Chapter 6

Physician and Professional Services

Definitions

Advanced Practice Registered Nurse (APRN): An individual licensed as a registered nurse by the Minnesota Board of Nursing and certified by a national nurse certification organization acceptable to the Minnesota Board of Nursing to practice as a Clinical Nurse Specialist (CNS), nurse anesthetist, nurse-midwife, or Nurse Practitioner (NP). The practice of advanced practice registered nursing also includes accepting referrals from, consulting with, cooperating with, or referring to all other types of health care providers, including but not limited to physicians, chiropractors, podiatrists, and dentists, provided that the APRN and the other provider are practicing within their scopes of practice as defined in state law. The APRN must practice within a health care system that provides for consultation, collaborative management, and referral as indicated by the health status of the patient.

Antigen: The raw form of pollen (venom, stinging insect, etc.), prior to refinement for administration to humans.

Allergenic Extract: The refined injectable form of antigen either commercially prepared or refined in the physician’s office under his/her supervision.

Clinical Nurse Specialist (CNS) Practice: The provision of patient care in a particular specialty or subspecialty of advanced practice registered nursing within the context of collaborative management, and includes: (1) diagnosing illness and disease; (2) providing non-pharmacologic treatment, including psychotherapy; (3) promoting wellness; and (4) preventing illness and disease. The certified CNS is certified for advanced practice registered nursing in a specific field of CNS practice.

Consultation: When the treating physician or other qualified health care professional asks the advice or opinion of another physician or qualified health care professional.

Cosmetic Surgery: Cosmetic surgery is performed to reshape normal structures of the body in order to improve appearance and self-esteem. The procedure is done for decorative purposes rather than functional, medical, or mental health reasons. Cosmetic surgery is excluded from coverage.

Developmental Disability (DD) Screening Document: Assessment tool required for any person being admitted to an institution. This process is to be used to provide people with community service options in order to prevent admissions or to provide transition assistance in the event an admission cannot be avoided. If a person is admitted and requests RSC services, this process includes a means for assessing the member’s health, psychosocial, and functional strengths and needs, in addition to assisting the member to identify needed and available services.

Distant Site: The site where the physician or practitioner providing the professional service is located at the time the service is provided via a telecommunications system.

Genetic Counselor or Geneticist: An individual who is board certified by the American Board of Genetic Counseling (ABGC).

Hub Site: A medical facility telemedicine site where the medical specialist is located.
Immunotherapy: The parenteral administration of allergenic extracts as antigens at periodic intervals, usually on an increasing dosage scale to a dosage which is maintained as maintenance therapy.

Institutions: Includes hospitals and nursing facilities (NFs), including certified boarding care facilities (BCFs), Intermediate Care Facilities for the Developmentally Disabled (ICF/DDs), and Regional Treatment Centers (RTCs) providing inpatient services to members currently receiving Medical Assistance (Medicaid).

Investigative: Refer to Authorization Standards for Surgery, Including Cosmetic and Reconstructive Surgery section of this chapter.

Long-Term Care Consultation (LTCC) Screening Document: An assessment tool required for any member admitted to an institution. The screening is to provide community service options in order to prevent admissions or to provide transition assistance in the event an admission cannot be avoided. If a member is admitted and requests transition services, the screening includes a means for assessing a member’s health, psychosocial, and functional strengths and needs, in addition to assisting the member identify needed and available services.

Nurse-Midwife Practice: The management of women’s primary health care, focusing on pregnancy, childbirth, the postpartum period, care of the newborn, and the family planning and gynecological needs of women and includes diagnosing and providing non-pharmacologic treatment within a system that provides for consultation, collaborative management, and referral as indicated by the health status of patients.

Nurse Practitioner (NP) Practice: Practice within the context of collaborative management: (1) diagnosing, directly managing, and preventing acute and chronic illness and disease; and (2) promoting wellness, including providing non-pharmacologic treatment. The certified nurse practitioner (CNP) is certified for advanced registered nurse practitioner (ARNP) in a specific field of NP practice.

Originating Site: A site including but not limited to a health care facility at which a patient is located at the time health care services are provided to the patient by means of telemedicine.

Physician Assistant (PA): A person registered pursuant to MN Stat. Chap. 147A who is qualified by academic or practical training or both to provide patient services as specified in MN Stat. Chap. 147A under the supervision of a supervising physician.

Physician Extender: PA or APRN who chooses not to enroll with PrimeWest Health, genetic counselor, registered nurse, and licensed acupuncturist who is:
1. Employed by the physician provider;
2. Employed by the same provider organization that employs the physician; or
3. Supervised by a physician.

Plastic Surgery: The alteration, replacement, or restoration of visible parts of the body performed to correct a structural defect or for cosmetic effect.

Preventive Health Service: A health service provided to a patient to avoid or minimize the occurrence or recurrence of illness, infection, disability, or other health condition.

Professional Services: Physician ordered allergen immunotherapy and services either performed by the physician or qualified personnel under the physician.

Reconstructive Surgery: Performed on abnormal structures of the body, caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease. It is generally performed to improve function, but may also be done to approximate a normal appearance. Procedures are done in order to replace, rebuild, restore, or to create one or more body parts or functions.
Registered Nurse (RN): A nurse licensed under and within the scope of Minnesota Statutes.

Registered Nurse Anesthetist Practice: The provision of anesthesia care and related services within the context of collaborative management, including selecting, obtaining, and administering drugs and therapeutic devices to facilitate diagnostic, therapeutic, and surgical procedures upon request, assignment, or referral by a patient’s physician, dentist, or podiatrist.

Relocation Service Coordination (RSC): A type of targeted case management for members residing in eligible institutions who want to move into the community. RSC helps a member who resides in an eligible institution to plan, arrange, and gain access to needed medical, social, educational, financial, housing, and other services and supports that are necessary to move from an eligible institution to the community.

Spoke Site: A remote site where the referring health professional and patient are located.

“Store and Forward”: The asynchronous transmission of medical information to be reviewed at a later time by a physician or practitioner at the distant site. Medical information may include, but is not limited to, video clips, still images, X-rays, magnetic resonance imaging (MRIs), EKGs, laboratory results, audio clips, and text. The physician at the distant site reviews the case without the patient being present. Store and forward substitutes for an interactive encounter with the patient present; the patient is not present in real-time.

Targeted Case Management (TCM): Services that assist a member eligible under the plan in gaining access to needed medical, social, educational, and other services.

Telemedicine: The use of telecommunications to furnish medical information and services. Telemedicine consultations must be made via two-way, interactive video or store and forward technology.

Two-Way Interactive Video: A type of technology that permits a “real-time” consultation to take place. This is used when a consultation involving the patient, the primary caregiver, and a specialist is medically necessary. Video-conferencing equipment at two different locations permits a live non-face-to-face consultation to take place.

Physician Services

Physician: A person who is licensed to provide health services within the scope of his/her profession under MN Stat. Chap. 147. For purposes of this section, a physician means a licensed doctor of medicine or osteopathy.

Covered Services

Services provided by a physician are not restricted to a specific place of service (POS) unless specified by Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) code description. Physicians may provide services in the member’s home, nursing home, outpatient hospital, inpatient hospital, or other facility.

Physicians may not bill separately for performing administrative or medical functions that are paid through an institution’s per diem rate.

A health service must be medically necessary in order to be a covered service. Services listed as provided by a physician in this chapter may be provided by other health care professionals if the service is within the scope of their practice as defined in Minnesota Statutes.
Outpatient Physician-Administered Drugs

Drugs that are administered to a patient as part of a clinic or other outpatient visit should be billed to PrimeWest Health using the appropriate HCPCS code(s). Do not bill drugs administered during an outpatient visit through the pharmacy point-of-sale system. PrimeWest Health does not allow “brown-bagging” or “white-bagging” of prescription drugs administered in an office setting.

Pharmacies, including mail order pharmacies, that are providing the drugs for a clinic visit, should bill the clinic and not PrimeWest Health for the drugs dispensed. PrimeWest Health will make an exception only if a member has third-party liability and the third-party payer requires that the drugs be billed through the pharmacy benefit. Pharmacies should not dispense drugs directly to a patient if the drugs are intended for use during a clinic or other outpatient visit.

For injections that involve multiple national drug codes (NDCs), bill the initial line with the HCPCS code and bill units and the first NDC with modifier KP (first drug of a multiple drug unit dose formulation). Bill the second, and any subsequent line item(s) of the same HCPCS code with modifier KQ (second or subsequent drug of a multiple drug unit dose formulation). If billing the same HCPCS code on more than two lines, the KQ modifier and an additional modifier are needed on each subsequent line.

Outpatient Physician-Administered Drugs National Drug Code (NDC) Reporting

The Federal Deficit Reduction Act of 2005 (DRA) requires states to collect rebates for covered outpatient drugs administered by “physicians.” In order to comply, states must gather utilization data including the NDC, quantity, and unit of measure from claims submitted for physician-administered drugs.

Include the correct NDC information on all claims, including Medicare and other third-party claims, when billing non-vaccine drugs using HCPCS codes. Participants in the 340B Drug Pricing Program are included in the NDC reporting requirements; however, drugs purchased through 340B are exempt from NDC reporting. Add the UD modifier to drugs purchased through the 340B Program. Refer to the NDC Reporting Clarification when submitting claims for reimbursement.

NDC Reporting of Outpatient Physician-Administered Compound Drug

Enter one compound drug (HCPCS code) per claim transaction with up to 25 individual NDCs in the Drug Identification loop. The NDC quantity and dose form are reported in the Quantity and Unit or Basis for Measurement Code areas.

Multiple service lines are necessary to report a compound drug. One NDC is allowed per line. Report the HCPCS code as a separate line for each associated NDC.

Reporting the Discarded Portion of Administered Drugs

Report unused and discarded drugs on a separate claim line using the JW modifier. Providers are expected to use the package size that minimizes the amount of waste billed to PrimeWest Health. For example, if a member needs 50 mg of a drug, and the product comes in 50 mg and 100 mg vials, use the 50 mg vial unless the rest of the 100 mg vial will be used for another patient scheduled for treatment the same day. Both MHCP and Medicare encourage scheduling patients to make the most efficient use of the drugs administered.

Reporting the Wasted Portion of Administered Drugs

The submitted line should include the amount discarded with the amount administered. Providers are expected to use the package size that minimizes the amount of waste billed to PrimeWest Health. For example, if a patient needs 50 mg of drug and the product comes in 50 mg and 100 mg vials, providers should use the 50 mg vial unless the rest of the 100 mg vial will be used for another patient scheduled for treatment the same day.
Both PrimeWest Health and Medicare encourage scheduling patients to make the most efficient use of the drugs administered.

**Authorization Requirements**
Contact PrimeWest Health’s Utilization Management (UM) department when providing a physician-administered drug that requires authorization. All authorization requests will require a primary diagnosis and may require supporting documentation.

**Evaluation and Management (E/M) Services**
PrimeWest Health follows CPT guidelines for billing E/M services.

**Concurrent Care**

**Concurrent Care Services:** The provision of similar services (e.g., hospital visits to the same patient by more than one physician on the same day). If a consulting physician subsequently assumes the responsibility for a portion of patient management, it is considered concurrent care.

PrimeWest Health pays concurrent care when the medical condition of the member requires the services of more than one physician. Generally, a member's condition that requires physician input in more than one specialty area establishes medical necessity for concurrent care.

**Non-Covered Concurrent Care Services**
PrimeWest Health will not pay for concurrent care when either of the following occurs:
1. The physician makes a routine call at the request of the member and family or as a matter of personal interest
2. Available information does not support the medical necessity of concurrent care

**Billing Concurrent Care**
If the member's condition requires concurrent care, bill the appropriate E/M code and modifier.

**Consultation**
A consulting physician or qualified health care professional has a wide degree of latitude in providing services but does not assume care or provide treatment plans.

The request for consultation from the attending physician or other appropriate source must be documented in the member's medical record. The consultant's opinion and any services ordered or performed must also be documented in the member's medical record and communicated to the requesting physician.

If the consulting physician assumes responsibility for the continuing care of the patient, any subsequent services rendered will cease to be a consultation.

Effective for dates of service (DOS) beginning January 1, 2010, PrimeWest Health, following Medicare guidelines, will no longer recognize the following CPT consultation codes:
1. Office/outpatient settings (CPT codes 99241 – 99245)
2. Inpatient consultation codes (CPT codes 99251 – 99255)

This applies to Medicare-covered services only.
1. Medicare Advantage Plans
a. Prime Health Complete (HMO SNP)
b. PrimeWest Senior Health Complete (HMO SNP)

PrimeWest Health will continue accepting consultation codes for Medicaid-covered services.

Telehealth consultation G codes will not be affected by this change.

PrimeWest Health will allow claims submitted to PrimeWest Health as secondary where primary insurance was billed and paid.
1. If primary insurance denied as non-covered, provider must submit claim by PrimeWest Health rules.

**Critical Care**

Use CPT E/M codes to report critical care, which are designed to include both of the following:
1. All diagnostic and therapeutic services listed
2. Direction of care provided by the physician during the period for which this procedure code is billed

Follow CPT guidelines to determine which services are included in reporting critical care codes.

Physicians must not bill separately for procedures included in the code and performed during the critical care hour. Physicians may bill separately for services performed that are not included in the critical care codes.

