



► National Ask A Question Day!!



Pi Day!!

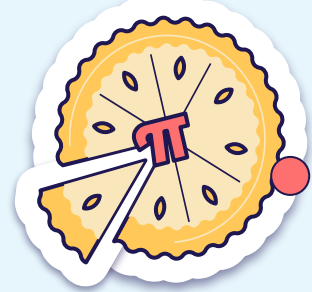
PCC Pediatric Billing Drop-In

March 14, 2024
2-4 pm ET





Drop-In Premise



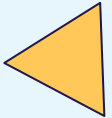
- This is your time to ask questions of each other and of PCC (Coding, Billing, Payer issues)
- PCC wants your input into our development of services and products
- *Please consider changing your Zoom name to include the state in which your practice is located to facilitate crowdsourcing based on geographic area*



Getting Clients Paid Crew

◀ **Ben** SME & Consultant
Brian K Application Specialist
Doug B Implementation Spec
Douglas Ed Content Creator
Jack Application Specialist
Jan Operations/HR
Jay Backend Developer
Jordan Product Developer
Justin Visionary
Kelsey Business Analyst
Kristen Project Manager

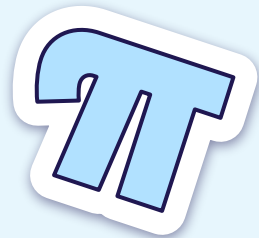
Mary Tech Support Specialist
Michael Product Designer
Noah Product Developer
Owen Quality Assurance
Phil Operations Specialist





Getting Clients Paid Vision

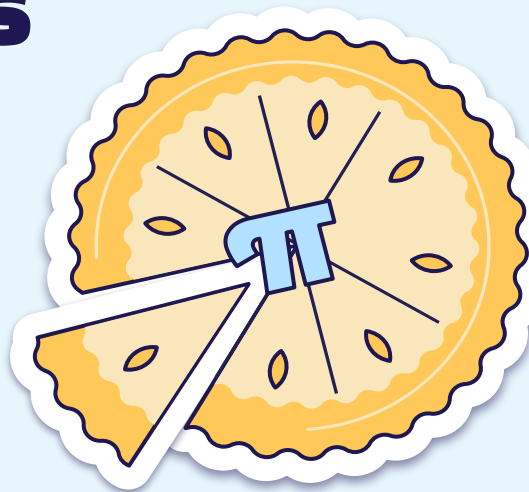
- Every pediatrician gets maximal payment for every service rendered with minimal administrative effort





Discussion Topics

1. **Change Healthcare EDI Service
Disruption**
2. **v9.9 Highlights**
3. **Development Show & Tell**



Change Healthcare EDI Service Disruption



What Happened?

- Change Healthcare, part of Optum and UnitedHealth Group, is the largest clearinghouse for insurance billing and payments in the U.S.
- Change Healthcare systems suffered a ransomware attack on February 21st, were immediately taken offline, and many services remain inaccessible as of March 14th
- Electronic insurance eligibility verification, electronic claim submission, and electronic remittance advice processing have been effectively disabled as a result for numerous payors, notably those which have exclusive electronic data interchange (EDI) arrangements with Change Healthcare



Change Healthcare EDI Service Disruption



What's Been Done?

- PCC's continued mitigation effort has ensured that currently 93% of the collective claims submitted through PCC systems are not directed to Change Healthcare
- The electronic claim transactions which remain affected are largely for payors which require provider re-enrollment for alternate routing and / or for which no alternate routing is yet available
- Electronic eligibility verification remains affected but mitigation effort is a lower priority than claim processing
- Roughly 28% of the collective Electronic remittance advice (ERA) which PCC receives and forwards to receiving PCC EHR systems remains affected



Change Healthcare EDI Service Disruption



When Will This Be Resolved?

- As of March 14th, UnitedHealth Group reports the following:

Timeline to Restore Change Healthcare Systems

We are working aggressively on the restoration of our systems and services. Assuming we continue at our current rate of progress, we expect our key system functionality to be restored and available on the following timelines:

- **Payments platform:** Electronic payment functionality will be available for connection beginning March 15.
- **Medical claims:** We expect to begin testing and reestablish connectivity to our claims network and software on March 18, restoring service through that week.



Change Healthcare EDI Service Disruption



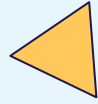
For More Information

- [UnitedHealth Group Information on the Change Healthcare Cyber Response](#)
- [Optum Temporary Funding Assistance Program for providers](#)
- [PCC News](#)
- [Confessions of a Pediatric Practice Management Consultant: Payment Disruptions: Check Your Bank Deposits Now \(the Change Healthcare Cyberattack\)](#)
- [HHS: Readout of Biden-Harris Administration Convening with Health Care Community Concerning Cyberattack on Change Healthcare](#)





ASETT Complaint Form



ASETT

Administrative Simplification Enforcement and Testing Tool

ASETT is a web-based application which enables individuals or organizations to file a Health Insurance Portability and Accountability Act (HIPAA) and/or Affordable Care Act (ACA) complaint against a HIPAA covered entity for potential non-compliance with the non-Privacy/Security provisions of HIPAA.

