

MDH Health Department Billing Manual Training Session

October 28, 2020

Presented by:

Chris Perkey, RN, CMPE, Senior Consultant

Denise M. Walsh, CPC, CHSP Senior Consultant



Rosen, Sapperstein & Friedlander, LLC.

Health Care Division

405 York Road, Towson, MD 21204

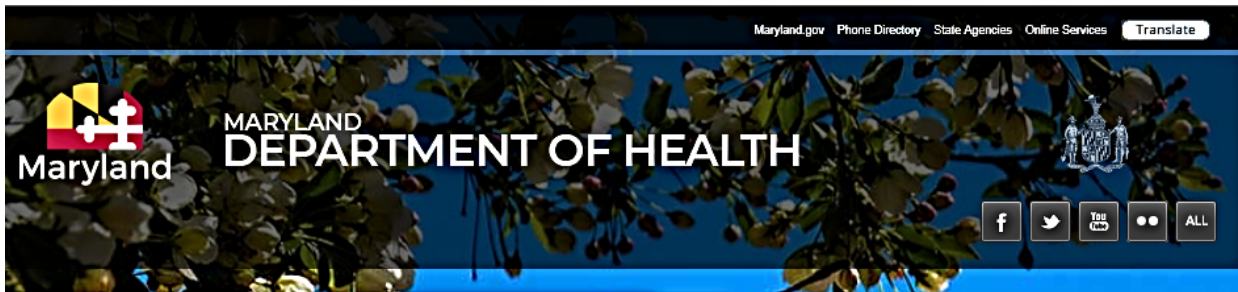
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**Maryland Department of Health - Local Health Department
Billing Manual Webinar/Training Session
October 28, 2020 Agenda**

- Welcome and Introductions
- History and Access to the Manual and Training/Webinars
- New Manual Format and Navigation – Adobe PDF
- Chapter Overviews
 - I. Maryland
 - II. Creating the Billing Foundation (*NPI, CLIA, NDC, etc.*)
 - III. Revenue Cycle Management (billing, coding, claims, etc.)
 - IV. LHD Programs (*STI, FP, HIV, SBHC, IZ, BH, SUD, DDP, Dental, etc.*)
 - V. Billing-related Software
 - VI. Maryland Payers (*Medicaid, MCO's, Medicare, Commercial*)
 - VII. Contracting and Credentialing
 - VIII. Compliance
 - IX. Resources
- COVID – 19 Updates
- 2021 Evaluations and Management Updates
- Questions and Answers

MDH Website

<https://pophealth.health.maryland.gov/Pages/Local-Health-Department-Billing-Manual.aspx>



Local Health Department Billing Manual

Overview

The Local Health Department (LHD) Billing Manual (Manual) provides a framework for LHDs to implement and/or expand their billing infrastructure. Maryland's 24 LHDs continue to assess their capabilities, readiness and challenges to bill insurance providers and collect for healthcare services. This manual will serve as a technical resource for the LHDs for implementing and/or expanding their billing infrastructure.

The LHD Billing Manual provides information in the following categories:

1. Maryland General Information
2. Creating the Billing Foundation
3. Revenue Cycle Management
4. LHD Programs and Services
5. Billing-related Software
6. Maryland Payers
7. Contracting and Credentialing

The current version of the LHD Billing Manual is available at:

- [Local Health Department Billing Manual](#)
- [Local Health Department Billing Manual - PDF Version \(UNDER CONSTRUCTION\) August 2020, Version 23, includes a COVID-19 folder](#)



Monthly updates to the LHD Billing Manual:

- [October 2020 - COVID-19 and Flu Immunization Information](#)
- [August 2020 - COVID-19 Information](#)
- [June 2020 - COVID-19 Information](#)
- [May 2020 - COVID-19 Information](#)
- [April 2020 - COVID-19 Information](#)
- [March 2020 - COVID-19 Information](#)
- [January 2020](#)
- [December 2019](#)
- [November 2019](#)
- [October 2019](#)
- [June 2019](#)
- [May 2019](#)
- [March 2019](#)
- [January 2019](#)

LHD Billing Manual Trainings

- [MDH Local Health Department Billing Manual & COVID-19 April 22, 2020 PPT](#)

[Click here for a recording of the training.](#)

View from MDH Website Link

[https://pophealth.health.maryland.gov/Pages/Local-Health-Department-Billing-Manual-\(PDF\).aspx](https://pophealth.health.maryland.gov/Pages/Local-Health-Department-Billing-Manual-(PDF).aspx)

Local Health Department Billing Manual

UNDER CONSTRUCTION: Thank you for your patience while we continue to convert the Local Health Department Billing Manual to a pdf format.

