

Laurie Oestreich

From: NAMAS, a division of DoctorsManagement LLC
Sent: Friday, September 22, 2017 8:17 AM
To: loestreich@drsmgmt.com
Subject: Your NAMAS Weekly Auditing & Compliance Tip for August 11, 2017



Weekly Auditing and Compliance Tip



National Alliance of Medical Auditing Specialists | 877-418-5564 | namas.co | namas@namas.co

August 11, 2017

Auditing Prolonged Evaluation and Management Services

At times, there are patients who require prolonged face-to-face time with the provider to discuss or be counseled about their condition, plan of care, risks, complications, alternative therapies, or other medical issues. When E/M services go wild, taking significantly longer than the typical time associated with it, that direct face-to-face time with the provider may qualify for Prolonged Evaluation and Management service coding and additional reimbursement.

These services are not regularly reported; however, if you've noticed an uptick in the



As a NAMAS member, you'll receive access to monthly webinars for CEUs (including those hard to find CPMA CEUs!), a subscription to BC Advantage magazine, discounts on products and NAMAS training events, and much, much more!

We offer 4 membership levels- choose the one that best suits your needs!

Click Here to View NAMAS Membership

amount of times these codes are being reported in your practice, it may be time for an audit. Understanding the rules associated with how and when these codes should be reported will allow you to train and educate the providers and staff responsible for selecting them.

Do a quick review of your compliance plan to see if there is a current policy for these codes. If one does not exist, consider creating one. By adding new policies and updating old ones you will demonstrate that your office has a living and active compliance plan in place. Updates to policies should be in writing with effective dates noted when new or updated policies replace old ones.

Prolonged E/M Services are time-based codes and can only be reported after a base E/M service code has been selected, in other words, these codes are add-on codes. The total time documented is based only on direct, face-to-face time the provider spends with the patient. The following codes are used to report Prolonged Evaluation and Management services:

Office/Other Outpatient Setting (*direct face-to-face services*)

- 99354 for the first hour (beyond the time linked to the base E/M service) (*report only after a minimum of 30 minutes beyond the time linked to the base E/M service*)
- 99355 each additional 30 minutes beyond the first hour (*report only after the full 60 minutes for code 99355 has been reached and exceeded by 15 minutes*)

Inpatient Setting (*direct face-to-face services*)

Levels and Benefits

For added convenience, NAMAS accepts PayPal, PayPal Credit, quarterly and monthly payments of membership dues.



Our **Medical Auditing Bootcamp** will train you to become a medial auditor. Learn the principles of auditing, compliance regulations, and how to perform the daily duties of an auditor.

Our **2-day ONSITE** Medical Auditing Bootcamps are scheduled as follows:

August 17 & 18: Asheville, NC
October 12 & 13: Columbia, SC
and more!

We also offer this bootcamp as a **5 week LIVE ONLINE Saturday course**. Each class is 3 hours and 15 minutes in length. Our next online course begins September 23, 2017!

Click Here to Learn More & View Our Medical Auditing BootCamp Schedule

- 99356 for the first hour (*report only after a minimum of 30 minutes beyond the time linked to the base E/M service*)
- 99357 each additional 30 minutes beyond the first hour (*report only after the full 60 minutes for code 99355 has been reached and exceeded by 15 minutes*)

What the Documentation Should Contain:

1. As these are time-based codes, time must be documented, preferably using start and stop times, which may be mandatory based on the payor. Time can be accumulated or continuous, and if accumulated, it should be documented and then added together for a total time.
2. Calculate only direct face-to-face contact between provider and patient. Guidance from both CPT® and Medicare are noted below. Check with your Medicare Administrative Contractor (MAC) for guidance specific to your region.

Office/Other Outpatient:

*CPT® and Medicare agree that time should be calculated based on direct face-to-face time (accumulated or continuous) with the provider.

