an ongoing basis and used by Blue Cross to define if and how certain claims will be paid for various health care services.

Blue Cross will not be denying claims or recouping payment as a result of this reimbursement policy at this time.

To access the reimbursement policy:

Go to [providers.bluecrossmn.com](https://providers.bluecrossmn.com)

- Under Tools & Resources, select “Reimbursement Policies”
- Locate “Emergency Department Level of Service Coding”

### **Questions?**

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.