Introduction

- LHD Billing Manual Cover
- Introduction and Background
- Statement of Disclaimer
- Table of Contents

Key Items

- COVID-19 Billing Information
- October 2020 - COVID-19 and Flu Immunization Updates
-  V24 Update Files.zip



While the new Billing Manual is under construction, the V24 updates can be found here.

- Section I. Maryland General Information
- Section II. Creating the Billing Foundation
- Section III. Revenue Cycle Management
- Section IV. LHD Programs and Services
- Section V. Billing Related Software
- Section VI. Maryland Payors
- Section VII. Contracting and Credentialing
- Section VIII. Compliance
- Section IX. Resources

MDH Billing Manual V23 in Adobe Portfolio

<https://forms.health.maryland.gov/lhdbilling/>

Quick Links

- LHD Billing Home
- MDH Billing Manual Webinar (Session 1 of 2)
- MDH Billing Manual Webinar (Session 2 of 2)
- Maryland Department of Health Local Health Departments Billing Manual Training Session
- MDH Chapter IV Billing Manual Presentation (5/24/17)
- Navigating Adobe Portfolio

Layout Files

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MDH Billing Manua...

MDH Billing Manual V23 August 2020 - Includes COVID-19

MARYLAND
Department of Health

Local Health Department Billing Manual

Includes - COVID-19

Version 23
August 2020

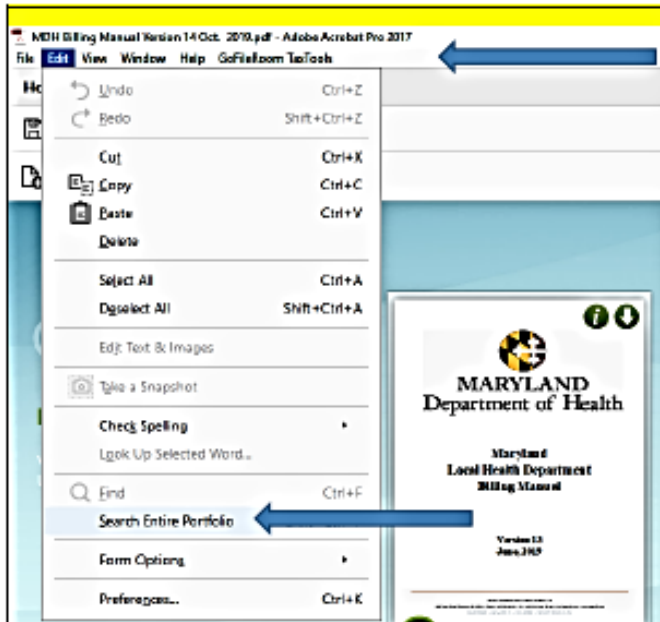
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MDH Billing Manual V23 August 2020

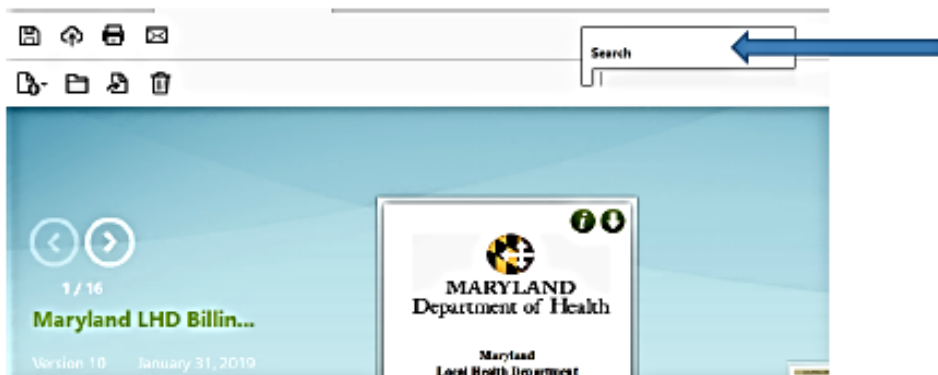
Adobe Portfolio

How to “Search” for a Document in the Manual

- Click on the Tool Bar Edit Button
- Click SEARCH



- A SEARCH Field will appear on the screen
- Type in a keyword to search for a document(s)
- Wait while the system searches for any document that contains the keyword
- A list of documents will appear on the screen
- Click on the chosen document to view it



Previous Billing Manual Adobe Portfolio Trainings Still Available on MDH Website

<https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/Webinar%20-%20MDH%20Manual%20and%20COVID-19%204-22-2020%20FINAL.pdf>

<https://www.youtube.com/watch?reload=9&v=MTh80xinWK8>



LHD Billing Manual Trainings

- **MDH Local Health Department Billing Manual & COVID-19**
April 22, 2020 PPT

[Click here for a recording of the training.](#)

Click on the above links for previously recorded training sessions and PowerPoint slides for MDH Billing Manual in Adobe Portfolio format.