**Observation Services**

Report E/M observation codes and follow CPT guidelines.
1. Observation services are covered with or without being preceded by a medical emergency.
2. Observation services are paid for up to 48 hours and, in some circumstances, up to 72 hours.

**Physician Services While Member is Inpatient Status**

For services or procedures done while the patient is considered in an inpatient status, use POS code 21 (inpatient).

**Physician Services in Long-Term Care Facilities (LTCFs)**

Payment for physician and professional services in an LTCF must be medically necessary. Refer to the Physician Extenders section of this chapter for use of physician extender services provided in LTCFs. Refer to Chapter 27, Long-Term Care, for additional information on covered services in LTCFs.

**Prolonged Physician Services**

Prolonged services involving direct (face-to-face) patient contact are covered. Report the total duration of face-to-face time spent providing care on a given date.

**Physician Standby Services**

Standby services are covered when requested by another physician and involve prolonged attendance without direct (face-to-face) patient contact. Standby services are covered only in the case of a documented existing risk or distress, such as documented fetal distress.
Physician Case Management (Team Conferences)

A medical team conference conducted for the purpose of coordinating the activities of a member's care with an interdisciplinary team of health professionals or a representative of community agencies is a covered service.

The medical record must document the contents of the conference and the amount of time spent in the conference.

Bill the appropriate CPT E/M code.

Medical Conference/Counseling (as part of Evaluation and Management [E/M] code)

Physician services related to counseling are covered as part of the E/M codes if the counseling is conducted face-to-face with the patient, relative, or guardian.

When counseling and/or coordination of care dominates (more than 50 percent) the physician/patient and/or family encounter, time may be considered the key or controlling factor to qualify for a particular level of E/M service. Medical record documentation must reflect the content of the counseling, coordination of care, and the amount of time spent in counseling/coordination.

Telephone Calls

Telephone calls are not covered by PrimeWest Health.

Care Plan Oversight

PrimeWest Health encourages physicians to participate actively in care planning with our elderly members, their families, and our county partner case managers. PrimeWest Health understands that collaboration with county case managers and other team members takes added time. PrimeWest Health has approved the use of specific service codes pertaining to care plan oversight responsibilities and face-to-face visits with county case managers (patient not present). These codes and current rates are summarized in the following table.

<table>
<thead>
<tr>
<th>CPT/HCPCS Code</th>
<th>Modifier</th>
<th>Code Description</th>
<th>Current Payment Level</th>
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<tbody>
<tr>
<td>99339</td>
<td>HC</td>
<td>Individual physician supervision of a patient (patient not present) in home, domiciliary, or rest home (e.g., assisted living facility) requiring complex and multidisciplinary care modalities involving regular physician development and/or revision of care plans; review of subsequent reports of patient status; review of related laboratory and other studies; communication (including telephone calls) for purposes of assessment or care decisions with health care professional(s), family member(s), surrogate decision maker(s) (e.g., legal guardian), and/or key caregiver(s) involved in patient’s care; integration of new information into the medical treatment plan; and/or adjustment of medical therapy, within a calendar month; 15 – 29 minutes</td>
<td>$50.00</td>
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PrimeWest Health Care Plan Oversight Codes

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<tbody>
<tr>
<td>99340</td>
<td>HC</td>
<td>30 minutes or more</td>
<td>$80.00</td>
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</table>

Please note:

- CPT codes 99339 – 99340 are to be used for any member in the PrimeWest Senior Health Complete or Minnesota Senior Care Plus (MSC+) programs receiving Elderly Waiver (EW) Home and Community Based Services (HCBS) for Care Plan Oversight services in their home, domiciliary, or rest home.
- CPT codes 99339 – 99340 are to be used for the provider’s time involved in care plan oversight work with county case managers. Submit the claim to PrimeWest Health under the member’s name.
- Documentation in the medical record must clearly show both the time and the substance of services performed within each month of billing.
- These codes are differentiated from care plan oversight for case management with a home health agency, hospice, and NF patients.
- A copy of the summary documentation for the care plan oversight should be sent to the county case manager involved. The county case managers depend on current and accurate information from the provider to appropriately meet the needs of the member, and for proper submission to PrimeWest Health.

PrimeWest Health Face-to-Face Visit Codes with County Case Manager

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<tbody>
<tr>
<td>99367</td>
<td>52, HC</td>
<td>Medical team conference with interdisciplinary team of health care professionals, patient and/or family not present, 30 minutes or more; participation by physician</td>
<td>$36.45</td>
</tr>
</tbody>
</table>

Please note:

- This code is to be used for the provider’s time in a face-to-face clinic visit with a county case manager regarding a specific member.
- The modifier 52 (reduced services) is appended to 99367 to show the service provided does not meet all of the elements of 99367.
- Submit 99367-52 to PrimeWest Health under the member’s name.
- Documentation in the medical record must clearly show the substance of counseling and coordination of care.
- A copy of the documentation should be sent to the county case manager as a follow-up. The county case managers depend on current and accurate information from the provider to appropriately meet the needs of the member, and proper submission to PrimeWest Health.

[1] HC = Adult program geriatric. 52 = Reduced services.
[2] Payment levels are subject to periodic change based on Federal or State legislation, regulations, program requirements, or provider contract provisions.
Preventive Medicine Services

Preventive health services are covered if the service:
1. Is provided in person;
2. Affects a health condition rather than the physical environment;
3. Is not otherwise available to the member without cost as part of another preventive health program funded by a government or private agency;
4. Is not part of another covered service;
5. Avoids or minimizes an illness, infection, or disability that will respond to treatment (e.g., asthma or diabetes education);
6. Is generally accepted by the provider’s professional peer group as a safe and effective means to avoid or minimize the illness; and
7. Is ordered in writing by a physician, APRN, PA, and included in the plan of care approved by the primary care provider.

PrimeWest Health also covers Grade A and Grade B preventive services recommended by the United States Preventive Services Task Force.

Comprehensive Elder Health Evaluation (CEHE) Incentive

DHS has implemented a CEHE incentive payment for primary care providers.

PrimeWest Health would like to ensure that primary care providers who are currently contracted with us and working in our communities are aware of this opportunity.

CEHE allows caregivers to do a comprehensive preventive health evaluation on an annual basis and receive an additional $15 above the usual reimbursement for CPT codes 99387 or 99397. If the provider performs and documents an evaluation of influenza and pneumococcal immunization status, mental health status, presence or absence of urinary incontinence, and visual function during the preventive health evaluation, the provider will receive a $40 reimbursement.

<table>
<thead>
<tr>
<th>CEHE Service</th>
<th>CPT Code(s)</th>
<th>CPT Code(s) Description</th>
<th>Provider Incentive Payment</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>New or established patient annual CEHE visit</td>
<td>99387 or 99397</td>
<td>Initial comprehensive preventive medicine evaluation; 65 years or over</td>
<td>$15.00</td>
<td>The provider will also receive the established PrimeWest Health reimbursement rate for this code</td>
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<tr>
<td>New or established patient annual CEHE visit along with the following (all five items must be assessed):</td>
<td>99387 or 99397</td>
<td>Initial comprehensive preventive medicine evaluation; 65 years and over</td>
<td>$40.00</td>
<td>The provider will also receive the established PrimeWest Health reimbursement rate for this code</td>
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<tr>
<td>1. Pneumococcal immunization status</td>
<td>1022F</td>
<td>Pneumococcal immunization status assessed</td>
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<tr>
<td>2. Influenza immunization status</td>
<td>1030F</td>
<td>Influenza immunization status assessed</td>
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<tr>
<td>CEHE Service</td>
<td>CPT Code(s)</td>
<td>CPT Code(s) Description</td>
<td>Provider Incentive Payment</td>
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<tr>
<td>4. Urinary incontinence</td>
<td>1090F</td>
<td>Presence or absence of urinary incontinence assessed</td>
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<tr>
<td>5. Mental status</td>
<td>2014F</td>
<td>Mental status assessed</td>
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</table>

Non-Covered Preventive Services
The following services are not covered as a preventive service:
1. Services that are only for vocational or educational purposes that are not health-related
2. Services that deal with external, social, or environmental factors that do not directly address the member’s physical or mental health

Preventive Medicine Services/Counseling and/or Risk Factor Reduction
Preventive health counseling to promote health and prevent illness or injury is a covered service. These services should be billed with the appropriate E/M code for preventive medicine, individual counseling, and group counseling.

Gender-Confirming Surgery

Overview
Gender-confirming surgery (GCS) is considered medically necessary when a member has been diagnosed as having gender dysphoria and meets the established criteria. Treatment for gender dysphoria does not consist of a single procedure, but is part of a process involving multiple medical and surgical modalities.

Eligible Providers
Physicians enrolled with PrimeWest Health may provide and bill PrimeWest Health for covered services.

Eligible Members
All members enrolled with PrimeWest Health may be eligible for covered services.

Covered Services
PrimeWest Health covers the following services:
1. Hysterectomy and salpingo-oophorectomy
2. Vaginectomy (including colpectomy, metoidioplasty, phalloplasty, urethoplasty, and urethromeatoplasty)
3. Mastectomy, breast reduction, chest reconstruction
4. Penile prosthesis (noninflatable or inflatable)
5. Orchiectomy
6. Vaginoplasty (including colovaginoplasty, penectomy, labiaplasty, clitoroplasty, vulvoplasty, penile skin inversion, repair of introititus, construction of vagina with graft, and coloproctostomy)
In addition to these specific covered procedures, the following procedures may also be covered when medically necessary:

1. Breast augmentation surgery for male-to-female GCS when the member exhibits no response after being adherent to hormone therapy for at least 24 months (unless contraindicated) and gender dysphoric symptoms remain after hormone treatment
2. Scrotoplasty, testicular expanders, and testicular prostheses for female-to-male GCS

**Noncovered Services**

The following procedures are considered cosmetic and not medically necessary; therefore, in most instances these services are excluded from PrimeWest Health coverage:

1. Abdominoplasty
2. Blepharoplasty
3. Brow lift
4. Calf implants
5. Cheek or malar implants
6. Collagen injections
7. Electrolysis or laser hair removal unless other hair removal techniques on the site after surgery would be unsafe
8. Face or forehead lift
9. Facial bone reconstruction
10. Facial implants
11. Gluteal augmentation
12. Hair transplantation
13. Jaw reduction
14. Laryngoplasty
15. Lip reduction or enhancement
16. Lipofilling or collagen injections
17. Liposuction
18. Mastopexy
19. Neck tightening
20. Nose implants
21. Pectoral implants
22. Removal of redundant skin
23. Rhinoplasty
24. Skin resurfacing (dermabrasion, chemical peels)
25. Trachea shave or thyroid cartilage reduction (chondroplasty)
26. Voice modification surgery
27. Voice therapy or voice lessons

**Authorization Requirements**

All of the following criteria for the requested services must be met before coverage of GCS can be authorized:

1. Member must be 18 years of age or older
2. Submit documentation supporting that the member has lived in the gender role that is congruent with their gender identity for at least 12 continuous months
3. Submit written referrals from clinicians qualified in the behavioral aspects of gender dysphoria. The referral letters must meet the following requirements:
4. Genital surgery: A written referral from two independent clinicians with expertise in transgender health, one of whom has an established and ongoing relationship with the member.
5. The referral letters may be from behavioral health professionals, the member’s treating provider (physician, nurse practitioner, clinical nurse specialist), or both.
6. A referral letter from a behavioral health provider must include a recent diagnostic assessment.
7. In the absence of a diagnostic assessment, the member’s medical provider (physician, nurse practitioner, or clinical nurse specialist) must complete a psychosocial assessment. Include the psychosocial assessment components.
8. Chest surgery: A written referral from one clinician with expertise in transgender health and who has an established and ongoing relationship with the patient.
9. If the referral letter is from a behavioral health provider, it must include a recent diagnostic assessment.
10. If the referral letter is from the member’s treating provider (physician, nurse practitioner, clinical nurse specialist), a psychosocial assessment must be completed. Include the psychosocial assessment components.

**Psychosocial assessment components**

1. A psychosocial assessment must include the following: Member’s current life situation
2. Age
3. Current living situation, including household membership and housing status
4. Basic needs status including economic status
5. Education level and employment status
6. Significant personal relationships, including the member’s evaluation of relationship quality
7. Strengths and resources including the extent and quality of social networks
8. Belief systems
9. Contextual non-personal factors contributing to the member’s presenting concerns
10. General physical health and relationship to member’s culture
11. Current medications
12. Reason for assessment
13. Description of symptoms including reason for referral
14. Perception of his or her condition
15. History of mental health treatment including review of records
16. Developmental incidents
17. Maltreatment or abuse
18. History of alcohol or drug abuse
19. Health history and family health history
20. Cultural influences and effect on diagnosis and possibly on treatment
21. Mental status exam
22. Assessment of the member’s need based on baseline measurements, symptoms, behaviors, skills, abilities, resources, vulnerabilities, and safety needs
23. Screening used to determine substance abuse and other standardized screening instruments (CAGE-AID, GAIN-SS)
24. Clinical summary
25. Prioritization of needed mental health, ancillary, or other services
26. Member and family participation in assessment
27. Referrals to services and service preferences by individual
28. Cause, prognosis, and likely consequences of symptoms
29. How the criteria for a diagnosis of gender dysphoria is met: symptoms, duration, and functional impairment
30. Strengths, cultural influences, life situations, relationships, health concerns, and how gender dysphoria diagnosis interacts with or affects member’s life
31. Primary diagnosis of gender dysphoria. If any other mental health or substance use disorders are present, make a referral to a mental health professional or a substance use treatment specialist
Clinician attestation

In addition to a diagnostic or psychosocial assessment, the referral letter must include the clinician’s attestation about each of the following:

1. The member’s general identifying characteristics
2. The duration of the referring provider’s relationship with the member, including the type of evaluation and therapy or counseling that the member underwent
3. An explanation that the member has met criteria for surgery and a brief description of the clinical rationale for supporting the request for surgery
4. A statement that the clinician obtained informed consent
5. A statement that the treating provider is available for coordination of care
6. Affirmation of gender dysphoria diagnosis
7. If significant medical or mental health concerns are present, documentation must support that these concerns are reasonably well controlled in addition to the member’s adherence to recommended medical and behavioral treatment plans. This includes the following:
   a. Twelve months of continuous hormone therapy for genital surgery or twenty-four months of continuous hormone therapy for breast augmentation
   b. Behavioral health therapy: member is receiving treatment, is in recovery, or is in stable remission of any co-morbid behavioral health conditions that are not attributed to dysphoria (e.g., psychosis, trauma, substance use disorder) for 12 continuous months. Stable remission is defined as lack of hospitalization, day treatment, or emergent care for any co-morbid behavioral health conditions during the 12-month period before surgery
   c. No medical contraindications for surgery

Billing

Bill using 837I or 837P.

