

A space-themed background with a dark blue gradient. On the left, a purple and blue rocket with a white window and a red flame is launching. On the right, a purple astronaut is floating. A red planet is in the upper left, and a ringed planet is in the lower right. A red line curves from the rocket to the astronaut. The text is centered in white.

# PCC Getting Paid Billing Drop In

February 18, 2025

# WHOA!

On Feb 18, 1930...

Astronomer Clyde Tombaugh  
discovered Pluto!





# ★ Get Paid Vision

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

# ★ Drop In Premise

This is your time to ask Coding, Billing, Payer issue questions of each other ...  
... and of PCC

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*



# Get Paid Team



<b>Ben</b>	SME/Consultant	<b>**Jeremy</b>	Implement. Spec.**	<b>Jay</b>	Backend Developer
<b>Brian K</b>	App/Coding Spec	<b>Justin</b>	Visionary	<b>Noah</b>	Product Developer
<b>Doug B</b>	Implement. Spec.	<b>Kelsey</b>	Business Analyst	<b>Owen</b>	Quality Assurance
<b>Douglas</b>	Ed. Content Creator	<b>Kristen</b>	Project Manager	<b>Phil</b>	Operations Spec
<b>Jack</b>	Application Spec	<b>Mary</b>	Tech Support Spec	<b>Tim B</b>	Product Developer
<b>+ Jan</b>	Operations	<b>Michael</b>	Product Designer		

# Agenda

**01**

YOUR QUESTIONS

**02**

CHECKING CLAIM STATUS

**03**

10.2 RELEASE OVERVIEW

**04**

ERROR REPORTING  
UPDATE

**05**

PMI TAKEAWAYS

**06**

CODING CHAT

01

# YOUR QUESTIONS

Please unmute, raise your hand, or enter your questions in Zoom chat to crowdsource solutions your Pediatric Biller colleagues may have to share

**02**

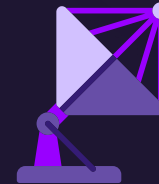
**CHECKING CLAIM STATUS**



# CHECKING CLAIM STATUS

## PCC EHR CLAIM HISTORY

When you want to know the status of a claim and when it was accepted and paid, review the Claim History component in the encounter's Billing History.



### Claim History:

Date	Event	Insurance (PayorID)	Details	Claim ID	User
04/25/22 05:10pm	Claim Queued	Cigna PPO (62308)	Charges posted (PM)		
04/26/22 01:44pm	Claim Queued	Cigna PPO (62308)	Queued by PCC Support		
04/26/22 01:44pm	<a href="#">Claim Submitted</a>	Cigna PPO (62308)	(PM)	101010101	
04/26/22 06:20pm	<a href="#">Claim Acknowledged by PCC</a>	Cigna PPO (62308)		101010101	
04/27/22 07:20am	<a href="#">Claim Acknowledged by Payor</a>	Cigna PPO (62308)		101010101	
05/02/22 08:56am	Claim Adjudication Posted Manually	Cigna PPO (62308)	Check # 220428070002691 (PM)	101010101	

# CHECKING CLAIM STATUS

WHAT OTHER TOOLS DO YOU USE TO CHECK CLAIM STATUS?

- Clearinghouse / RCM Web Portal?
- Payor Web Portal?
- Payor Interactive Voice Response (IVR) System?

WHAT CLAIM DATA DO YOU PROVIDE?

WHERE DO YOU RECORD NOTES?

# COMING TO A SOLAR SYSTEM NEAR YOU: PCC EHR REAL-TIME CLAIM STATUS INQUIRY



Real-time claim status inquiry provides the ability to check claim status electronically, immediately, and automatically.