Table of Contents

Version 23 – August 2020

	COVID19 – FOLDER March-August 2020
I.	Maryland General Information <ul style="list-style-type: none"> ▪ State and County Governance ▪ Maryland County Map ▪ Senate Bill 104 – Health Officer’s Authority to Retain Collections and Waive Charges ▪ COMAR 10.02.01.07– Ability to Pay and Fees to be Collected ▪ LHD – Essential Community Provider January 31, 2016 MD HealthBenefit Exchange ▪ Maryland Association of County Health Officers (MACHO) ▪ MD Health Connection – 2018 Data Report ▪ The Maryland Health Care Commission (MHCC)
II.	Creating the Billing Foundation <ul style="list-style-type: none"> ▪ Building the Internal Billing Structure Overview ▪ COMAR 10.02.01.04 - Setting the Charges for LHDs ▪ MDH Non-Chargeable List ▪ MDH Sliding Fee Scale ▪ US Federal Poverty Levels ▪ Taxonomy Codes and Information ▪ CLIA ▪ State Lab Certificate ▪ Proper Documentation & Coding Overview ▪ National Provider Identifier (NPI) Folder (Organizational & Sub-Part) ▪ National Drug Codes (NDC) Folder ▪ Tax ID Folder – W9 Form & Instructions; IRS147C ▪ NUCC National Uniform Claim
III.	Revenue Cycle Management (RCM) <ul style="list-style-type: none"> • Revenue Cycle Overview (RCM) • Revenue Cycle Process Snapshot • Revenue Cycle Process – CAREDEA Guide • Waiving Copays – Office of the Inspector General (OIG) • MDH MA Policy – Free Care Non-Medicaid Patients • Front-end Revenue Cycle Process Folder • Coding and Documentation Clinical Services • Billing Folder – Claims, Payments, Denials, Collections and Central Collections Unit (CCU) • Administrative - RC Management, Key Performance Reports, Sample of Internal Controls • Outsource Billing Services

<p>IV.</p>	<p>LHD Programs and Services</p> <ul style="list-style-type: none"> • HIV • PrEP • Reproductive Health • STI • Immunizations • SBHC (School Based Health Centers) • Hep C (HCV) • Rabies • SBIRT • TB • SUD – Behavioral/Mental Health • Dental • Refugee • Telemedicine • Diabetes (Info to be added) • Nutrition (Info to be added)
<p>V.</p>	<p>Billing-related Software</p> <ul style="list-style-type: none"> • Medical Billing Software Overview • Practice Management Systems (PMS) • Clearinghouse • Electronic Health Records (EHR) • Payer Provider Portals (Direct Claim Submission) • Patient Portals (Customer Relationship Management CMR) • Data Hub
<p>VI.</p>	<p>Maryland Payers</p> <ul style="list-style-type: none"> • Provider Manual Resource Tool – AAPC • Maryland Medicaid • MCO Health Choice – Amerigroup, Aetna Better Health, Jai, MD Physicians Care, MedStar, Priority Partners, Univ. of MD (<i>Riverside</i>), UHC Community Plan • Commercial Payers Folder – United HealthCare, Carefirst, Aetna, Cigna, Tricare, JHHP, EHP • Medicare
<p>VII.</p>	<p>Contracting and Credentialing</p> <ul style="list-style-type: none"> • Contracting and Credentialing the Differences • Credentialing Flow Chart • CAQH Credentialing • PECOS (Medicare) • ePrep (Medicaid) • MDH Contracting Protocols

MDH Billing Manual Version 23 Update Log

<https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/V23-August-2020-LHD-Billing-Manual-Update.pdf>

MARYLAND LOCAL HEALTH DEPARTMENT – BILLING MANUAL

August 2020

Version 23 August 2020 Log of Billing Manual Updates and Additions		
Chapter	Chapter - Folders	Updates and Additions
	COVID-19	Aetna BetterHealth COVID Notice & Newsletter
	COVID-19	Aetna BetterHealth Medicaid MCO – COVID April 2020
	COVID-19	CareFirst COVID-19 <i>(update)</i>
	COVID-19	CareFirst Dental COVID-19
	COVID-19	Cigna COVID Billing Guide July 28, 2020 <i>(update)</i>
	COVID-19	Cigna July 2020 COVID Update
	COVID-19	Cigna July 2020 COVID-19 Update Guide <i>(update from April 2020)</i>
	COVID-19	CMS Aug. 19 2020 MC Telehealth Presentation
	COVID-19	CMS FFS FAQs Aug 7,2020 COVID
	COVID-19	Coding & Billing Guide COVID PPE Aug 2020 ADA
	COVID-19	Delta-Dental COVID-19 Aug. 18, 2020 <i>(update)</i>
	COVID-19	MC July 30, 2020 FFS COVID MLN
	COVID-19	MD MA Reproductive Health Svc. Sept 2019 Overview - <i>(Update)</i>
	COVID-19	MD Medicaid Telehealth Program Update June 2020
	COVID-19	MDH July 24, 2020 PHE Extension Notice
	COVID-19	Medicare Telehealth
	COVID-19	MEMO MD Medicaid Telehealth Dentistry Guide March 30, 2020

