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Consultation Services

THIS PAYMENT POLICY IS NOT AN AUTHORIZATION, CERTIFICATION, EXPLANATION OF BENEFITS, OR A GUARANTEE OF PAYMENT, NOR DOES IT SUBSTITUTE FOR OR CONSTITUTE MEDICAL ADVICE. ALL MEDICAL DECISIONS ARE SOLELY THE RESPONSIBILITY OF THE PATIENT AND PHYSICIAN. BENEFITS ARE DETERMINED BY THE GROUP CONTRACT, MEMBER BENEFIT BOOKLET, AND/OR INDIVIDUAL SUBSCRIBER CERTIFICATE IN EFFECT AT THE TIME SERVICES WERE RENDERED. THIS PAYMENT POLICY APPLIES TO ALL LINES OF BUSINESS AND PROVIDER OF SERVICE. IT DOES NOT ADDRESS ALL POTENTIAL ISSUES RELATED TO PAYMENT FOR SERVICES PROVIDED TO TRULI FOR HEALTH MEMBERS AS LEGISLATIVE MANDATES, PROVIDER CONTRACT DOCUMENTS OR THE MEMBER'S BENEFIT COVERAGE MAY SUPERSEDE THIS POLICY.

DESCRIPTION:

The American Medical Association (AMA) Current Procedural Terminology (CPT®) book describes a consultation as a type of evaluation and management service provided at the request of another physician, other qualified health care professional, or appropriate source to recommend care for a specific condition or problem.

Effective January 1, 2023, the AMA extended the framework for code selection for office and outpatient visits that was implemented in 2021 to the remainder of E/M services that were selected based on history, exam, medical decision making or time. Consultation services no longer require the three key components or reference typical face-to-face time. The appropriate level of consultation services should be selected based on a medically appropriate history and/or examination and the level of the Medical Decision Making (MDM) as defined for each service or the total time for the E/M service performed on the date of the encounter.

REIMBURSEMENT INFORMATION:

The following would apply to all Truli for Health commercial products:

As stated in CPT®, the consultant's opinion and any services that were ordered or performed must be communicated by written report to the requesting physician, other qualified health care professional, or other appropriate source.

As with any reported service, documentation must support the codes reported. For consultation services, this would include a request for the consultation and the written report to the requesting provider. In order for Truli for Health to consider a consultation service for reimbursement, the requesting physician or other qualified source must be identified on the claim. If the requesting entity is not identified on the claim, the

consultation service will be returned or denied as it does not meet basic CPT® requirements for reporting such a procedure.

Consultation procedures should not be reported by the physician or other qualified health care professional who has agreed to accept transfer of care.

Services initiated by a patient and/or family and not requested by a physician, other qualified health care professional, or other appropriate source should not be reported using CPT® consultation codes 99241-99245 or 99252-99255 or HCPCS consultation codes G0406-G0408, G0508, G0509 or G0425-G0427, but may be reported using appropriate office visit, hospital care, home and residence service procedure codes.

A claim for E/M services that does not meet the criteria as a consultation may be submitted (or resubmitted) with an appropriate non-consultation E/M procedure code and it will be considered for reimbursement.

In addition, AMA guidelines state that only one inpatient consultation (99252-99255) should be reported by a consultant per admission. Truli for Health will only consider one inpatient consultation (99252-99255) per admission, by the same physician or other health care professional. E/M services after the initial consultation during a single admission should be reported using non-consultation E/M procedure codes.

Follow up visits in the consulting physician's office or other outpatient facilities that are initiated by the consultant or patient are reported using the appropriate E/M visit code. If an additional request for an opinion or advice regarding the same or new problem is received from another physician or appropriate source, the office consultation code may be used again. This additional request must be documented in the patient record and may be requested by Truli for Health to verify the appropriate usage of the consultation procedure.

BILLING AND CODING:

The following codes represent consultation services:

CPT® Codes:

CPT® Code	Description
99242	Office or other outpatient consultation for a new or established patient, which requires which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.
99243	Office or other outpatient consultation for a new or established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
99244	Office or other outpatient consultation for a new or established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded.
99245	Office or other outpatient consultation for a new or established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using total time on the date of the encounter for code selection, 55 minutes must be met or exceeded.

CPT® Code	Description
99252	Inpatient or observation consultation for a new or established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 35 minutes must be met or exceeded
99253	Inpatient or observation consultation for a new or established patient, which requires a medically appropriate history and/or examination and low level of medical decision making. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.
99254	Inpatient or observation consultation for a new or established patient, which requires a medically appropriate history and/or examination and moderate level of medical decision making. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded
99255	Inpatient or observation consultation for a new or established patient, which requires a medically appropriate history and/or examination and high level of medical decision making. When using total time on the date of the encounter for code selection, 80 minutes must be met or exceeded

HCPCS Codes:

HCPCS Code	Description
G0406	Follow-up inpatient consultation, limited, physicians typically spend 15 minutes communicating with the patient via telehealth.
G0407	Follow-up inpatient consultation, intermediate, physicians typically spend 25 minutes communicating with the patient via telehealth.
G0408	Follow-up inpatient consultation, complex, physicians typically spend 35 minutes communicating with the patient via telehealth.
G0425	Telehealth consultation, emergency department or initial inpatient, typically 30 minutes communicating with the patient via telehealth.
G0426	Telehealth consultation, emergency department or initial inpatient, typically 50 minutes communicating with the patient via telehealth.
G0427	Telehealth consultation, emergency department or initial inpatient, typically 70 minutes communicating with the patient via telehealth.
G0508	Telehealth consultation, critical care, initial, physicians typically spend 60 minutes communicating with the patient and providers via telehealth.
G0509	Telehealth consultation, critical care, subsequent, physicians typically spend 50 minutes communicating with the patient and providers via telehealth.

RELATED PAYMENT POLICIES:

N/A

REFERENCES:

1. American Medical Association, Current Procedural Terminology (CPT®) and associated publications and services
2. Centers for Medicare and Medicaid Services, CMS Manual System and other CMS publications and services, Medicare Claims Processing Manual Chapter 12 - Physicians/Nonphysician Practitioners, 30.6.10 - Consultation Services <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c12.pdf>
3. American Medical Association, Current Procedural Terminology (CPT®) E/M Companion 2023

GUIDELINE UPDATE INFORMATION:

05/13/2021	Annual Review
05/12/2022	Annual Review; References updated
01/01/2023	Revision; Policy revised to align with new reporting guidelines for E/M services and consultation CPT® codes.
05/11/2023	Annual Review – References reviewed and updated

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