



December 2019

CHANGES AT COFINITY

Beginning December 1, 2019 claims sent to Cofinity will be rejected with a note to check the patient's insurance card for the appropriate payer. Please make sure to ask each patient for their insurance card when they visit your office. Our staff will attempt to find the appropriate payer for rejected claims when we are able. However, in order to avoid delays in payment please obtain and send us a copy of both sides of the patient's card.

MEDICARE MBI REQUIRED JANUARY 1, 2020

Starting January 1, 2020 you must submit claims using the Medicare Beneficiary Identifiers (MBI) no matter what date you performed the service. The transition period which has lasted 1 year will be over. To avoid delays in payment, please make sure you obtain the patient's new card. Be sure to ask them if they have signed up for a Medicare Advantage plan. That would require an additional card. Note too that they may have secondary cards that you'll need copies of.

NEW CODING UPDATES

PPR will send you any 2020 CPT coding changes that apply to your practice. We will also compare your fee schedule with the Medicare and Blue Shield fees and notify you how your fees compare. Please let us know if you would like any of your fees updated and we will make the change. Also, please note that 2020 ICD-10 code changes have gone into effect and we are receiving claim denials when the diagnosis is not specific enough. To ensure proper payment please use the most specific diagnosis code possible. Please call us at any time if you have questions.

NEW YEAR DEDUCTIBLE TIME

The New Year brings deductibles for many of your patients. Some clients like to hold their claims so that their claims are not applied to the insurance deductible. PPR strongly advises that you to *not* hold your claims. Many insurance carriers are reducing the filing limit, or patients have changed insurance. We have seen providers' claims go unpaid for a variety of reasons beyond our control when the claim is not submitted promptly. Don't let this happen to you. Make sure to submit your services to us as soon as possible.

PPR will be closed the following dates and times for the upcoming holidays

Tuesday, December 24 closing at noon

Wednesday, December 25 closed

Tuesday, December 31, closing at noon

Wednesday, January 1, closed

We wish everyone a safe and happy holiday season.