IMPORTANT NOTE ABOUT THIS REIMBURSEMENT POLICY

You are responsible for submission of accurate claims. This reimbursement policy is intended to ensure that you are reimbursed based on the code or codes that correctly describe the health care services provided. UnitedHealthcare Community Plan reimbursement policies uses Current Procedural Terminology (CPT®), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement.

This reimbursement policy applies to all health care services billed on CMS 1500 forms and, when specified, to those billed on UB04 forms. Coding methodology, industry-standard reimbursement logic, regulatory requirements, benefits design and other factors are considered in developing reimbursement policy.

This information is intended to serve only as a general reference resource regarding UnitedHealthcare Community Plan’s reimbursement policy for the services described and is not intended to address every aspect of a reimbursement situation. Accordingly, UnitedHealthcare Community Plan may use reasonable discretion in interpreting and applying this policy to health care services provided in a particular case. Further, the policy does not address all issues related to reimbursement for health care services provided to UnitedHealthcare Community Plan enrollees.

Other factors affecting reimbursement supplement, modify or, in some cases, supersede this policy. These factors include, but are not limited to: federal &/or state regulatory requirements, the physician or other provider contracts, the enrollee’s benefit coverage documents, and/or other reimbursement, medical or drug policies.

Finally, this policy may not be implemented exactly the same way on the different electronic claims processing systems used by UnitedHealthcare Community Plan due to programming or other constraints; however, UnitedHealthcare Community Plan strives to minimize these variations.

* CPT Copyright American Medical Association. All rights reserved. CPT® is a registered trademark of the American Medical Association.
If grouping services, the place of service, procedure code, charges, and individual provider for each line must be identical for that service line. Grouping is allowed only for services on consecutive days. The number of days must correspond to the number of units in 24G.”

The Centers for Medicare and Medicaid Services (CMS) Medicare Claims Processing Manual Chapter 26, also states: “When 'from' and 'to' dates are shown for a series of identical services, enter the number of days or units in column G." CMS returns a claim as unprocessable if a date of service extends more than 1 day and a valid "to" date is not present.

Consistent with NUCC and CMS, UnitedHealthcare Community Plan will only consider reimbursement for claim lines with a 'from' and 'to' date span greater than one day, when the units entered correspond to or are equally divisible by the number of days indicated. Claim lines for which the 'from' and 'to' dates and units do not correspond, or are not equally divisible by the number of days indicated, will not be processed. The services will need to be resubmitted on separate claim form lines with the units matching the corresponding from and to dates.

An example of a claim form submission where the service dates cannot be determined and therefore the claim cannot be processed:

<table>
<thead>
<tr>
<th>Code</th>
<th>Modifier</th>
<th>Units</th>
<th>From Date</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>99213</td>
<td></td>
<td>3</td>
<td>2/10/2019</td>
<td>3/19/2019</td>
</tr>
</tbody>
</table>

The claim should be submitted as follows:

<table>
<thead>
<tr>
<th>Code</th>
<th>Modifier</th>
<th>Units</th>
<th>From Date</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>99213</td>
<td></td>
<td>1</td>
<td>2/10/2019</td>
<td>2/10/2019</td>
</tr>
<tr>
<td>99213</td>
<td></td>
<td>1</td>
<td>2/25/2019</td>
<td>2/25/2019</td>
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<tr>
<td>99213</td>
<td></td>
<td>1</td>
<td>3/19/2019</td>
<td>3/19/2019</td>
</tr>
</tbody>
</table>

UnitedHealthcare Community Plan recognizes there are exceptions to this policy based on the uniqueness of some CPT and HCPCS codes reported for services rendered. The following types of services are exempt from this policy:

- Certain CPT® and HCPCS codes, based on their description, are not intended to be reported on consecutive dates of service, but may be appropriate to report with a 'from' and 'to' date. For example, codes whose descriptions say per week, per month, per course of treatment would be considered exceptions to this policy. Refer to UnitedHealthcare Community Plan's "Time Span Codes Policy" for additional information.
- Codes that represent drugs or contrast and radiopharmaceutical imaging materials.
- Global Maternity Codes. Refer to UnitedHealthcare Community Plan's "Obstetrical Services Policy.”
- Time based Anesthesia codes. Refer to UnitedHealthcare Community Plan's "Anesthesia Policy.”
- Unlisted codes.

For a complete list of codes exempt from this policy, please refer to the Attachment section below.

As stated in the Application section of this policy, Home Health Care, Home Infusion, Durable Medical Equipment, Orthotics and Prosthetics suppliers are excluded from this policy unless they report a code that by description indicates it should be reported only once daily. For example, HCPCS code S9328 describes services that would be reported once per day, therefore, units billed should correspond to 'from' and 'to' dates.

