



A UPA Billing Office Newsletter
July 2026

Revenue Cycle MANAGEMENT

DISCLAIMER NOTICE: This information is intended as generalized coding guidance and should not be misinterpreted as medical, health, legal or financial advice. Furthermore, it is the responsibility of the provider to code services as they are documented in the permanent medical record following federal and state regulations, as well as carrier specific guidelines. Any information given should not be modified in any way, sold for profit or shared without the express permission of UPA. While all information given is thoroughly researched and believed to be correct, recipients of this email accept responsibility for their own coding and documentation.

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UHC Plans Limit Timely Filing

For commercial, individual exchange and Medicare Advantage United Healthcare plans, the timely filing limit for corrected claims is now only 90 days from the initial date of service for UPA contracted providers. For individual provider contracts, please refer to your provider agreement for timely filing guidelines. Per the 2026 United Healthcare Administrative guide, these changes were effective April 1, 2026.

- Please note that any corrected claims received by UHC after 90 days of the date of service will be denied non-timely with limited appeal rights.
- UHC Community plans for Medicaid members continue to follow state guidelines and in Tennessee, allows 120 days from the date of original adjudication for corrected claims.

Reference:

[2026 UnitedHealthcare Care Provider Administrative Guide for Commercial, Individual Exchange, and Medicare Advantage](#)



HealthSpring Medicare Plans Timely Filing Limits

For 2026, HealthSpring Medicare Advantage plans (formerly Cigna Medicare) will have a timely filing limit of 120 days from the date of service or discharge. Timely filing limits for corrected claims is 180 days for UPA contracted providers.

Reference:

[HealthSpring Medicare Advantage Provider Manual Cover](#)



Major Maternity CPT Code Updates for 2027

In collaboration with the American Medical Association (AMA), the American College of Obstetrics and Gynecologists (AGOC) has worked to modernize maternity care coding with the deletion in 2027 of the long-standing codes for reporting global delivery services. Unbundling payment for antepartum, labor & delivery, and post-partum care into individually reportable codes allows providers to tailor care to patient-centered prenatal care.

-Major Maternity CPT is continued on Page Two

University Physicians' Association, Inc.
upasolutions.com



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CONTINUED: Major Maternity CPT Code Updates for 2027

Details of CPT Updates:

- [CPT® 2027 Maternity Care Services code changes | AMA](#)
- [FAQs: CPT® 2027 Maternity Care Services code changes | AMA](#)
- [Payment for Obstetric Services | ACOG](#)
- [CPT® Webinar | A Health Plan Primer: Previewing the CPT 2027 Restructure for Maternity Care Services](#)

AMA and CMS have been clear that the CPT changes for 2027 are expected to be budget neutral. Work RVU values will be adjusted accordingly to not exceed those of the current global maternity codes model. RVU and CMS reimbursement rate updates will not be published until November, with the Medicare Physician Fee Schedule C/Y 2027 is finalized. However, the new model does allow for redistribution of revenue, based on when and how care is delivered, accounting for the frequency and level of care provided on a per encounter basis. Providers will need to ensure that each antepartum and postpartum encounter is appropriately documented to support E/M guidelines for reporting the level of service by either time or medical decision making.

For Payment and RVU Updates:

- [RUC Maternity Care Services Recommendations | AMA](#)
- [Current Procedural Terminology and Relative-Value Scale Update Committee | ACOG](#)

ACOG also continues to work with health insurers, recommending that payers allow the use of E/M codes with TH Modifier appended to indicate maternity care since this will be the new standard for 2027. These societies hope this process change will reduce additional administrative burden on providers no later than September 1, 2026, when the first prenatal visit after a new confirmation of pregnancy may be reported with the appropriate E/M codes. Continue to watch for updates from AMA and ACOG for and instructions for appropriate billing of maternity services.