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MDH Billing Manual Version 23 Update Log

<https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/V23-August-2020-LHD-Billing-Manual-Update.pdf>

MARYLAND LOCAL HEALTH DEPARTMENT – BILLING MANUAL

August 2020

	COVID-19	New Codes COVID Lab Tests CMS Aug 2020
	COVID-19	Office of Asst. Secretary for Prep & Response
	COVID-19	PHF Offers Free Tracing Support <i>(added)</i>
	COVID-19	PT 26-20 UPDATE - COVID-19 Reimbursable Laboratory Codes
	COVID-19	Public Health Emergency (PHE) Declarations & Waivers
	COVID-19	Public Health Emergency (PHE) FAQs
	COVID-19	Telehealth Checklist COVID FY20
	COVID-19	UHC COVID July 30,2020 Date-Provision-Guide
	COVID-19	UHC July 2020 Practice Admin Program COVID
I	MD General Information	The Maryland Health Care Commission (MHCC) <i>(added)</i>
I	MD General Information	Public Health Emergency FAQs <i>(added)</i>
II	Creating the Billing Foundation	NCUU July 2020 1500 Claim Manual Update <i>(updated)</i>
IV	LHD Programs & Services - Behavioral Health	Aetna 2020 Behavioral Health Provider Manual <i>(updated)</i>
IV	LHD Programs & Services - Dental	CareFirst - Dental COVID
VI	MD Payors - Commercial - Aetna	Aetna - Provider Quick Reference Guide
VI	MD Payors - Commercial - Aetna	Aetna May 2020 Provider Manual
VI	MD Payors - Commercial - Aetna	Aetna 2020 Behavioral Health Provider Manual
VI	MD Payors - Commercial - Aetna	Aetna Commercial Products - May 2020 Provider Manual
VI	MD Payors - Commercial - Aetna	Aetna Delegation Provider Guide Feb 2020
VI	MD Payors - Commercial - Aetna	Aetna Dental Claim Guide March 2019
VI	MD Payors - Commercial - Aetna	Aetna Medicare ID Card Guide 2020
VI	MD Payors - Commercial - Aetna	Aetna Products & Benefits Guide 2020

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Maryland General Information



- ❖ County & Baltimore City Governance
- ❖ Map of Maryland Jurisdictions
- ❖ COMAR
- ❖ MACHO
- ❖ Maryland Corporate Compliance (OIG)

Creating the Billing Foundation



- ❖ Non-Chargeable List.
- ❖ Maryland Ability to Pay Schedule.
- ❖ Federal Poverty Levels.
- ❖ Taxonomy Numbers.
- ❖ NPI Numbers – Individual; Organizational; Sub-part.
- ❖ CLIA & State Lab Certificates.
- ❖ NDC (*National Drug Codes*).
- ❖ Tax ID Forms.
- ❖ Proof of Income.
- ❖ NUCC (*National Uniform Claim Committee*).
- ❖ POS (*Place of Service Codes*).

Revenue Cycle Management



Revenue Cycle Management Guides

- ❖ Front-end Processes.
- ❖ Coding & Documentation Guides.
- ❖ Billing:
 - ❖ Claim Processing & Denial Management.
 - ❖ Patient & Insurance Account Receivables.
 - ❖ CCU (Central Collection Unit).
- ❖ Reports & KPI.

LHD Programs



- ❖ HIV
- ❖ PrEP
- ❖ Reproduction Health
- ❖ STI Services
- ❖ IZ
- ❖ SBHC
- ❖ Hep C
- ❖ Rabies
- ❖ SBIRT
- ❖ BH/MD/SUD
- ❖ Dental
- ❖ HepB
- ❖ Telehealth
- ❖ TB
- ❖ EPSDT
- ❖ Diabetes Program (DPP)
- ❖ Nutrition Program

Billing-related Software



- ❖ PMS - Practice Management Software for Billing.
- ❖ EHR - Electronic Health Records.
- ❖ Clearinghouse.
- ❖ Provider Portals.
- ❖ Patient Portals.
- ❖ CCU.

