



## ATTN: ALL PROVIDERS

### Holiday Schedule / Deadlines for Submitting Electronic Statements & Reminder to Bill an Add-On Code with E&M Visits

#### HOLIDAY SCHEDULE

Memorial Day, Monday May 30, 2022 is a Federal holiday.  
The MEDDATA/MEDTRON Office will be: Open  
The United States Postal Service (USPS) will be: Closed

For a listing of federal holidays and alternate days observed due to holidays occurring on a weekend, see:  
<https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=Overview>

For a listing of LA state holidays and alternate days observed due to holidays occurring on a weekend, see:  
<https://www.doa.la.gov/doa/hr/state-holiday-calendar/>

#### STATEMENTS

Statements will **NOT** be mailed on days the MEDDATA/MEDTRON office and/or the USPS is closed.

Statements received after 12:00 PM on the workday prior to the dates specified above will be mailed on the workday following the closure.

#### ADD-ON CODES

Several carriers offer additional reimbursement to providers if seeing patients on a federal and/or state holiday. Providers can bill one of the below add-on codes in addition to their E&M code for the visit to receive this additional reimbursement. See specific carrier policies on the next few pages of this News Blast.

#### 2022 CPT Professional Book:

- 99050 Services provided in the office at times other than regularly scheduled office hours, or days when the office is normally closed (e.g., **holidays**, Saturday or Sunday), in addition to basic service
- 99051 Service(s) provided in the office during regularly scheduled evening, weekend, or **holiday office hours**, in addition to basic service
- 99053 Service(s) provided between 10:00 PM and 8:00 AM at 24-hour facility, in addition to basic service
- 99056 Service(s) typically provided in the office, provided out of the office at request of patient, in addition to basic service
- 99058 Service(s) provided on an emergency basis in the office, which disrupts other scheduled office services, in addition to basic service
- 99060 Service(s) provided on an emergency basis, out of the office, which disrupts other scheduled office services, in addition to basic service

For assistance or questions, contact MDS/MSI:

From MEDPM or MEDEHR sign-on screens double click on [helpdesk@medtronsoftware.com](mailto:helpdesk@medtronsoftware.com) to compose an email to our Support Team. You may also email [helpdesk@medtronsoftware.com](mailto:helpdesk@medtronsoftware.com) directly from your email server.

The email will auto-create a ticket in our Help Desk system and send you an automated reply with your ticket #.

If you need to provide further information/updates, reply to the email containing your assigned ticket # and specify any additional information. If a call is required after a ticket # is assigned, **please be prepared to provide your ticket number** to our Operators to ensure effective and proper routing of your call.

CARRIER SPECIFIC REIMBURSEMENT POLICIES

**Medicaid: Traditional Louisiana**

(verified 02/28/22)

[Professional Services Provider Manual](#), Section 5.1 Covered Services (Issued 06/12/2020, Replaced 02/01/2012)  
[Professional Services Fee Schedule](#)

**NOTE: LA Traditional Medicaid will ONLY reimburse for LA State Holidays**

Louisiana Medicaid’s after-hours care policy is intended to facilitate beneficiary access to services during non-typical hours primarily to reduce the inappropriate use of the hospital emergency department. Reimbursement for the evening, weekend, and holiday procedure codes is intended to assist with coverage of the additional administrative costs associated with staffing outside of non-typical hours.

The CPT evening, weekend, and holiday codes are reimbursed **in addition to the reimbursement for most outpatient evaluation and management (E/M) services** when the services are rendered in settings other than hospital emergency departments during the hours of:

- Monday through Friday between 5 p.m. and 8 a.m. (when outside of regular office hours);
- Weekends (12 a.m. Saturday through midnight on Sunday); or
- State/Governor proclaimed legal holidays (12 a.m. through midnight).

Documentation in the medical record relative to this reimbursement must include the time the services were rendered. Should there be a post payment review of claims, providers may also be asked to submit documentation regarding the existing office hours during the timeframe being reviewed.

The reimbursement for evening, weekend, and holiday services is based on the following current CPT codes or their successors:

- 99050 (Services...at times other than regularly scheduled office hours...); or
- 99051 (Services ...at regularly scheduled evening, weekend, or holiday hours...).

When used, these procedure codes must be submitted with the code(s) for the associated evaluation and management services on that date.