Refer to the Attachment section below for a listing of codes that describe ‘per diem’ or ‘per day’ services that are not excluded from this policy when billed by Home Health Care, Home Infusion, Durable Medical Equipment, Orthotics and Prosthetics suppliers.
State Exceptions

**Kansas**  
Per State Regulations the following codes are exempt from this policy for all Kansas lines of business:
- H2016, S0315, S9485, T1001, T1002, T1004, T1016, T1017, T1019, T1027

**New Jersey**  
Per State Regulations, T2025 is exempt from this policy for all New Jersey Medicaid lines of business.

**Ohio**  
Per OH Regulations, codes H0001, H0005, and H0006 are excluded from this policy.

**Texas**  
Per State Regulations S5151 is exempt from this policy.

**Virginia**  
Per VA State Regulations, G0493, G0494, H0023, H0024, H0025, H0032, H0035, H0036, H0046, and H2012, are exempt from this policy. S9125 is also exempt from this policy when reported with modifiers TD or TE.

Definitions

**Grouping**  
Grouping refers to the reporting of services which share a procedure code, place of service, charge and individual provider. The services must have been provided on consecutive days and the number of days must correspond to the number of units reported in field 24G of the 1500 Health Insurance Claim Form.

Questions and Answers

1. **Q:** What fields on the 1500 claim form are you referencing for the “Days or Units” and “From” and “To” date?
   **A:** These claim form fields on the 1500 claim form are identified as follows:
   - **Paper Claims with CMS Paper Format 02-12:** The "From" and "To" dates are entered in 24A DATE(S) OF SERVICE field. "Days or Units" are entered in field 24G DAYS OR UNITS field for each applicable service line. For additional information, refer to the National Uniform Correct Coding (NUCC) Website: [http://www.nucc.org/](http://www.nucc.org/)
   - **Electronic Claims:** Reference the Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines, electronic claims submitted via the 837 Professional transaction set or the NUCC website, which provides a 1500-837p crosswalk.

Attachments

**From-To Policy Exceptions List**  
A list of codes for services exempt from this policy.

**From-To Policy Exception List for Long Term Care Lines of Business (LOBs)**  
A list of codes for services exempt from this policy for Long Term Care lines of business.

**From-To Policy Per Diem Per Day List**  
A list of services and supplies to be reported only once daily.
## Resources

Individual state Medicaid regulations, manuals & fee schedules


Centers for Medicare and Medicaid Services, CMS Manual System and other CMS publications and services

Centers for Medicare and Medicaid Services, Healthcare Common Procedure Coding System, HCPCS Release and Code Sets

National Uniform Claim Committee (NUCC)

## History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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| 5/24/2020  | Policy Version Change  
State Exceptions: KS Updated                                                   |
| 4/24/2020  | Policy Version Change  
Reimbursement Guidelines: Removed code descriptions  
State Exceptions: NM removed                                      |
| 2/23/2020  | Policy Version Change  
Attachments Section: From-To Policy Exception List for Long Term Care Lines of Business (LOBs)                                    |
| 1/1/2020   | Policy Version Change  
Attachments Section: From-To Policy Exceptions List, From-To Policy Exception List for Long Term Care Lines of Business (LOBs) and From To Per Diem Per Day List updated  
History Section: Entries prior to 1/1/2018 archived.                        |
State Exceptions- OH update                                                   |
| 11/1/2019  | Annual Anniversary Date and Version Change  
Updated Application Section: Added wording pertaining to Home Health Care, Home Infusion, Durable Medical Equipment, Orthotics and Prosthetics suppliers referenced in the body of policy.  
History Section: Entries prior to 10/27/2017 archived.                        |
| 10/6/2019  | Policy Version Change  
Attachments Section: From-To Policy Exception List for Long Term Care Lines of Business (LOBs)                                    |
| 9/29/2019  | Policy Version Change  
Attachments Section: From-To Policy Exceptions List updated                           |
| 6/30/2019  | Policy Version Change  
Title section: Removed Annual Approval information & moved policy # to the header  
Attachments Section: From-To Policy Exceptions List updated                     |
| 1/1/2019   | Policy Version Change  
Attachments Section: From-To Policy Exceptions List and the Per Diem Per Day list updated  
Reimbursement Guidelines: Changed year in example from 2009 to 2019  
History Section: Entries prior to 1/1/2017 archived                             |
| 9/30/2018  | UnitedHealthcare Community Plan From-To Policy Exceptions List updated                                                   |
| 9/15/2018  | Application section updated per legal update                                                   |
| 7/1/2018   | Policy Version Change  
Policy Verbiage Change: Updated wording in Reimbursement section pertaining to Home Health Care, Home Infusion, Durable Medical Equipment, Orthotics and Prosthetics suppliers.                        |
### Attachments Section:
- From - To Policy Exceptions List updated. Per Diem Per Day List added.
- History Section: Entries prior to 1/1/2016 archived.

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<tr>
<td>1/23/2018</td>
<td>Virginia state exceptions updated.</td>
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<tr>
<td>1/1/2018</td>
<td><strong>Annual Policy Version Change</strong></td>
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<tr>
<td></td>
<td>Attachments Section: From – To Policy Exceptions List updated.</td>
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<tr>
<td></td>
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</tr>
<tr>
<td>11/22/2010</td>
<td>Policy implemented by UnitedHealthcare Community &amp; State</td>
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