Education and Counseling

Eligible Providers

Eligible providers include: enrolled physicians, physician clinics, community clinics, outpatient hospitals, public health clinics, family planning agencies, CNPs, PAs, CNSs, certified nurse midwives (CNMs), Community Mental Health Centers (CMHCs), and physician extenders. Certified asthma educators (CAEs) are eligible to provide asthma education.

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<thead>
<tr>
<th>Covered Education or Counseling Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reason for Education or Counseling</strong></td>
</tr>
</tbody>
</table>
| Education/counseling is the primary reason for the visit. | 99401 – 99409 (individual) | • Physicians  
• PAs and APRNs (NPs, CNSs, CNMs)  
• Physician extenders: (non-enrolled APRNs, registered nurses [RNs], genetic counselors, licensed acupuncturists, and pharmacists) | Use modifier U7 when a physician extender provides the service. |
| Services to healthy individuals for the purpose of promoting health and anticipatory guidance (e.g., family planning, smoking cessation, infant safety, etc.). | 99411 – 99412 (group) | | |
## Covered Education or Counseling Services

<table>
<thead>
<tr>
<th>Reason for Education or Counseling</th>
<th>HCPCS Code(s)</th>
<th>Eligible Providers</th>
<th>Billing Directions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education/counseling is the primary reason for the visit. Services to people with symptoms, a diagnosis, or established illness (e.g., prenatal, joint care, pain, HIV, asthma).</td>
<td>98960 (individual) 98961 – 62 (group)</td>
<td>• PAs and APRNs (NPs, CNSs, CNMs) • Physician extenders (non-enrolled)</td>
<td>Use modifier U7 when a physician extender provides the service.</td>
</tr>
<tr>
<td>Refer also to nutritional, diabetic, and weight reduction guidelines</td>
<td></td>
<td>• APRNs, RNs, genetic counselors, and licensed acupuncturists</td>
<td></td>
</tr>
<tr>
<td>Education/counseling is an add-on to the office visit (e.g., provided as part of the regular office visit and dominating more than 50% of the visit, then time may be considered the key or controlling factor to qualify for a particular level of E/M service.</td>
<td>99201 – 99205 (new patient) 99211 – 99215 (established patient)</td>
<td>• Physicians • PAs and APRNs (NPs, CNSs, CNMs) • Physician extenders: APRNs who choose not to enroll, RNs, genetic counselors, and licensed acupuncturists</td>
<td>Use modifier U7 when a physician extender provides the service.</td>
</tr>
<tr>
<td>Asthma education, per session. Asthma education may be reported outside of the office visit when an asthma action plan (AAP) has been written by the clinician and discussed with patient/family, documented in the medical record, and a copy provided to the asthma educator.</td>
<td>S9441</td>
<td>• Asthma education may be reported with S9441 by using the supervising clinician’s NPI for one of the following: Non-enrolled APRNs (NPs, CNSs, CNMs); RNs, CAEs</td>
<td>Bill 1 unit for each class.</td>
</tr>
<tr>
<td>Birthing classes, per session/encounter</td>
<td>S9442</td>
<td>• Physicians • PAs and APRNs (NPs, CNSs, CNMs) • Clinics and outpatient hospitals whose prenatal education program is directed by a PrimeWest Health-enrolled provider may report S9442, S9443, and H1003 with one of the following: – RNs – Health educators with at least a baccalaureate level degree in health</td>
<td>Bill 1 unit each time the class meets.</td>
</tr>
<tr>
<td>Lactation classes, per session/encounter</td>
<td>S9443</td>
<td></td>
<td>Bill 1 unit each time the class meets.</td>
</tr>
<tr>
<td>Reason for Education or Counseling</td>
<td>HCPCS Code(s)</td>
<td>Eligible Providers</td>
<td>Billing Directions</td>
</tr>
<tr>
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</tr>
<tr>
<td>Enhanced prenatal services provided to “at-risk” pregnant women only. An at-risk determination is based on the results of a prenatal risk assessment (e.g., American Congress of Obstetricians and Gynecologists’ [ACOG] Obstetric Medical History).</td>
<td>H1003</td>
<td>education and/or national certification with International Childbirth Education Association (ICEA), Lamaze, or National Commission for Health Education (NCHEC) for prenatal certification; International Board of Lactation Consultants (IBCLC) for lactation certification.</td>
<td>Bill 1 unit for the entire class: 3 weeks of nutrition education = 1 unit.</td>
</tr>
<tr>
<td>Counseling to assess and minimize problems hindering normal nutrition, and to improve the patient’s nutritional status</td>
<td>97802 – initial</td>
<td>Physicians, licensed dieticians, licensed nutritionists</td>
<td>Bill 15-minute unit. MNT is reimbursed when a licensed dietician/nutritionist is under the supervision of a physician.</td>
</tr>
<tr>
<td></td>
<td>97803 – reassess</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>97804 – group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reassessment due to change in diagnosis, medical condition, or treatment regimen requiring a second referral in the same year</td>
<td>G0270 – individual</td>
<td>Physicians, RNs, licensed dieticians, licensed nutritionists</td>
<td>Bill 15-minute unit. MNT is reimbursed when a licensed dietician/nutritionist is under the supervision of a physician.</td>
</tr>
<tr>
<td></td>
<td>G0271 – group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diabetic Self-Management Training (DSMT) services including education about self-monitoring blood glucose, diet, exercise, and sliding scale insulin treatment for the patient who is insulin dependent</td>
<td>G0108 – individual</td>
<td>Physicians, RNs, licensed dieticians, licensed nutritionist. A provider of dually eligible Medicare/Minnesota Health Care Programs (MHCP) members must be a “certified provider” according to the National Diabetes Advisory Board Standards.</td>
<td>Bill 30-minute unit. Initial training 10 hour limit/12 months. Additional training limited to 1 hour per year.</td>
</tr>
<tr>
<td></td>
<td>G0109 – group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car seat education</td>
<td>S9447</td>
<td>Public health nurse (PHN)</td>
<td></td>
</tr>
</tbody>
</table>

Refer to the Community Health Worker (CHW) Patient Education section of Chapter 8, Clinic Services, for covered education services provided by a CHW.
Non-Covered Services

Services provided as part of a day treatment program, partial hospitalization, or other similar health care programs may not be billed as physician services provided in an educational or counseling setting.

Documentation

A physician order for educational or counseling services is required. Documentation of the member’s participation, number of participants in the educational or counseling group, name, and credentials of person who provided the service and topic content must be in the medical record or class record.

Billing

1. If an educational or counseling group is advertised as “free,” it cannot be billed to PrimeWest Health.
2. The cost of educational materials is included in the payment; no additional payment will be made for handouts, textbooks, or other materials.
3. Physician extenders must modify their services using the appropriate modifier. (Refer to the Physician Extenders section in this chapter.)

Smoking Cessation Services

PrimeWest Health covers smoking cessation education, counseling, and products when they are ordered by a primary care provider and provided by a PrimeWest Health-enrolled provider. Smoking cessation products must be approved by the Food and Drug Administration (FDA) and covered under the Medicaid Drug Rebate Agreement.

Medical Supplies Provided by a Physician’s Office

Eligible Providers

For the purpose of this chapter: physicians, APRNs, PAs, and physician clinics.

Payment Limitations

Payment limitations for medical supplies provided by a physician’s office are the same as for medical supplies. Refer to Chapter 23, Equipment and Supplies. Routine supplies are not paid separately. Supplies applied or used in the physician’s office or clinic in direct relationship to an illness or injury are generally considered incident to the service and are not separately billable to PrimeWest Health.

Non-Covered Services

Supplies sent home with members are not covered by PrimeWest Health.

List of Routine Office Supplies

The following list of routine physician office supplies cannot be billed separately. This is not an all-inclusive list:

- Adhesive tape, all sizes
- Intravenous pyelogram (IVP) dyes
- Alcohol or peroxide, per pint
- Kerlix, Kling bandages
• Alcohol wipes
• Masks
• Autolet
• Microporous tape
• Band-Aids
• Needles, sterile
• Betadine, Iodine, Providine swabs/wipes
• Opsite
• Betadine, Phisohex, per pint
• Patient electrode pads
• Chux pads
• Razor
• Cold packs
• Sanitary belt/napkins, tampons
• Cotton balls
• Silver nitrate stick
• Cotton tip application (sterile/non-sterile)
• Specimen collection
• Culturette
• Steri-strips
• Emesis basins
• Sterile saline, 30cc
• Enema kits
• Sterile water, 30cc
• Gauze pads, sterile or non-sterile
• Suction tubing
• Gelfoam
• Surgical drapes
• Gloves (latex, plastic, rubber, sterile, etc.)
• Suture removal tray
• Gowns
• Syringe (with/without needles)
• Hemostatic cellulose (e.g., surgical, any size)
• Thermometer (any size)

Casting Provided in a Physician’s Office

Please follow the appropriate CPT coding guidelines for casting and recasting.
1. If no surgery or manipulation is done, bill the appropriate E/M code and HCPCS casting supply code.
2. If surgery or manipulation is done, bill the appropriate CPT surgery code and HCPCS casting supply code.
3. If recasting is done, bill the appropriate CPT casting code and HCPCS casting supply code.
Electrocardiogram (EKG) Interpretations

EKG interpretation services may be billed in addition to the E/M service. PrimeWest Health covers one physician interpretation for each EKG.

Allergy Immunotherapy-Allergy Testing

Covered Services

The preparation of allergenic extracts and the administration of allergy immunotherapy are covered services.

1. Providing the raw pollen
2. Professional services to prepare raw antigen to a refined state that will become an allergenic extract
3. Professional services to administer the allergenic extract
4. Providing the injectable allergenic extract
5. Professional services to monitor the member’s injection site and observe for anaphylactic reaction
6. Allergy testing
7. Provision of inhalants (a pharmaceutical). Refer to Chapter 22, Pharmacy Services.

Non-Covered Services

The following allergy testing and treatments have not been proven to be effective, and therefore are not covered.

Testing

1. Cytotoxic leukocyte testing (Brian’s test)
2. Leukocyte histamine release testing
3. Provocation-neutralization testing (sublingual, subcutaneous, intradermal, or intracutaneous)
4. Rebuck skin window test
5. Passive transfer or Prausnitz-Kustner (P-K) Test Candidiasis hypersensitivity syndrome testing
6. IgG level testing (IgG level testing for all antibiotics except penicillin)
7. General volatile organic screening test (volatile aliphatic panel)
8. Allergy antibiotic skin testing for all antibiotics except penicillin (penicillin testing is done using penicillin G, Pre-Pen, and penicillin minor determinants)
9. Enzyme-linked immuno sorbent assay (ELISA)/activated cell test (ACT) immunotherapy (Serammune Physician Lab, Reston, VA)
10. Antigen Leukocyte Cellular Antibody Test (ALCAT)

Treatment

1. Provocation-neutralization treatment (sublingual, subcutaneous, intradermal, or intracutaneous)
2. Oral and sublingual immunotherapy (includes oral drops, solutions, oral capsules, and tablets)
3. Rinkel immunotherapy (serial dilution endpoint titration). Note: Allergy testing using this method is eligible as a variant of conventional intradermal skin testing
4. Autologous urine immunizations
5. Clinical ecology urine immunizations
6. Candidiasis hypersensitivity syndrome treatment and related services
7. Intravenous (IV) vitamin C therapy
8. Enzyme potentiated desensitization
9. Rhinophototherapy
10. Poison ivy/poison oak extracts for immunotherapy
11. Trichophyton, Oidiomycetes, and Epidermophyton (T.O.E.) immunotherapy for chronic otitis media
Coverage Limitations

Allergenic extracts may be administered with either one or multiple injections. Documentation in the medical record must support the number of injections administered.

**Preparation of Raw Antigen to Allergenic Extract:** Only physicians who perform the refinement of raw antigens to allergenic extract may bill for this service. This service involves the following:

1. Sterile preparation of an allergenic extract by titration, filters, etc.
2. Checking the integrity of the extract by cultures or other qualitative methods

Purchasing refined antigens, measuring dosages, and adding diluent is **not** refining raw antigens.

