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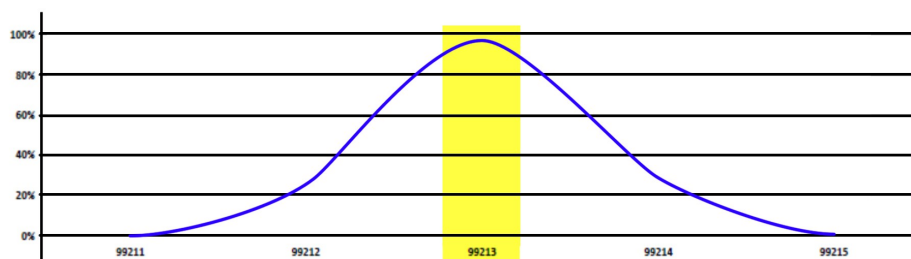## CHANGES OR CORRECTIONS TO ROUTERS SENT TO PPR

When providers call PPR to ask us to make a change to a router or charge that has been submitted, we will ask that you send an email confirmation or another form of documentation for us to keep on file. We will also document that patient's account to note the change. We know this is an extra step for you, but part of our job is to protect you and ensure that claims are properly submitted.

TELEHEALTH BILLING

Telehealth visits can be beneficial to both doctors and their patients. Many providers are asking about charging for such visits, or telephone meetings with patients. Although the rules for billing these services are changing rapidly, there are still many restrictions in insurance coverage. Be careful not to report telephone services as office visits in error. The CPT codes are 99441-99443 for services between a physician and a patient. There are also codes for on-line medical evaluations (99444), and inter-professional telephone/internet consultations (99446-99449). Medicare also added the location code 02 as of January 1, 2017 to be used for all telecommunication system services. Be aware that just because these codes exist do not mean that insurance companies will pay for these services.

USE PPR REPORTING TO ASSESS YOUR PRACTICE

We provide many options of reporting on a daily, weekly, and monthly basis. We can also provide on-demand report that you can use to assess your practice in a meaningful way. For example, we provide procedure reports that can tell you the number of each procedure that you bill. For established patients, your billing should resemble a bell curve with 99211 and 99215 being at either end with the other codes of 99212, 99213, and 9914 rising in the middle. It's important to report the code that matches the service (and documentation) that you provide. Let us know what reports you need and we'll make sure you get them.

And remember, we're here to help *you*. Don't hesitate to call at any time for any reason.