



## Care Management Codes Denied in Error for HAP Empowered Medicaid Claims

We discovered some care management claims submitted for 2020 dates of service for HAP Empowered Medicaid members denied in error. We're reprocessing these claims and payment will appear on your remittance advice.

As part of our ongoing efforts to encourage patient outreach and clinical gap closure during this challenging time, we are implementing the following:

- Increase reimbursement for the specific care management codes in the table below submitted for your HAP Empowered Medicaid patients for 2020 dates of service.
- Update our fee schedule to support ongoing efforts to care for these members.

Code	Description	2019 Rate	2020 Rate
G9001	Coordinated care fee, initial rate	\$55.26	\$110.52
G9002	Coordinated care fee, maintenance rate	\$27.64	\$55.28
G9007	Coordinated care fee, scheduled team conference	\$14.03	\$28.06
G9008	Coordinated care fee, physician coordinated care oversight services	\$23.37	\$46.75
98961	Education and Training for Patient Self-Management, 2-4 patients	\$7.62	\$15.25
98962	Education and Training for Patient Self-Management, 5-8 patients	\$5.51	\$11.02
98966	Non-Face-to-Face Nonphysician Telephone Services, 5-10 minutes	\$7.87	\$15.73
98967	Non-Face-to-Face Nonphysician Telephone Services. 11-20 minutes	\$15.10	\$30.21
98968	Non-Face-to-Face Nonphysician Telephone Services. 21-30 minutes	\$22.20	\$44.41
99495	Transitional Care Management Services, face-to-face visit within 7 days of discharge	\$91.52	\$183.04
99496	Transitional Care Management Services, face-to-face visit within 14 days of discharge	\$129.16	\$258.32
S0257	End of life counseling with patient or surrogate	\$7.70	\$15.40

We apologize for this error. If you have any questions, please contact Provider Inquiry at (866) 766-4661.

We are confident that partnering with our providers to offer greater care coordination leads to better patient outcomes.