Inpatient of Skilled Nursing:

*CPT® states time can be calculated at the bedside and on the patient's floor or unit in the hospital or nursing facility (whether continuous or not). However, Medicare is a little more definitive, stating: "time spent reviewing charts or discussion of a patient with house medical staff and not with direct face-to-face contact with the patient, or waiting for test results, changes in the patient's condition, end of a therapy, or use of facilities" cannot be counted as direct, face-to-face time. (*Medicare Claims Processing Manual 30.6.15.1.C*)



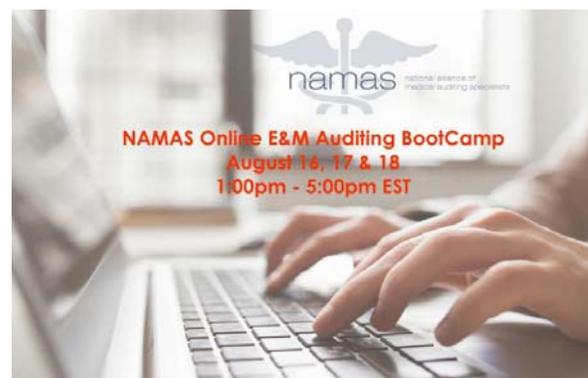
Our **2- Day E&M Auditing Bootcamp** is an accelerated auditing training specific to E&M auditing. Learn about audit policies, get clarity on documentation guidelines, medical decision making, medical necessity and more. Plus, during this training program you will have the opportunity **earn our NEW CREDENTIAL - Certified Evaluation and Management Auditor (CEMA)!**

Our 2-Day E&M BootCamps are scheduled as follows:

September 12 & 13: Savannah, GA
 October 10 & 11: Phoenix, AZ
 November 7 & 8: Cincinnati, OH
 November 14 & 15: Salt Lake City, UT
 And more!

Click Here to Learn More & View Our E&M Auditing BootCamp schedule

3- Day Online E&M Auditing BootCamp August 16 - 18, 2017



3. Services can only be reported after a qualifying, time-based E/M service code or psychotherapy code has been reported and the typical time associated with that code deducted from the overall, direct, face-to-face time.

4. Documentation must include a summary of what was counseled or coordinated with the patient along with the start/stop times for face-to-face services.

The basic E/M code may be determined on components or on time alone, and then any time remaining may be used to determine whether a prolonged E/M code can be reported.

Calculating the Base E/M Service

Component based E/M is determined by reviewing the key components (history, exam, decision making) to determine the level of E/M code the documentation qualifies for. The typical time associated with the selected E/M code is then deducted from the total direct, face-to-face time and any remaining is evaluated to determine whether it qualifies for a Prolonged E/M service.

The following examples have been reviewed based on the Physician Fee Schedule for Utah.

Example 1:

The provider reported codes 99212 (\$42.47) and 99354 (\$129.16).

The documentation for an established patient E/M service reveals a problem focused history and examination and low complexity medical decision making, which qualifies for 99212 based on components. The documentation identifies a summary of what was discussed and direct face-to-face with the provider from 10:45 - 11:10 (total 25 minutes).

We will be offering our E&M Auditing BootCamp
ONLINE

August 16, 17 & 18
from 1pm EST - 5pm EST each day

This LIVE online class will provide 12 hours of in-depth E&M education, the same education as our on-site bootcamps.

In addition, you will have the option to take our Certified Evaluation & Management Auditor (CEMA) exam online as well!*

Click Here to Learn More

*There is an additional \$35 online testing fee for the use of our remote proctoring option

Weekly Tip Sponsor



CloneSleuth™

CloneSleuth's™ suite of products is the essential tool for your compliance and audit team. CloneSleuth™ - THE Copy/Paste Detector automatically analyzes clinical notes within the EHR to identify providers who inappropriately use copy/paste. CloneSleuth's InSight for Notes is a powerful "GOOGLE" like platform that allows users to proactively search through millions of clinical documents instantly. Through the use of the CloneSleuth™ product suite, compliance professionals have effectively increased the quality of patient care, improved clinical documentation integrity and helped to mitigate risk to the institution.

Click the logo above to learn more about CloneSleuth

CloneSleuth will be an exhibitor at the NAMAS 9th Annual Auditing & Compliance Conference!

**NAMAS 9th Annual Auditing & Compliance
Conference Speaker Spotlight**

The typical time spent face-to-face for code 99212 is 10 minutes. Subtract the 10 minutes from the total time (25-10) and the remaining time is 15 minutes, which can be used towards a Prolonged E/M code if it qualifies.

According to the rules associated with Prolonged E/M service code 99354, to qualify for one unit, the provider would have to spend an additional 30 minutes beyond the selected base E/M typical service time. In this case, there were only 15 minutes beyond the base E/M code, so it would not qualify. However, the provider doesn't just throw away the 15 minutes spent giving personal attention to the patient. Instead, calculate the service based on time only. The total time is 25 minutes, which based on time (and documentation), qualifies for an E/M service of 99214 and properly reimburses the provider for his time.

