Is Your Team Ready for the 2023 E/M Changes?

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AAPC
SERVICES

Agenda

1 Looking Back
- What have we learned?
- Case Study

2 2023 Changes

3 What to Expect

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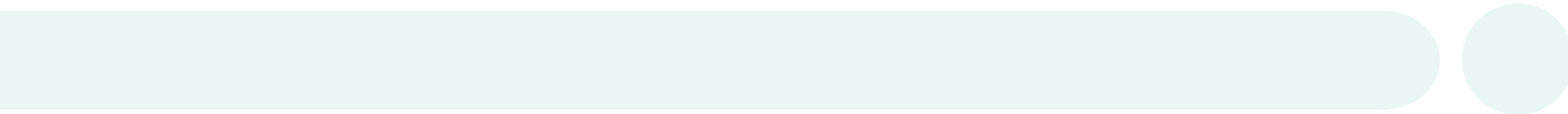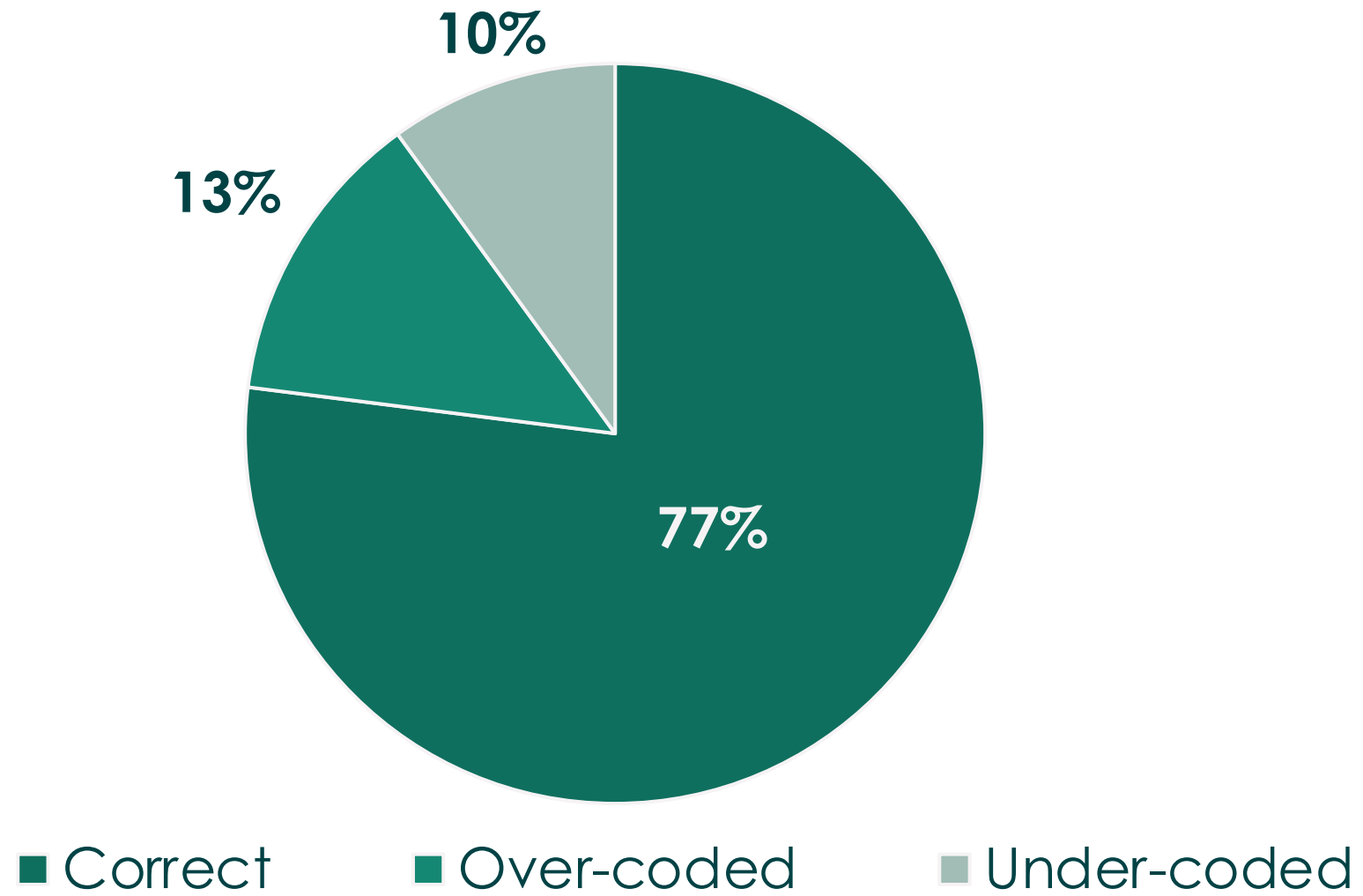## Looking back to predict the future

What Have We Learned?

