

April 30, 2021

[REDACTED]
4371 Ferguson Dr
Cincinnati, OH 45245

CRS
[REDACTED]

Dear [REDACTED]

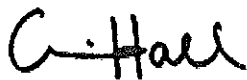
Caresource has contracted with Change Healthcare to review the use of telemedicine service codes for all providers as part of ongoing claim review activities. Change Healthcare analyzed the claims between January 2020 and December 2020 for the purpose of identifying those providers who are billing high-level codes significantly more often than other providers within the same specialty. As demonstrated in the attached report, the percentage of high-level codes reported is considerably greater than the expected billing distribution as determined by the average billing behavior of other providers within your specialty.

Change Healthcare will continue to monitor your billing practices, and will send updated reports periodically. If subsequent analysis reveals that the proportion of high-level codes reported continues to exceed the expected distribution, Change Healthcare may contact your practice to request medical records for the purpose of further validation and education.

Change Healthcare is aware that many factors may impact the coding of provided services. As such, it is important that your practice comply with the applicable documentation and reporting guidelines to ensure that the medical record supports the services provided.

If you would like more information on appropriate telemedicine coding, please refer to: www.caresource.com, or contact the Change Healthcare Coding Advisor Customer Service Support line at 844-592-7009, Option 3 or by mail at 701 E. 22nd Street, Suite 200, Lombard, IL 60148.

Sincerely,



Chris Hall, HCAFA
Senior Director of Operations, Change Healthcare

Attachment(s):
Telemedicine Report

****CONFIDENTIALITY NOTICE****

NOTICE: This communication is confidential and is intended only for the person or organization named above. No one other than the named recipient is authorized to use the information contained herein in any manner. If you have received this communication in error, please contact us as soon as possible by phone at 844-592-7009, Option 3.