



October 9, 2019

To all TNPR providers

RE: Evaluation and Management Payment Guidelines

Dear Provider:

Effective November 1, 2019, any claim for E&M codes (except 99201 – 99205) billed with or without a modifier 25 billed the same day as a procedure, received without the appropriate medical record documentation will result in a denial of this line item in the claim. If your claim is denied due to E&M coding rules, in order to be re-considered, your claim must be resubmitted with the required medical record documentation to substantiate the service. Please ensure that you bill the correct code for the service rendered, and that the E&M code level is appropriate for the service rendered. When reviewing your explanation of payment (i.e. 835), if you require additional information regarding the denial of a claim, detailed claims payment information can be found by logging on to the Provider Web Portal at www.mytnpr.com

Should you wish to dispute a denial of the E&M code you may do so by submitting medical documentation to substantiate the E&M code being billed on the same date of service as one or more procedures. Supporting documentation will be reviewed by a clinician to substantiate all the services billed. The clinician will determine the appropriateness of payment based upon the medical documentation. Claims meeting the criteria for the codes billed will be paid accordingly. Any claim in which our clinician determines that the documentation submitted does not substantiate the services will be paid as determined upon the documents review.

In consistency with CMS protocol you should not bring your patient back on a different date of service to perform other services outside of the E&M visit for the express purpose of billing.

It is important that you do not split your bill for the same date of service in an attempt to separate out the E&M service from the other procedures performed outside of the E&M. This will result in further denial and delay. All codes should be billed together for the same date of service on the same claim.

As previously notified, these claims must be submitted via paper to the following address:

PO Box 350590, Ft. Lauderdale, FL 33335-0590.

TNPR references promulgated federal guidelines supported by CMS, when applying payment policies to the billing of E/M services. These guidelines can be found in the following link: <http://medicare.fcso.com/landing/233030.asp>.

If you have any questions, or would like additional information, please feel free to contact your Provider Service Representative, or call our Provider Service Department at **1-877-614-5056**, and select **Option 2**.

Sincerely,

Denisse Monserrate
Chief Medical Officer
Therapy Network of Puerto Rico