**Adding Diluent:** As in any other medication administration, it is not a separately covered service. This service is an integral part of the professional services for providing an allergenic extract.

**Additional Visits:** Payment for injection administration will be adjusted and reflect monitoring of the injection site and observation of the patient for anaphylactic reaction.

A separate visit charge for the provision of allergy services is not allowed unless other identifiable services are performed such as physical examination, review of systems, obtaining a history of current symptoms or illness, laboratory services, and blood pressures, etc. Identifiable services **not** included in an office visit may be billed separately.

Surgical Services

Global Surgery Package

PrimeWest Health follows CPT guidelines regarding the global surgical package.

**The global surgical package period:** Surgery and the time following surgery during which routine care by the physician is considered postoperative and included in the surgical fee. Office visits or other routine care related to the original surgery cannot be separately reported if the care occurs during the global period. Global periods may be referred to as “follow-up-days” (FUDs).

PrimeWest Health covers medically necessary surgical services. PrimeWest Health reimbursement for all surgeries is based on a global surgery package, which follows Medicare global surgery guidelines and includes pre-, post-, and intraoperative work related to the surgical procedure. PrimeWest Health starts the global surgery the day of surgery and follows Medicare guidelines for the number of days in the global package. Preoperative physicals by a primary physician are not included in the global package. Evaluation of the need for surgery by the surgeon is also covered outside of the global surgical package.

The visit identifying the need for surgery is not included in the global fee even if occurring on the preoperative day or on the day of surgery. Use CPT modifier 57 to bill the E/M service for established patient visit or consultation the day before or the day of major surgery when the decision for surgery is made during the visit.

For global surgery purposes, surgeries are classified into three categories: exempt/endoscopic, minor, and major. The global surgery package for each category includes the following services.

**Exempt/Endoscopic (0 days)**

1. Physician visit on the same day as surgery
2. The surgical procedure
3. No postoperative days
E/M services provided on the same day as the procedure are generally not payable unless they are significant, separately identifiable, and billed with modifier 25.

**Minor Surgery (10 days)**
1. Physician visit on the same day as surgery
2. The surgical procedure
3. 10 days of postoperative care

E/M services provided on the same day as the procedure are generally not payable unless they are significant, separately identifiable, and billed with modifier 25.

**Major Surgery (90 days)**
1. Preoperative exam on the day of, or the day before surgery
2. The surgical procedure
3. 90 days of postoperative care

The visit identifying the need for surgery is not included in the global fee even if occurring on the preoperative day or on the day of surgery. Use CPT modifier 57 to bill the E/M service for established patient visit or consultation the day before or the day of major surgery when the decision for surgery is made during the visit.

**Postoperative Care**

Postoperative care includes:
1. E/M services
2. Pain management
3. Treatment of complications (e.g., treatment of infection related to the surgery)
4. Miscellaneous services: dressing changes and local incisional care; removal of operative pack, cutaneous sutures and staples, lines, wires, tubes, drains, casts and splints; insertion, irrigation and removal of urinary catheters, routine peripheral intravenous lines, nasogastric and rectal tubes; and changes/removal of tracheostomy tubes

**Complications**

Complications requiring additional services from the surgeon that do not require a return trip to the operating room are included in the global payment. Surgical complications requiring a return to the operation room are not included in the global fee. Report complications requiring a return trip to the operating room with modifier 78 appended to the original procedure code.

The following services are **not** included in the global package:
1. Initial (new patient) E/M visit
2. Diagnostic tests and procedures
3. Surgical trays
4. Recasting
5. Casting supplies
6. Dialysis
7. Immunosuppressive therapy
8. Radiation oncology services
9. Physical therapy (PT)
10. Silicone punctual plugs (A4263) when reported with code 68761 and POS code 11 (office)
11. Implantable vascular access device (A4300), when reported with code 36533 and POS code 11 (office)
12. Catheter used for treatment of a temporary obstruction and POS code 11 (office)
If further specifics are required, refer to the Medicare global surgery guidelines.

**Assistant-at-Surgery**

PrimeWest Health follows Medicare’s assistant-at-surgery guidelines. PrimeWest Health does not cover assistant-at-surgery services provided by surgical technicians, surgical assistants, Registered Nurse first assistants (RNFAs).

MD assistant surgeons or PAs are covered for assistant-at-surgery. MD assistant surgeons must bill using the appropriate assistant surgeon modifier. PAs, CNSs, and APRNs must use the “AS” modifier.

**Billing**

Submit claims for physician services at surgery electronically in the 837P format. Refer to Chapter 31, Tribal and Federal Indian Health Services, for physician services provided in an Indian Health Service (IHS), tribal, or 638 facility.

**Bilateral and Multiple Procedure Modifiers**

Please refer to the CPT guidelines regarding the appropriate use of modifiers.

Use modifier 50 only when the exact same service/code is reported for each bilateral anatomical site.
1. Report bilateral surgical procedure codes on one line appended with modifier 50.
2. Enter 1 unit on a line reported with modifier 50.
   a. **Example:** 49500 – 50 – 1 unit
3. Do not use modifier 50 with procedure codes that are identified as bilateral or for codes that use the words **one** or **both** within the code description.

**Multiple Procedures – Modifier 51**

For DOS on and after October 1, 2011, PrimeWest Health will do the following:
1. No longer require modifier 51 on multiple procedures performed at the same session, by the same provider, on the same patient
2. Deny procedures billed on subsequent claims for the same session, by the same provider, for the same patient
3. Price according to Medicare guidelines (highest valued procedure equals 100 percent; subsequent procedures equal 50 percent)
4. Not reduce pricing for procedure codes that are add-on codes or exempt from modifier 51

Bill all procedures on the same claim.

**Fee-for-Time Compensation Arrangements**

PrimeWest Health recognizes that physicians often retain a substitute physician to take over their professional practices while they are absent for reasons such as illness, vacations, continuing medical education, military service, pregnancy, etc. PrimeWest Health further recognizes fee-for-time compensation arrangements and pays the regular physician for the services provided by the substitute physician if any of the following criteria are true:
1. The substitute physician generally does not maintain a practice and travels from area to area as needed
2. The regular physician is unavailable to provide services
3. The member has arranged or seeks to receive the services from the regular physician
4. The regular physician pays the fee-for-time compensation physician on a per diem or a fee-for-service
basis. Compensation paid by a medical group is considered paid by the physician.

5. The substitute physician does not provide services over a continuous period of longer than 60 days unless the arrangement resulted from the regular physician being called or ordered to active duty as a member of a reserve component of the Armed Forces.

Covered Services

PrimeWest Health covers fee-for-time compensation physician services using Medicare guidelines. Locum tenens services provided by an APRN are covered. Current licensure is required.

Documentation

The regular physician must keep a record of each service provided by the substitute physician along with the substitute physician’s NPI.

Billing

1. The member’s regular physician bills and receives payment for locum tenens physician covered services.
2. The locum tenens physician does not have to be identified on the claim.
4. Postoperative services performed by the locum tenens physician during the global surgery period do not require a Q6 modifier (if the services are only in connection with the surgery).

Reciprocal Billing

Reciprocal Billing Arrangements: A member’s regular physician may submit a claim for a covered service that the regular physician arranges to be provided by a substitute physician on an occasional reciprocal basis if:

1. The regular physician is unavailable to provide the visit services
2. The member has arranged or seeks to receive services from the regular physician
3. The substitute does not provide services over a continuous period of longer than 60 days unless the arrangement resulted from the regular physician being called or ordered to active duty as a member of a reserve component of the Armed Forces.

These requirements do not apply to the substitution arrangements among physicians in the same medical group where claims are submitted in the name of the group. On claims submitted by the group, the group physician who actually performed the services must be identified as the rendering physician.

Billing

1. The regular physician bills and receives payment for substitute physician covered services.
2. The substitute physician does not have to be identified on the claim nor enrolled with DHS.
3. Bill with modifier Q5
4. Postoperative services performed by the substitute physician during the global surgery period do not require a Q5 modifier (if the services are in connection with the surgery).
Telemedicine

Asynchronous telecommunications systems in single media format do not include telephone calls, images transmitted via facsimile machines, and text messages without visualization of the members (electronic mail). Photographs must be specific to the member’s condition and adequate for rendering or confirming a diagnosis or treatment plan.

Eligible Providers

The “spoke,” or referring provider, may be any enrolled PrimeWest Health provider, including the following:
1. Physician
2. NP
3. CNS
4. PA
5. CNM
6. Podiatrist,
7. Registered dietitian or nutrition professional
8. Clinical psychologist
9. Clinical social worker
10. Dentist, dental hygienist, dental therapist, advanced dental therapist
11. Pharmacist
12. Certified genetic counselor
13. Speech therapist
14. Physical therapist
15. Occupational therapist
16. Audiologist
17. Licensed Marriage and Family Therapist (LMFT)
18. Licensed Professional Clinical Counselor (LPCC)
19. Public Health nursing organization

The “hub,” or consulting provider, is limited to a specialty physician or an oral surgeon.

Covered Services

Coverage for telemedicine includes payment for physician consultations that are performed via two-way interactive video or via store and forward technology.

Billing

Effective January 1, 2017, bill for telemedicine services using POS code 02 for the physician or practitioner furnishing telehealth services from a distant site. Modifiers GT (via interactive audio and video telecommunications systems) and GQ (via an asynchronous telecommunications system) are also required when billing for telemedicine services. Claims must include both the POS code 02 and one of the modifiers.

General

1. Telemedicine consultation coverage is limited to physician services (this includes psychiatrists but does not include PAs, APRNs, or other physician ancillaries).
2. A consultation (as defined by CPT) must take place.
3. A request for a consultation and the need for a consultation must be documented in the patient’s medical record. The consultation opinion must be documented in the patient’s medical record and communicated to the requesting provider.
4. Out-of-state coverage policy applies to services provided via telemedicine. Consultations performed by providers who are not located in Minnesota and contiguous counties require authorization prior to the service being provided.

5. Consultations must be billed with the appropriate modifier indicating services were performed via telemedicine.

6. Telemedicine consultations provided by out-of-network physicians require a Service Authorization (Medical Service Authorization Request Form).

7. All telemedicine services must meet and follow Title 45 Code of Federal Regulations (CFR) Part 164.312 (e) (1):
   a. Implement technical security measures to guard against unauthorized access to electronic protected health information that is being transmitted over an electronic communications network
   b. Transmission security includes implementation specifications:
      i. Integrity controls (addressable)
      ii. Encryption (addressable)

8. PrimeWest Health covers teledentistry claims for diagnostic services. Coverage is limited to children, pregnant women, and some adult benefits as specified in Minnesota Stat. 256B.0625, subd. 9. Bill using the U9 modifier.

Two-Way Interactive Video Consultations in an Office, Outpatient, or Inpatient Setting
1. Payment is made to both the consulting physician and the referring physician if the referring physician is present during the consultation.
2. The referring provider bills an office or outpatient E/M code.
3. The consulting physician bills an office, outpatient, or inpatient E/M consultation code with the GT modifier, indicating the service was performed via two-way interactive video.

Two-Way Interactive Video Consultation in an Emergency Room (ER)
Two-way interactive video consultation may be billed when there is no physician in the ER and the nursing staff is caring for the patient at the “spoke” site. The ER physician at the “hub” site bills the ER CPT codes with the GT modifier. Nursing services at the “spoke” site would be included in the ER facility code.

If the ER physician requests the opinion or advice of a specialty physician at a “hub” site, the ER physician bills the ER CPT codes without the GT modifier. The consulting physician bills the consultation E/M code with the GT modifier.

“Store and Forward” Telemedicine
1. CPT definition of a consultation must be met.
2. Consultation E/M codes are billed by the consulting physician with the GQ modifier, used to indicate that the consult was done via store and forward technology.

Coverage Limitations
1. Payment for telemedicine consultation services is limited to three per week per member.
2. Payment will be made for only one reading or interpretation of diagnostic tests such as X-rays, lab tests, and diagnostic assessments.
3. Payment is not available to providers for sending materials.

The following are not covered under telemedicine:
1. Electronic connections that are not conducted over a secure encrypted website as specified by the Health Insurance Portability & Accountability Act of 1996 (HIPAA) Privacy & Security rules (e.g., Skype)
2. Prescription renewals
3. Scheduling a test or appointment
4. Clarification of issues from a previous visit
5. Reporting test results
6. Non-clinical communication
7. Communication via telephone, email, or fax
8. Day treatment
9. Partial hospitalization programs
10. Residential treatment services
11. Case management face-to-face contact

For more information on telemedicine in the delivery of mental health services, reference Chapter 16, Mental Health Services.

Outpatient Hospital Services

Billing

Professional Component
For outpatient clinic services provided in a hospital-owned clinic, bill professional services in the 837P claim format using the appropriate HCPCS or CPT code, using place of service 22. Failure to identify the place of service as “outpatient hospital” may be considered fraudulent or abusive billing, and is subject to monetary recovery or program sanctions.

Facility Fee
For outpatient clinic services performed in a hospital-owned clinic, bill facility fees in the 837I claim format using the appropriate revenue and HCPCS or CPT code.

Critical Access Hospitals (CAHs)
CAHs must comply with 42 CFR 413.70 and follow guidance for facility services. PrimeWest Health accepts Method II billing for Medicaid-only eligible members unless they are enrolled in a Medicare primary program (i.e., MSC+ and Prime Health Complete).