Maryland Payors



❖ Health Choice – Medicaid Managed Care (MCOs)

❖ AAPC Payor Link Tool

❖ Maryland Medicaid

❖ Commercial

❖ Medicare

❖ Payor Portals

➤ Aetna Better Health

➤ Amerigroup

➤ Jai

➤ Kaiser Health Choice

➤ Maryland Physicians Care (MPC)

➤ MedStar MCO

➤ Priority Partners (Johns Hopkins) MCO

➤ United Health Care Community Plan

➤ University of Maryland MCO

Contracting and Credentialing



- ❖ Difference Between Contracting & Credentialing.
- ❖ Medicare – PECOS.
- ❖ Medicaid – ePrep.
- ❖ CAQH.
- ❖ Billing & Credentialing Physician Extenders
- ❖ Credentialing Flow Chart.

Compliance



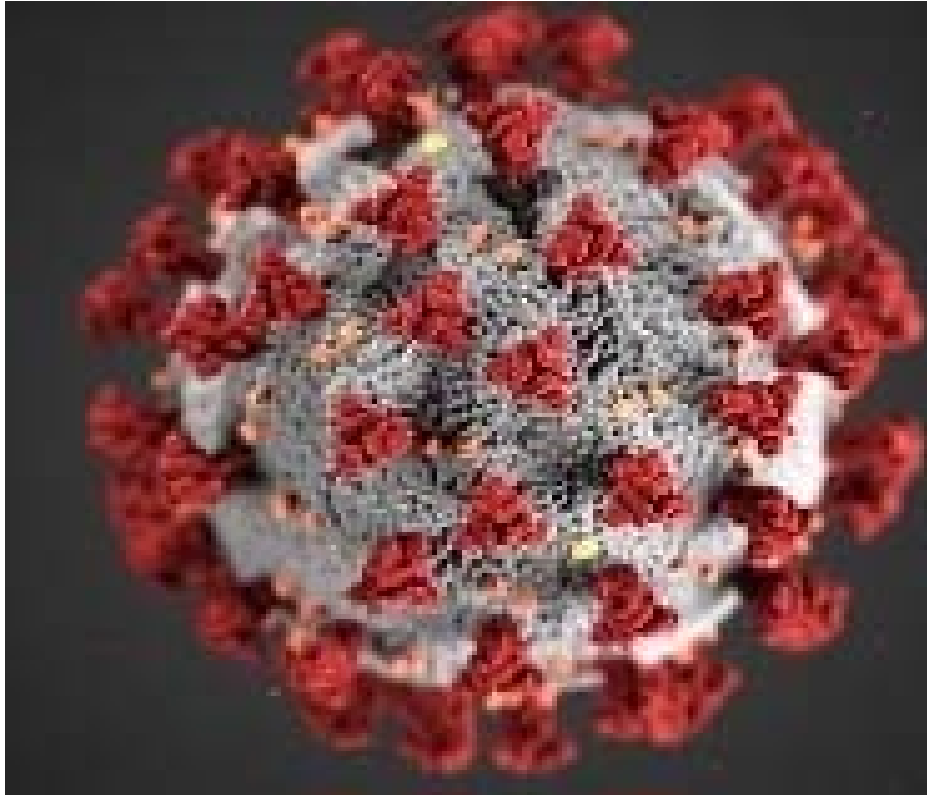
- ❖ MDH Corporate Compliance Plan & Addendum.
- ❖ Medicare Documentation FAQs.
- ❖ Medicare Compliance Resources.
- ❖ Medicare Fraud-Abuse.
- ❖ HIPAA Employee Access Tracking Guide.
- ❖ OIG Provider Compliance Program Guidance.
- ❖ PDMP Prescribers Mandate.
- ❖ Minor Consent Laws – Maryland.
- ❖ Confidentiality.

Resources



- ❖ MDH Record Retention.
- ❖ Non-Chargeable List.
- ❖ MCO Comparison Chart.
- ❖ Hyperlinks to Payors.
- ❖ Pediatric Coding Resource Guide.
- ❖ On-line ICD-10 Tool.
- ❖ Glossary of Health Coverage & Billing.
- ❖ Common Claim Denials.
- ❖ HPI & ROS Coding Guidelines.
- ❖ Medical Billing Acronyms.
- ❖ ACA FAQs.
- ❖ Adjustment Reason Codes.
- ❖ Time Based Coding.

COVID-19 UPDATES



COVID – 19 PUBLIC HEALTH EMERGENCY (PHE) EXTENDED

- On October 2, 2020 , HHS issued the latest 90 day extension of the PHE. This extension takes effect Oct. 23, 2020. It will extend the PHE until January 23, 2021
- Many commercial payors have also extended the expanded telehealth guidelines until December 31, 2020

PAYOR TELEMEDICINE EXPANDED GUIDELINES

Payor	Telehealth/Cost-Sharing	New Expiration (as of 10/15/20)
Medicare/CMS	Telehealth Expanded Guidelines	01/21/21
	Cost -Sharing	01/21/21
Maryland Medicaid	Telehealth Expanded Guidelines	01/21/21
Aetna	Telehealth Expanded Guidelines	12/31/20
	Cost -Sharing	12/31/20
CareFirst	Telehealth Expanded Guidelines	12/31/20
	Cost -Sharing	12/31/20
Cigna	Telehealth Expanded Guidelines	12/31/20
	Cost -Sharing	12/31/20
United Healthcare	Telehealth Expanded Guidelines	12/31/20
	Cost -Sharing	12/31/20

COVID – 19 UPDATED

CPT CODES

On, September 8, 2020 the AMA approved two new Category 1 Codes to address the covid-19 PHE and reflect the latest medical care available to patients.

