

## Reimbursement policy update – Facility claims for emergency room evaluation and management services effective January 1, 2022

For Health Care Professionals  
September 2021

Dear Provider,

We routinely review our coverage, reimbursement, and administrative policies for potential updates. In that review, we take into consideration one or more of the following: Evidence-based medicine, professional society recommendations, Centers for Medicare & Medicaid Services (CMS) guidance, industry standards, and our other existing policies.

As a result, we will review facility (UB-04) claims submitted with emergency room (ER) evaluation and management (E&M) Current Procedural Terminology (CPT®) codes 99284 and 99285 for billing and coding accuracy. Claims may be adjusted and reimbursed at one CPT code level lower.

This update is effective for claims processed on or after January 1, 2022, and applies if the customer was discharged from the ER. Administrative appeal rights are available.

We will update the Emergency Room Services (R36) reimbursement policy to reflect this change.

### Additional information

For more information about our reimbursement policies, log in to the Cigna for Health Care Professionals website ([CignaforHCP.com](https://CignaforHCP.com)) > Resources > Reimbursement and Payment Policies > Reimbursement and Modifier Policies > Reimbursement Policies.

If you are not a registered user, please register so that you may log in and access all of our coverage, reimbursement, and administrative policies. Go to [CignaforHCP.com](https://CignaforHCP.com) and click Register. If you would like additional information, please call Cigna Customer Service at **800.88Cigna (882.4462)**.

Thank you for the care you provide to our customers.



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