Urgent Care in Emergency Department
Non-emergency care provided in an emergency department is urgent care and must be billed as “urgent care services.”

Emergency Department
Emergent care provided in an emergency department is emergency care and must be billed as “emergency services.” If, in a physician’s professional opinion, emergency treatment for the member’s condition cannot be provided in the emergency department, the physician may seek inpatient admission certification for the member and bill “inpatient admission services.” Refer to Inpatient Hospital Notification and Authorization.

Provider-Based Status for Clinics
Clinics owned by hospitals authorized with provider-based status according to Federal regulations must comply with 42 CFR 413.65. Bill for services as an outpatient hospital department, following the above guidance.

On-Campus Provider-Based Hospital Department Services
When billing outpatient services furnished at an on-campus provider-based department, the 837P professional claim must include place of service 22.
Off-Campus Provider-Based Hospital Department Services

Outpatient services furnished at an off-campus provider-based department are billed as follows:
1. 837P professional claims must include place of service 19
2. 837I claims must use modifier PO for services, procedures, and/or surgeries performed at off-campus provider-based outpatient departments
3. Modifier PN indicated a non-excepted service provided in an off-campus, outpatient, provider-based department of a hospital. For more information, see Medicare Learning Network (MLN) Matters # MM9930, January 2017 Update of the Hospital Outpatient Prospective Payment System.

Hospital Physician Services

Billing

Bill physician services provided in an inpatient hospital setting using the 837P format:
1. Enter the dates of hospital admission and discharge in the appropriate date fields of the 837P format. If the member has not been discharged, leave the “To” field blank.

Urgent Care Clinic Services

1. Urgent care clinic services are covered for PrimeWest Health members in an outpatient hospital setting.
2. Urgent care services in a freestanding facility (including physician clinics) must be billed as an office visit.
3. No facility fee is paid in a physician’s clinic for after-hours care.

Authorization Standards

Authorization Standards for Surgery, Including Cosmetic and Reconstructive Surgery

Investigative: A health service/procedure that has progressed to limited human application and trial, lacks wide recognition as a proven and effective procedure in clinical medicine as determined by the National Blue Cross and Blue Shield Association Medical Advisory Committee or by InterQual™ or other nationally recognized medical or health organizations, and used by PrimeWest Health in the administration of its program using the following criteria:
1. The technology must have final approval from the appropriate government regulatory bodies
2. The scientific evidence must permit conclusions concerning the effectiveness of the technology on health outcomes. Evidence should consist of well-designed and well conducted investigations published in peer review journals. The quality of the body of studies and the consistency of the results are considered in evaluating the evidence.
3. The technology must improve the net health outcome
4. The technology must be as beneficial as any established alternatives
5. Improvement must be attainable outside the investigational settings
6. A drug or device that the FDA has not yet declared safe and effective for the use prescribed. For purposes of this definition, drugs and devices are those identified in the Food, Drug, and Cosmetic Act.

These criteria determine whether medical devices or treatments are investigational or not. PrimeWest Health then determines coverage based on contract language and medical necessity.

A health service, procedure, or treatment that is concluded to be experimental or investigational in nature is excluded from coverage.
PrimeWest Health uses nationally recognized criteria to determine medical necessity. It is the responsibility of the provider requesting authorization to submit sufficient documentation to establish that coverage standards have been met. Certain situations may require a unique piece of information that will help Utilization Review staff make their decision. Since it is impossible to identify all of the diverse information necessary for each case, PrimeWest Health will make a request will be made for additional information as the situation requires.

**Authorization Policy**

Authorization is required for all investigative procedures and procedures that may be considered cosmetic. The authorization request originates with the surgeon and must be submitted to PrimeWest Health.

Authorizations are reviewed on a case-by-case basis. Certain situations may require a unique piece of information that will aid the medical review agent in the decision-making process. Since it is impossible to identify all of the diverse information necessary for each case, a request will be made for additional information as the situation requires.

It is the responsibility of the provider requesting authorization to submit sufficient documentation to establish that coverage standards have been met. A provider may choose to submit a summary letter, addressing each element of the standard and current information, in lieu of submitting reports from diagnostic and specialized services noted in the following standards.

If staged plastic and reconstructive surgery is being proposed for correction of a congenital anomaly, the complete plan for future surgeries must be submitted with the first authorization.

The procedure will be authorized, when in the opinion of the medical review agent, all of the following standards are documented:

1. Medical and psychiatric contraindications to the surgery have been ruled out
2. The timing for the procedure has been assessed and found to be medically appropriate for the particular condition, age, and stage of development of the individual
3. Appropriate treatment that is non-surgical, less intrusive, or less expensive has been tried and was not successful, was contraindicated, not applicable, or not available for the given condition
4. An assessment has been made to determine that the surgical procedure will cause significant improvement of the condition
5. The member, parent, or guardian fully understands the surgical procedure, the risks involved, and the possible side effects of the surgery
6. If the reconstruction procedure requires the insertion of an implant, the implant must be FDA-approved
7. Information submitted is sufficient to establish that the standards listed above have been met. This information must include all of the following:
   a. A statement indicating medical necessity is based on significant medical problems, functional impairment, or is a jeopardy to physical or mental health
   b. Specific diagnosis, date of onset, symptoms, severity, duration, treatment results, and effects on the performance of activities of daily living
   c. When jeopardy to mental health is claimed, an evaluation by a psychologist or a psychiatrist, and a Minnesota Multiphasic Personality Inventory (MMPI) and interpretation are also required
   d. A summary of past clinical history that relates to the current condition including previous procedures, if any, to correct the condition (include surgical reports)
   e. A description of the proposed procedure and the expected results
   f. Specific and exact surgical site including right, left, upper, lower, unilateral, or bilateral (if bilateral, bill two line items with the modifier reported on the second line item), as appropriate
   g. Specify primary and secondary procedures, if applicable
   h. Photographs for situations that are difficult to describe must be submitted. Several different views of the affected part are helpful (photographs should be limited to the affected part)
i. Additional information requested by the PrimeWest Health medical review agent

As indicated above, all procedures or surgeries that are cosmetic, investigative, or experimental are not covered. A Service Authorization (Medical Service Authorization Request Form) request is needed from the provider, and, if PrimeWest Health determines that the surgery is not cosmetic, is not investigative, and/or is not experimental and it meets the medical necessity of the member and standards of practice, an authorization may be granted.

In addition to the category listed above and to the specific procedures listed under authorization standards:

1. All implants require Service Authorization (Medical Service Authorization Request Form) (electric stimulator, epidural, intrathecal, neurostimulator, cochlear, artificial cornea, pillar palatal, etc.)
2. All surgeries for sleep apnea (laser-assisted uvulopalatoplasty [LAUP], uvulopalatopharyngoplasty [UPPP], Uvelectomy, Pillar Palatal implant, tongue base suspension, etc.) require a Service Authorization (Medical Service Authorization Request Form)
3. All temporomandibular disorder (TMD) surgery and all temporomandibular joint disorder (TMD) treatments require a Service Authorization (Medical Service Authorization Request Form)
4. All surgeries for weight loss and gastric neurostimulator implants require a Service Authorization (Medical Service Authorization Request Form)

The following are some of the authorization standards and specific documentation needed. This is not an all-inclusive list of all surgeries and procedures that require Service Authorization (Medical Service Authorization Request Form).

Authorization Standards for Insertion of Penile Prosthesis

Implantation of a penile prosthesis requires authorization from PrimeWest Health. It is the responsibility of the surgeon to submit the authorization request with all the following information:

1. Medical history: history of penile dysfunction and report of physical examination
2. Results of related diagnosis, laboratory tests, and X-rays
3. Past treatments and results for erectile dysfunction (include pharmacotherapy, devices, etc.)
4. Summary of evaluation of suitability for implant

Authorization to implant a penile prosthesis for urinary drainage will be approved when, in the opinion of PrimeWest Health, all the following standards have been met:

1. Other less invasive methods of urine drainage and collection have proven to be inadequate
2. Information submitted is sufficient to determine the standard is met. The information must include all the following:
   a. Medical history and report of physical exam
   b. Reports of related laboratory tests and X-rays
   c. Summary of approaches to the problems of urinary drainage, with dates indicating periods of time used and when problems began

Authorization Standards for Bariatric Surgery

Adult Bariatric Surgery
Adult bariatric surgery requires a prior authorization (Medical Service Authorization Request Form).

Adolescent Bariatric Surgery
Adolescent bariatric surgery for members ages 13 – 17 requires a prior authorization (Medical Service Authorization Request Form).
Required Written Documentation for Bariatric Surgery
1. Member’s height, weight, and BMI with duration.
2. All comorbid conditions listed and described.
3. A detailed statement of the member’s past medically supervised weight loss attempt(s) lasting six months or more (including the duration of each attempt).
4. The member’s current eating habits.
5. A list of applicable medical and/or psychiatric contraindications.
6. Indication of exclusion of any endocrinopathy, peptic ulcer disease (PUD), etc.
7. A copy of the current psychiatric/psychological assessment as described above.
10. A statement detailing the member’s:
   a. Commitment to lose weight
   b. Expectations of the surgical outcome
   c. Willingness to make permanent lifestyle changes
11. A statement detailing the member’s (if adolescent, at least one custodial parent or guardian’s):
   a. Commitment to support and facilitate the member’s loss of weight
   b. Expectations of the surgical outcome
   c. Willingness to support and facilitate member’s permanent lifestyle changes
12. A description of the post-surgical follow-up program, which, if adolescent, must be part of a multidisciplinary pediatric weight management program. This description will be submitted (on a one time basis) and kept on file with the medical reviewer for each surgeon (and program).
13. If adolescent, a statement verifying the attainment of physiologic maturity as defined above.
14. If adolescent, that verification counseling was provided to females regarding potential birth defects from nutritional deficiencies if they become pregnant during the weight stabilization period following surgery.

Bariatric Surgery Revision
Bariatric surgery revision requires a prior authorization (Medical Service Authorization Request Form).

Required Documentation for Revision of Bariatric Surgery
1. Date and type of the initial surgery.
2. Weight loss history after the surgery.
3. Present height and weight.
4. Dietary assessment regarding current eating habits.
5. X-ray or endoscopic report that demonstrates the staple line has failed or the pouch has enlarged.
6. Psychiatric contraindications to the surgery have been ruled out. If the patient is currently receiving psychiatric treatment, a current diagnostic assessment must be submitted.

Authorization Standards for Sleep Testing
PrimeWest Health will not cover unattended home sleep studies as they are considered investigative and not medically necessary.

Standards for Sleep Testing Adults
PrimeWest Health will cover sleep studies as medically necessary for the indications listed below. Service Authorization is not needed before performing sleep testing in adults. Testing must be attended by a trained sleep specialist who can monitor technical adequacy and patient compliance; unattended sleep studies are not covered. All studies must be conducted in a sleep laboratory; attended in-home (portable) studies will be covered only in cases where the patient is unable to undergo an in-lab study due to extenuating circumstances such as nonambulation, severe and persistent mental illness, etc. Indications for Adult Sleep Study include the following:
1. Diagnosis of obstructive sleep apnea and other sleep-related breathing disorders
2. Following a careful exam and history that includes a standardized questionnaire
3. For patients with high pre-test-probability, an attended cardiorespiratory (Type 3) sleep study is preferable to full-channel polysomnography
4. Split-night studies should be performed whenever possible
5. Positive airway pressure titration for patients already diagnosed with sleep apnea or other sleep-related breathing disorders
6. Follow-up sleep studies to assess treatment for sleep apnea or other sleep-related breathing disorders
7. Neuromuscular disorders with sleep-related symptoms, which are not adequately diagnosed through sleep history, assessment of sleep hygiene, and review of sleep diaries
8. Suspected narcolepsy
9. Parasomnias (cases of dangerous, violent or injurious behavior, seizure cases with inconclusive electroencephalogram [EEG], and atypical parasomnias)
10. Periodic limb movement disorder (PLMD)

Authorization Standards for Breast MRI

PrimeWest Health covers breast MRIs when certain criteria are met. Procedure codes requiring authorization include the following: 0159T, 77058, 77059, C8903, C8904, C8905, C8906, C8907, and C8908.

Authorization Standards for Breast Reduction

Breast reduction requires a prior authorization (Medical Service Authorization Request Form).

The following documentation must be submitted with the authorization request:
1. Chart notes from the referring or primary physician, including:
   a. Clinical history/case summary documenting patient complaints; and
   b. Severity and duration of complaints
2. Height and weight
3. Bra size
4. Previous treatment
5. Number of grams to be removed from each breast
6. Photograph
7. Schnur scale

Authorization Standards for Panniculectomy

Panniculectomy is considered medically necessary when 1 – 3 or either 4 or 5 of the following are met:
1. The panniculus hangs to or below the level of the pubis; and
2. The panniculus causes functional impairment, such as back pain documented by an orthopedic consult; or the pannus itself causes interference with activities of daily living (ADL) performance; and
3. There is chronic, recurrent intertriginous rash, cellulitis, or skin necrosis that has failed to respond to medical management in six months (photo required).
   or
4. Panniculectomy is incidental to intra-abdominal surgery to improve surgical access and wound healing and ONE of criteria 1 – 3.
   or
5. Panniculectomy is incidental to ventral hernia repair to improve wound healing and one of criteria 1 – 3.
Authorization Standards for Breast Implant Removal

The following information must be submitted with the authorization request:
1. Reason for initial implantation
2. Chart notes/test results documenting leakage/rupture, if present
3. If rupture is not present, chart notes from the primary or referring physician documenting any medical reasons/symptoms for implant removal (history/case summary, severity and duration, previous treatment)

Authorization Standards for Gynecomastia

Gynecomastia surgery requires a prior authorization (Medical Service Authorization Request Form).

