

**MAXIMUS FEDERAL SERVICES, INC.**

Independent Bill Review  
P.O. Box 138006  
Sacramento, CA 95813-8006  
Fax: (916) 605-4280



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**INDEPENDENT BILLING REVIEW FINAL DETERMINATION**

April 19, 2016

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

IBR Case Number:	CB16-0000514	Date of Injury:	05/20/2004
Claim Number:	[Redacted]	Application Received:	03/28/2016
Assignment Date:	04/15/2016		
Claims Administrator:	[Redacted]		
Date(s) of service:	09/17/2015 – 09/17/2015		
Provider Name:	[Redacted]		
Employee Name:	[Redacted]		
Disputed Codes:	99204		

Dear [Redacted]

MAXIMUS Federal Services has completed the Independent Bill Review (“IBR”) of the above Workers’ Compensation case. This letter provides you with the IBR Final Determination and explains how the determination was made.

**Final Determination: OVERTURN. MAXIMUS Federal Services has determined that additional reimbursement is warranted. The Claims Administrator’s determination is reversed and the Claim Administrator owes the Provider additional reimbursement of \$195.00 for the review cost and \$201.77 in additional reimbursement for a total of \$396.77. A detailed explanation of the decision is provided later in this letter.**

The Claim Administrator is required to reimburse the Provider a total of **\$396.77** within 45 days of the date on this letter per section 4603.2 (2a) of the California Labor Code. The determination of MAXIMUS Federal Services and its expert reviewer is deemed to be the Final Determination of the Administrative Director of the Division of Workers’ Compensation. This determination is binding on all parties. In certain limited circumstances, you can appeal the Final Determination. Appeals must be filed with the Workers’ Compensation Appeals Board within 20 days from the date of this letter. For more information on appealing the final determination, please see California Labor Code Section 4603.6(f)

Sincerely,  
Paul Manchester, M.D., M.P.H.  
Medical Director

[Redacted]  
[Redacted]

## **DOCUMENTS REVIEWED**

Pertinent documents reviewed to reach the determination:

- The Independent Bill Review Application
- The original billing itemization
- Supporting documents submitted with the original billing
- Explanation of Review in response to the original bill
- Request for Second Bill Review and documentation
- Supporting documents submitted with the request for second review
- The final explanation of the second review
- OMFS

## **HOW THE IBR FINAL DETERMINATION WAS MADE**

MAXIMUS Federal Services Chief Coding Specialist reviewed the case file and researched pertinent coding and billing standards to reach a determination. In some cases a physician reviewer was employed to review the clinical aspects of the care to help make a determination. He/she has no affiliation with the employer, employee, providers or the claims administrator. The expert reviewer was selected based on his/her clinical experience, education, background, and expertise in the same or similar specialties that evaluate and/or treat the medical condition and disputed items/services.

## ANALYSIS AND FINDING

Based on review of the case file the following is noted:

- **ISSUE IN DISPUTE: Provider seeking remuneration for 99204 New Patient Evaluation for date of service 09/17/2015.**
- The Claims Administrator denied service stating, “Charge has been adjusted to the scheduled allowance.”
- Opportunity to Dispute Eligibility communicated with Claims Administrator on 03/30/2016; response received 04/07/2016. The Claims Administrator confirms Provider’s status as Primary Treating Physician of Record. Reference to laboratory services not applicable to this Evaluation and Management dispute.
- No Contract Indicated. No Contract Received.
- The determination of an Evaluation and Management service for **New Patients require All three key components** in the following areas (AMA CPT 1995/1997):
  - 1) **History:** Chief Complaint, History of Present Illness, Review of Systems (Inventory of Body Systems), Past Family and Social History.
  - 2) **Examination:** “The 1995 documentation guidelines state that the medical record for a general multi-system examination should include findings about eight or more organ systems.”
  - 3) **Medical Decision Making Medical** decision making refers to the complexity of establishing a diagnosis and/or selecting a management option, which is determined by considering the following factors:
    - a. The number of possible diagnoses and/or the number of management options that must be considered;
    - b. The amount and/or complexity of medical records, diagnostic tests, and/or other information that must be obtained, reviewed, and analyzed; and
    - c. The risk of significant complications, morbidity, and/or mortality as well as comorbidities associated with the patient’s presenting problem(s), the diagnostic procedure(s), and/or the possible management options.
- To determine the level of service in a given **component** of an E&M, the **data** must “**meet or exceed**” the elements required.
- 1995/1997 Evaluation and Management Levels/Elements (History / Exam / Medical Decision Making), New Patient:
  - 99201: Problem Focused / ROS Not Required / Minimal
    - 10 Min Face-to-Face Requirement
  - 99202: Exp. Problem Focused / Exp. Problem Focused / Straight Forward
    - 20 Min Face-to-Face Requirement
  - 99203: Detailed / Detailed Exam / Low Complexity
    - 30 Min Face-to-Face Requirement
  - **99204: Comprehensive / Comprehensive Exam / Moderate Complexity**
    - 45 Min Face-to-Face Requirement
  - 99205 Comprehensive / Comprehensive Exam / High Complexity
    - 60 Min Face-to-Face Requirement

- **Time:** In the case where counseling and/or coordination of care dominates (more than 50%) of the physician/patient and/or family encounter (face-to-face time in the office or other outpatient setting or floor/unit time in the hospital or nursing facility), time is considered the key or controlling factor to qualify for a particular level of E/M services. The total length of time of the encounter (**face-to-face**) should be documented and the record should describe the counseling and/or activities to coordinate care.
- **Abstracted Exam Elements from submitted documentation relating to 10/09/2015 New Patient Evaluation** revealed the following service:
  - **History:**
    - HPI: Extensive
    - ROS: Complete
    - Other Complete
    - Extensive / Complete / Complete = **Comprehensive History**
  - **Exam:**
    - General Multi System Comprehensive Exam
  - **Medical Decision Making: Moderate**
    - Presenting Problems/Diagnosis: Multiple
    - Complexity of data: Multiple
    - Risk: High
      - Pain Management Medication
    - Multiple / Multiple / High = **Moderate Complexity**
  - **New Patient E&M components:**
    - **Comprehensive / Comprehensive / Moderate = 99204 - all three key components met**
  - **Time Factor for date of service:**
    - Not Applicable
- **Based on the aforementioned documentation and guidelines, reimbursement is warranted for 99204.**

The table on page 5 describes the pertinent claim line information.

**DETERMINATION OF ISSUE IN DISPUTE: 99204 - 25**

<b>Date of Service:</b> 09/17/2015 Physician Services						
<b>Service Code</b>	<b>Provider Billed</b>	<b>Plan Allowed</b>	<b>Dispute Amount</b>	<b>Units</b>	<b>Workers' Comp Allowed Amt.</b>	<b>Notes</b>
99204 - 25	\$300.00	\$0.00	\$201.77	1	\$201.77	<b>OMFS</b>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]