



206-988-2000  
206-988-2001  
prnotification@kp.org

Kaiser Foundation Health Plan of Washington  
Kaiser Foundation Health Plan of Washington Options, Inc.  
CONTRACT MANAGER NAME  
Provider Communications, RCB-C2W-02  
PO Box 34262, Seattle WA 98124-1262

January 27, 2020

### **CLAIMS PROCESSING PRACTICES FOR EMERGENCY DEPARTMENT SERVICES**

Dear Provider,

As part of our continued efforts to reinforce accurate coding practices, effective **April 1, 2020**, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will begin using the Optum® Emergency Department Claim (EDC) Analyzer tool. The tool determines appropriate evaluation and management (E/M) coding levels based on data from the patient's claim. More information about this tool can be found at <https://www.edcanalyzer.com/>.

Kaiser Permanente will use the Optum® EDC Analyzer™ for outpatient facility Emergency Department claims that are submitted with Levels 3, 4 and 5 E/M codes 99283 - 99285 and G0382 - G0384 received by Kaiser Permanente after April 1, 2020. The goal is to ensure coding accuracy using the coding principles created by the Centers for Medicare and Medicaid Services (CMS), which require hospital Emergency Department facility E/M coding guidelines to follow the intent of CPT Code descriptions, and reasonably relate to hospital resources used.

As part of the implementation of the Optum® EDC Analyzer tool, you may experience adjustments to claims with level 3, 4 and 5 E/M codes in order to reflect reimbursement at an appropriate level code based on the patient's presenting problem, diagnostic services performed and any complicating conditions. If you would like reconsideration of a claim adjustment, please follow the standard Kaiser Permanente process. Additional information can be found at <https://wa-provider.kaiserpermanente.org/provider-manual/billing-claims/claims/claimsadjust>.

No action is required by you, as this is a courtesy notice regarding the principles and processes underlying our claims adjudication practices. If you have any questions about these changes, please contact the Provider Assistance Unit at 509-241-7206 or toll-free at 1-888-767-4670, Monday through Friday from 8 a.m. to 5 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "M Mora".

Marc Mora, MD  
Senior Medical Director Networks and Care Management  
Washington Permanente Medical Group