LOUISIANA MEDICAID MANAGEMENT INFORMATION SYSTEM													
LOUISIANA DEPARTMENT OF HEALTH - BUREAU OF HEALTH SERVICES - FINANCING													
LOUISIANA MEDICAID PROFESSIONAL SERVICES FEE SCHEDULE													
FEES EFFECTIVE FOR DOS ON AND AFTER JANUARY 01, 2022													
REPORT NO: RF-0-76													
PAGE: 39													
LAMS110													
RUN: 02/25/22 08:02:12													
COLUMNS:													
1	2	3	4	5	6	7	8	9	10	11	12	13	14
TS	CODE	DESCRIPTION	FEE	AGE	MED	PA	SEX	PSR	SL	BASE	X-	UVS	SPEC
				MIN-MAX	REV					UNITS	OVERS	>001	IND
03	99050	SVCS @ TIME OTHER THAN REG SCHED HRS	13.38										
07	99050	SVCS @ TIME OTHER THAN REG SCHED HRS	13.38	00	15								
03	99051	SVCS @ REG SCHED EVE,WKND,HOLID HRS	13.38										
07	99051	SVCS @ REG SCHED EVE,WKND,HOLID HRS	13.38	00	15								

**Medicaid: Aetna Better Health of Louisiana**

(verified 02/28/22)

[Aetna Better Health Reimbursement Guideline - Place of Service Policy- Special Services, Procedures and Reports](#), Policy Number ABHLA-RP-101\_(Updated 01/01/2018, Effective 05/02/2018)

**B. Overview**

Aetna covers after-hours and weekend care in addition to the office visit charge (CPT codes 99050-99051) when an office visit is used in lieu of an emergency room or urgent care visit. After-hours and weekend care are defined as care provided when the physician is required to open his or her office outside of regular posted office hours to treat a patient's urgent illness or condition or is required to leave or disrupt his/her regular practice. Please note only one of the after-hours codes can be used per visit (i.e., after regular hours, weekend, holiday, etc.). Charges for after-hours services will not be covered when billed for Emergency Department, Urgent Care, Critical Care, Hospital Care or Nursing Facility. . They should not be used in settings other than physician's office. Medicare and private health insurance companies that strictly follow CMS guidelines do not pay additional reimbursement for after-hours services.

**D. Reimbursement Guidelines**

Each code:

- is reported in addition to other services provided at the encounter;
- can be reported in addition to any service (does not require an evaluation and management (E/M) service);
- Does not require a modifier (code already states "in addition to basic services"); and can be reported with other special services (again no modifier).

The After Hours and Weekend Care policy is intended to reimburse physicians for services. Those are outside their normal office routines as an alternative to more costly emergency room or urgent care center services. Reimbursement for CPT codes 99051, 99050 would not accomplish this purpose and are not reimbursed by CMS.

**E. Codes/Condition of Coverage**

To report 99050 codes, the office must be closed when the patient is seen. This code is not reported if the patient has an appointment during business hours but is not seen until later because the office is behind. This is not reported when the office is open for emergency appointments (i.e., walk-ins) before or after regularly scheduled appointments.

CPT does not define what constitutes a holiday or when evening begins. A general rule would be a federal holiday and any appointments after 6 p.m. However, always check with your payers. 99051 code can be appended to preventive services that are provided during the designated times.

**F. Frequently Asked Questions**

What are the codes that are not eligible for separate reimbursement?

- 99053: Service(s) provided between 10:00 p.m. and 8:00 a.m. at 24 hour facility, in addition to basic service.
- 99056: Service(s) typically provided in the office, provided out of the office at the request of patient, in addition to basic service.
- 99058: Service(s) provided on an emergency basis in the office, which disrupts other scheduled office services, in addition to basic service.
- 99060: Service(s) provided on an emergency basis out of the office, which disrupts other scheduled office services, in addition to basic service.

**Medicaid: AmeriHealth Caritas Louisiana** (verified 02/28/22)  
[AmeriHealth Caritas Provider Manual](#), After Hours Care on Evenings, Weekends, and Holidays (Published Date February 2022)

The reimbursement for evening, weekend and holiday services is based on the following current CPT codes or their successors.