- **90072** - Additional supplies, materials, and clinical staff time *over and above those* usually included in an office visit or other non-facility service(s), when performed during a Public Health Emergency as defined by law, due to respiratory-transmitted infectious disease.

Immunology:

- **86413** Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)

<https://www.ama-assn.org/delivering-care/public-health/covid-19-2019-novel-coronavirus-resource-center-physicians>

CPT CODE 99211 USED FOR SPECIMEN COLLECTION DURING COVID – 19 PHE

CMS Interim Final Rule dated April 30, 2020 expands the use of 99211 during the COVID 19 crisis.

Payment for COVID-19 Specimen Collection: In the IFR, CMS clarifies that it will allow use of CPT code 99211 (Level 1 established patient E/M visit) for COVID-19 assessment and specimen collection by a physician, qualified health care professional or clinical staff for new or established patients for the duration of the PHE.

CMS notes in the rule that the direct supervision requirements for services performed by clinical staff “incident to” a physician’s service can also be met through use of interactive audio and video telehealth technology.

<https://www.cms.gov/files/document/covid-medicare-and-medicaid-ifc2.pdf>



2021 EVALUATION AND MANAGEMENT REVISIONS



CPT EVALUATION AND MANAGEMENT (E/M) OFFICE AND OUTPATIENT SERVICES GUIDELINE CHANGES

- On January 1, 2021, The American Medical Association (AMA) will put into affect its CPT code changes for 2021.
- There are 329 changes to the 2021 code set. Among these changes are the revised guidelines for Office and Outpatient Services E/M codes.
- CMS is aligning E/M coding with the changes adopted the AMA.
- The current CMS 1995 and 1997 Documentation guidelines have not been updated in almost 30 years.



KEY REVISIONS TO THE 2021 E/M SERVICES

- Established patient E/M services retains 5 levels of coding: 99211 – 99215
- New Patient E/M services are reduces to 4 levels of coding: 99202 – 99205
- CPT code 99201 has been deleted
- Code definitions and guidelines have been revised
- Time criteria and the Medical Decision Making (MDM) process for all of the codes has been revised
- Requires performance of history and exam only as medically appropriate
- Allows clinicians to choose the E/M visit level based on either MDM or Time

MDM CHART REVISIONS

E/M LEVELS 1 – 3

CPT Code	Level of MDM (2 out of 3)	MDM Elements		
		Number and Complexity of Problem Addressed	Amount and/or Complexity of Data to be Reviewed and Analyzed <small>*Each unique test, order, or document contributes to the combination of 2 or combination of 3 in Category 1 below.</small>	Risk of Complications and/or Morbidity or Mortality of Patient Management
99211	N/A	N/A	N/A	N/A
99202 99212	Straightforward	Minimal • 1 self-limited or minor problem	Minimal or none	Minimal risk of morbidity from additional diagnostic testing or treatment

CPT Code	Level of MDM (2 out of 3)	MDM Elements		
		Number and Complexity of Problem Addressed	Amount and/or Complexity of Data to be Reviewed and Analyzed <small>*Each unique test, order, or document contributes to the combination of 2 or combination of 3 in Category 1 below.</small>	Risk of Complications and/or Morbidity or Mortality of Patient Management
99203 99213	Low	Low • 2 or more self-limited or minor problems; • 1 stable chronic illness • 1 acute, uncomplicated illness or injury	Limited (Must meet the requirements of 1 of the 2 categories) Category 1: Tests and documents • Any combination of 2 of the following • Review of prior external note(s) from each unique source*; • review of the result(s) of each unique test*; • ordering of each unique test* Category 2: Assessment requiring an independent historian(s) (For the categories of independent interpretation of tests and discussion of management or test interpretation, see moderate or high)	Low risk of morbidity from additional diagnostic testing or treatment

