Cigna
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Cigna.

December 16, 2019

Re: Evaluation and Management Services reimbursement policy update: Current Procedural Terminology (CPT®) code 99211 appended with modifier 25, effective March 16, 2020

We routinely review our coverage, reimbursement, and administrative policies for potential updates. In that review, we take into consideration one or more of the following: evidence-based medicine, professional society recommendations, Centers for Medicare & Medicaid Services (CMS) guidance, industry standards, and our other existing policies.

As a result of a recent review, we will deny reimbursement for evaluation and management (E&M) services billed with Current Procedural Terminology (CPT®) code 99211 appended with modifier 25 when billed alone or with another procedure code on the same date of service.

CPT code 99211 is used to bill for a low-level E&M visit that does not require a provider to be present with the patient, or to have key components documented (history, examination, and medical decision-making), per CPT guidelines. The use of modifier 25 requires that the key components be documented with the E&M service. Therefore, CPT code 99211 cannot be appended with modifier 25.

Only the line item for CPT code 99211 appended with modifier 25 will be denied. Services billed with other codes on the same claim will be reimbursed according to the terms of our policies and the provider's agreement.

This update will be made to our reimbursement policy for Evaluation and Management Services (R30), and is effective for claims processed on or after March 16, 2020.

At a glance

- We will deny reimbursement for evaluation and management (E&M) services billed with Current Procedural Terminology (CPT®) code 99211 appended with modifier 25 when billed alone or with another procedure code on the same date of service.

- This update is effective for claims processed on or after March 16, 2020.

- For additional information, refer to the Cigna for Health Care Professionals website (CignaforHCP.com), or call Cigna Customer Service at 1.800.88Cigna (882.4462).

Additional information
For more information about our policies, please visit the Cigna for Health Care Professionals website at CignaforHCP.com (Resources > Coverage Policies > Policy Updates).

If you are not a registered user, please register so you may log in and access all of our coverage, reimbursement, and administrative policies. Go to CignaforHCP.com and click "Register Now." If you do not have Internet access or would like additional information, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

Thank you for the care you provide our customers.

Sincerely,

J6 Kessel MD

Julie B. Kessel, MD