

MDH Health Department Billing Manual V25 Training Session

February 17, 2021

Presented by:

Denise M. Walsh, CPC, CHSP Senior Consultant

Chris Perkey, RN, CMPE, Senior Consultant



Rosen, Sapperstein & Friedlander, LLC.

Health Care Division

405 York Road, Towson, MD 21204

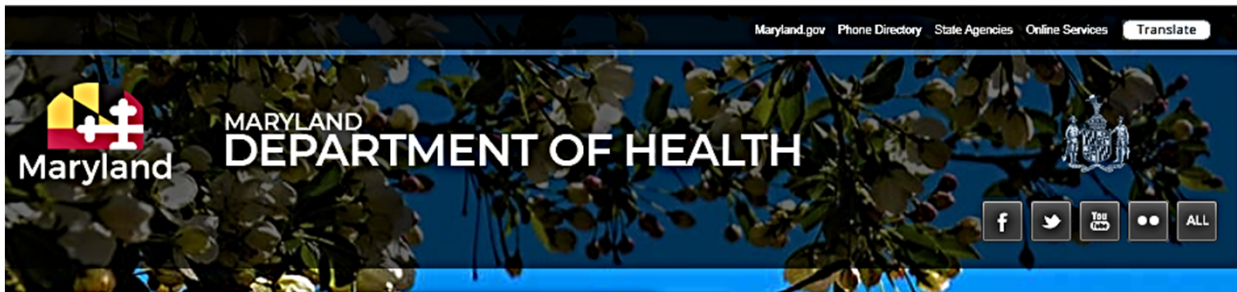
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**Maryland Department of Health - Local Health Department
Billing Manual Webinar/Training Session V25
February 17, 2021 Agenda**

- Welcome and Introductions
- 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
 - X. Archives
- Hot Topics
 - COVID – 19 Updates
 - 2021 Evaluations and Management Updates
 - 2021 Telehealth updates
- Looking Ahead
 - Billing Manual FAQ - New Question and Answer section
 - V26

MDH Website

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



Popular Links

- > [Maryland Department of Health](#)
- > [Office of Population Health Improvement](#)
- > [Community Health Worker Certification](#)
- > [Population Health Summit](#)
- > [Mid-Shore Rural Health Collaborative](#)
- > [Maryland Loan Assistance Repayment Program for Physicians and Physician Assistants \(MLARP\) Workgroup](#)
- > [National Rural Health Day 2020](#)
- > [About Us](#)
- > [Staff Directory](#)
- > [Resources](#)

Our programs

- > [Community Engagement \(Local Health Improvement Coalitions\)](#)
- > [Community Health Workers](#)
- > [Data \(State Health Improvement Process\)](#)
- > [Local Health Department Billing Manual](#)
- > [Local Health Department Funding](#)
- > [Local Health Department Nurse Dispensing](#)
- > [Primary Care](#)
- > [Public Health Accreditation at MDH](#)
- > [Quality Improvement](#)
- > [Rural Health](#)
- > [School Health](#)
- > [Workforce Development](#)

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
8. Compliance
9. Resources
10. Archive

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

[Local Health Department Billing Manual - PDF Version](#)



December 2020, Version 25 Updates, including COVID-19 information

Note: The Portfolio version of the LHD Billing Manual is no longer available. All of the documents from the Portfolio version have been transferred to the PDF version. All future updates will be incorporated into the PDF version with most recent updates posted to the top of each section.

Log of Monthly updates to the LHD Billing Manual:

- [December 2020 - V25 Updates](#)
- [October 2020 - V24 Updates](#)
- [August 2020 - V23 Updates](#)
- [June 2020 - V22 Updates](#)
- [May 2020 - V21 Updates](#)
- [April 2020 - V20 Updates](#)
- [March 2020 - V19 Updates](#)
- [January 2020 - V17 Updates](#)
- [2019 Updates](#)

LHD Billing Manual Trainings

- [MDH Local Health Department Billing Manual Updates & Training October 28, 2020 PPT](#)

