

# Coding Advisor: Frequently Asked Questions

## Q1 Who is Change Healthcare?

Bright HealthCare has contracted with Change Healthcare to review code combinations that may be inaccurate, such as Evaluation and Management, Psychotherapy, modifier use, and component procedures. Additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

## Q2 How did I (provider) end up in this program?

Your inclusion in this program is based on analysis of claims paid between 04/01/2021 and 03/31/2022 for the aforementioned high-level codes. An analysis of Bright HealthCare claims history determined that your office billed a significantly greater volume of high-level services than specialty peer groups. Additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

## Q3 Who are the peer groups I am being compared to?

Providers included in this program are being compared to other providers of the same specialty, treating patients of similar age. Additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

## Q4 What data is used?

We considered all claims received and paid by Bright HealthCare between 04/01/2021 and 03/31/2022. Additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

## Q5 How did you determine my specialty?

Change Healthcare uses the provider's primary taxonomy code. Taxonomy is a 10-digit designation defining a provider's specialty from the publicly available National Plan & Provider Enumeration System (NPPES) from CMS. Additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

## Q6 Am I being asked to repay money?

No, we are not attempting to recover money. Rather, the program has been implemented to help providers identify where their billing behavior is far above their peer group, and to ensure billings follow the Bright HealthCare policy moving forward. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

**Q7 What do I need to do to be removed from the program?**

This inquiry should be re-directed to Change Healthcare at 844-592-7009, option 3 to discuss possible reasons why the data is trending as an outlier, and to help determine the best course of action. Claims for outlier providers are monitored on a daily basis and outlier status is updated. If criteria are no longer met for outlier status, the provider will fall out of the program.

**Q8 Will you begin holding claim payments?**

No, we will not be holding claim payments. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

**Q9 Who can I contact at Bright HealthCare to voice my concerns?**

Questions should be directed to Change Healthcare at 844-592-7009, option 3. Change Healthcare has access to specific information to further explain the program and address specific concerns. Providers are welcome to contact their plan representative as well, but their representative will not be able to provide as many details as Change Healthcare.

**Q10 Do you provide onsite training?**

No, however Change Healthcare will consult with you via telephone, if requested. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

**Q11 Did you consider my patient population?**

Yes, Change Healthcare does consider this factor. Patient age is included in the analysis. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

**Q12 Did you consider my geographic region?**

No. The same intensity of service to report a high-level code should be provided regardless of location. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.

**Q 13 Should I stop billing higher levels of service to prevent future audits?**

No. Providers should accurately report the service(s) to their patients. They are also encouraged to review Bright HealthCare documentation guidelines to ensure criteria are met to report any level of service. Any additional questions should be directed to Change Healthcare at 844-592-7009, option 3.