

# HealthChoice

## Provider News Update

HealthChoice Oklahoma sent this bulletin at 12/22/2023 08:00 AM CST



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## Provider News Update

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## Modifier 25

Modifier 25 identifies a service as significant and separately identifiable from other procedures performed on the same date of service. It should only be used in those instances where a procedure is separately identifiable and above and beyond the other services or where services are beyond the usual preoperative and postoperative care associated with the procedure.

HealthChoice requires medical records for review when modifier 25 is appended to evaluation and management codes. Records are reviewed to determine if the evaluation and management service codes reported meet the definition for the use of modifier 25.

Claims received with modifier 25 appended to an evaluation and management code will initially deny requiring medical records to be submitted to our appeals team. Once the records are received, the claim is reopened. A new claim submission is not required. Medical records must be submitted through the HealthChoice Provider Portal for our appeals team to review for reconsideration. Sign into the portal account, select the Submit an appeal button and follow the steps to submit the records with the appeal.

For questions about claims, call Customer Care at toll-free 800-323-4314. TTY users call 711.

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## Billing for DOC inmates

To be reimbursed for medical or dental services provided to DOC inmates, you must bill the Department of Corrections within 120 days of providing services and adhere to following the directions below. You may file claims electronically with payer ID 71065, through the provider portal (you can upload a claim with PCH or you can manually key a claim with iEDI), or mail paper claims to DOC Claims, P.O. Box 30522, Salt Lake City, UT 84130-0522.

- Bill with group number 76415170.
- Add the prefix 365000 to the DOC inmate ID number if it is 6 digits.
- Add the prefix 36500 to the DOC inmate ID number if it is 7 digits.
- Enter the updated prefix + digit DOC inmate ID number when making a DOC inquiry using the IVR system or provider portal.

The updated DOC inmate ID number, after adding the prefix, should always be 12 digits. To verify the DOC inmate ID number, visit <https://okoffender.doc.ok.gov/>.

You cannot invoice or balance bill the inmate for reimbursement. Invoices received by DOC or the inmate will be disregarded. DOC claims are paid at 100% of the fee schedule allowable. You can view allowable amounts for DOC claims by logging into the DOC Fee Schedule.

For questions, call the Customer Care team at toll-free 800-323-3710. TTY users call 711.

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## Observation stays

Effective Feb. 1, 2024, HealthChoice guidelines for observation stays will change. Current HealthChoice guidelines will move from 48 hours to 72 hours.

Below are the updated HealthChoice guidelines for observation stays.

1. Observation stays of 71:59 hours or less:
  - Certification is not required.
  - Charges must be billed as outpatient services.
  - Charges for a subsequent inpatient admission must be combined with charges for the observation stay and all charges must be billed as inpatient services.
2. Observation stays of 72 hours or longer:
  - Observation services that meet or extend beyond a 72-hour period are not covered. Providers must obtain certification approval for inpatient status for any services that extend beyond the initial 72-hour period.

More information about observation stays is in the [Policies and Guidelines section](#) of the HealthChoice Provider site.

For questions regarding certification, call Customer Care toll-free at 800-323-4314. TTY 711.

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## Submitting partial hospitalization and intensive outpatient program certification requests

To initiate a PHP or IOP certification request, you must log into the [provider portal](#). If accessing the portal for the first time, you will need to review the certification portal information in our [Policies and Guidelines](#).

To submit a PHP or IOP authorization request in the portal, select **Get certification**. Complete the Requestor screen, then select **Next**.

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