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

Previous Trainings Available on MDH Website



LHD Billing Manual Trainings

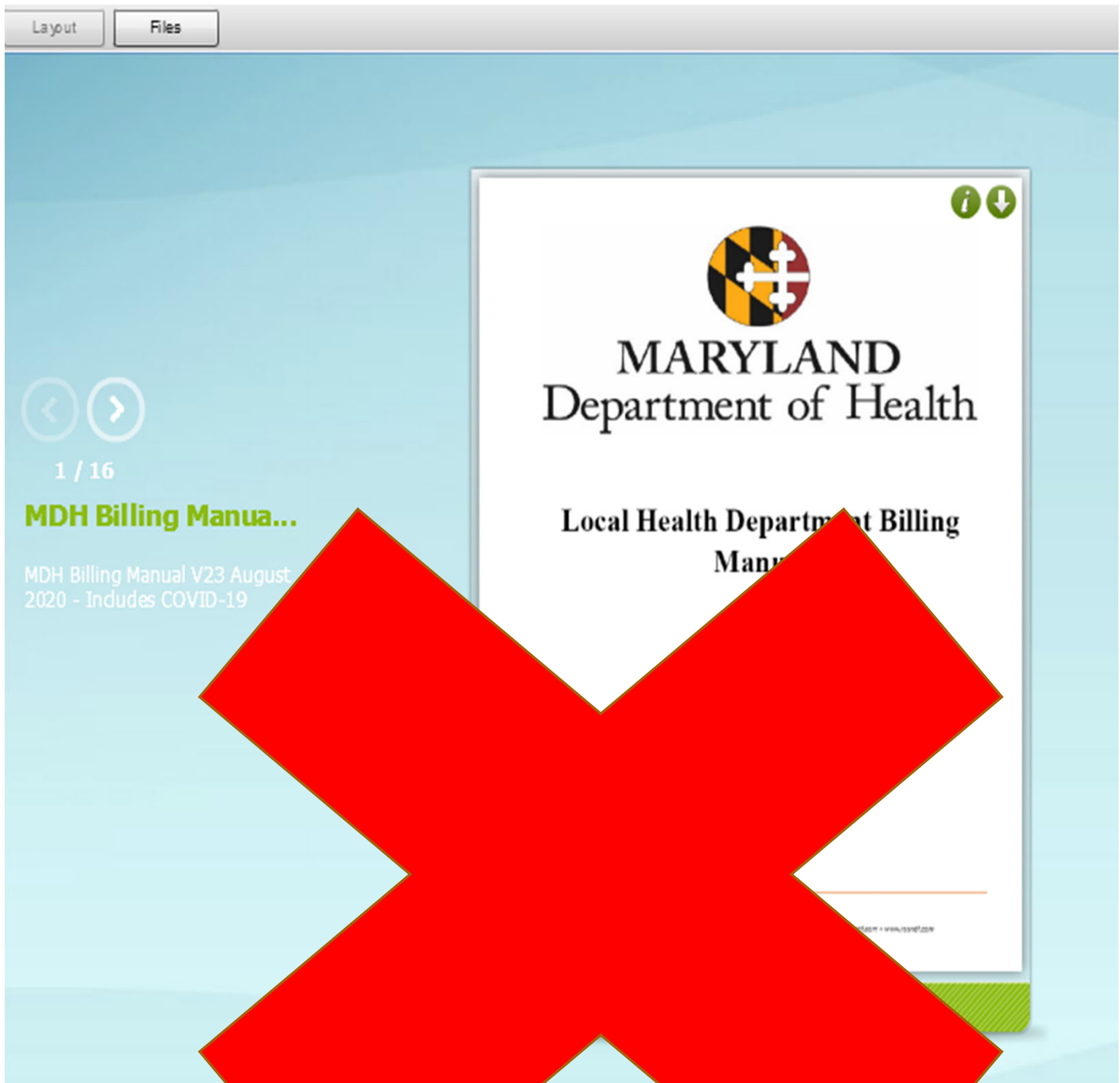
- [MDH Local Health Department Billing Manual Updates & Training](#)
October 28, 2020 PPT

[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.