The following information must be submitted with the authorization request:
1. Current history and physical examination from the primary care physician
2. History of medication or drug use
3. Results of lab tests, to rule out endocrine abnormalities
4. Evidence that other diseases (which can cause this condition) have been ruled out
5. Height and weight
6. Photograph
7. Pathology report documenting removal of breast tissue rather than fat

Authorization Standards for Botulinum Toxin

All requests for Botox require prior authorization. PrimeWest Health follows Botox criteria in determining medical necessity.

Authorization Standards for Male Circumcision

PrimeWest Health only covers male circumcision when the procedure is medically necessary (in the opinion of the attending physician, a pathologic condition exists where circumcision is required), and is prior authorized. Provide documentation of the condition, the symptoms, and the treatment that has been tried.

Authorization Standards for Outpatient High Technology Imaging Services

PrimeWest Health covers medically necessary outpatient high technology imaging including MRIs, magnetic resonance angiograms (MRAs), computed tomography (CT), computed tomography angiography (CTA), and positron emission tomography (PET).

Authorization Standards for Hysterectomy

Procedure codes: 58150, 58152, 58180, 58200, 58210, 58260, 58262, 58263, 58267, 58270, 58275, 58280, 58285, 58290, 58291, 58292, 58293, 58294, 58550, 58552, 58553, 58554, 58555, 58556, 58570, 58571, 58572, 58573, 58578, and 59525.

A hysterectomy is a medically necessary procedure or operation for the purpose of removing the uterus. PrimeWest Health does not cover hysterectomy for sterilization purposes.

PrimeWest Health does not require prior authorization for this procedure. PrimeWest Health will periodically perform audits of claims paid for this service. In the event it is determined medical necessity for the procedure was not met, PrimeWest Health will re-adjudicate the claim. If a facility continues to perform procedures and medical necessity is not met, that facility will be required to obtain a Service Authorization (Medical Service Authorization Request Form) prior to performing this procedure.
PrimeWest Health requires the provider to secure member authorization to perform a hysterectomy by informing the individual (and her representative, if applicable) that the hysterectomy will make her permanently incapable of reproducing.

A hysterectomy acknowledgement statement (HAS) must be kept in the member's medical record. An example of the HAS can be found in Chapter 10, Reproductive Health – Obstetrics and Gynecology.

Conditions supporting medical necessity for hysterectomy may include, but are not limited to, the following:

1. Malignant disease of the cervix, uterus, ovaries, or fallopian tubes
2. Symptomatic uterine fibroids (leiomyomas) that are either:
   a. causing bladder pressure, pain, fullness, functional disturbance,
   b. bleeding unresponsive to conservative therapy; or
   c. showing rapid and progressive enlargement.
3. Recurrent or persistent uterine bleeding or discharge with failure to respond to conservative management
4. Confirmed diagnosis of endometriosis with documented failure of non-surgical management (e.g., use of hormonal therapy, if not contraindicated, and/or low dose contraceptives)
5. Endometritis that is unresponsive to conservative management
6. Chronic pelvic inflammatory disease unresponsive to conservative management
7. Adenomatous endometrial hyperplasia with moderate or severe atypia recurring despite conservative management
8. Obstetrical catastrophes, such as uncontrollable postpartum bleeding, uterine rupture, uncontrolled uterine sepsis developing from septic abortion, placenta accretion, etc.
9. Septic abortion not responsive to conservative management
10. Removal of the uterus in non-gynecologic pelvic surgery where necessary to encompass disease originating elsewhere, as in uterine involvement in colon cancer or in abscess secondary to diverticulitis.
11. Symptomatic uterine prolapse or descent resulting in general pelvic relaxation
12. Other conditions determined to be medically necessary

**Authorization Standards for Spinal Fusions**

PrimeWest Health covers cervical, thoracic, and lumbar spinal fusions when medical necessity criteria are met. All spinal fusion procedure codes require a Service Authorization (Medical Service Authorization Request Form) before they can be performed. PrimeWest Health uses InterQual™ criteria as a guideline for medical necessity determinations.

**Documentation Required**

1. Condition (acute trauma, osteomyelitis, tumor, etc.), indication of instability confirmed by radiographic (or imaging) studies
2. If a tumor or lesion needs excision, indication if excision will cause vertebral instability
3. Current symptoms
4. Treatment tried in the past, for how long, and response to treatment
5. Interference with ADLs (for non-traumatic instability and degenerative conditions)

Conditions supporting medical necessity for spinal fusion may include, but are not limited to, the following with radiographic documentation:

1. Epidural compression or vertebral destruction from tumor
2. Idiopathic scoliosis over 40 degrees or progressive degenerative scoliosis
3. Instability after debridement for infection
4. Neural/epidural compression resulting from vertebral or spinal (involving two or three spinal levels)
5. Other causes of objectively documented symptomatic instability with compression of either the nerve root or the cauda equina
6. Pseudoarthrosis
7. Spinal tuberculosis

PrimeWest Health will **not** approve lumbar fusions as medically necessary for the management of the following conditions:
1. With initial primary laminectomy/discectomy for nerve root decompression without documented instability
2. Multiple-level degenerative disc disease (more than two levels).

**Authorization Standards for BRCA Genetic Mutation Testing for Breast and Ovarian Cancer Susceptibility**

PrimeWest Health covers genetic mutation testing for breast and cervical cancer susceptibility when certain criteria are met. Procedure codes that require authorization include: S3818 – S3823 and 83890 – 83909 with modifier 0A or 0B. BRCA mutation testing must be conducted in conjunction with pre- and post-test genetic counseling by a physician or a licensed or a certified genetic counselor.

BRCA genetic mutation testing will be approved in cases where the results will impact the care of the individual patient (member). Criteria in either 1 or 2 below must be met:
1. Member is identified as high-risk for a BRCA mutation:
   a. For women of Ashkenazi Jewish descent (or other ethnicity/population for which “founder” mutations in the BRCA genes have been identified):
      i. Any first-degree relative (or two second-degree relatives on the same side of the family) with breast or ovarian cancer*
   b. For women of ethnicities not described above (one or more of the following):
      i. Two first-degree relatives with breast cancer, one of whom was diagnosed at age 50 or younger
      ii. A combination of three or more first- or second-degree relatives with breast cancer regardless of age of diagnosis
      iii. Any combination of breast and ovarian cancer among any combination of first- and second-degree relatives
      iv. A first-degree relative with bilateral breast cancer
      v. A combination of two or more first- and second-degree relatives with ovarian cancer, regardless of age of diagnosis
      vi. A first or second-degree relative with both breast and ovarian cancer at any age
      vii. History of breast cancer in a male relative
2. Member has personal history of breast or ovarian cancer and wishes to inform future reproductive decision-making

* A first-degree relative is an individual’s parent, sibling, or child. A second-degree relative is an individual’s aunt, uncle, grandparent, grandchild, niece, nephew, or half sibling.

**Authorization Standards for Radiofrequency Neuroablation for Facet-Mediated Back and Neck Pain**

PrimeWest Health covers radiofrequency neuroablation to treat facet-mediated back and neck pain when certain criteria are met. No authorization is required when this procedure is done for chronic cervical or lumbar facet-mediated spinal pain. Procedure codes that require authorization include: 64633, 64634, and 64640. Authorization is required when the procedure is planned for conditions that are not limited to the cervical or lumbar spine (authorization required if the procedure is for the thoracic spine). Authorization is required before performing radiofrequency neuroablation for any area of the body that is not the cervical or lumbar spine.

Radiofrequency nerve root ablation may be medically necessary for chronic cervical or lumbar facet-mediated
spinal pain that is refractory to conservative therapy. The procedure must be conducted under fluoroscopic guidance to assure proper needle positioning.

**Documentation needed**

1. Presence of any neurologic symptoms or findings
2. Indication that the member has facet-mediated spinal pain diagnosed by comparative, controlled medial branch nerve blocks (two or more facet joint injections). The diagnostic nerve blocks must:
   a. Provide more than 50 percent pain relief using the Visual Analog Scale (VAS) or other validated tool (at least one hour for lidocaine and two hours for bupivacaine) during follow-up assessment
   b. Not be conducted under intravenous sedation unless specifically indicated
   c. Not include steroid injections
3. Written description of diagnostic procedure and patient response including degree of pain relief and, if applicable, indications for sedation
4. Facet-mediated pain has been unresponsive to appropriate conservative therapy. Describe prior therapies attempted and patient’s response (such as structured exercise, PT, activity modification, pharmacological management, therapeutic nerve blocks, and joint injections) for a period of at least six months.

For repeat procedure (same level), documentation required includes:

1. Date of last radiofrequency nerve root ablation treatment (repeat procedures can be approved at intervals of no less than three months)
2. Patient response to the last radiofrequency nerve root ablation including degree of pain relief. (Repeat procedure may be approved if the member obtained greater than 50 percent relief using the VAS or other validated tool for at least 10 – 12 weeks following the previous procedure.)
3. No more than three procedures per a 12-month period will be approved.

**Endovenous Radiofrequency Ablation**

Endovenous radiofrequency ablation for the treatment of varicose veins requires authorization. Bill for this service using codes 36475 and 36478.

**Transplant Services**

**Covered Services**

PrimeWest Health coverage for organ and tissue transplant procedures is limited to those procedures covered by the Medicare program or approved by the DHS consulting contractor.

Types of transplants include the following:

1. Autologous pancreatic islet cell transplant (after pancreatectomy)
2. Heart
3. Cornea
4. Heart-lung
5. Intestine
6. Intestine-liver
7. Kidney
8. Liver
9. Lung
10. Pancreas
11. Pancreas-kidney
12. Stem cell
Transplant coverage includes: preoperative evaluation, member, and donor surgery, follow-up care for the member and live donor, and retrieval of organs, tissues. All transplant-related services are billed under the member’s PrimeWest Health identification (ID) number.

**Eligible Providers**

Transplants provided to Medicare/Medicaid dually eligible members must be performed in a Medicare certified transplant facility.

Cornea and kidney transplants must be performed in a facility that is a participating provider of the Medicare program.

All organ transplants must be performed at transplant centers meeting United Network for Organ Sharing (UNOS) criteria or be Medicare-Approved Heart, Lung, Heart-Lung, Liver, and Intestinal Transplant Centers.

Stem cell transplants must be performed in a tissue transplant center that is certified by and meets the Foundation for the Accreditation of Cellular Therapy (FACT) criteria for stem cells or bone marrow transplants, or be approved by the Advisory Committee on Organ and Tissue Transplants.

All transplant procedures must comply with all applicable laws, rules, and regulations governing the following:
1. Coverage by the Medicare program
2. Federal financial participation by the Medicaid program
3. Coverage by the Medical Assistance (Medicaid) program. All transplants performed out-of-state must have prior authorization.

It is the responsibility of the transplant center to submit their certification documentation to Provider Enrollment.

**Eligible Members**

Transplant coverage applies to Medical Assistance (Medicaid) and MinnesotaCare members. MinnesotaCare members should be referred to their county human services agency for application to Medical Assistance (Medicaid). If a member is not eligible for Medical Assistance (Medicaid), any maximum benefit limits applicable to the MinnesotaCare member will apply. Refer to the MinnesotaCare section of the [Chapter 2, Health Care Programs and Services](#), for more information.

**Authorization**

Authorization is required for the following transplant procedures: stem cell, heart-lung, kidney, lung, pancreas, pancreas-kidney, intestine, intestine-liver, liver, heart, and autologous pancreatic islet cell transplant (after pancreatectomy).

The transplant prior authorization request must be submitted to PrimeWest Health Medical Administration by the physician rather than the transplant facility. The transplant facility may request documentation of the prior authorization approval from the physician’s office or by calling the PrimeWest Health Provider Contact Center at [1-866-431-0802](tel:1-866-431-0802) (toll free). The medical report must include all of the following information:
1. Diagnosis, including ICD-10-CM diagnosis code
2. Proposed treatment
3. Sufficient, pertinent information

Out-of-state hospitals must include evidence of meeting the requirements of Medicare, UNOS, and FACT.
If a transplant is to be performed out-of-state, the provider must obtain authorization prior to the service being rendered. Refer to the instructions in Chapter 5, Service Authorization, for out-of-state services.

**Heart Transplant Coverage**

Heart transplants are covered when performed in a facility on the Medicare list of approved heart transplant centers. All heart transplants require authorization.

Artificial heart transplants are not covered.

**Heart-Lung Transplant Coverage**

Heart-lung transplants for people with primary pulmonary hypertension are covered when performed in a Minnesota facility that meets UNOS criteria to perform heart-lung transplants. Heart-lung transplants require authorization.

**Lung Transplant Coverage**

Lung transplants using cadaveric donors and lung lobe transplants from living donors are covered when performed in a Minnesota facility that meets UNOS criteria to perform lung transplants. All lung transplants require authorization.

