Clarification Memo
Professional Emergency Room Services Leveling
Effective May 1, 2025

Effective May 1, 2025, Molina Healthcare of Florida, Inc. (Molina) is implementing a policy regarding reimbursement for professional claims for emergency department (ED) evaluation and management (E&M) services for the **_Medicaid Line of Business_**. This policy is based on coding principles established by the Centers for Medicare and Medicaid Services (CMS), Current Procedural Terminology (CPT) manual and the American College of Emergency Physicians.

Molina reimburses ED E&M services based on the level of acuity, complexity, and severity. Medical complexity is considered the controlling factor when determining level of service for E&M codes. The key components (history, exam, medical decision-making) to support the level of service must be documented, but if medical complexity does not support the same level of service supported by the three components, medical complexity (i.e., risk) becomes the controlling factor.

Leveling Adjustments

When a physician bills a Level 4 (99284) or Level 5 (99285) emergency room E&M service, with a diagnosis indicating a lower level of acuity, complexity, or severity, the service will automatically be reimbursed at the Level 3 (99283) reimbursement rate. Molina utilizes a list of diagnosis codes developed by medical professionals to determine which codes indicate a lower level of acuity, complexity and severity. Discharge diagnosis coding must support the billed CPT codes for complexity and severity of services rendered in accordance with coding guidelines.

If a provider disagrees with the way a claim was adjudicated, the provider may submit a written appeal. The Molina Healthcare Provider Manual has been updated with this new policy.

This letter has been updated to reflect the **Medicaid line of business**. Please disregard previous messaging.

For more information, please visit molinahealthcare.com.

All other contracted terms and conditions not referenced in this policy remain in full force and effect.

If you have questions, please contact Molina Healthcare at: (855) 322-4076
Thank you for your continued care to our members!

Molina Healthcare of Florida