



December 14, 2020

UNIVERSITY PHYSICIANS ASSOCIATES
MITZI VAUGHN
9000 EXECUTIVE PARK DR STE C200
KNOXVILLE TN 37923-4644

**Re: Medical coverage policy update:
Physical therapy services billed with
CPT codes 97016 and 97026
Effective March 15, 2021**

Dear UNIVERSITY PHYSICIANS ASSOCIATES,

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 guidance, industry standards, and our other existing policies.

Physical therapy services billed with CPT codes 97016 and 97026
As a result of a recent review, we will update the way we process claims for physical therapy services billed with Current Procedural Terminology (CPT®) codes 97016 (vasopneumatic device) and 97026 (infrared therapy).

Effective for **claims with dates of service on or after March 15, 2021**, we will deny coverage of services submitted with these codes as not medically necessary. Medical necessity appeal rights will be available.

Additional information

For more information about our coverage policies, visit the Cigna for Health Care Professionals website (CignaforHCP.com) > Review coverage 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 and click Register. If you do not have Internet access or would like additional information, call Cigna Customer Service at **800.88Cigna (882.4462)**.

Thank you for the care you provide to our customers.

Sincerely,

Julie B. Kessel, MD
Medical Officer for Coverage Policy
Clinical Performance & Quality Organization

At a glance

- We will update the way we process claims for physical therapy services billed with Current Procedural Terminology (CPT®) codes 97016 (vasopneumatic device) and 97026 (infrared therapy).
- We will deny coverage of services submitted with these codes for dates of service on or after March 15, 2021.
- Coverage policies are available on the Cigna for Health Care Professionals website (CignaforHCP.com) > Review coverage policies.
- For additional information, call Cigna Customer Service at **800.88Cigna (882.4462)**.



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