MDH Billing Manual - Adobe Portfolio



ADOBE PORTFOLIO NO LONGER SUPPORTED!

MDH Billing Manual 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

Introduction

[LHD Billing Manual V25 December 2020 Cover](#)

[Introduction and Background](#)

[Statement of Disclaimer](#)

[Table of Contents](#)

[Hot Topics](#)



New Addition to the Billing Manual

[AMA E&M 2021 Coding Changes](#)

[AMA CPT E/M Office Revisions](#)

[CMS Scoring E&M Office Outpt Services](#)

[New COVID-19 CPT Codes 2020](#)

[Telehealth Payer Billing Guide - Revised February 8, 2021](#)

[Telehealth Services for the PHE for the COVID-19 Pandemic - Updated January 14, 2021](#)

[CMS Telehealth Service List 2020 - Updated October 14, 2020](#)

[Telehealth Payer Billing Guide - Revised October 28, 2020](#)

[December 2020 V25 Monthly Updates](#)

COVID-19 Billing Information

[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](#)

[Section X. Archive](#)



New Addition to the Billing Manual

Table of Contents

Version 25 – December 2020

	COVID19 – FOLDER March-December 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

IV.	LHD Programs and Services <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)
V.	Billing-related Software <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
VI.	Maryland Payers <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
VII.	Contracting and Credentialing <ul style="list-style-type: none"> • Contracting and Credentialing the Differences • Credentialing Flow Chart • CAQH Credentialing • PECOS (Medicare) • ePrep (Medicaid) • MDH Contracting Protocols

VIII.	Compliance <ul style="list-style-type: none"> • MDH Corporate Compliance Program • Office of the Inspector General (OIG) - Federal Register Compliance Programs • HIPAA Employee Access Tracking Guide
IX.	Resources <ul style="list-style-type: none"> • Payor Hyperlinks • Non-Chargeable List FY21 • Ability to Pay FY21 MDH Guide • MCO Comparison Chart March 2020 • 2020 Federal Poverty Levels • ICD 10 On-line CDC Coding Tool • Medicaid 2020 Provider Manual • MDH Record Retention • Glossary of Health Coverage Terms • Glossary of Billing Terms • Minor Consent • 2020 Remark Codes • Common Claim Denials • Reproductive Health Services Overview 2019 • Acronyms – Medical Billing • Adjustment Reason Codes Resources • OIG FAQs In-network/Out-of-network assignment of Benefits FAQs • OIG – Waiving copays • CCU – 2020 Update • 340B Infographic • ECP Amendment • Confidentiality Challenges Infographic • Review of Systems (ROS) • SBHC MCO Visit Form • Time-based Coding Guide • Records Retention and Disposal Schedule – DHMH for LHDs 2015 • ICD-10 Online Tool • Pediatric Coding Resources • NUCC – 1500 Claim Guide • HIPAA Employee Access Tracking Guide
X.	Archives

MDH Billing Manual Version 25 Update Log

https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/Manual%20Log%20V25_%20Dec%202020.pdf