- Fear of upcoding

- Reluctance to code with the new guidelines

- Challenges with new guidelines

- Using three different guidelines

- Applying CPT guidelines to CMS regulations/guidance

- Uncomfortable with clinical thinking

- Documentation review followed by education works

AAPC Audit Services
Case Study

10%

13%

77%

■ Correct ■ Over-coded ■ Under-coded

Summer 2020

19%

4%

77%

■ Correct   ■ Over-coded   ■ Under-coded

March 2021

5%

9%

86%

■ Correct ■ Over-coded ■ Under-coded

July 2021

E/M Comparison

91%

81%

■ National Average (pre 2021)　　■ National Average (post 2021)
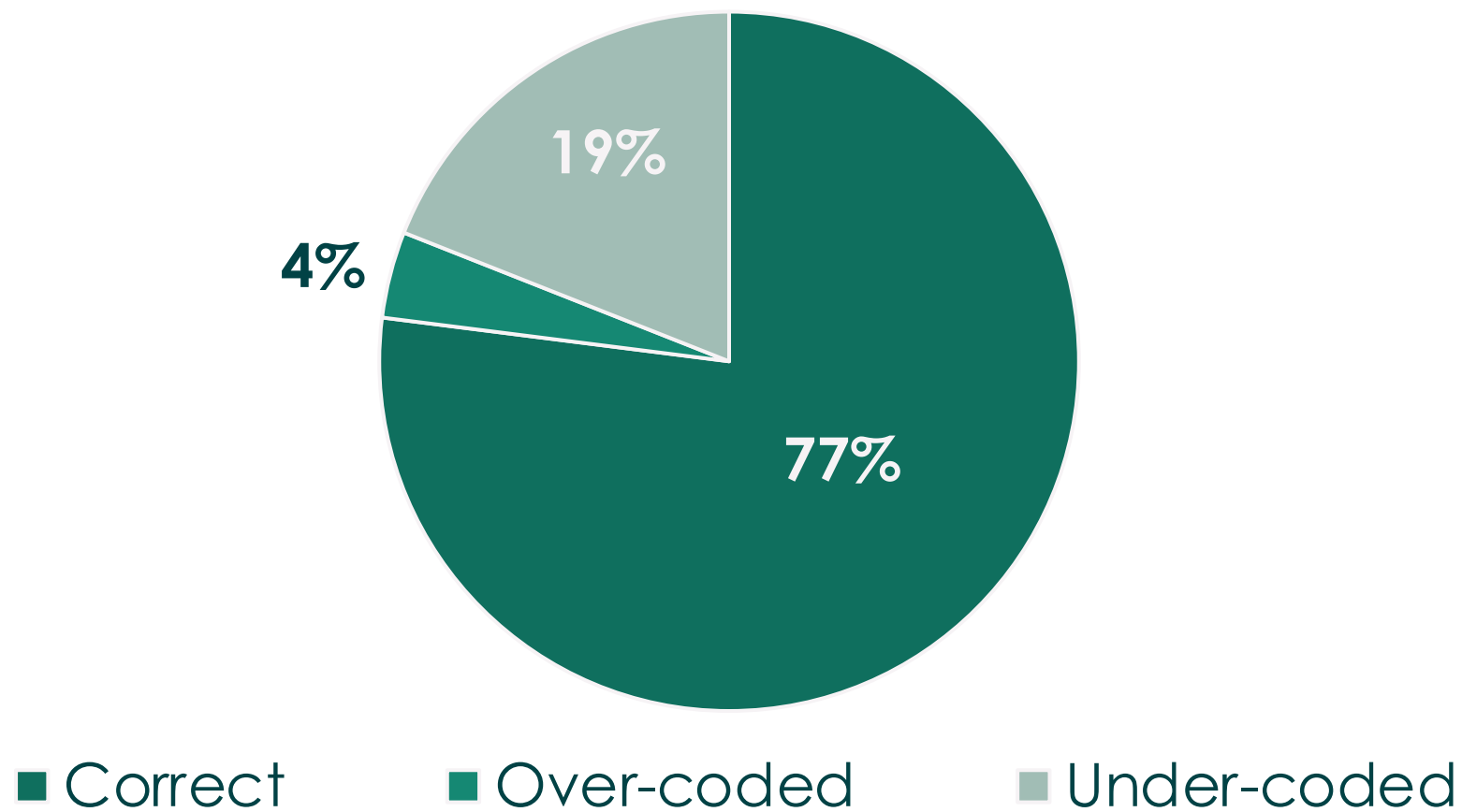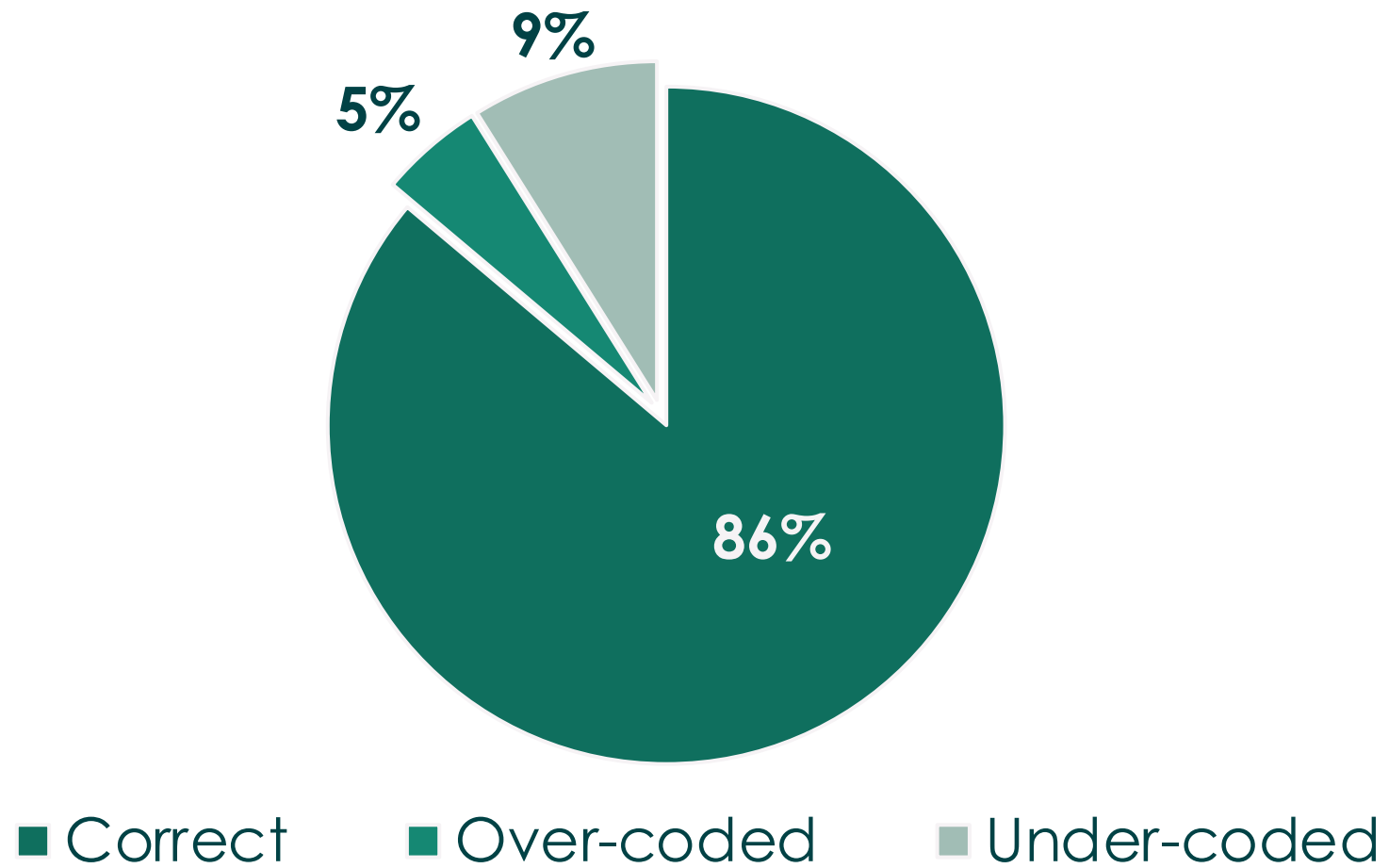
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CPT 2023 E/M Changes
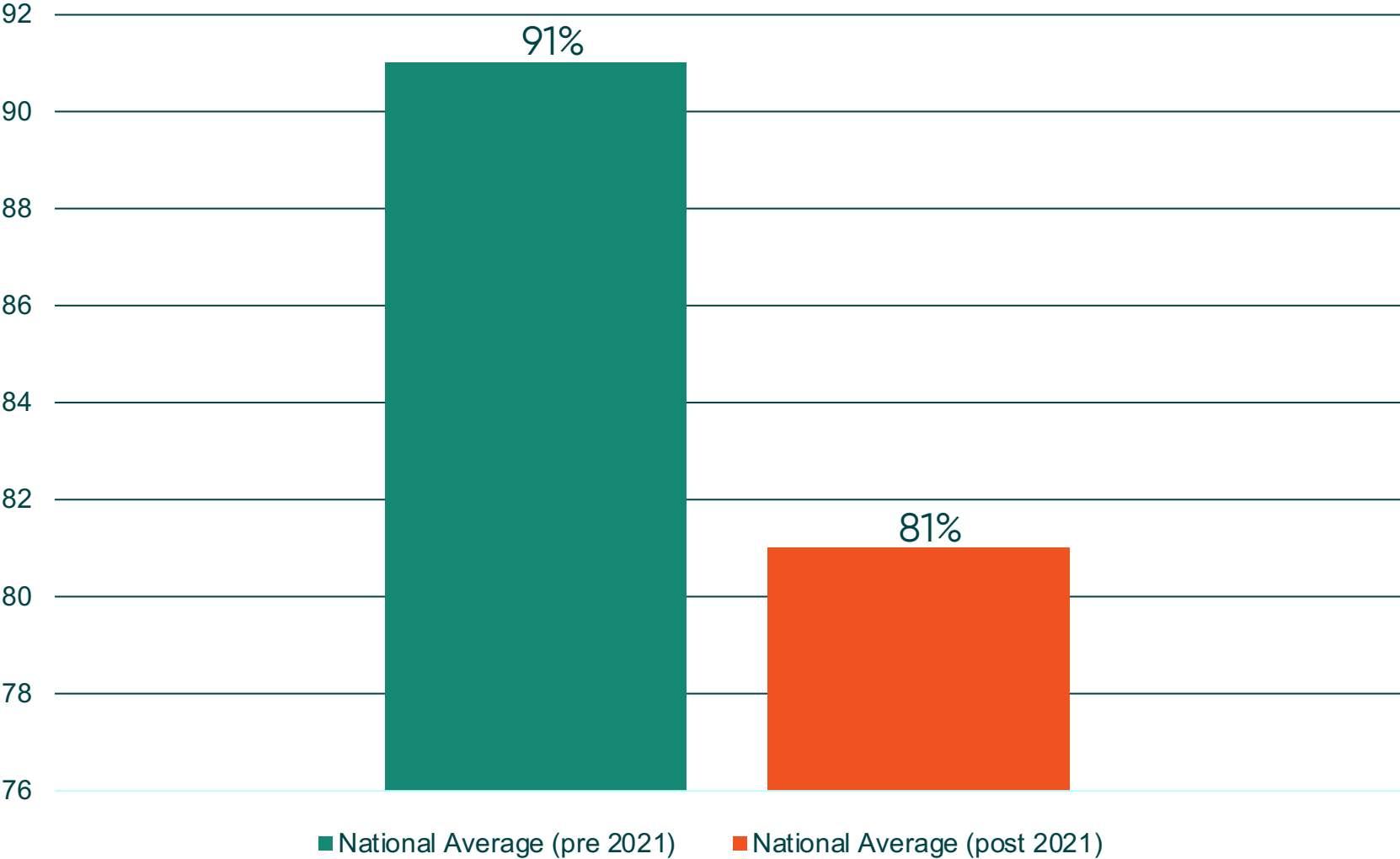
Changes in 2023: Inpatient and Observation Services

