



# PROVIDER ALERT



## Reimbursement Change for Prolonged Services Policy

Good news! We updated our Prolonged Services Policy for UnitedHealthcare Community Plan for claims processed on or after Sept. 3, 2017. The new policy allows reimbursement for two prolonged services CPT® codes – except when those codes are reported during the same service period as complex chronic care management services (CPT codes 99487 and 99489) or transitional care management services (CPT codes 99495 and 99496).

The two prolonged services CPT codes eligible for reimbursement are:

- **99358:** Prolonged evaluation and management service before and/or after direct patient care; the first hour
- **99359:** Prolonged evaluation and management service before and/or after direct patient care; each additional 30 minutes after the first hour; please list separately in addition to the code for prolonged service.

The revised Prolonged Services Policy reflecting this change was published and effective on Sept. 3, 2017. You can find it at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Tennessee > [Reimbursement Policies](#). Reimbursements for prolonged services codes have been processed according to the revised policy since Sept. 3.

## Note Regarding Reimbursement Policies

*As with all UnitedHealthcare Community Plan policies, other factors affecting reimbursement may supplement, modify or in some cases supersede this policy. These factors include but are not limited to federal and/or state regulatory requirements, physician or other provider contracts, and/or the member's benefit coverage documents.*

*Unless otherwise noted as follows, these reimbursement policies apply to services reported using the CMS-1500 or its electronic equivalent, or its successor form.*

*UnitedHealthcare Community Plan reimbursement policies do not address all issues related to reimbursement for services rendered to our members, such as the member's benefit plan documents; our medical policies; and the UnitedHealthcare Community Plan Physician, Health Care Professional, Facility and Ancillary Care Provider Administrative Guide. Meeting the terms of a particular reimbursement policy is not a guarantee of payment. Likewise, retirement of a reimbursement policy affects only those system edits associated with the specific policy being retired. Retirement of a reimbursement policy is not a guarantee of payment. Other applicable reimbursement and medical policies and claims edits will continue to apply.*

*Once implemented, the policies may be viewed at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Tennessee > [Reimbursement Policies](#).*

*In the event of an inconsistency or conflict between the information in this provider notification and the posted policy, the provisions of the posted reimbursement policy prevail.*

## We're Here to Help

If we can answer any questions for you, please contact your health plan representative or call the number on your care provider remittance advice/explanation of benefits.