[ASETT Start Page](#)

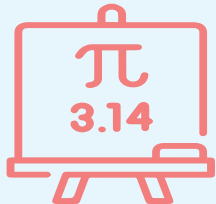
Step 1: ID the type of HIPAA/ACA complaint

Step 2: Provide your contact information

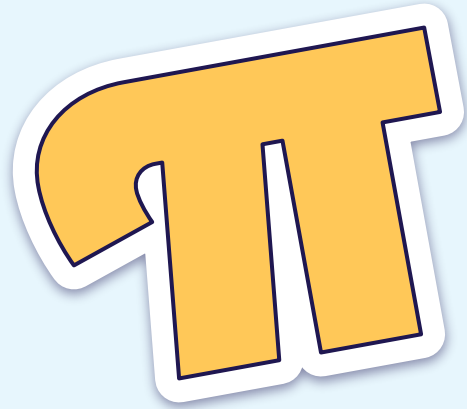
Step 3: Identify the Filed Against Entity

Step 4: Describe the HIPAA/ACA violation

Step 5: Review and Submit



**What Questions Do You
Have?**



Future Drop-Ins

Register at [PCC Events & Trainings](#)

Next: Tuesday, 4/23/24 2pm EDT

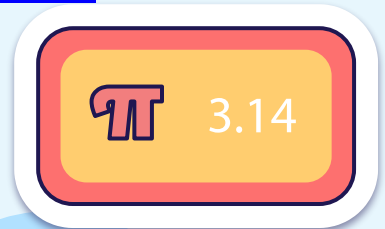
Future: Wednesday, 5/15/24 2pm EDT

Recordings and Materials available at

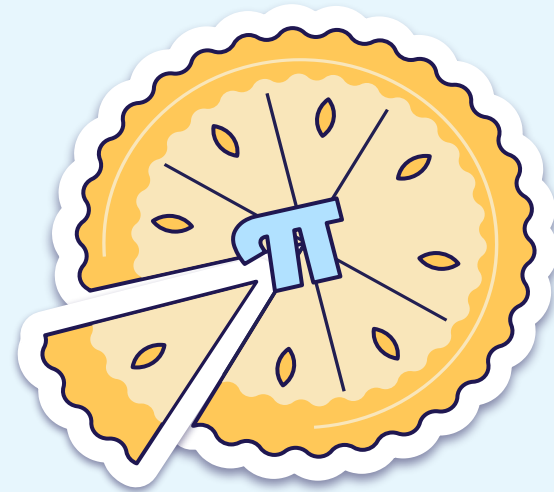
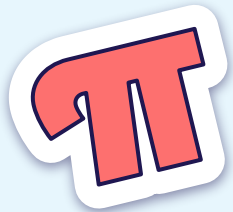
[PCC's Pediatric Practice Management, Billing, and Coding Web Labs](#)



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Thank You!



• New Monovalent COVID-19 Vaccine / Administration Codes

- Updated (XBB.1.5) monovalent vaccines pending FDA and CDC approval
- **Pfizer**
 - **91318** (6mo-4yr 3mcg/0.2mL), **91319** (5-11yr 10mcg/0.2mL), **91320** (12yr+ 30mcg/0.3mL)
- **Moderna**
 - **91321** (6mo-11yr 25mcg/0.25mL), **91322** (12yr+ 50mcg/0.5mL)
- **Single** administration code **90480**
- *All existing CPT codes that describe COVID-19 vaccine products and associated administration codes that end in "A" for products that are no longer covered under an existing Emergency Use Authorization (EUA) or Biologics License Application (BLA) from the US Food and Drug Administration (FDA) will be deleted effective Nov. 1, 2023.*



Proposed Rule – Telehealth POS Codes

Home (10) will pay higher than other than home (02). Get your ducks in a row.



Stand-alone Vaccine Counseling Codes

- Vaccine counseling without administration
 - 99401-99404 Preventive Medicine Counseling
 - G0100-G0105 (Medicaid / EPSDT) Immunization counseling by a physician or other qualified health care professional when the vaccine(s) is not administered on the same date of service
- ♥♥ Are you successfully billing these codes for cases of vaccine hesitancy / refusal?



Medicaid / MCO "Pay and Chase" Denial / Recoupment

- Coordination of Benefits / Third-Party Liability issue for patients with commercial primary insurance coverage and Medicaid / MCO secondary
- Issue recently discussed on the AAP SOAPM LISTSERV
 - It was noted that federal regulations prohibit Medicaid / MCOs from
 - Cost avoiding EPSDT claims
 - Recouping pediatric Medicaid claims for cost avoidance
- Have you experienced associated denial and / or recoupment?

