

## **Bright HealthCare Contracts with Change Healthcare to Implement Coding Advisor Solution Beginning July 29**

Bright HealthCare has contracted with Change Healthcare to implement their Coding Advisor solution to help providers and their offices facilitate correct coding.

Beginning July 29, Coding Advisor will initiate an outreach campaign to qualifying providers who are submitting claims to Bright HealthCare. This campaign will consist of a series of communications, which may include outbound notification letters, education-based telephone calls, and clearinghouse level claim status messaging.

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.

Coding Advisor will review the use of E/M codes, psychotherapy assessments, the billing of Modifier 25 and other codes for providers submitting claims to Bright HealthCare. The program's aim is to identify cases where providers are billing, in one of these areas, significantly more often than other providers in the same specialty, as per their primary taxonomy. From this, Coding Advisor provides useful data insights to the provider community, maximizes coding efficiency and accuracy through education, and reduces the burdens associated with traditional audits.

Beginning July 29, Coding Advisor will initiate an outreach campaign to qualifying providers who are submitting claims to Bright HealthCare. This campaign 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, Monday through Friday between 8:00 a.m. and 4:00 p.m. CT.