



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation - Medical Fee Dispute Resolution (MS-48)

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MEDICAL FEE DISPUTE RESOLUTION FINDINGS AND DECISION

GENERAL INFORMATION

Requestor Name

ELITE HEALTHCARE FORT WORTH

Respondent Name

ZURICH AMERICAN INSURANCE CO

MFDR Tracking Number

M4-19-4891-01

Carrier's Austin Representative

Box Number 19

MFDR Date Received

JULY 16, 2019

REQUESTOR'S POSITION SUMMARY

Requestor's Position Summary: "These bills were previously submitted in a timely manner. Please review the attached documentation any pay according to the TDI guidelines."

Amount in Dispute: \$179.04

RESPONDENT'S POSITION SUMMARY

Respondent's Position Summary: "Based on the compensability for the shoulder and ankle the submitted medical records supported 99213 due to an expanded problem focused exam and medical decision making of low complexity."

Response Submitted By: Equian

SUMMARY OF FINDINGS

Dates of Service	Disputed Services	Amount In Dispute	Amount Due
March 28, 2019	CPT Code 99214 Office Visit	\$179.04	\$0.00

FINDINGS AND DECISION

This medical fee dispute is decided pursuant to Texas Labor Code §413.031 and all applicable, adopted rules of the Texas Department of Insurance, Division of Workers' Compensation.

Background

- 28 Texas Administrative Code §133.307 sets out the procedures for resolving medical fee disputes.
- 28 Texas Administrative Code §134.203, effective March 1, 2008, sets out the reimbursement guidelines for professional services.
- The insurance carrier reduced payment for the disputed services with the following claim adjustment codes:

- 6713-CPT code 99214 requires two of these three key components – a detailed history, a detailed exam, and a medical decision making of moderate complexity. Documentation submitted does not support CPT code 99214.
- 6737-Documentation does support CPT code 99244.
- W3, 350-Additional payment made on appeal/reconsideration.
- 275-The charge was disallowed; as the submitted report does not substantiate the service being billed.
- 635-The submitted documentation for a new patient, 99202-99205, did not meet the three key components lacking in the level of medical decision making for the code billed.
- B12-Services not documented in patients' medical records.
- B16-Payment adjusted because 'new patient' qualifications were not met.
- 193-Original payment decision is being maintained. Upon review, it was determined that this claim was processed properly.
- 1014-The attached billing has been re-evaluated at the request of the provider. Based on this re-evaluation, we find our original review to be correct. Therefore, no additional allowance appears to be warranted.

Issues

Does the documentation support billing CPT code 99214? Is the requestor due reimbursement?

Findings

1. The fee guidelines for disputed services are found in 28 Texas Administrative Code §134.203.

The insurance carrier denied reimbursement for the office visit , CPT code 99214, based upon reason code "6713-CPT code 99214 requires two of these three key components – a detailed history, a detailed exam, and a medical decision making of moderate complexity. Documentation submitted does not support CPT code 99214; 275-The charge was disallowed; as the submitted report does not substantiate the service being billed; and B12-Services not documented in patients' medical records. "

28 Texas Administrative Code §134.203(a)(5) states "Medicare payment policies" when used in this section, shall mean reimbursement methodologies, models, and values or weights including its coding, billing, and reporting payment policies as set forth in the Centers for Medicare and Medicaid Services (CMS) payment policies specific to Medicare."

CPT code 99214 is described as, "Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key components: A detailed history; A detailed examination; Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Typically, 25 minutes are spent face-to-face with the patient and/or family."

The division finds the submitted report does not sufficiently support 2 of the 3 key components required for billing code 99214, specifically a detailed history and medical decision making of moderate complexity; therefore, reimbursement is not recommended.

Conclusion

For the reasons stated above, the Division finds that the requestor has not established that reimbursement is due. As a result, the amount ordered is \$0.00.

ORDER

Based upon the documentation submitted by the parties and in accordance with the provisions of Texas Labor Code §413.031, the Division has determined that the requestor is entitled to \$0.00 reimbursement for the disputed services.

Authorized Signature

Signature

Medical Fee Dispute Resolution Officer

8/21/2019
Date

YOUR RIGHT TO APPEAL

Either party to this medical fee dispute has a right to seek review of this decision in accordance with 28 Texas Administrative Code §133.307, effective May 31, 2012, *37 Texas Register 3833*, **applicable to disputes filed on or after June 1, 2012.**

A party seeking review must submit a **Request to Schedule a Benefit Review Conference to Appeal a Medical Fee Dispute Decision** (form **DWC045M**) in accordance with the instructions on the form. The request must be received by the Division within **twenty** days of your receipt of this decision. The request may be faxed, mailed or personally delivered to the Division using the contact information listed on the form or to the field office handling the claim.

The party seeking review of the MDR decision shall deliver a copy of the request to all other parties involved in the dispute at the same time the request is filed with the Division. **Please include a copy of the *Medical Fee Dispute Resolution Findings and Decision*** together with any other required information specified in 28 Texas Administrative Code §141.1(d).

Si prefiere hablar con una persona en español acerca de ésta correspondencia, favor de llamar a 512-804-4812.