See 2027 Billing Model Examples & FAQs:

- [Payment Advocacy for Obstetric Services | ACOG](#)
- [CPT Maternity Care Services Education Brief: Antepartum Transition Reporting | AMA](#)



Medicare Preventive Service Reminders

G0442 - Annual alcohol misuse screening, 5 to 15 minutes
G0443 - Brief face-to-face behavioral counseling for alcohol misuse, 15 minutes

Frequency Limitations:

- Annually (G0442 screening)
- If they screen positive for misuse, four face-to-face counseling sessions per year (G0443 counseling)
- Don't do more than one intervention per day

CMS Reference: [Jurisdiction J Part B - Alcohol Awareness and Screening](#)



CMS ABN Form Updates for 2026

Effective April 1, 2026, CMS has released a new form for Advanced Beneficiary Notice (ABN) of Non-Coverage. Providers may continue to use the expired version of the previous ABN form until May 12, 2026

Reference: [FFS ABN | CMS](#)



New Flu Vaccine CPT Codes July 2026

The AMA added two new immunization codes for influenza virus, effective beginning July 1, 2026.

- 90616 Influenza virus vaccine, trivalent (tIRV), mRNA, 37.5 mcg/0.38 mL dosage, for intramuscular use
- 90639 Influenza virus vaccine, quadrivalent (qIRV), mRNA; 50 mcg/0.5 mL dosage, for intramuscular use

Reference:

[Category I Immunization Long Code Descriptors | AMA](#)



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Contacts

RCM Billing Clients:

Please do not email the Central Billing Office or CBO@utmck.edu email within Outlook. This is a large distribution list for mass communication to all UPA RCM staff only (150+ team members).

To ensure your communication is routed to the correct department, please refer to the list of UPA billing office departments below. Shared department email boxes are monitored for completion.

- **Patient Balance Questions, Collection agency accounts, bankruptcy, deceased patient notifications, physician review list, online bill pay issues**
 - **Customer Service Department:**
 - (865) 670-6199 is our main Customer Service line for practices and patients
 - Email: UPACSR@utmck.edu (for physician review list & patient balances)
 - Tina Henson, Director, Revenue Operations (865) 670-6174 THenson@utmck.edu
- **Office Cash Correction, Bank Bags, Courier Schedule, Intergy Office Payment Journals**
 - Email: UPADepositDepartment@utmck.edu
 - Deposit Department Supervisor - Denise West, (865) 670-6192
- **Billing/Insurance/Charge corrections or submitting new charges (Change Dx, Update DOS, etc) HL7 issues, duplicate patient accounts**
 - Email: BillingUPA@utmck.edu
 - Quality & Education Manager - Darlene Willis, (865) 670-6128
- **Intergy & MedAptus Training Requests – UPATraining@utmck.edu**
 - UPA RCM Office Resources SharePoint site: [Home](#)
 - Email UPATraining@utmck.edu for access to SharePoint
- **General Client Inquiries (MPRS Financial report questions, revenue, & denials/appeals) Contact Designated Client Success Leadership:**
 - Brandy Caldwell, Director of Client Success
BCaldwel@utmck.edu (865) 670-6160
 - Angie Clark, Client Success Manager
AMClark@utmck.edu (865) 670-6760
 - Eiisha Langlois, Client Success Manager
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Frequently Asked Questions

RCM Billing Clients:

Q) Who do I ask about practice or provider specific financials, charges, payments, etc?

- Monthly Practice Financial Summary (MPRS) reports are sent from a shared UPA email UPAReporting@utmck.edu, however all questions related to the details of these reports should be directed to the Client Success leader assigned to the specific practice in question.

Q) Who do I contact for Intergy, Practice Analytics, Encoder Pro or MedAptus logins or access?

- UPA Support will help facilitate these requests Email: IntSup@utmck.edu (865) 670-6725

Q) Who do I contact when I need deposit slips for a UHS practice?

- UT Controllers Office for new practice setup, subsequent orders can be placed directly with Harland Clarke (877) 275-4427 or fax form (800) 893-9731.

Controller's Office or Denise West can supply a copy of the order form.

Q) Who do I contact if I need to request credentialing and/or contracting for a new provider or location to my practice?

- For UT Hospital medical staff privileges - UPA Medical Staff Office - MEDStaff@utmck.edu
- For UPA Contracts & Membership - UPA Managed Care - UPAManagedCareOffice@utmck.edu
- For Individual or Government Contracts - UPA Essential Services - EssentialServices@utmck.edu

Q) Who do I contact for Intergy training materials?

- You may contact UPATraining@utmck.edu for access to specific training requests.