MARYLAND LOCAL HEALTH DEPARTMENT – BILLING MANUAL LOG

Chapter Number	Chapter Title – Sub –Title <i>Version: V25</i> <i>Date: December 2020</i>	Document Title	Notes
Pre-Chapter	Log Updates	Version 25 Billing Manual Log	<i>Effective V25</i>
COVID	COVID	COVID_ ImmuNet_ COVID19-Vaccine-RegistrationOrder-Guide	
COVID	COVID	AMA_ cpt-emergency-release-covid-related-code-file	
COVID	COVID	Aetna_ Update on the COVID-19 vaccine	
COVID	COVID	CMS_MLN_11.9.2020 COVID FFS SE20011	
COVID	COVID	CMS_MLN_ COVID 19 Vaccine 2020_11_05_final	
COVID	COVID	CMS_Covid-19-vaccine-toolkit 11.23.2020	
COVID	COVID	CMS_ Medicare Monoclonal AB COVID Program Instruction	
I	Maryland General Information -	No Updates	
II	Creating the Billing Foundation -	MD Health Connection Who to Include as Income	
III	Revenue Cycle Management (RCM) – Coding and Documentation	MGMA-EM-2021-MDM-Tool	<i>Effective 1/1/2021</i>
III	Revenue Cycle Management (RCM) – Coding and Documentation	2021_CPT_MPFS_Update_Worksheet	<i>Effective 1/1/2021</i>
III	Revenue Cycle Management (RCM) – Coding and Documentation	AMA_ cpt-emergency-release-covid-related-code-file	
III	Revenue Cycle Management (RCM) - RCM	Family-Planning-Revenue-Cycle-Assessment-Tool	
IV	LHD Programs and Services – HIV	Ryan White Eligibility	
IV	LHD Programs and Services – HIV	Ryan White Funded HIV/AIDS Services Program	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM 10222020 Use of UA Modifier	<i>Effective 10/22/20</i>
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM Maryland Provider Manual Product Implementations_BH2535_FINAL_REVISIED-02.05.20	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM MD BH CLAIMS Quick Reference Guide	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM Provider Portal Quick Ref Guide Incedo-Quick-Reference-Guide	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM_Updates to TCM Forms_10.30.20	

MDH Billing Manual Version 25 Update Log

https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/Manual%20Log%20V25_%20Dec%202020.pdf

MARYLAND LOCAL HEALTH DEPARTMENT – BILLING MANUAL LOG

IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM_ Provider Alert 12092020	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM 10.19.2020 PROVIDER ALERT	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM_ Maryland Billing Appendix _BH2536_FINAL_REVISED 05.08.20	
IV	LHD Programs and Services – SUD/BH – OPTUM	OPTUM_ Network-Notes-Newsletter__ Fall-2020	
IV	LHD Programs and Services – Reproductive Health	Family Planning Workbook.pdf	
IV	LHD Programs and Services – Reproductive Health	Family-Planning-Revenue-Cycle-Assessment-Tool	
IV	LHD Programs and Services – Reproductive Health	Impact-of-the-Title-X-Rule-in-Maryland	
IV	LHD Programs and Services – Reproductive Health	Title-X-101-Fall-2020	
IV	LHD Programs and Services – Reproductive Health	Title-X_Verifying-Patient-Income	
IV	LHD Programs and Services – School Based Health	SBH_Maryland Medicaid School-Based Health Center Provider Manual September 2020	<i>Effective 9/9/20</i>
IV	LHD Programs and Services – SBIRT	SBIRT_Factsheet Medicare March 2020	
V	Billing Related Software – Clearinghouse	Billing Software_Clearinghouse_Checklist	
VI	Maryland Payers – Aetna	Aetna_ Update on the COVID-19 vaccine	
VI	Maryland Payers – Cigna	Cigna_virtual-care-reimbursement-policy	<i>Effective 1/1/21</i>
VI	Maryland Payers – Cigna	Cigna_Cyberthreat info 11 2020	
VI	Maryland Payers – Cigna	Cigna_Q4_Network_News_posting_v5	
VI	Maryland Payers – Medicare	CMS_MLN_2020_12_10_final	
VI	Maryland Payers – Medicare	CMS_MLN_11.9.2020 COVID FFS SE20011	
VI	Maryland Payers – Medicare	CMS_MLN_COVID 19 Vaccine 2020_11_05_final	
VI	Maryland Payers – Medicare	CMS_Covid-19-vaccine-toolkit 11.23.2020	
VI	Maryland Payers – Medicare	CMS_SBIRT_Factsheet Medicare March 2020	
VI	Maryland Payers – Medicare	CMS_Medicare Monoclonal AB COVID Program Instruction	
VI	Maryland Payers – Medicare	CMS_Office Based Opioid (OUD) Tx Billing_ 2020	
VI	Maryland Payers – Medicaid	MD Health Connection Who to Include as Income	
VI	Maryland Payers – Medicaid	MD Medicaid Fee Schedule 2020_ Updated_11.1.20	<i>Effective 11/1/20</i>
VI	Maryland Payers –Medicaid – Amerigroup	MDMA_Amerigroup_ProviderNewsletter_Nov20	
VI	Maryland Payers –Medicaid – Amerigroup	MEDICAID_Amerigroup_ProviderNewsletter_Dec 2020	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM 10222020 Use of UA Modifier	<i>Effective 10/22/20</i>

