



of Tennessee

1 Cameron Hill Circle
Chattanooga, TN 37402

bcbst.com

Upcoming Code Edits (Effective July 1, 2021)

High-Level Emergency Room Evaluation and Management Services

BlueCross BlueShield Tennessee is continuing our commitment to correct coding and the implementation of programs that support nationally recognized and accepted coding policies and practices. Providers should report Emergency Department Evaluation and Management (E&M) services in accordance with the American Medical Association's CPT Manual and CMS guidelines.

Beginning July 1, 2021, we'll begin to evaluate claims for the appropriateness of high-level Emergency Department Evaluation and Management services **prior to payment**. Based on the outcome of the **clinical** evaluation, the reimbursement may be adjusted **or denied**.

If you disagree with a determination, you may file a corrected claim or an appeal with the appropriate documentation to support the level of the services billed. We'll review the submitted medical record to assess the intensity of service and complexity of medical decision-making.

For additional details on appeals, please refer to the BlueCross BlueShield Provider Manual or contact customer service for details.