



December 2016

PPR NEWS: Holiday Schedule

Our offices will be closed on Monday, December 26, 2016 and
Monday, January 2, 2017

We all wish you a happy and safe holiday season.

PPR NEWS: E-mailing charges/payments to PPR

If you email your work to PPR, please use this address:

billing@pprbilling.com

That central address is constantly monitored and work received is directed immediately for processing. You should continue to use individual staff email addresses for questions regarding your accounts.

EVALUATION AND MANAGEMENT (E/M) NEWS: Helpful Tool

The arrival of a new year is a good time to brush up on the requirements for E/M documentation. Medicare's Evaluation and Management Services Guide helps you with billing and coding documentation considerations and the 1995 and 1997 documentation guidelines:

[Evaluation and Management Services \[PDF, 3MB\]](#)

(Following Medicare guidelines will also be helpful in the event of an audit by any other carrier!)

DOCUMENTATION NEWS: Remember the Chief Complaint drives the code!

The first thing the provider – or the assistant – should ask the patient is, “What brings you in today?” That Chief Complaint (**CC**) will narrow your questioning for the History of Present Illness (**HPI**). Don't confuse the two! **Your documentation should clearly reflect the CC.** The CC directs your HPI and Review of Systems (ROS) questions. The extent of history obtained is based on your clinical judgment, but it *should not be more than is medically necessary* based on the CC!

REIMBURSEMENT NEWS: Blue Cross pays providers for medical record reviews

If you are contacted by CIOX or Inovalon for copies of your Medicare Advantage patient records, you are entitled to \$5 for each individual charge received. (There is no reimbursement for BCNetwork Advantage patient records.) The link to “Medical Chart Reimbursement” forms can be found at:

<https://www.bcbsm.com/providers/help/faqs/medicare-advantage/provider-toolkit/reimbursement.html>