

REVENUE CYCLE MANAGEMENT

University Physicians' Association, Inc.

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Consults

United Healthcare will no longer reimburse consultation services beginning June 1, 2019 for contracts that include rates determined on a stated year of 2010 or later. This will apply to UPA providers. In a recent network bulletin released by United Healthcare, the insurance carrier has stated they will align their policies for reimbursing consultation services with CMS policy. Providers with direct agreements with UHC could have until September 30, 2019 to receive reimbursement for these services, however, after that date, no consultations in CPT range 99241-99255 will be reimbursed for any provider.

United Healthcare encourages providers to follow CMS guidelines for billing consultation services with the appropriate level of Evaluation and Management services based on the appropriate service location.

| Outpatient Consult | New Patient | Established Patient |
|--------------------|-------------|---------------------|
| 99241 | 99201 | 99212 |
| 99242 | 99202 | 99213 |
| 99243 | 99203 | 99214 |
| 99244 | 99204 | 99215 |
| 99245 | 99205 | 99215 |

For payers that continue to allow reimbursement for consultation services, be sure to follow the documentation requirements and these general tips for appropriate documentation of consults.

- A request from the referring physician must be documented in the medical record.
- The reason for the request must be documented and should support medical necessity for the consultation services.
- A transfer of care or referral to a specialist does not warrant a consult. For the service to be considered a consult. The intentions of a consulting physician should be to provide opinion to a referring provider, not immediately assume care of the patient.
- The consulting provider should give a written report of findings and instruction to the referring provider. This may be done through shared medical records when performed in a facility setting.

Additional clarification of CMS documentation requirements for consultations, and the UHC network bulletin, can be found at the following web links. As always, you should consult your payer contracts and provider manuals for specific payer guidelines.

- CMS Consultation Services Policy MLN Matters Number: MM4215
- UHC Network Bulletin March 2019

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