- 99050 (Services...at times other than regularly scheduled office hours...) or
- 99051 (Services ...at regularly scheduled evening, weekend, or holiday hours...).

When used, these procedure codes must be submitted with the code(s) for the associated evaluation and management services on that date.

**Medicaid: Healthy Blue** (verified 02/28/22)  
[Medicaid Managed Care Provider Manual](#), Section 6.11 Urgent Care and After-Hours Care (Updated January 2022)

No policy listed

**Medicaid: Louisiana Healthcare Connections** (verified 02/28/22)  
[Provider Manual](#) (Updated February 2022)

No policy listed

**Medicaid: United Healthcare Community Plan**

(verified 02/28/22)

[After Hours and Weekend Care Policy, Professional](#), Policy # 2022R0044B (Updated 02/01/2022)

**CPT Codes 99053, 99056, 99058 or 99060**  
 Consistent with CMS, UnitedHealthcare Community Plan will not separately reimburse CPT codes 99053, 99056, 99058 or 99060.

**CPT Codes 99050 and 99051**  
 Although CMS considers CPT codes 99050 and 99051 to be bundled into the payment for other services provided on the same day, UnitedHealthcare Community Plan will provide additional compensation to participating primary care providers for seeing patients in situations that would otherwise require more costly urgent care or emergency room settings by reimbursing CPT code 99050 in addition to basic services and CPT code 99051 in addition to acute care services (not preventive medicine codes).

UnitedHealthcare Community Plan will reimburse after hours CPT code 99050 and 99051 to participating primary care providers when reported in one of the following CMS non-facility place of service (POS) designations only:

- School (CMS POS 03)
- Indian Health Service Free-standing Facility (CMS POS 5)
- Tribal 638 Free-Standing Facility (CMS POS 7)
- Office (CMS POS 11)
- Independent Clinic (CMS POS 49)
- Federally Qualified Health Center (CMS POS 50)
- State or Local Public Health Clinic (CMS POS 71)
- Rural Health Clinic (CMS POS 72)

UnitedHealthcare Community Plan will reimburse the following participating primary care providers for CPT codes 99050 and 99051:

- Adolescent Medicine, Pediatric-Adolescent, Pediatrics
- Family Nurse Practitioner, Nurse Practitioner, Pediatric Nurse Practitioner, Advanced Registered Nurse Practitioner
- Family Practice
- General Practice
- Geriatric Medicine
- Gynecology, Obstetrics & Gynecology, Obstetrics
- Internal Medicine
- Certified Nurse Midwife

**Q:** When will UnitedHealthcare Community Plan provide reimbursement for CPT code 99050?

**A:** UnitedHealthcare Community Plan will provide reimbursement for CPT code 99050 during times other than regularly scheduled office hours, or days when the office is normally closed (eg, holidays, Saturday or Sunday), in addition to basic service.

**Q:** When will UnitedHealthcare Community Plan provide reimbursement for CPT code 99051?

**A:** UnitedHealthcare Community Plan will provide reimbursement for CPT code 99051 during regularly scheduled evening, weekend, or holiday office hours, in addition to acute care services (not preventive medicine services).

**Blue Cross Blue Shield (verified 02/28/22)**

[Professional Provider Office Manual](#), Section 5.3 - After Hours Care (Updated 01/01/2021)

NOTE: BCBS of LA intermittently pays; BCBS OGS consistently pays.

NOTE: The Clear Claim Connection tool supports payment of CPT: 99050-99051 if associated E&M is billed with modifier 25 and/or if modifier 59 is affixed to CPT: 99051 when billed with the modified E&M.

**AFTER HOURS CARE**  
 After hours physician CPT® codes are reimbursed as follows:

**99050** – This code is separately reimbursed when the service provided is outside of the office’s regularly scheduled “posted hours” of operation, or days when the office is normally closed (e.g., holidays, Saturday or Sunday) in addition to basic services.

For example, if the office is regularly open Monday through Friday, 8 a.m. to 6 p.m., and the physician is requested to see a patient in the office at 10 p.m. on a Wednesday night, then the physician may report 99050 in addition to the appropriate evaluation and management (E&M) code. The medical record should reflect the medical necessity and services rendered.

- 99050 pays separately when billed with one of the following E&M codes: 99201–99215. 99050 is only reimbursed when submitted with the E&M codes listed.