The service should have been billed as 99214 (\$105.49) indicating an overpayment of \$66.14. If you were auditing this report, it would be wise to correct your coding and consider resubmission of a corrected claim.

Example 2: The following codes were reported: 99213 (\$71.60), 99354 (\$129.16).

The documentation for an outpatient office visit for an established patient E/M service reveals an expanded problem focused history, problem focused exam, and low complexity decision making, qualifying it for code 99213 based on components. The documentation identifies a summary of what was discussed and direct face-to-face time with the provider was noted from 3:20 to 4:15 (total 55 minutes).

The typical time spent face-to-face for code 99213 is 15 minutes. Subtract the 15 minutes from the total time (55-15) and the remaining time is 40 minutes, qualifying for one unit of 99354 with 10 minutes leftover. However,



Speaker Spotlight



FRANK COHEN,
Director of Analytics and
Business Intelligence,
DoctorsManagement

During the NAMAS 9th Annual Auditing & Compliance, Frank Cohen will be presenting the following sessions:

- Creating an Effective Audit Sample
- Data Mining's Effect on Healthcare
- The Truth About ZPICs
- Stump the Healthcare Professional
- Evidence Based Management (provided as part of VIP package add-on)

Each week, we will spotlight a conference speaker and the session(s) he/she will be presenting. Join us for this year's conference December 6-8, 2017 in Orlando, FL at the Loews Sapphire Falls Resort! Click the image above to learn more about conference



NAMAS 2018 Conference Input Survey

Our annual conference is our biggest event of the year, and we understand that many of you travel a great deal to attend our event. We take a great deal of time and consideration to

since 99354 has a max time of 60 minutes, the leftover 10 minutes would not qualify for any additional units or codes. This service was coded correctly.

Now, you review one for yourself and see if you come up with the right answer:

Example 1:

The following services have been billed: 99232 (\$72.25), 99356 (\$91.87), 99357 (\$91.87).

Documentation reveals the provider performed a subsequent hospital E/M service for a patient who was admitted for complications associated with his diabetes. The documentation revealed an expanded problem focused history and examination, and moderate complexity decision making, qualifying it for code 99232 based on components. Documentation also revealed a summary of what was discussed with the patient. The documented time was 2:05 pm - 3:20 pm (75 minutes).

Consider the following:

1. Was this encounter coded correctly?
2. Is there a better way to code this for maximum reimbursement?

Answer:

Incorrectly billed:

- Time was incorrectly calculated because the typical time associated with the EM code 99232 (25 minutes) was not deducted before applying time to the Prolonged E/M service codes, subjecting this claim to an overpayment and all that entails.

Correct billing options: This service could be coded in two different ways.

1. Component-based: Subtract the typical time (75-25) leaving 50 minutes of remaining time to go towards a

carefully select our conference locations to appeal to the majority of audience.

We invite you to take a brief survey to provide your feedback regarding locations for our annual conference

**Please click the image above to participate
Your feedback is greatly appreciated!**

NAMAS Calendar of Events



Click the image above to view our monthly calendar



NAMAS is proud to offer the following webinars in August

Extrapolation Appeals

Speaker: Frank Cohen

August 15, 2017

2pm EST

This webinar is FREE for NAMAS Platinum, Gold, and Basic/Silver members who have selected the compliance webinar series. This webinar is also available for purchase

Prolonged E/M code, which would qualify for one unit of 99356. However, there still would not be enough time remaining to qualify for 99357. To also qualify for one unit of 99357, the total time would have had to be 75 minutes **beyond** the time deducted for the basic E/M code time.

2. Time-based: Use the total face-to-face time (75 minutes) to determine the overall coding. To code by time, code to the highest code level for the given service and location, which in this case is subsequent hospital care code 99233 (35 minutes). Subtract the 35 minutes from the total time (75-35) and the remaining time is 40 minutes, which can be counted towards a Prolonged E/M service, garnering about \$30.00 more than if you calculated your base E/M service by components.