**Kidney Transplant Coverage**

Kidney transplants must be performed in a hospital that is a participating provider of the Medicare program. All kidney transplants require authorization prior to the service being rendered.

**Pancreas and Pancreas-Kidney Transplant Coverage**

Pancreas transplants for uremic diabetic members of kidney transplants and people with hypoglycemic unawareness are covered when performed in a Minnesota facility that meets UNOS criteria to perform pancreas and pancreas-kidney transplants. All pancreas and pancreas-kidney transplants require authorization.

**Liver Transplant Coverage**

Liver transplants in children (under age 18 years) with extrahepatic biliary atresia or other forms of end-stage liver disease are covered.

Liver transplants for children with a malignancy extending beyond the margins of the liver, or those with persistent viremia, are not covered.

Liver transplants using live donors are covered.

Liver transplants are covered for adults with the following conditions:
1. Primary biliary cirrhosis
2. Primary sclerosing cholangitis
3. Post-necrotic cirrhosis, hepatitis B surface antigen negative
4. Alpha-1 antitrypsin deficiency disease
5. Wilson’s disease or primary hemochromatosis
6. Alcoholic cirrhosis
7. Any other end-stage liver disease other than hepatitis B
8. Hepatocellular carcinoma
9. End-stage liver disease with the diagnosis of hepatitis B

In cases involving alcoholic cirrhosis:
1. The facility must state its criteria for the period of abstinence required prior to surgery;
2. The facility must include documentation that shows how the patient meets that criteria; and
3. The facility must include documentation showing evidence of social support to assure assistance in alcohol rehabilitation and immunosuppressive therapy following the surgery.

Liver transplants require authorization, including those covered by other third-party payers.

**Intestine Transplant Coverage**

Intestine transplants for a patient with a diagnosis of short bowel syndrome, parenterally dependent and experiencing life-threatening or potentially life-threatening complications due to the original disease or to complications of total parenteral nutrition (TPN), are covered. Intestine transplants must be performed in a facility that meets UNOS criteria to perform this transplant.

All intestine transplants require authorization.

**Intestine-Liver Transplant Coverage**

Intestine-liver transplants are covered for people who develop liver disease secondary to TPN treatment. Intestine transplants must be performed in a facility that meets UNOS criteria to perform this transplant. Intestine-liver transplants require authorization.

**Stem Cell Transplant Coverage**

**Stem Cell Transplantation:** A procedure where stem cells are obtained from a donor’s or member’s bone marrow or peripheral blood and prepared for intravenous infusion. PrimeWest Health follows Medicare guidelines and is replacing references to bone marrow with stem cell transplantation.

**Policy**

Transplant centers must be participating providers of the Medicare program and meet FACT criteria for stem cell transplants and be located in Minnesota or contiguous counties to receive payment for stem cell transplants. All stem cell transplants require authorization.

_Allogenic stem cell transplants_ are covered for the treatment of leukemia or aplastic anemia when it is reasonable and necessary for the individual patient to receive this therapy.

**Autologous Pancreatic Islet Cell Transplant (After Pancreatectomy) Coverage**

Autologous pancreatic islet cell transplant (after pancreatectomy) coverage is not to be confused with pancreatic islet cell allograft transplant (non-covered) for a member with a diagnosis of type 1 diabetes.

Pancreatectomy is covered for a member with a diagnosis of chronic pancreatitis with intractable pain. With pancreatectomy, the pain is relieved, but without the autologous pancreas islet cell transplant, the result is insulin dependent diabetes mellitus. The autologous pancreatic islet cell transplant has the potential to prevent diabetes or make the diabetes mild. This procedure is covered when performed in a Minnesota facility that meets UNOS criteria. All autologous pancreatic islet cell transplants (after pancreatectomy) require authorization.
Billing Transplants

The cost of organ, tissue, and stem cell procurement should be included on the inpatient hospital claim. The hospital stay for the donor is included in the Diagnosis Related Group (DRG) payment for the donee (PrimeWest Health member). All charges for the donor should be billed using the donee’s PrimeWest Health ID number.

Other Payers

Liable third-party coverage monies must be used to the fullest extent before PrimeWest Health payment will be made for a transplant. If a third-party payer denies payment, the denial and documentation of efforts to secure payment must be submitted with the claim. If Appeals are available through the insurer, PrimeWest Health will ask the member to pursue these Appeals. Providers must obtain authorization for transplants that require authorization even though private insurance may pay a portion of the charges.

Medical Nutrition Therapy (MNT)

MNT is a preventive health service designed to assess and minimize the problems hindering normal nutrition, and to improve the patient’s nutritional status. MNT services may be provided in a physician’s office, clinic, or outpatient hospital setting. Medical necessity must be documented in the member’s medical record.

Licensed dieticians and licensed nutritionists may provide MNT and DSMT services for PrimeWest Health members when prescribed or referred by a physician.

The medical professionals who may prescribe/refer for MNT and DSMT services include: physicians, APRNs, CNSs, NPs, CNMs, and PAs. Providers should refer to in-plan licensed dieticians and licensed nutritionists. Contact PrimeWest Health to confirm that the provider you are referring to for MNT or DSMT is in PrimeWest Health’s network. (Out-of-network MNT or DSMT services will require Service Authorization (Medical Service Authorization Request Form) prior to the service being started this will be granted on a case-by-case basis).

Eligible Providers

1. Licensed dietician
2. Licensed nutritionist

Licensed dieticians cannot enroll in PrimeWest Health independently.

Covered Services

MNT includes evaluation, follow-up, and/or group counseling prescribed by a physician. The medical necessity for these services must be documented in the medical record.

Weight Loss Services

PrimeWest Health covers physician visits, MNT, mental health services*, and laboratory work provided for weight management. Enrolled providers on a component basis with current CPT/HCPCS codes must bill services.

If a PrimeWest Health member elects to participate in a weight loss program, the member may be billed for
components of the program that are not covered, as long as the member is informed of charges in advance.

Coverage standards for gastric restrictive surgery: See the Authorization Standards for Bariatric Surgery section of this chapter.

*Authorization may be required for mental health services. Refer to Chapter 16, Mental Health Services, for requirements.

**Non-Covered Weight Loss Services**

1. Weight loss services on a program basis
2. Nutritional supplements or foods for the purpose of weight reduction
3. Exercise classes
4. Health club memberships
5. Instructional materials and books
6. Motivational classes
7. Counseling or weight loss services provided by people who are not PrimeWest Health providers
8. Counseling that is part of the physician’s covered services and for which payment has already been made
9. Nutritional counseling for diabetic education when it is part of a diabetic education program (see the Diabetic Self-Management Training [DSMT] Services section of this chapter).

**Billing**

PrimeWest Health reimburses dietician or nutritionist services listed only when prescribed by a physician and provided in an office or outpatient setting. MNT and DSMT are separate benefits and may not be billed for the same date of service. Payment for medical nutritional therapy provided by a licensed dietician (under the supervision of a physician) is limited to the following codes:

- **97802** Initial assessment and intervention, individual, face-to-face with the patient, each 15 minutes. This code is to be used only once per year, for initial assessment of a new patient.
- **97803** Reassessment and intervention, individual, face-to-face with the patient, each 15 minutes. Use this code for all individual reassessments and all interventions after the initial visit when there is a change in the patient’s medical condition that affects the patient’s nutritional status.
- **97804** Group (two or more), each 30 minutes.
- **G0270** Reassessment and subsequent intervention following second referral in the same year due to change in diagnosis, medical condition or treatment regimen, individual, face-to-face with patient, each 15 minutes.
- **G0271** Reassessment and subsequent intervention following second referral in the same year for change in diagnosis, medical conditions or treatment regimen group (two or more), each 15 minutes.

**Dietician or Nutritionist Billing Guidelines for Rendering and Billing Providers’ National Provider Identifier (NPI)**

<table>
<thead>
<tr>
<th>Enrolled Provider</th>
<th>Billing</th>
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<tbody>
<tr>
<td>Licensed dieticians or nutritionists in private practice</td>
<td>Use your NPI as the billing provider and the rendering provider.</td>
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Enrolled Provider | Billing
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Licensed dieticians or nutritionists who contract with a private agency to provider services | **To directly receive payment:** Use your NPI as the billing provider and the rendering provider. **If the private agency receives payment:** It must be an enrolled MHCP provider. Use the private agency’s NPI as the billing provider and the dietician’s or nutritionist’s NPI as the rendering provider.
Licensed dieticians or nutritionists employed by hospitals, clinics, public health clinics, community health clinics (CHCs), or individual physicians | Use the hospital, clinic, public health clinic, CHC, or individual physician’s NPI as the billing provider and the dietician’s or nutritionist’s NPI as the rendering provider.

If services are rendered somewhere other than the listed billing provider address or in the member’s home, include the service facility location’s name, address, and NPI/Unique Minnesota Provider Identifier (UMPI).

**National Diabetes Prevention Program (DPP)**

The National Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program designed by the Centers for Disease Control and Prevention (CDC). DPP is a year-long program intended for adults at high risk for developing type 2 diabetes. DPP includes lifestyle health coaching through weekly classes that teach skills needed to lose weight, become more physically active, and manage stress.

The program must include an initial six-month phase during which a minimum of 16 sessions are offered over a period lasting at least 16 weeks and not more than 26 weeks. Each session must be at least one hour long.

The second six-month phase must consist of at least one session each month. Each session must be at least one hour long. Additional sessions may be delivered if participants require additional support.

DPP may be provided in a clinic, outpatient hospital, or community setting. The covered code 0403T was effective January 1, 2016.

Organizations can use the curriculum available on the CDC website. If your organization chooses to use a different curriculum, send the curriculum to the Diabetes Prevention Recognitions Program (DPRP) to be evaluated to ensure that it is consistent with the current evidence base.

**Eligible Providers**

An organization must have full or pending CDC recognition as a DPRP to provide the National DPP to PrimeWest Health members. The CDC determines eligibility.

CDC-recognized organizations are responsible for training coaches to the 2012 National DPP curriculum or the Prevent T2 curriculum. DPP coaches may have credentials (e.g., RD, RN), but credentials are not required. Coaches do not need to enroll with PrimeWest Health.

**Eligible Members**

Members must meet all of the following requirements:
1. Be age 18 or over
2. Have a body mass index of greater than or equal to 24 (greater than or equal to 22 if Asian)
3. Have no previous diagnosis of type 1 or type 2 diabetes
4. Have at least one of the following test results within the past year:
   a. Hemoglobin A1C: 5.7 – 6.4%
b. Fasting plasma glucose: 100 – 125
   c. Two-hour plasma glucose (after 75 gm glucose lead): 140 – 199 mg/dl
   d. Be previously diagnosed with gestational diabetes

Billing
Use only code 0403T for DPP (preventive behavior change, intensive program of prevention of diabetes using a
standardized prevention program curriculum, provided to individuals in a group setting, minimum 60 minutes,
per day). Do not bill nutritional counseling, evaluation and management codes, or other procedure codes when
billing for DPP.

Diabetic Self-Management Training (DSMT) Services

DSMT is a preventive health service for people diagnosed with diabetes. A DSMT program includes education
about self-monitoring of blood glucose, diet and exercise, an insulin treatment plan developed specifically for
the patient who is insulin dependent, and motivates patients to use the skills for successful self-management of
diabetes. DSMT services minimize the occurrence of disease and disability through instructions on maintaining
health and well-being of the patient.

Eligible Providers

1. Diabetic care instructions may be provided by a physician or RN.
2. Nutritional counseling may be provided by a physician or licensed dietician. Referrals should be made to
   licensed dieticians for in-depth nutritional counseling.
3. Licensed RNs may only provide nutritional counseling to the extent that their scope of practice and
   education experience allow.

A provider of dually eligible PrimeWest Health members must be a “certified provider” according to
Medicare’s definition. Certified providers for Medicare’s purposes must meet the National Diabetes Advisory
Board Standards.

Covered Services

A physician must order all DSMT services. DSMT services include:
1. Diabetes overview
   a. Type of diabetes
   b. Blood glucose testing
   c. Blood glucose self-monitoring education
   d. Insulin treatment plan for patients who are insulin dependent
   e. Foot, skin, and dental care
2. Diabetes management
   a. Stress and psychosocial adjustment
   b. Family involvement and social support
   c. Medications, monitoring, and use of results
   d. Prevention, detection, and treatment of chronic complications
   e. Prevention and treatment of low and high blood sugar
   f. Benefits, risks, and management options for improving glucose control
3. Nutritional counseling
   a. Meal planning, carbohydrate counting, label reading
   b. Dietary fat and cholesterol modification
   c. Role of fiber on blood sugar and cholesterol control
4. Exercise and activity
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a. Relationships among nutrition, exercise, medication, and blood glucose levels
b. Behavior change strategies, goal setting, risk factor reduction, and problem solving
5. Pre-conception care, pregnancy, and gestational diabetes
6. Use of health care systems and community resources

Billing

Use the appropriate DSMT codes below when billing. Do not bill nutritional counseling, office visit (E/M) codes, facility codes, or other procedure codes with DSMT codes.

G0108  Diabetic outpatient self-management training services; individual session; 1 unit equals 30 minutes of training.

G0109  Diabetic outpatient self-management training services; group session; 1 unit equals 30 minutes of training.

Bill one unit per each half hour of DSMT services, with a maximum of not more than 10 hours within a continuous 12-month period for each member. After the initial 10-hour training, additional DSMT services are limited to one hour (group or individual) per year.