MDH Billing Manual Version 25 Update Log

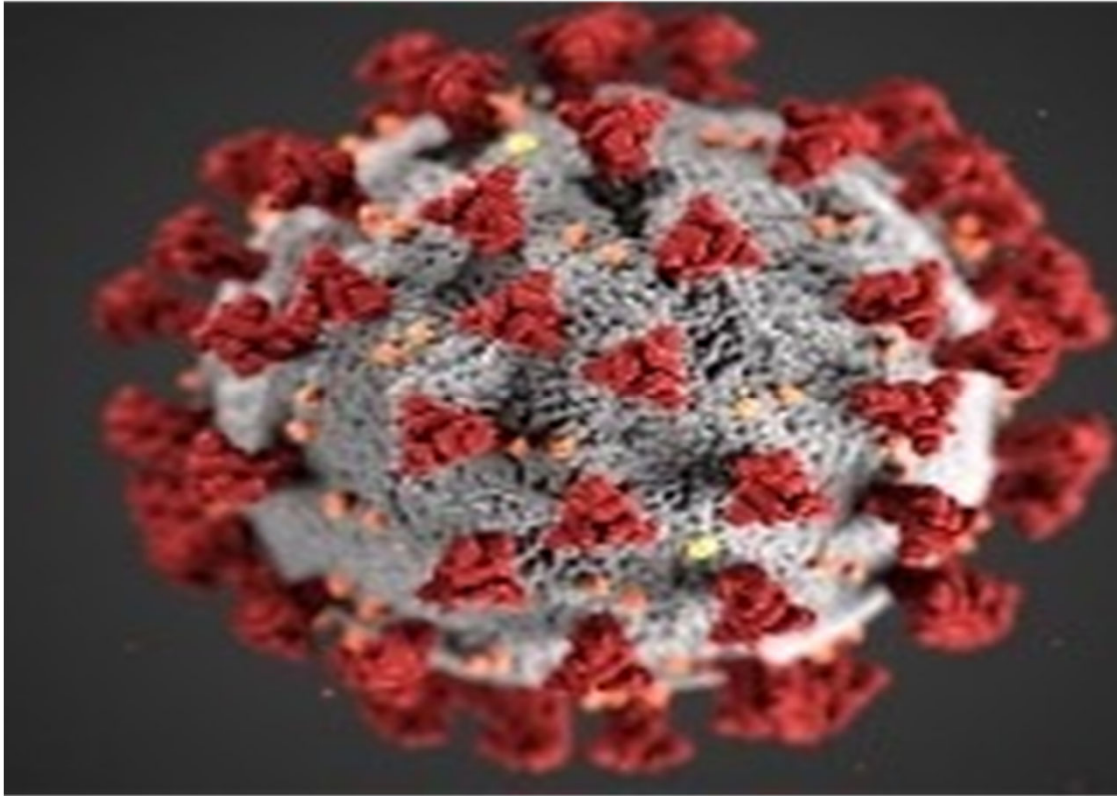
https://pophealth.health.maryland.gov/Documents/Local%20Health%20Department%20Billing%20Manual/Manual%20Log%20V25_%20Dec%202020.pdf