**99051** – This code may be eligible for reimbursement as an add-on code when submitted by a pediatrician, family practice, general practice, internal medicine or rural health provider with the appropriate primary code, and should be used by office-based providers for reporting services that were performed during regularly scheduled evening (after 6 p.m.), weekend or holiday office hours and are adjunct to the basic service performed. This code may be billed for services started any time after the office has been opened for eight consecutive hours.

- 99051 may be eligible for reimbursement as an add-on code when submitted with the appropriate primary basic service code.

After hours services are not separately reimbursable to urgent care centers. Please refer to the Urgent Care Centers section of our provider manual for the billing guidelines and the criteria that define an urgent care center.

The provider's documentation in the medical record should support the need for these services.

**Cigna**

(verified 02/28/22)

[Cigna Omnibus Reimbursement Policy](#), (Updated 01/12/21)  
Policy Number R24 (verified April 2021)

NOTE: Although Cigna excerpt states that CPT: 99051 is not reimbursable, the Clear Claim Connection tool supports payment for CPT: 99051 if associated E&M is billed with modifier 25.

**Humana**

(verified 02/28/22)

[Claims Payment Policy, After-Hours Charges](#) (Updated 02/2020)

NOTE: After hours CPT codes 99050 – 99060 can be billed in conjunction with an office visit to indicate services were provided outside regular business hours or resulted in a disruption to regularly scheduled office hours.

**Medicare Advantage Payment Policy**

*In addition to the policy, claims payments are subject to other plan requirements for the processing and payment of claims, including, but not limited to, requirements of medical necessity and reasonableness and applicable referral or authorization requirements.*

A Humana Medicare Advantage plan does not separately reimburse a charge for an after-hours CPT code. Reimbursement for an after-hours charge is included in the office visit reimbursement.

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**Commercial Payment Policy**

*In addition to the policy, claims payments are subject to other plan requirements for the processing and payment of claims, including, but not limited to, requirements of medical necessity and reasonableness and applicable referral or authorization requirements.*

A Humana commercial plan may separately reimburse a charge for an after-hours CPT code if either:

- The service was provided in the office after regularly scheduled office hours, or days when the office is normally closed.
- The service was provided on an emergency basis in the office, which disrupts other scheduled office services.

A Humana commercial plan will not separately reimburse a charge for an after-hours CPT code for a service provided in the office during regularly scheduled evening, weekend, or holiday office hours or at a 24-hour facility. A Humana commercial plan does not separately reimburse a charge for an after-hours CPT code for a service provided at the request of the patient for the patient's convenience.

**Note:** After-hours codes are not intended to replace evaluation and management codes.

**United Healthcare**

(verified 02/28/22)

[After Hours and Weekend Care Policy, Professional](#), Policy # 2021R0044A (Updated 03/01/21)

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**CPT Codes 99050 and 99051**

Although CMS considers CPT codes 99050 and 99051 to be bundled into the payment for other services provided on the same day, UnitedHealthcare Community Plan will provide additional compensation to participating primary care providers for seeing patients in situations that would otherwise require more costly urgent care or emergency room settings by reimbursing CPT code 99050 in addition to basic services and CPT code 99051 in addition to acute care services (not preventive medicine codes).

UnitedHealthcare Community Plan will reimburse after hours CPT code 99050 and 99051 to participating primary care providers when reported in one of the following CMS non-facility place of service (POS) designations only:

- School (CMS POS 03)
- Indian Health Service Free-standing Facility (CMS POS 5)
- Tribal 638 Free-Standing Facility (CMS POS 7)
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- Family Practice
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- Geriatric Medicine
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- Internal Medicine
- Certified Nurse Midwife

**Q:** When will UnitedHealthcare Community Plan provide reimbursement for CPT code 99050?

**A:** UnitedHealthcare Community Plan will provide reimbursement for CPT code 99050 during times other than regularly scheduled office hours, or days when the office is normally closed (eg, holidays, Saturday or Sunday), in addition to basic service.

**Q:** When will UnitedHealthcare Community Plan provide reimbursement for CPT code 99051?

**A:** UnitedHealthcare Community Plan will provide reimbursement for CPT code 99051 during regularly scheduled evening, weekend, or holiday office hours, in addition to acute care services (not preventive medicine services).