

Medical Fee Dispute Resolution Findings and Decision

General Information

Requester Name

TMC PROVIDER GROUP PLLC

Respondent Name

MARKEL INSURANCE COMPANY

MFDR Tracking Number

M4-22-1003-01

Carrier's Austin Representative

Box Number 17

MFDR Date Received

January 26, 2022

Summary of Findings

Dates of Service	Disputed Services	Amount in Dispute	Amount Due
October 11, 2021	99214-95	\$51.41	\$51.41
Total		\$51.41	\$51.41

Requester's Position

"On 01/05/21, we contacted Rising Medical Solutions at 866-274-7464 and spoke to representative Johnny. He stated that the EM code 99214 was paid correctly according to the Texas Fee Schedule of \$170.35. We explained the rules attached with the reconsideration stated the telemedicine visits should be processed the same as an in-office visit. The representative spoke to a team member and stated there is no updated bulletin other than the 06/24/20 emergency rule that was extended until 09/12/21 in which our visit falls after this date."

Amount in Dispute: \$51.41

Respondent's Position

"Requestor argues they should be paid the same amount for the telehealth visit on 9/23/2021, as if the visit were in-person. However, TDI-DWC emergency rule allowing for payment of telehealth visits at the same rate as in-person visits was only effective through 10/9/2020. TDI-DWC purposefully enacted an emergency rule for these types of visits. If it were the intent of TDI-DWC that these billing procedures remain in effect, TDI-DWC would have extended the effective date. Because TDI-DWC chose not to extend the end date for this emergency rule, Requestor opines it was not the intent of TDI-DWC to allow the payment of telehealth visits at the same rate as in-person visits after 10/9/20."

Response Submitted by: Downs Stanford, P.C.

Findings and Decision

Authority

This medical fee dispute is decided according to Texas Labor Code §413.031 and applicable rules of the Texas Department of Insurance, Division of Workers' Compensation (DWC).

Statutes and Rules

1. 28 Texas Administrative Code (TAC) §133.307 sets out the procedures for resolving medical fee disputes.
2. 28 TAC §134.203 sets out the reimbursement guidelines for professional medical services.
3. 28 TAC §133.30 sets out the Telemedicine and Telehealth Services.

Denial Reasons

The insurance carrier reduced or denied the payment for the disputed services with the following claim adjustment codes:

- 790 – This charge was reimbursed in accordance with the Texas Medical Fee Guideline.
- P12 – Workers Compensation Jurisdictional fee schedule adjustment.
- 350 – Bill has been identified as a request for reconsideration or appeal.

Issues

Is the insurance carrier's reduction of payment supported?

Findings

The requestor seeks an addition payment of \$51.41 for CPT Code 99214-95 rendered on October 11, 2021. The insurance carrier issued a payment in the amount of \$185.35 (IC paid \$170.35, per EOB) and appended reduction codes 790 and P12 (description provided above).

Review of the submitted medical record, titled, "Encounter Notes" documents that the service provided was a telemedicine visit.

Per 28 TAC §133.30 a health care provider may bill and be reimbursed for telemedicine and telehealth services regardless of the geographical area or location of the injured employee. Telehealth and telemedicine services are billed as professional services. Reimbursement for professional services is established by the Medical Fee Guideline for Professional Services, 28 TAC §134.203.

28 TAC §134.203(b)(1) states in part "For coding, billing, reporting, and reimbursement of professional medical services, Texas workers' compensation system participants shall apply the following: (1) Medicare payment policies, including its coding; billing; correct coding initiatives (CCI) edits; modifiers; bonus payments for health professional shortage areas (HPSAs) and physician scarcity areas (PSAs); and other payment policies in effect on the date a service is provided with any additions or exceptions in the rules."

Review of the CMS Interim Final Rule 19230, effective March 31, 2020, finds that Medicare changed the reimbursement rates for telemedicine services to health care providers from the facility rate to the non-facility rate.