<https://www.ama-assn.org/system/files/2019-06/cpt-revised-mdm-grid.pdf>

MDM CHART REVISIONS

E/M LEVEL 4

CPT Code	Level of MDM (2 out of 3)	MDM Elements		
		Number and Complexity of Problem Addressed	Amount and/or Complexity of Data to be Reviewed and Analyzed <small>*Each unique test, order, or document contributes to the combination of 2 or combination of 3 in Category 1 below.</small>	Risk of Complications and/or Morbidity or Mortality of Patient Management
99204 99214	Moderate	<p>Moderate</p> <ul style="list-style-type: none"> • 1 or more chronic illnesses with exacerbation, progression, or side effects of treatment; • 2 or more stable chronic illnesses; • 1 undiagnosed new problem with uncertain prognosis; • 1 acute illness with systemic symptoms; • 1 acute illness with systemic symptoms; 	<p>Moderate (Must meet the requirements of 1 of the 3 categories)</p> <p>Category 1: Tests; documents, or independent historian(s)</p> <ul style="list-style-type: none"> • Any combination of 3 of the following <ul style="list-style-type: none"> • Review of prior external note(s) from each unique source*; • review of the result(s) of each unique test*; • ordering of each unique test* • Assessment requiring an independent historian(s) <p>Category 2: Independent interpretation of tests</p> <ul style="list-style-type: none"> • Independent interpretation of a test performed by another physician/other qualified health care professional (not separately reported); <p>Category 3: Discussion of management or test interpretation</p> <ul style="list-style-type: none"> • Discussion of management or test interpretation with external physician/other qualified health care professional\appropriate source (not separately reported) 	<p>Moderate risk of morbidity from additional diagnostic testing or treatment</p> <p>Examples only:</p> <ul style="list-style-type: none"> • Prescription drug management • Decision regarding minor surgery with identified patient or procedure risk factors • Decision regarding elective major surgery without identified patient or procedure risk factors • Diagnosis or treatment significantly limited by social determinants of health

<https://www.ama-assn.org/system/files/2019-06/cpt-revised-mdm-grid.pdf>

MDM CHART REVISIONS

E/M LEVEL 5

CPT Code	Level of MDM (2 out of 3)	MDM Elements		
		Number and Complexity of Problem Addressed	Amount and/or Complexity of Data to be Reviewed and Analyzed <small>*Each unique test, order, or document contributes to the combination of 2 or combination of 3 in Category 1 below.</small>	Risk of Complications and/or Morbidity or Mortality of Patient Management
99205 99215	High	High <ul style="list-style-type: none"> • 1 or more chronic illnesses with severe exacerbation, progression, or side effects of treatment; or • 1 acute or chronic illness or injury that poses a threat to life or bodily function 	Extensive (Must meet the requirements of at least 2 out of 3 categories) Category 1: Tests, documents, or independent historian(s) <ul style="list-style-type: none"> • Any combination of 3 from the following: <ul style="list-style-type: none"> • Review of prior external note(s) from each unique source*; • Review of the result(s) of each unique test*; • Ordering of each unique test*; • Assessment requiring an independent historian(s) or Category 2: Independent interpretation of tests <ul style="list-style-type: none"> • Independent interpretation of a test performed by another physician/other qualified health care professional (not separately reported); or Category 3: Discussion of management or test interpretation <ul style="list-style-type: none"> • Discussion of management or test 	High risk of morbidity from additional diagnostic testing or treatment Examples only: <ul style="list-style-type: none"> • Drug therapy requiring intensive monitoring for toxicity • Decision regarding elective major surgery with identified patient or procedure risk factors • Decision regarding emergency major surgery • Decision regarding hospitalization • Decision not to resuscitate or to deescalate care because of poor prognosis

<https://www.ama-assn.org/system/files/2019-06/cpt-revised-mdm-grid.pdf>

TIME REVISIONS

CPT CODE	TIME*
99202	15 – 29 minutes
99203	30 – 44 minutes
99204	45 – 59 minutes
99205	60 – 74 minutes
99211	May not require the presence of a physician or QHP. Minimal present problem
99212	10 – 19 minutes
99213	20 – 29 minutes
99214	30 – 39 minutes
99215	40 – 54 minutes

*When using Time for code selection, it is the total time face-to-face and non-face-to-face time spent on the ***date of the encounter***.

This does not include time in activities performed by clinical staff.

2021 TIME E/M GUIDELINE ACTIVITIES

- ✓ Preparing to see the patient
- ✓ Obtaining and/or reviewing separately obtained history
- ✓ Performing a medically appropriate examination and/or evaluation
- ✓ Counseling and educating the Patient/family/caregiver
- ✓ Ordering medications, tests, or procedures
- ✓ Referring and communicating with other health care professionals (when not separately reported)
- ✓ Documenting clinical information in the electronic or other health record
- ✓ Independently interpreting results (not separately reported) and communicating results to the patient/family/caregiver
- ✓ Care coordination (not separately reported)

2021 NEW PROLONGED SERVICES CODE

Prolonged service with or without direct patient contact on the **date of an office or other outpatient service.**

- Add-on code **99417** is used to report prolonged combined total time (**with or without direct patient contact**) provided by a clinician on the date of the E/M service when codes 99205 / 99215 have been exceeded.
- Code **99417** is only used when the E/M service has been selected using time alone as the basis and only after the total time of the highest-level service (ie, 99205 or 99215) has been exceeded.
- To report a unit of **99417**, 15 minutes of additional time must have been attained.
- Do not report **99417** for any additional time increment of less than 15 minutes.

