

MAXIMUS FEDERAL SERVICES, INC.

Independent Bill Review
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INDEPENDENT BILLING REVIEW FINAL DETERMINATION

February 18, 2016

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

IBR Case Number:	CB16-0000121	Date of Injury:	09/05/2013
Claim Number:	[Redacted]	Application Received:	01/27/2016
Assignment Date:	02/16/2016		
Claims Administrator:	[Redacted]		
Date(s) of service:	12/07/2014 – 12/07/2014		
Provider Name:	[Redacted]		
[Redacted]	[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 \$86.66 in additional reimbursement for a total of \$281.66. A detailed explanation of the decision is provided later in this letter.

The Claim Administrator is required to reimburse the Provider a total of **\$281.66** 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 additional remuneration for 99204 New Patient Evaluation for date of service 12/07/2014.**
- The Claims Administrator denied service stating, “Not paid under Medicare OPPS.”
- Provider indicates \$37.95 reimbursed. EOR reflects reimbursement of \$37.95 is related to the Technical Component of radiological services, not Evaluation and Management.
- **CCR § 9789.32 (ii)** For Other Services, which do not meet the requirement in (i), the hospital outpatient facility fee shall be determined based solely on the non-facility practice expense relative value units applicable under the OMFS RBRVS.
 - (iii) The fees for any physician and non-physician practitioner professional services billed by the hospital shall be calculated in accordance with the OMFS RBRVS, using the OMFS RBRVS total facility relative value units.
- 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), Established 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 relating to 12/07/2014 New Patient Evaluation** revealed the following service:
 - **History:**
 - HPI: Detailed (≥ 4 Elements)
 - ROS: Extended (2-9 systems)
 - Other History: Pertinent (1 area)
 - History Component = **Detailed**
 - **Exam:**
 - Extended of affected area / organ system + related / symptomatic areas = **Detailed**
 - **Medical Decision Making: Moderate**
 - Presenting Problems/Diagnosis = Multiple
 - Complexity of data: Limited
 - Risk: **Low**
 - Discharged Home
 - Rx or OTC meds – Motrin
 - Multiple /Limited / Low (-) = **Low Complexity**
 - New Patient E&M **must meet** all three key components:
 - **Detailed (99203) / Detailed (99203) / Low Complexity (99203) = 99203**
 - **Time Factor for date of service:**
 - Time Factor not documented
- **Based on the aforementioned documentation and guidelines, reimbursement is indicated for documented service 99203, billed as 99204.**

The table below describes the pertinent claim line information.

DETERMINATION OF ISSUE IN DISPUTE: 99204

Date of Service: 12/07/2014						
Physician Services						
Service Code	Provider Billed	Plan Allowed	Dispute Amount	Units	Workers' Comp Allowed Amt.	Notes
99204	\$311.00	\$0.00	\$201.77	1	\$86.66	99203 OMFS Refer to Analysis

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]