Nutritional Products

A nutritional product is a commercially formulated substance that provides nourishment and affects the nutritive and metabolic processes of the body. Nutritional products are covered by PrimeWest Health.

Eligible Providers

A parenteral nutritional product must be dispensed as a pharmacy service as prescribed by a physician. Refer to Chapter 22, Pharmacy Services.

An enteral nutritional product may be supplied by a pharmacy, home health agency, or medical supply provider with a written physician’s order.

Covered Nutritional Services

PrimeWest Health covers enteral nutritional products when the member’s diagnosis can be linked to the need for a nutritional product. Refer to Chapter 23, Equipment and Supplies, for additional information.

Podiatry Services

Providers

Podiatrists who practice as defined in MN Stat. Chap. 153 and physicians are eligible for payment for podiatry services.

Covered Services

1. Debridement or reduction of pathological toenails, and of infected or eczematized corns and calluses
2. Avulsion of nail plate
3. Evacuation of subungual hematoma
4. Excision of nail and nail bed
5. Reconstruction of nail bed
6. Other non-routine foot care

**Payment Limitations for Debridement or Reduction of Nails, Corns, and Calluses**

Payment for debridement or reduction of non-pathological toenails, and of non-infected or non-eczematized corns or calluses is limited. These services are considered routine foot care, unless the patient has a systemic condition which may require the expertise of a professional.

Although not intended as a comprehensive list, the following metabolic, neurologic, and peripheral vascular disease (with synonyms in parenthesis) most commonly represent the underlying conditions that may justify coverage for routine foot care:

1. Diabetes mellitus
2. Arteriosclerosis obliterans (ASO, arteriosclerosis of the extremities, or occlusive peripheral arteriosclerosis)
3. Buerger’s disease (thromboangiitis obliterans)
4. Chronic thrombophlebitis;
5. Peripheral neuropathies involving the feet associated with:
   a. Malnutrition and vitamin deficiency
      i. Malnutrition (general, pellagra)
      ii. Alcoholism
      iii. Malabsorption (celiac disease, tropical sprue)
      iv. Pernicious anemia
   b. Carcinoma
   c. Diabetes mellitus
   d. Drugs and toxins
   e. MS
   f. Uremia (chronic renal disease)
   g. Traumatic injury
   h. Leprosy or neurosyphilis; hereditary disorders
      i. Hereditary sensory radicular neuropathy
      ii. Angiokeratoma corporis diffusum (Fabry’s)
      iii. Amyloid neuropathy
6. Ulcerations or abscesses complicated by diabetes or vascular insufficiency
7. Medical conditions that prevent self-care of these services

**Non-Covered Services**

The following list includes, but is not limited to, podiatry services which are not covered by PrimeWest Health:

1. Surgical assistant services (differing from assisting surgeons)
2. Local anesthetics that are billed as a separate procedure
3. Operating room facility charges
4. Routine foot care:
   a. Foot hygiene (cleaning and soaking the feet to maintain a clean condition)
   b. Cutting or removal of corns and calluses (except as noted above)
   c. Trimming, cutting, clipping, or debriding of nails (except as noted above)
   d. Use of skin creams to maintain skin tone
   e. Any other service performed in the absence of localized illness, injury, or symptoms involving the foot
5. Services not covered by Medicare or services denied by Medicare:
   a. Subluxation of the foot
   b. Treatment of flat feet
c. Routine foot care
6. Stock orthopedic shoes, except when attached to a leg brace
7. Routine supplies provided in the office. Refer to List of Routine Supplies section in this chapter.

**Coverage Limitations**

The following coverage limitations apply to podiatry services:
1. When a physician or podiatrist provides services to LTCF residents:
   a. The referral must result from the resident, an RN, or licensed practical nurse (LPN) employed by the facility, the resident’s family, guardian, or attending physician;
   b. The LTCF must document the referral in the medical record; and
   c. LTCF is responsible for routine foot care.
2. Coverage for the debridement and reduction of nails, corns, and calluses are limited to once every 60 days
3. For established patients, a podiatry visit charge must not be billed on the same day as the date for services described for debridement or reduction of nails, corns, and calluses
4. Provider may bill the avulsion and excision codes only once per nail

**Billing**

1. Podiatry services are billed in the 837P format. Refer to Chapter 4, Billing Policy.
2. National foot care modifiers are required on all routine foot care services, regardless of specialty.
3. Refer to Chapter 11, Laboratory/Pathology, Radiology, and Diagnostic Services for more information.

**Relocation Service Coordination (RSC)**

**Eligible Providers**

The county of financial responsibility must assign a county case manager to visit the person within 20 working days of receiving the referral. If it is not practical for the county of financial responsibility to provide RSC, the county may coordinate with a different county or sub-contract with another vendor to provide the service.

**Eligible Members**

Medical Assistance (Medicaid) members who reside in an eligible institution and choose to relocate to a community setting are eligible for RSC.

Members in an RSC must be:
1. Under age 21 years; or
2. Over age 65 years; and
3. Currently receiving Medical Assistance (Medicaid)

Verify eligibility prior to providing services online through our provider web portal or Minnesota Information Transfer System (MN-ITS) or by calling our Provider Contact Center at 1-866-431-0802 (toll free).

If a member is currently enrolled in PrimeWest Senior Health Complete or Minnesota Disability Health Option (MnDHO), the RSC provider must contact the health plan and arrange for that plan to provide relocation assistance.

If a member is enrolled in a contracted managed care organization other than PrimeWest Senior Health Complete or MnDHO, the RSC provider must take the necessary steps to make sure that all relocation efforts are coordinated with the appropriate health plan to ensure continuity of care and non-duplication of effort.
Covered Services

1. Development, implementation, and review of an individual relocation plan.
2. Communication with all parties necessary for the implementation of the plan.
3. Coordination of referrals to ensure access to medical, social, and other related services and supports.
4. Coordination and monitoring of the implementation of the plan and service delivery.
5. Coordination with the institution discharge planner.
6. Completion and maintenance of required documentation.
7. Travel and documentation necessary to develop and implement the plan.

Non-Covered Services

The following list of non-covered services is not all-inclusive:

1. Transition assistance when a member moves from one institution to another. For example, if an NF closes, a provider cannot bill for activities related to finding another NF for the member, unless the member’s relocation plan indicates that a move to another institution is a necessary step toward the eventual community integration of that member.
2. Services provided to members on home and community based waivers.
3. Administrative functions:
   a. Intake for Medical Assistance (Medicaid) and other MHCP programs
   b. Eligibility determinations and re-determinations for Medical Assistance (Medicaid) or an Medical Assistance (Medicaid)-funded benefit such as Adult Rehabilitative Mental Health Services (ARHMS), waivered services, Vulnerable Adults and Adults with Developmental Disabilities Targeted Case Management (VA/DD–TCM)
   c. Prior authorization of services
   d. LTCC or DD screening
   e. Appeals or conciliation activities
   f. Direct services such as treatment, therapy, and other habilitative or rehabilitative services provided to the member
4. Other non-billable activities:
   a. Outreach services and marketing activities
   b. Information and referral activities prior to eligibility determinations
   c. Services without proper documentation in the member’s service plan
   d. Services to members ineligible for Medical Assistance (Medicaid)
   e. Services covered by another billing source such as private insurance or other third-party payers
   f. The time and services of the institution’s discharge planner
   g. Case management activities covered as a part of another covered service such as development of a treatment plan for home care or physical therapy services
   h. Services prior to the county of financial responsibility authorization

Limitations

Members living in the community or an ineligible institution such as an Intensive Residential Treatment Services (IRTS) that is not licensed as a hospital or NF cannot receive Relocation Service Coordination Targeted Case Management (RSC–TCM).

The RSC–TCM benefit is available during the last 180 consecutive days of a continuous institutional placement following the date on the first paid claim for RSC–TCM, Mental Health Targeted Case Management (MH–TCM), or VA/DD–TCM, regardless of the length of that placement.

RSC–TCM benefits end once a member is discharged from an eligible institution.
RSC–TCM is available for each and every institutional placement episode. If a person is discharged from an institution with or without RSC–TCM services, remains in a community living arrangement for a full day, and then returns to an institution, he/she may receive RSC–TCM services to assist with relocation. PrimeWest Health must have a record of community placement that lasts for at least one day.

Members cannot receive RSC–TCM and another type of targeted case management (MH, VA/DD, Child Welfare [CW]) during the same month while they reside in an institution. Do not bill for another type of targeted case management during the month(s) RSC–TCM is provided.

PrimeWest Senior Health Complete or MnDHO members should contact PrimeWest Health at 1-866-431-0801 (toll free) to request relocation assistance. The RSC–TCM provider must coordinate with PrimeWest Health to ensure continuity of care and non-duplication of effort.

**Waiver Transitional Services**

A service provider may simultaneously provide waiver transitional services and RSC–TCM. Waiver transitional services reimburse items, expenses, and related supports necessary and reasonable for the member to transition to their permanent place of residence in the community from the institution and do not duplicate these services. Payment for these services may not duplicate payments made or services provided under other programs authorized for the same purpose.

**Billing**

To bill RSC, PrimeWest Health requires:
1. An approved screening document within the past 12 months. An LTCC Screening Document must be face-to-face.
2. That RSC be listed as a current service on an approved screening document that covers the date of service of an RSC claim and is within one year of the claim service date.
3. The member to be in a facility living arrangement (DHS codes 41, 42, 43, 44, 45, 46, 47, 48, and 50) or a community living arrangement (DHS code 80, to be used with RSC only for an inpatient hospital stay of less than 30 days). If a person is receiving RSC while in an inpatient hospital and the living arrangement is (DHS code 80) (community), the POS on the claim must be 21 (inpatient hospital).

Billing for RSC is limited to 180 consecutive days. The 180-day limit starts on the date of service listed on the first RSC claim. Providers will not be able to authorize additional days beyond the 180-day limit unless the member:
1. Receives RSC
2. Is discharged, and
3. Is re-admitted at a later date

Bill electronically using the 837P claim format. Submit claims throughout the relocation process using the following information:
1. Use procedure code T1017 – Case management, each 15 minutes
2. Limit of 32 units (eight hours) per day
3. Bill each date of service separately, do not bill as a date span
4. Bill using the 837P format with your NPI or UMPI

Certified private agencies, independent providers, and county/tribe contracted providers must work closely with county case managers to avoid claim denials due to ended eligibility or exceeded service limits.

You are not required to wait for discharge to occur before billing. You may submit a claim regardless of
whether the community reintegration takes place through a home and community based waiver, by other means, or not at all.

**Legal References**

MN Stat. Chap. 147 – Board of Medical Practice
MN Stat. Chap. 147A – Physician Assistants, Registration
MN Stat. sec. 147A.01 – Definitions
MN Stat. sec. 148.624, subd. 1 – Licensure; Renewal: Dietetics
MN Stat. sec. 148.624, subd. 2 – Licensure; Renewal: Nutrition
MN Stat. sec. 256B.02 – Definitions
MN Stat. sec. 256B.0621 – Covered Services – Targeted Case Management Services
MN Stat. sec. 256B.0621, subd. 4 – Covered Services – Targeted Case Management Services: Relocation
MN Stat. sec. 256B.0621, subd. 5 – Covered Services – Targeted Case Management Services: Specific provider qualifications
MN Stat. sec. 256B.0621, subd. 6 – Covered Services – Targeted Case Management Services: Eligible services
MN Stat. sec. 256B.0621, subd. 7 – Covered Services – Targeted Case Management Services: Time lines
MN Stat. sec. 256B.0625, subd. 3 – Covered Services: Physicians’ services
MN Stat. sec. 256B.0625, subd. 4 – Covered Services: Outpatient and physician-directed clinic services
MN Stat. sec. 256B.0625, subd. 20 – Covered Services: Mental health case management
MN Stat. sec. 256B.0625, subd. 25 – Covered Services: Prior authorization required
MN Stat. sec. 256B.0625, subd. 27 – Covered Services: Organ and tissue transplants
MN Stat. sec. 256B.0625, subd. 28a – Covered Services: Licensed physician assistant services
MN Stat. sec. 256B.0625, subd. 32 – Covered Services: Nutritional products
MN Stat. sec. 256B.092 – Services for Persons with Developmental Disabilities
MN Stat. sec. 256G.02, subd. 4 – Definitions: County of financial responsibility
MN Rules part 9505.0325 – Nutritional Products
MN Rules part 9505.0330 – Outpatient Hospital Services
MN Rules part 9505.0345 – Physician Services
MN Rules part 9505.0350 – Podiatry Services
MN Rules part 9505.0355 – Preventive Health Services
MN Rules part 9505.5010 – Prior Authorization Requirement
MN Rules part 9505.5035 – Surgical Procedures Requiring Second Medical Opinion
42 CFR 413.65 – Payments to Providers: Requirements for a determination that a facility or an organization has provider-based status
42 CFR 413.70 – Payments to Providers: Payment for services of a CAH
42 CFR 440.20 – Definitions: Outpatient hospital services and rural health clinic services
42 CFR 440.50 – Definitions: Physicians’ services and medical and surgical services of a dentist
42 CFR 440.130 (c) – Definitions: Diagnostic screening, preventive, and rehabilitative services
42 CFR 440.166 – Definitions: Nurse practitioner services
45 CFR 164.312 (e) (1) – Technical safeguards: Standard: Transmission security