

Special Bulletin

For facility providers

February 27, 2023

Emergency Department Room Claim Audits

Beginning **June 1, 2023**, Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY) will begin auditing all outpatient Emergency Department facility claims to ensure the correct procedure codes are being billed. This may result in a different reimbursement than expected and Highmark BCBSWNY updating the procedure codes you listed on the claim to the correct procedure code.

These audits are designed to determine the appropriate and fair level of facility reimbursement for emergency department services based on the Centers for Medicare and Medicaid Services (CMS) criteria to determine the appropriate procedure code. Highmark BCBSWNY will review the diagnoses submitted as well as the services performed to determine the appropriate level of care for the visit on a scale of one (1) through five (5).

Prior to May 1, 2023, Highmark BCBSWNY will update [Reimbursement Policy RP-037: Emergency Evaluation and Management Coding Guidelines](#) with a full description of these changes.

How To Determine If Your Claim Was Changed

If the audit determines your claim warrants the level of care at which the claim was billed, the claim will not be changed. If we determine the claim warrants a different level of care, Highmark BCBSWNY will add a new line with the correct procedure code and reimburse you at the updated rate.

If Highmark BCBSWNY lowers your level of care, you will be able to see the new procedure code on your Explanation of Benefits (EOB). The code you originally submitted on the claim and the code Highmark BCBSWNY adds to the claim will be stored in our systems for CMS audits. However, your EOB will only show the procedure code that Highmark BCBSWNY inserts onto the claim.

Appealing the Updated Rate

If you disagree with the level of care that Highmark BCBSWNY determined through the audit, you can file an appeal with Highmark BCBSWNY. To appeal, you will need to submit all related medical records to Highmark BCBSWNY's Medical Review team as outlined in Chapter 5 Unit 5 of the Highmark Provider Manual.

To locate the Highmark Provider Manual, hover over **MANUALS** in the quick access bar at the top of the **Provider Resource Center** and select **HIGHMARK PROVIDER MANUAL**.

Highmark Blue Cross Blue Shield of Western New York and BlueCross BlueShield of Western New York are trade names of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.

