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Pennsylvania Counseling Association (PCA)

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9-28-2016

### 2016-09-28 PCA Healthcare Psychotherapy Codes

Pennsylvania Counseling Association

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August 29, 2016

[REDACTED]

Dear [REDACTED]:

Highmark has contracted with Change Healthcare to review the use of Psychotherapy codes for all providers participating in the network as part of ongoing claim review activities. Change Healthcare analyzed the claims between June 2015 and May 2016 for the purpose of identifying those providers who are billing high level codes significantly more often than other providers within the same specialty.

As demonstrated in the attached report(s), the percentage of high level codes is considerably higher than the expected billing distribution as determined by the average billing behavior of other providers within your specialty.

Change Healthcare will continue to monitor your billing practices, and will send updated report(s) periodically. If subsequent analysis reveals that the proportion of high level codes continues to exceed the expected distribution, Change Healthcare may contact your practice with the intention of identifying any inaccurate coding and to perform one-on-one coding education to ensure your practice's understanding of coding guidelines.

Change Healthcare is aware that many factors may impact the coding of your practice's services, and wants all providers to be aware that when submitting any claims for reimbursement, it is important that the practice comply with the documentation and reporting guidelines as outlined in your provider agreement and the applicable administrative requirements to ensure that the medical record supports the services provided. The goal is to ensure that the appropriate code(s) is billed for the clinical services provided to Highmark's members.

If you would like more information on appropriate Psychotherapy coding, please refer to: [www.highmark.com](http://www.highmark.com).

Additionally, if you have questions regarding the report(s), please contact the Change Healthcare Customer Service line at 844-592-7009, Option 3.

Sincerely,

Chris Hall, HCAFA  
Director of Operations

Attachment(s):  
Psychotherapy Report

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NOTICE: This communication is confidential and is intended only for the person or organization named above. No one other than the named recipient is authorized to use the information contained herein in any manner. If you have received this communication in error, please contact us as soon as possible by phone at 844-592-7009, Option 3 or by mail at 701 E. 22nd Street • Suite 200 • Lombard, IL 60148



# Psychotherapy Report

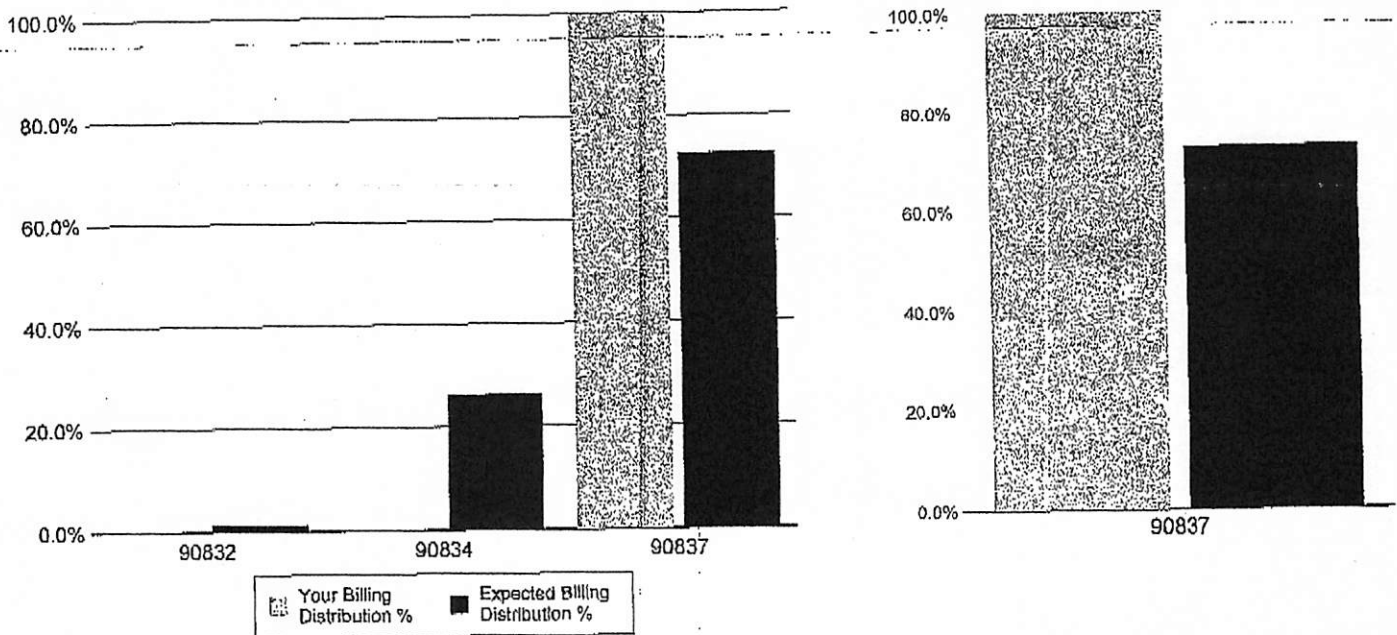
NPI: [REDACTED]  
Specialty: Counselor

## Psychotherapy Visits

Total Occurrences:  
Total Billed Charges:



BILLING CATEGORY	90832	90834	90837
Your Billing Distribution <sup>1</sup>	0	0	521
Your Billing Distribution %	0.0%	0.0%	100.0%
Expected Billing Distribution % <sup>2</sup>	1.3%	26.2%	72.5%
<b>Your Variance from Expected:</b>	<b>-1.3%</b>	<b>-26.2%</b>	<b>27.5%</b>



### Criteria for submitting a 90837 code:

- Psychotherapy times are for face-to-face services with the patient and/or family member.
- The patient must be present for all or some of the service.
- In reporting, choose the code closest to the actual time (i.e., 53 or more minutes for 90837) and include start and end times.
- Documentation supporting medical necessity.

### Footnotes

1. Data represents the dates of service (taken from paid dates 6/1/2015 to 5/31/2016) where you billed CPT Codes 90832, 90834, 90837.
2. Expected Billing Distribution represents average distribution of CPT Codes billed by providers within the same specialty.