

## CARE INTEGRATION SERVICES REIMBURSEMENT POLICY UPDATE

For Health Care Providers  
January 2021

### Providers to begin receiving reimbursement for six codes

On **January 17, 2021**, updates to the Care Integration Services Reimbursement Policy (R32) will become effective. For claims submitted on or after this date, we will begin to reimburse the four Current Procedural Terminology (CPT®) codes and two Healthcare Common Procedure Coding System (HCPCS) codes outlined in the chart below.

Code	Description
CPT 99495	<b>Transitional care management services</b> with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within two business days of discharge; medical decision-making of at least moderate complexity during the service period; face-to-face visit, within 14 calendar days of discharge.
CPT 99496	<b>Transitional care management services</b> with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within two business days of discharge; medical decision-making of high complexity during the service period; face-to-face visit, within seven calendar days of discharge.
CPT 99497	<b>Advance care planning</b> , including the explanation and discussion of advance directives such as standard forms (with completion of such forms, when performed), by the physician or other qualified provider; first 30 minutes, face-to-face with the patient, family member(s), and/or surrogate.
CPT 99498	<b>Advance care planning</b> , including the explanation and discussion of advance directives such as standard forms (with completion of such forms, when performed), by the physician or other qualified provider; each additional 30 minutes. (List separately in addition to code for primary procedure.)
HCPCS0353	<b>Treatment planning and care coordination management for cancer;</b> initial treatment.
HCPCS0354	<b>Treatment planning and care coordination management for cancer;</b> established patient with a change of regimen.

### To view the Care Integration Services Reimbursement Policy (R32)

Log in to the Cigna for Health Care Professionals website ([CignaforHCP.com](https://CignaforHCP.com)) > Resources > Reimbursement and Payment Policies > Modifier and Reimbursement Policies > Reimbursement Policies > [R32 - Care Integration Services](#)).

## Questions?

Please call Cigna Customer Service at **800.88Cigna (882.4462)**.



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