

## **Reimbursement Policy Provider Newsletter Article**

### **New Reimbursement Policy Emergency Department: Level of Evaluation and Management Services** *(Policy 19-002, effective 09/01/19)*

Effective September 1, 2019, Amerigroup Community Care of New Mexico, Inc. classifies the intensity/complexity of facility emergency department (ED) interventions used for services rendered with an evaluation and management (E&M) code level. E&M services will be reimbursed based on this classification at the highest E&M level supported on the claim. Facilities must utilize appropriate CPT/HCPCS and revenue codes for all services rendered during the ED encounter.

Please refer to the Emergency Department: Level of Evaluation and Management Services reimbursement policy for additional details at <https://providers.amerigroup.com>.

Providers who feel that the level of reimbursement should be reconsidered can file a claims dispute in accordance with the terms of their contract. Claims disputes require a statement as to why the intensity/complexity would require a different level of reimbursement as well as the medical records, which should clearly document the facility interventions performed and referenced in that statement.