MARYLAND LOCAL HEALTH DEPARTMENT – BILLING MANUAL LOG

VI	Maryland Payers –Medicaid – OPTUM	OPTUM Maryland Provider Manual Product Implementations_BH2535_FINAL_REVISED-02.05.20	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM MD BH CLAIMS Quick Reference Guide	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM Provider Portal Quick Ref Guide Incedo-Quick-Reference-Guide	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM_Updates to TCM Forms_10.30.20	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM_ Provider Alert 12092020	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM 10.19.2020 PROVIDER ALERT	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM_ Maryland Billing Appendix _BH2536_FINAL_REVISED 05.08.20	
VI	Maryland Payers –Medicaid – OPTUM	OPTUM_ Network-Notes-Newsletter __Fall-2020	
VI	Maryland Payers – UHC	UHC_ Provider Network Bulletin_ december-2020-network-bulletin	
VII	Contracting and Credentialing -	No Updates	
VIII	Compliance	No Updates	
IX	Resources	MGMA-EM-2021-MDM-Tool	<i>Effective 1/1/2021</i>
IX	Resources	MD Medicaid Fee Schedule 2020_Updated_11.1.20	<i>Effective 11/1/20</i>
IX	Resources	2021_CPT_MPFS_Update_Worksheet	<i>Effective 1/1/2021</i>
X	Archives	Beacon Health Options	
Miscellaneous		No Updates	

COVID-19 UPDATES

<https://pophealth.health.maryland.gov/Pages/LHD-COVID-19-Information.aspx>



- HHS issued the latest 90 day extension of the PHE. This extension takes effect Jan. 21, 2021. It will extend the PHE until April 21, 2021
- Many commercial payers have also extended the expanded telehealth guidelines until April 21, 2021

Maryland General Information – Section I

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-I.aspx>



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

Creating the Billing Foundation – Section II

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-II.aspx>



- ❖ 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 – Section III

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-III.aspx>



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 – Section IV

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-IV.aspx>



- ❖ 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 – Section V

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-V.aspx>



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

Maryland Payers – Section VI

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-VI.aspx>



❖ Health Choice – Medicaid Managed Care (MCOs)

❖ AAPC Payer Link Tool

❖ Maryland Medicaid

❖ Commercial

❖ Medicare

❖ Payor Portals

➤ Aetna Better Health

➤ Amerigroup

➤ Jai

➤ Kaiser Health Choice

➤ Maryland Physicians Care (MPC)