- Like PCC EHR eligibility verification
- Is now generally supported by payors
- Relies upon HIPAA standard / required data format and inquiry / response process
- Ensures standard, unified claim status response content and presentation



**03**

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**10.2 RELEASE  
OVERVIEW**



**04**

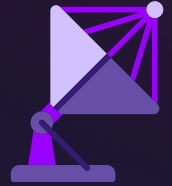
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**ERROR REPORTING  
UPDATE**

# PROCESS IMPROVEMENT

## PCC Talk (PCC Community)

Practice Management tools have made some manual error checking obsolete



## Your PCC Email

Roundcube is a browser-based email tool  
Read [this article](#) to learn more.



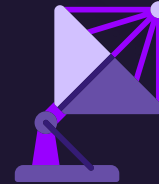
**05**

**CODING CHAT**

# Weekend/After Hours Add-On Codes

99050

Services provided in the office at times other than regularly scheduled office hours, or days when the office is normally closed (eg, holidays, Saturday or Sunday), in addition to basic service



99051

Service(s) provided in the office during regularly scheduled evening, weekend, or holiday office hours, in addition to basic service





# Coming Soon...

Evaluation and Management Time Requirements					
Office E/M MDM or Total time on DOS		Synchronous Audio-Video E/M MDM or Total time on DOS		Synchronous Audio Only E/M MDM or Total time on DOS, <i>At least least 10 mins medical discussion required for all (See 98016 for 5-10 min discussions)</i>	
New Patient	Established Patient	New Patient	Established Patient	New Patient	Established Patient
99202 - Straightforward MDM or 15 mins met or exceeded	99212 - Straightforward MDM or 10 mins met or exceeded	98000 - Straightforward MDM or 15 mins met or exceeded	98004 - Straightforward MDM or 10 mins met or exceeded	98008 - Straightforward MDM or at least 15 mins management	98012 - Straightforward MDM or at least 10 mins management
99203 - Low MDM or 30 mins met or exceeded	99213 - Low MDM or 20 mins met or exceeded	98001 - Low MDM or 30 mins met or exceeded	98005 - Low MDM or 20 mins met or exceeded	98009 - Low MDM or at least 30 mins management	98013 - Low MDM or at least 20 mins management
99204 - Moderate MDM or 45 mins met or exceeded	99214 - Moderate MDM or 30 mins met or exceeded	98002 - Moderate MDM or 45 mins met or exceeded	98006 - Moderate MDM or 30 mins met or exceeded	98010 - Moderate MDM or at least 45 mins management	98014 - Moderate MDM or at least 30 mins management
99205 - High MDM or 60 mins met or exceeded	99215 - High MDM or 40 mins met or exceeded	98003 - High MDM or 60 mins met or exceeded	98007 - High MDM or 40 mins met or exceeded	98011 - High MDM or at least 60 mins management	98015 - High MDM or at least 40 mins management

Re-worked E&M Coding Tool!

Comprehensive resource for leveling using time

Includes all 2025 E&M Codes

What  
other  
questions  
do you  
have?



REJECTIONS?



DENIALS?



APPEALS?



CPTs?



ICDs?



HCPCS?

# To the next billing drop in ... AND BEYOND!!!!

[Register here for all Drop Ins](#)

MARCH

WEDNESDAY

MARCH 19, 2025

2-4p EST

APRIL

THURSDAY

APRIL 17, 2025

2-4p EST

It's never too early to register for

The logo for UC2025 is centered on a horizontal band of five colored rectangular blocks: red, blue, yellow, green, and orange. Each block has a faint, circular watermark of the letters 'PCC' repeated twice. The text 'UC2025' is rendered in a large, white, bubbly font with a thick black outline and a yellow drop shadow. Below the main text, the tagline 'BUILDING SOMETHING AWESOME!' is written in a smaller, yellow, sans-serif font.

**UC2025**

**BUILDING SOMETHING AWESOME!**

**July 15 - 18**

**South Burlington, VT**



# THANK YOU!

We're so glad you  
came

[support@pcc.com](mailto:support@pcc.com)

CREDITS: This presentation template was created by Slidesgo, including icons by Flaticon, infographics & images by Freepik and illustrations by Storyset