- Observation discharge (99217), initial observation (99218, 99219, 99220), and subsequent observation (99224, 99225, 99226) were deleted.

- Initial hospital care (99221-99223), subsequent hospital care (99231-99233), admission and discharge on the same date of service (99234-99236), and hospital discharge (99238, 99239) codes and guidelines were revised.

Changes in 2023: Consultations

- Codes 99241 and 99251 were deleted.

- The other codes and guidelines in this category were revised.

Changes in 2023: Emergency Department

- The codes and guidelines in this category were revised.

Changes in 2023: Nursing Facility Services

- Annual nursing facility assessment (99318) was deleted.

- All other codes in this category were revised as well as the guidelines.

Changes in 2023: Domiciliary, Rest Home (e.g., Boarding Home), or Custodial Care Services

- The codes and guidelines for this category were deleted.

Changes in 2023: Home Services

- All codes were revised as well as the guidelines.

Changes in 2023: Evaluation & Management Guidelines

- The MDM table has been revised to support the changes in the other categories.

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What to Expect: Learning from the Past

What to Expect

- Continued refinement of the guidelines

- Collaboration is required for success
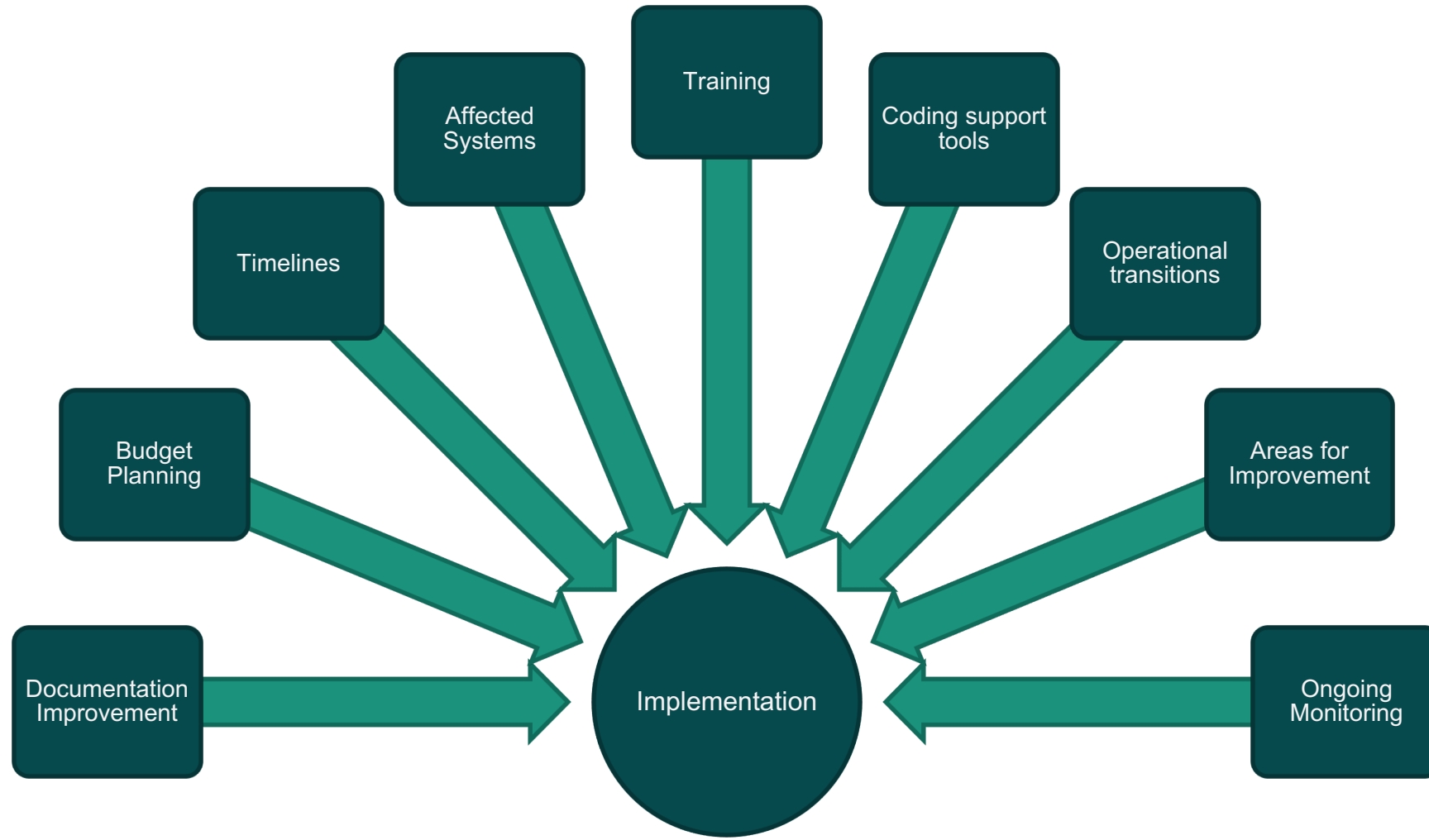
- Ongoing education will be necessary

