

MAXIMUS FEDERAL SERVICES, INC.

Independent Bill Review
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INDEPENDENT BILLING REVIEW FINAL DETERMINATION

August 20, 2015

[Redacted]
[Redacted]
[Redacted]

IBR Case Number:	CB15-0001181	Date of Injury:	02/13/2015
Claim Number:	[Redacted]	Application Received:	07/22/2015
Assignment Date:	08/11/2015		
Claims Administrator:	[Redacted]		
Date(s) of service:	03/17/2015 – 03/17/2015		
Provider Name:	[Redacted]		
Employee Name:	[Redacted]		
Disputed Codes:	99204 (downcoded to 99202)		

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 \$67.28 in additional reimbursement for a total of \$262.28. A detailed explanation of the decision is provided later in this letter.

The Claim Administrator is required to reimburse the Provider a total of **\$262.28** 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, MD, MPH
Medical Director

cc: [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
- AMA CPT
- Official Medical Fee Schedule

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 full remuneration submitted 99204 New Patient Services performed on 03/17/2015.**
- Claims Administrator reassigned CPT 99202 from submitted CPT 99204 with the following rationale: “better defining service.”
- CMS 1500 reflects Place of Service “11.”
- Contractual agreement not available for IBR.
- The determination of an Evaluation and Management service for New Patients require **all three key components** in the following areas (CMS.Gov):
 - **1. History:** Chief Complaint, History of Present Illness, Review of Systems (Inventory of Body Systems), Past Family and Social History.
 - **2. Examination:** **All elements** in a general multi system examination, **or complete examination of a single organ system** and other symptomatic or related body area(s) or organ system(s)
 - **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.
- 1995/1997 Evaluation and Management Levels/Elements: History / Exam / Medical Decision Making, New Patient, All **Three** Components Must Be Met (CMS.Gov):
 - 99202: Problem Focused / Problem Focused / Straight Forward
 - 99203: Expanded Problem Focused / Expanded Problem Focused / Low Complexity
 - 99204: **Detailed History / Detailed Exam / Moderate Complexity**
 - 99205 Comprehensive History/ Comprehensive Exam/ High Complexity
- **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 (faced-to-face) should be documented and the record should describe the counseling and/or activities to coordinate care.
- 99204, all three major criteria (history, physical exam and medical decision making) must be met.
- 99204, the review of systems must include at least 10 systems or body areas.
- 99204, the physical exam must cover at least 18 bullets from at least nine systems or body areas.
- Abstracted elements from Date of Service 03/17/2015 revealed the following components:
 - Expanded Problem Focused / Problem Focused Exam/ Low Complexity: 99203
 - **Exam Elements** did not support a New Patient Level 4 Service.
- Based on the aforementioned documentation and guidelines, additional reimbursement is not supported for CPT Code 99204, recommend reimbursement for 99203.

The table below describes the pertinent claim line information.

DETERMINATION OF ISSUE IN DISPUTE: 99204

Date of Service: 03/17/2015							
Physician Services							
Service Code	Provider Billed	Plan Allowed	Dispute Amount	Units	Multiple Surgery	Workers’ Comp Allowed Amt.	Notes
99204 as 99203	\$275.00	\$58.11	\$87.00	1	N/A	\$125.39	\$67.28 Due Provider Refer to Analysis

Copy to:



Copy to:

[REDACTED]
[REDACTED]
[REDACTED]