

Provider Bulletin

Molina Healthcare of California

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July 31, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

California Evaluation and Management Coding Assessment Program

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

Dear Provider,

This decision notification is to notify you that Molina Healthcare will be implementing a program to evaluate and review high-level Evaluation and Management (E/M) services for high-coding practitioners that appear to have been incorrectly coded, based upon diagnostic information that appears on the claim and peer comparison.

E/M services are visits performed by physicians and non-physician practitioners to assess and manage a patient's health. Both CMS and the Office of Inspector General (OIG) have documented that E/M services are among the most likely services to be incorrectly coded, resulting in improper payments to practitioners.

The OIG has also recommended that payers continue to help to educate practitioners on coding and documentation for E/M services, and to develop programs to review E/M services billed for by high-coding practitioners.

The following are example remittance messages which may be included but not limited to future E&M claims processed:

- Line (X) Service Code '99204, 99205, 99215, 99214' visit level lowered to "99203, 99204. 99213, 99214"
- This claim line was processed using a code that more accurately represents the treatment received.
- The information submitted on the claim does not support the code originally billed. The provider has been reimbursed using the level (insert level) evaluation and management code which more appropriately supports the information submitted on the claim
- Payer deems the information submitted does not support this level of service.
- Alert: Payment based on an appropriate level of care

Provider Action

Providers should report E&M services in accordance with the American Medical Association's (AMA's) CPT Manual and the Centers for Medicare and Medicaid Services (CMS') guidelines for billing E&M service codes: Documentation Guidelines for Evaluation and Management. The level of service for E&M service codes is based primarily on the member's medical history, examination and medical decision-making. Counseling, coordination of care, the nature of the presenting problem, and face-to-face time are considered contributing factors.

Thank you for the opportunity to review and respond to this inquiry.

To appeal this decision please follow the standard Appeals process indicated in your Provider Manual.



*The below is tailored to the E&M claim selection process, rather than a usual policy edit.

Effective Coding of Evaluation and Management Services

Evaluation and management (E/M) services are visits performed by physicians and non-physician practitioners to assess and manage a patient's health. MHC will be instituting a process to evaluate and review high-level E/M services for high-coding practitioners that appear to have been incorrectly coded, based upon diagnostic information that appears on the claim and peer comparison. If you do not agree with a payment determination, you have the right to file an appeal by submitting the portion of the medical record that supports additional reimbursement. Molina Healthcare will review the submitted medical record(s) to assess the intensity of service and complexity of medical decision-making for the E&M services provided.

Medical Necessity of a service is the overarching criterion for payment in addition to the individual requirements of a CPT code. It would not be medically necessary or appropriate to bill a higher level of evaluation and management service when a lower level or service is warranted. The volume of documentation should not be the primary influence upon which a specific level of service is billed. Documentation should support the level of service reported. CMS Regulations and Guidance ([cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/r178cp.pdf](https://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/r178cp.pdf))

When this is happening:

In an ongoing effort to ensure accurate claims processing and payment, Molina Healthcare is taking additional steps to verify the accuracy of payments made to professional providers. Beginning on 08/01/2024, as part of our claims process, Molina Healthcare will be reviewing select claims for evaluation and management (E&M) services to better ensure that payments are aligned with national industry coding standards.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias Christian Diaz Daniel Amirian Anita White	562-517-1014 562-549-3550 562-549-4809 562-980-3947	Clemente.Arias@molinahealthcare.com Christian.Diaz@molinahealthcare.com Daniel.Amirian@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi Marina Higby	279-895-9354 916-561-8550	Johonna.Eshalomi@molinahealthcare.com Marina.Higby@molinahealthcare.com
San Bernardino County	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	562-549-3957	Patricia.Melendez@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email mhcproviderbulletin@molinahealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

San Diego / Imperial County	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com
	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
	Lincoln Watkins	858-300-7722	Lincoln.Watkins@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Imperial, San Diego & Sacramento	Teresa Suarez	562-549-3782	Teresa.Suarez2@molinahealthcare.com
Los Angeles & Orange	Laura Gonzalez	562-549-4887	Laura.Gonzalez3@molinahealthcare.com
Riverside & San Bernardino	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com

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