This Week's Audit Tip Written By:

Aimee L. Wilcox, CPMA, CCS-P, CST, MA, MT

Aimee is the Director of Content for Find-A-Code, LLC



for \$49.99
Click here to purchase

Hands On: Auditing Inpatient Services

Speaker: Deb Santos
August 22, 2017
2pm EST

This webinar is FREE for NAMAS Platinum members.
This webinar is also available for purchase for \$49.99

Click here to purchase

How to Effectively Monitor Your Risk Adjustment Reporting

Speaker: Betty Stump
August 29, 2017
2pm EST

This webinar is FREE for NAMAS Platinum members.
This webinar is also available for purchase for \$49.99

Click here to purchase



Sample what a NAMAS membership can offer you with our FREE 1-month LITE trial membership!

During your trial, you'll receive access to weekly webinars for a chance to earn up to 4CEUs, weekly auditing and compliance tips, and even an online sample of BCAdvantage magazine!

Click the image above to get your 1-month free trial membership today!

**Join NAMAS for the 9th Annual Auditing & Compliance Conference
December 2017 in Orlando, FL!**



Conference Information

Pre-Conference: Tuesday, December 5
Conference: Wednesday, December 6 - Friday, December 8
Venue: Loews Sapphire Falls Resort
Orlando, FL

[Click Here to View the Conference Agenda](#)

Learn from the best in the industry, network with your peers and visit with our hand picked group of industry relevant exhibitors all in the gorgeous Caribbean inspired backdrop of the Loews Sapphire Falls Resort

Conference Pricing - Available Through September 30, 2017 Only

NAMAS Member

Conference Only: \$1145
Pre-Conference & Conference: \$1395

Non Member

Conference Only: \$1245
Pre-Conference & Conference: \$1595

Plus, Don't Miss Your Opportunity to Be a Conference VIP!

This year, we are proud to offer a limited number of



Our Auditing & Education Services
Allow Your Organization to Run Efficiently



**Too Many Audits Stacking Up?
Need to Clear Your Coding Backlog?
Need to Train Your Team?**

Let Us Help!

Who better to assist you than the leading provider of auditing education?

NAMAS can assist your organization with:

- Valuation Audits
- Pre-Bill Audits
- Retrospective Audits
- Production Coding
- Customized Training
- Onsite Education
- Precision Testing for Your Audit Team

To inquire about any of the above services for your organization, send us an email to namas@namas.co

Complimentary
Tip ^{of} the Week

Our weekly auditing & compliance tip emails are available to anyone who could benefit from this information.

If you know someone who would like to receive

VIP package add-ons available to all attendees at the nominal rate of \$129. Add on the VIP experience to your conference registration today!

As a Conference VIP, you'll receive:

- A VIP registration line for faster check-in
- A VIP branded name badge to wear during conference sessions
- Registration to our EXCLUSIVE VIP Brunch & Session occurring the morning of Wednesday, December 6 before general session begins. This exclusive training will be presented by Frank Cohen
- Admission to our VIP ONLY EVENT - occurring the evening of Thursday, December 7. Enjoy a relaxing evening of entertainment, dancing, food and networking in the Caribbean inspired Sapphire Falls Resort
- Bonus NAMAS Swag
- Additional \$500 in NAMAS Bucks! Use NAMAS Bucks to bid on a variety of prizes available in our exhibit hall

And, as a special added bonus, all VIP attendees will receive a book of printed handouts for all NAMAS pre-conference & conference sessions. As a VIP, there's no need to print handouts before you arrive- Your book will be waiting for you upon your arrival!

There are only a limited number of VIP packages available to be issued on a first come, first served basis. Add on the VIP experience to your conference registration today!

Register Now

these emails, invite them to sign.

Click the image above to be added to our email list!

DOCTORS[®]
MANAGEMENT
Leave the business of medicine to us

NAMAS is a division of DoctorsManagement, LLC

Since 1956, DoctorsManagement, a medical and health care consulting firm, has helped physicians in all specialties with health care, dental and medical practice management services in virtually every state across America

Click the logo above to learn more about DoctorsManagement, LLC

Follow NAMAS on Social Media!



NAMAS, a division of DoctorsManagement, LLC,
10401 Kingston Pike, Knoxville, TN 37922

SafeUnsubscribe™ {recipient's email}

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by namas@namas.co

THIS IS A TEST EMAIL ONLY.

This email was sent by the author for the sole purpose of testing a draft message. If you believe you have received the message in error, please contact the author by replying to this message. Constant Contact takes reports of abuse very seriously. If you wish to report abuse, please forward this message to abuse@constantcontact.com.