

New Approach Aims to Educate and Reduce Evaluation and Management Billing Errors

The proper coding of Evaluation and Management (E/M) services is a well-known challenge for many providers. Because providers are faced with the difficult task of determining which level of CPT code appropriately reflects the complexity of the visit, E/M coding constitutes a high percentage of mistakes compared to coding for other services.

In an attempt to help providers and their offices facilitate correct coding, Molina Healthcare has contracted with Change Healthcare to implement their Coding Advisor solution. Coding Advisor will review the use of E/M codes, Psychotherapy Assessments, and the billing of modifier 25 for providers submitting claims to Molina Healthcare. The program's aim is to provide useful data insights to the provider community, maximize coding efficiency and accuracy through education, and reduce the burdens associated with traditional audits.

Beginning **July 1, 2019**, Coding Advisor will initiate an outreach to qualifying providers who are submitting claims to Molina Healthcare. This program will consist of a series of communications which may include: outbound notification letters, education-based telephone calls, and clearinghouse level claim status messaging.

Throughout the course of this program, Coding Advisor will continue to monitor billing practices, and will send updated report(s) periodically. They may contact your practice with the intention of identifying any coding discrepancies and to perform one-on-one coding education. All correspondences will be sent to you from Change Healthcare.

If you have questions, please call Change Healthcare Coding Advisor's Customer Support at 844-592-7009, Option 3.