28 TAC §134.203 (a)(7) states that specific Texas Labor Code provisions and division rules take precedence over conflicting CMS provisions administering Medicare. The division finds no provisions in the Labor Code or its adopted rules that conflict with the CMS Interim Final Rule 19230. As there are no conflicts, the maximum allowable reimbursement (MAR) for telemedicine services provided in the workers' compensation services follow Medicare payment policies. As Medicare reimburses telemedicine services under the non-facility rate per Interim Final Rule 19230, the division finds that the MAR for telemedicine services is calculated using the non-facility rate.

DWC now considers whether the disputed services are covered telemedicine or telehealth services. Review of the Medicare Covered Telehealth services at <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>, found that CPT Code 99214 is a CPT Code listed in the covered telehealth code list. The disputed code is therefore subject to reimbursement pursuant to 28 TAC §134.203.

28 TAC §134.203 (c)(1)(2) states in pertinent part, "To determine the Maximum Allowable Reimbursement (MAR) for professional services, system participants shall apply the Medicare payment policies with minimal modifications. (1) For service categories of Evaluation & Management, General Medicine, Physical Medicine and Rehabilitation, Radiology, Pathology, Anesthesia, and Surgery when performed in an office setting, the established conversion factor to be applied is \$52.83. For Surgery when performed in a facility setting, the established conversion factor to be applied is \$66.32. (2) The conversion factors listed in paragraph (1) of this subsection shall be the conversion factors for calendar year 2008. Subsequent year's conversion factors shall be determined by applying the annual percentage adjustment of the Medicare Economic Index (MEI) to the previous year's conversion factors and shall be effective January 1st of the new calendar year. ..."

Reimbursement is calculated as follows:

DOS	CPT CODE	# UNITS	AMOUNT PAID	MAR	MAR - Amount Paid = Amount Due	DISPUTED AMOUNT	AMOUNT DUE
10/11/2021	99214-95	1	\$170.35	\$221.76	\$221.76 - \$170.35 = \$51.41	\$51.41	\$51.41
TOTAL			\$170.35	\$221.76	\$51.41	\$51.41	\$51.41

Per 28 TAC §134.203 (h)(1-2), "...When there is no negotiated or contracted amount that complies with Labor Code §413.011, reimbursement shall be the least of the: (1) MAR amount; (2) health care provider's usual and customary charge, unless directed by Division rule to bill a specific amount; (3) fair and reasonable amount consistent with the standards of §134.1 of this title." The DWC finds that the requestor is entitled to a total recommended amount of \$51.41.

Conclusion

The outcome of this medical fee dispute is based on the evidence presented by the requestor and the respondent at the time of adjudication. Though all evidence may not have been discussed, it was considered.

The DWC finds the requester has established that additional reimbursement of \$51.41 is due.

Order

Under Texas Labor Code §§413.031 and 413.019, DWC has determined the requester is entitled to reimbursement for the disputed services. It is ordered that the Respondent must remit to Requester \$51.41, plus applicable accrued interest within 30 days of receiving this order in accordance with 28 TAC §134.130.

Authorized Signature

_____	_____	February 17, 2022
Signature	Medical Fee Dispute Resolution Officer	Date

Your Right to Appeal

Either party to this medical fee dispute has a right to seek review of this decision under 28 TAC §133.307, which applies to disputes filed on or after **June 1, 2012**.

A party seeking review must submit DWC Form-045M, *Request to Schedule, Reschedule, or Cancel a Benefit Review Conference to Appeal a Medical Fee Dispute Decision (BRC-MFD)* and follow the instructions on the form. You can find the form at www.tdi.texas.gov/forms/form20numeric.html. DWC must receive the request within **20 days** of when you receive this decision. You may fax, mail, or personally deliver your request to DWC using the contact information on the form or the field office handling the claim. If you have questions about DWC Form-045M, please call CompConnection at 1-800-252- 7031, Option 3, or email CompConnection@tdi.texas.gov.

The party seeking review of the MFDR decision must deliver a copy of the request to all other parties involved in the dispute at the same time the request is filed with DWC. **Please include a copy of the *Medical Fee Dispute Resolution Findings and Decision*** with any other required information listed in 28 TAC §141.1(d).

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