Implementing Change

- Largest E/M Guideline change since 1997
- Challenges for large practices
  - Communication/organization
- Challenges for small practices
  - Resources

Implementation Process

Training

Affected Systems

Coding support tools

Timelines

Operational transitions

Budget Planning

Areas for Improvement

Documentation Improvement

Implementation

Ongoing Monitoring

Vendor Discussions

- What implementation plans do they have?
- What software changes are needed?
- What products and services will be available?
- How long will development take?
- When will installation take place?
- What guidance/training will be available?

Documentation Improvement

- Identify areas of improvement by reviewing records
- Determine if changes need to be made to templates to assist with documentation capture
- Focus training using examples of documentation that need to be improved

Budget Planning

- Determine costs
  - Education
  - Audit of medical records
  - **Changes to EHR templates**
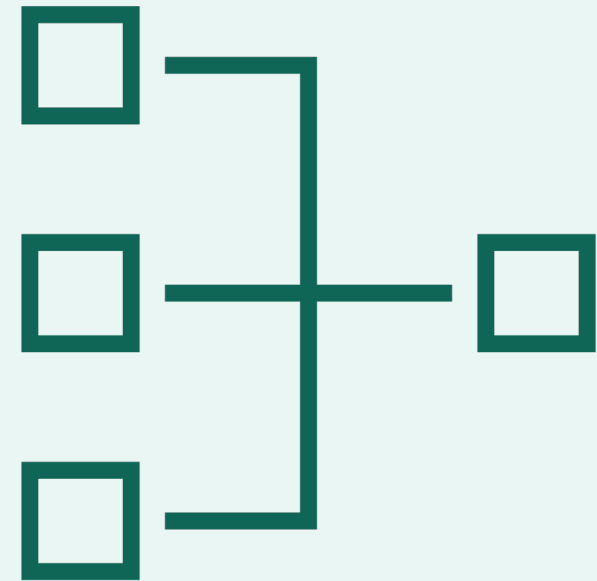 - **Changes in workflows**

Timelines

- New guidelines go into effect January 1, 2023
- Need to establish a timeline for:
  - Assessing EHR changes and working with vendor
    - Training
    - Audits
    - Monitoring
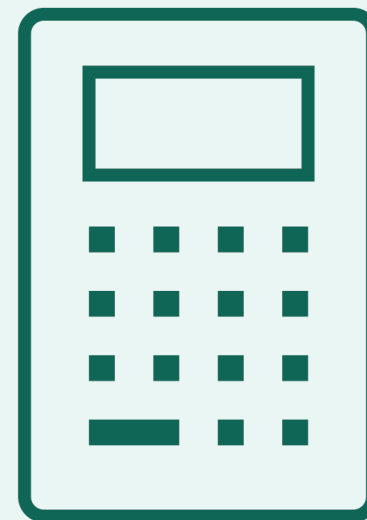
Affected Systems

- Audit tools
- Code look up tools
- EHR
- Encounter forms/Chargemaster

Coding Support Tools

- E/M calculator tool

- Code cheat sheets

- Audit tools

- Code look up software

Operational Transitions

- Review current workflow

- Determine if it meets the needs

- Will added tasks need to be implemented to monitor accuracy?

Takeaways

- Ensure coding and auditing are aligned with care delivery
- Changing behavior is *hard*. It requires continued:
  - Employee Education
  - Quality Reviews
  - Process Improvements

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Q&A

Sources

AMA E/M Resources: https://www.ama-assn.org/practice-management/cpt/cpt-evaluation-and-management

AMA 2021 Technical Corrections https://www.ama-assn.org/practice-management/cpt/errata-technical-corrections

AMA Summary of Actions https://www.ama-assn.org/about/cpt-editorial-panel/summary-panel-actions

CMS 2022 Final Rule https://www.cms.gov/medicaremedicare-fee-service-paymentphysicianfeeschedpfs-federal-regulation-notices/cms-1751-f

AAPC Website https://www.aapc.com/evaluation-management/em-coding.aspx