➤ MedStar MCO

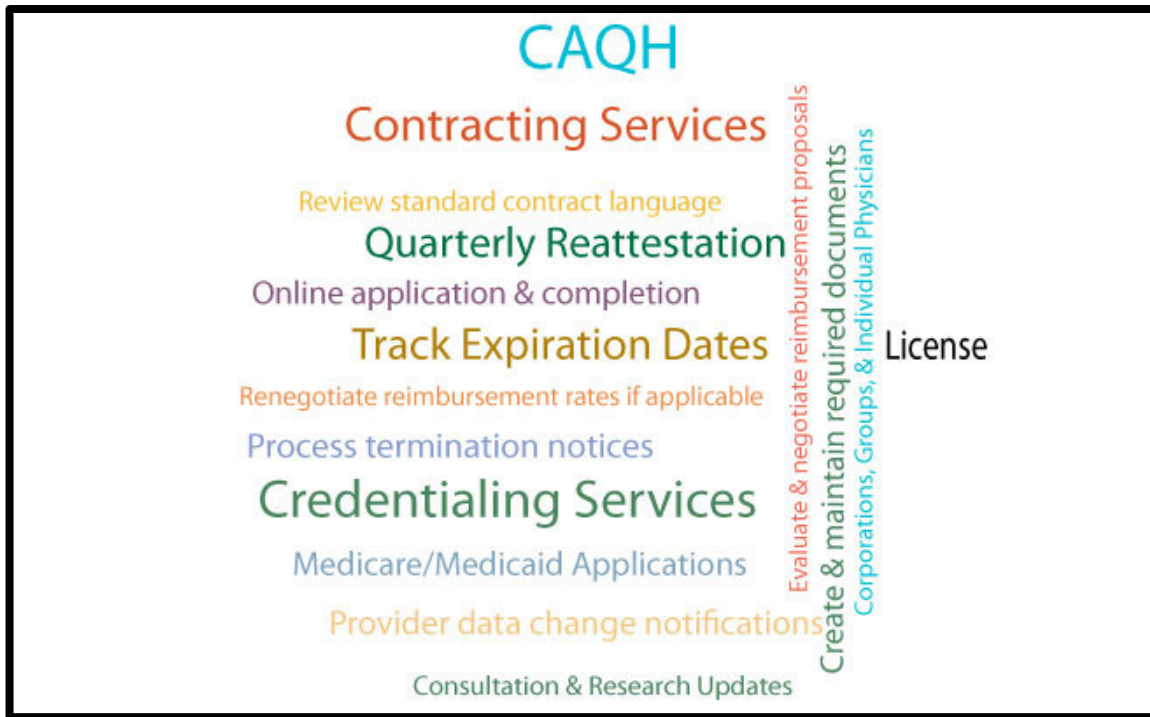
➤ Priority Partners (Johns Hopkins) MCO

➤ United Health Care Community Plan

➤ University of Maryland MCO

Contracting and Credentialing – Section VII

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-VII.aspx>



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

Compliance – Section VIII

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-VIII.aspx>



- ❖ 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 – Section IX

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-IX.aspx>



- ❖ 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.

Archives – Section X

<https://pophealth.health.maryland.gov/Pages/LHD-Billing-Manual-Section-X.aspx>



❖ Retired Billing Manual Documents



HOT TOPICS

[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)



- ❖ Monthly Update Log
- ❖ New COVID – 19 CPT Codes
- ❖ 2021 Evaluation and Management Updates
- ❖ 2021 Telehealth Billing Updates

New COVID – 19 CPT Codes

NEW COVID - 19 CPT CODES

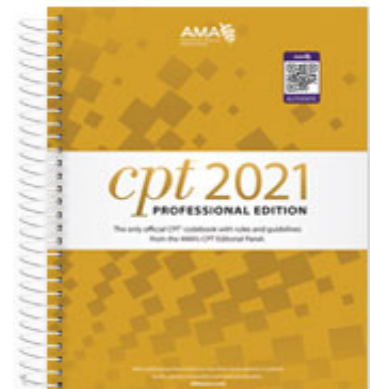
CPT Code	Definition	Effective Date
Immunology		
U0001	CDC 2019 Novel Coronavirus (2019-nCoV) Real-Time RT-PCR Diagnostic Panel	3/18/2020
U0002	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC	3/18/2020
U0003	Infectious agent detection by nucleic acid (DNA or RNA); Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique, making use of high throughput technologies as described by CMS-2020-01-R	3/18/2020
U0004	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC, making use of high throughput technologies as described by CMS-2020-01-R	3/18/2020
87635	Infectious agent detection by nucleic acid (DNA or RNA);severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique	3/13/2020
86328	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])	4/10/2020
86796	Antibody; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])	4/10/2020
87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19])	6/25/2020
86408	Neutralizing antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]); screen	8/10/2020
86409	Titer	8/10/2020
86413	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)	9/8/2020
87635	Severe respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]), amplified probe technique	10/6/2020
87636	Severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]) and influenza virus types A and B, multiplex amplified probe technique	10/6/2020
87637	Severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]), influenza virus types A and B, and respiratory syncytial virus, multiplex amplified probe technique	10/6/2020
Supplies		
99072	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	9/8/2020

2021 EVALUATION AND MANAGEMENT REVISIONS



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 reduced 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



2021 E/M Updates

**Table 2 – CPT E/M Office Revisions
Level of Medical Decision Making (MDM)**

Revisions effective January 1, 2021:

Note: this content will not be included in the CPT 2020 code set release



Code	Level of MDM (Based on 2 out of 3 Elements of MDM)	Number and Complexity of Problems Addressed	Elements of Medical Decision Making	
			Amount and/or Complexity of Data to be Reviewed and Analyzed	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
99203 99213	Low	Low • 2 or more self-limited or minor problems; or • 1 stable chronic illness; or • 1 acute, uncomplicated illness or injury	Limited (Must meet the requirements of at least 1 of the 2 categories) Category 1: Tests and documents • Any combination of 2 from 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* or 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
99204 99214	Moderate	Moderate • 1 or more chronic illnesses with exacerbation, progression, or side effects of treatment; or • 2 or more stable chronic illnesses; or • 1 undiagnosed new problem with uncertain prognosis; or • 1 acute illness with systemic symptoms; or • 1 acute complicated injury	Moderate (Must meet the requirements of at least 1 out of 3 categories) Category 1: Tests, documents, or independent historian(s) • Any combination of 3 from 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*; • Assessment requiring an independent historian(s) or Category 2: Independent interpretation of tests • 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 • Discussion of management or test interpretation with external physician/other qualified health care professional/appropriate source (not separately reported)	Moderate risk of morbidity from additional diagnostic testing or treatment <i>Examples only:</i> • 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
99205 99215	High	High • 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) • Any combination of 3 from 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*; • Assessment requiring an independent historian(s) or Category 2: Independent interpretation of tests • 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 • Discussion of management or test interpretation with external physician/other qualified health care professional/appropriate source (not separately reported)	High risk of morbidity from additional diagnostic testing or treatment <i>Examples only:</i> • 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 de-escalate care because of poor prognosis

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

2021 Telehealth Expanded Payer Billing Guidelines

Telehealth Billing Guide						
Date 02/08/2021						
Service Descriptions and Codes	Aetna	CareFirst	Cigna	United Health Care	Medicare	Maryland Medicaid and Medicaid MCOs
Telehealth Visits E/M Office visits CPT codes: 99202-99215	Commercial Plans: POS = 02, Modifier GT or 95; Medicare Advantage Plans: POS = 11, Modifier 95 (Exception: Aetna will cover minor acute E/M services rendered via telephone. A visual connection is not required.)	POS = 02; Modifier GT or 95	POS = 11; Modifier GT or 95 (Exception: Cigna will cover services can be performed by phone, video, or both)	Commercial and Medicaid Plans POS =02; No Modifier Needed; Medicare Advantage Plan POS =11; Modifier 95	POS = 11; 95 Modifier	POS = 11; GT Modifier - Audio-Visual; UB Modifier - Audio Only*; *MDH Exception - allows for audio only services for patients who do not have or cannot operate audio-visual technology. Only CPT Codes - 99211 - 99213 covered by Audio Only Services
Virtual Check-in - Brief audio and/or visual communication CPT Codes: G2012 , G2010; G2250; G2251, G2252	POS 11; No Modifier. CPT: G2012 Covered by Medicare Advantage plans only	Not covered under current CareFirst Telehealth policy	POS 11; No Modifier	POS 11; No modifier	POS 11; No modifier	POS = 11; GT Modifier
E-Visits - Communication through Patient Portal CPT Codes: 99421 – 99423 G2061 – G2062	POS 11; No Modifier CPTCodes G2061- G2063 - covered	Not covered under current CareFirst Telehealth policy	Covered for Established patients only.	POS 11; No modifier	POS 11; No modifier	POS = 11; GT Modifier
Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 99441 - 99443	POS 11; No Modifier.	Carefirst will allow 99441-99443 = flat fee of \$20.00 *Not a covered service for Specialist	Covered for Cigna Medicare patients only.	Not covered under current UHC policy - Use G2012 / G2252	POS 11; No modifier	Not Covered

Looking Ahead.....



- ❖ Billing Manual – V26; February 2021
- ❖ New Question and Answer Section
- ❖ Archives

Payer 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>

Payer Specific Resources

Ready for an upgrade? Take your code books to the cloud with AAPC 2021 eBooks | **Preorder Now**



Events Forum Knowledge Center

Membership Education Certification Networking Resources Books/Software **Log In / Join**

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 <https://www.americantelemed.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

Contact Information:

Rosen, Sapperstein & Friedlander, LLC (RS&F)

- Denise M. Walsh, CPC, CHSP Senior Consultant : Dwalsh@rsandf.com
- Chris Perkey, RN, CMPE, Senior Consultant: Cperkey@rsandf.com

Maryland Dept. Health

- Tina Backe, Coordinator - Community Health Worker Program
Office of Population Health Improvement : tina.backe@maryland.gov