2021 NEW PROLONGED SERVICES CODE - 99417

Total Duration of New Patient E/M Service (99205)	Code(s)
Less than 75 minutes	Not reported separately
75 – 89 minutes	99205 and 99417 x1
90 – 104 minutes	99205 and 99417 x2
105+ minutes	99205 and 99417 x3/or more
Total Duration of Established Patient E/M Service (99215)	Code(s)
Less than 55 minutes	Not reported separately
55 – 69 minutes	99215 and 99417 x1
70 – 84 minutes	99215 and 99417 x2
85+ minutes	99215 and 99417 x3/or more

Payor Resources

- <https://www.cms.gov/files/document/03092020-covid-19-faqs-508.pdf>
- <https://www.novitas-solutions.com/webcenter/portal/MedicareJL>
- <https://mmcp.health.maryland.gov/Pages/telehealth.aspx>
- https://mmcp.health.maryland.gov/Medicaid%20COVID19/Maryland%20Medicaid%20COVID-19%20Telehealth%20One%20Pager_7.24.20.pdf
- https://mmcp.health.maryland.gov/Medicaid%20COVID19/MEMO_Maryland%20Medicaid%20IEP%20IFSP%20Telehealth%20Clarification%20Guidance.pdf
- <https://individual.carefirst.com/individuals-families/about-us/coronavirus-telemedicine.page>
- <https://www.aetna.com/health-care-professionals/covid-faq/telemedicine.html>
- <https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html>
- <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html>

Payor Specific Resources

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Health Plan Search: Provider Manuals and Policies

AAPC has compiled data from over 500 local and national health plan's websites, provider manuals, provider policies, physician credentialing and medicare/medicaid eligibility. This new search tool will be available to all for a limited time, after which it will only be available to AAPC members.

Payer Search

Step 1: Input State

MARYLAND (MD)

Step 2 (optional): Input Payer Name (can't find your health plan provider?)

Search By Name

Submit

Clear

Step 3: Find your payer and select row for search capabilities for that payer or plan (if not already visible)

Name	State(s)					
Bravo Health Mid-Atlantic, Inc.	MD, PA, TX, DC, DA	🏠	📄	🗑️	📧	🔍
CareFirst Blue Cross Blue Shield	MD, DC, VA	🏠	📄	🗑️	📧	🔍
CoreSource	MD, NC, IL, OH, PA, AR, AZ	🏠	📄	🗑️	📧	🔍
Coventry Health Care of Delaware (Maryland)	DE, MD	🏠	📄	🗑️	📧	🔍
Hopkins ElderPlus	MD	🏠	📄	🗑️	📧	🔍
JAI Medical Systems, Inc.	MD	🏠	📄	🗑️	📧	🔍
Kaiser Permanente Foundation Health Plan of the Mid-Atlantic States, Inc.	MD, VA, DC	🏠	📄	🗑️	📧	🔍
Maryland Physicians Care (MPC)	MD	🏠	📄	🗑️	📧	🔍
MedStar Family Choice	MD	🏠	📄	🗑️	📧	🔍
Priority Partners	MD	🏠	📄	🗑️	📧	🔍
United HealthCare of the Mid-Atlantic	MD	🏠	📄	🗑️	📧	🔍

<https://www.aapc.com/resources/free-tools/provider-manual/>

Information/Resources

American Telemedicine.org

American Academy of Pediatrics

https://www.aap.org/en-us/Documents/coding_factsheet_telemedicine.pdf

Centers for Medicare and Medicaid Services

<https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf>

AAFP

<https://www.aafp.org/patient-care/emergency/2019-coronavirus/telehealth.html>

CMS General Provider Telehealth & Telemedicine Tool Kit:

<https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

AMA Telemedicine Quick Set-up Guide:

<https://www.ama-assn.org/practice-management/digital/ama-quick-guide-telemedicine-practice>

Expansion of Telehealth & Licensing Waivers During Pandemic:

<http://connectwithcare.org/state-telehealth-and-licensure-expansion-covid-19-chart/>

Coding Resources

CMS

<https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00238707>

AMA

<https://www.ama-assn.org/system/files/2019-06/cpt-office-prolonged-svs-code-changes.pdf>

<https://www.ama-assn.org/system/files/2019-06/cpt-revised-mdm-grid.pdf>

AAPC

<https://www.aapc.com/>

Maryland MGMA

<https://www.marylandmgma.com/>



Questions & Answers

