

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



**This Quick Points was revised on 12/2/15. Please see Quick Points QP19R1-15 for the revision.**

### **Emdeon Coding Advisor**

September 22, 2015

Blue Cross and Blue Shield of Minnesota (Blue Cross) has contracted with Emdeon to review the billing of high level Evaluation and Management (E/M) codes (99204, 99205, 99214, 99215, 99244, and 99245) for all practitioners contracted with Blue Cross. The intent of the program is to identify practitioners that bill a higher percentage of high level E/Ms than their like-specialty peers and to provide education regarding E/M level billing.

If a practitioner is consistently billing high level E/Ms more frequently than their peers, a letter will be sent to the practitioner by Emdeon to alert the individual to this billing trend. A profile will also be provided with the letter showing a comparison of the practitioner's billing to that of their peers.

Approximately 2 to 3 weeks after the letters are mailed, experienced certified coders employed by Emdeon will contact providers via telephone to walk them through the profile and to explain the program.

After this communication occurs, if the practitioner continues to bill a higher percentage of high level E/Ms than their like-specialty peers, a request for medical records will be made by Emdeon. Their coding professionals will review the medical records to determine if the E/M level is supported. If the medical records do not support the level billed additional educational outreach will be provided.

This program has been created for educational purposes and will not directly result in the recouping of claims. However, practitioners who continue to consistently bill unsupported high level E/Ms after the medical records have been reviewed and education has been provided will be referred to Blue Cross for further review. Medical records must always support coding and Blue Cross routinely audits claims to ensure accuracy of coding and documentation in the medical records.

### **Questions?**

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