



1700 Bent Creek Blvd
Suite 200
Mechanicsburg, PA 17050
Provider Services
1-844-626-6813
711 (TTY)

10/6/2023

Thank you for your continued partnership with PA Health & Wellness. As you know, we are committed to continuously evaluating and improving overall Payment Integrity solutions as required by State and Federal governing entities. As a reminder, we have partnered with Optum who is supporting us in performing prepayment claim auditing. The purpose of our review is to verify the extent and nature of the services rendered for the patient’s condition and that the claim is coded correctly for the services billed.

For claims received on or after **10/17/2023**, providers may experience a slight increase in written requests for medical record submission prior to payment based on the areas outlined below. These requests will come from Optum and will contain instructions for providing the documentation. Should the requested documents not be returned, the claim(s) will be denied. Providers will have the ability to dispute findings through Optum directly in the event of a disagreement.

Editing Area	Description	Lines of Business
Critical Care Coding	Medical record review to determine if critical care CPT codes are properly supported based on diagnosis codes and documentation.	Medicaid, Medicare, Marketplace
Tongue-Tie & Frenulum Procedures	Medical record review to determine if the proper coding of tongue-tie and frenulum procedures are utilized based on correct coding guidelines.	
Adjacent Tissue Transfer	When billing for adjacent tissue transfer services, providers must take great care to follow the coding guidelines, since this area presents very complex billing rules that need to be followed. Medical record review will be performed to determine if an adjacent tissue transfer was performed and if the reported defect size is supported by documentation.	



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Associated EX Code for EOP	Description
EXbo	DENY: MEDICAL RECORDS AND/OR OTHER SERVICE DOCUMENTATION REQUIRED

Thank you for your continued participation and cooperation in our ongoing efforts to render quality health care to our members. We look forward to helping you provide the highest quality of care for our members.

Sincerely,

PA Health & Wellness