

## Reimbursement policy update - Emergency Department: Leveling of Evaluation and Management Services (facility)

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Effective January 1, 2021, Anthem will classify with an evaluation and management (E/M) code level the intensity/complexity of emergency department (ED) interventions a facility utilizes to furnish all services indicated on the claim. E/M services will be reimbursed based on this classification. Facilities must utilize appropriate HIPAA-compliant codes for all services rendered during the ED encounter. If the E/M code level submitted is higher than the E/M code level supported on the claim, we reserve the right to perform one of the following:

- Deny the claim and request resubmission at the appropriate level or request the provider submit documentation supporting the level billed
- Adjust reimbursement to reflect the lower ED E/M classification
- Recover and/or recoup monies previously paid on the claim in excess of the E/M code level supported

Please refer to the Emergency Department: Level of Evaluation and Management Services reimbursement policy for additional details on the [Reimbursement Policies](#) page at [anthem.com](#).

Facilities that believe their medical record documentation supports reimbursement for the originally submitted level for the E/M service will be able to follow the dispute resolution process in accordance with the terms of their contract. Claims disputes require a statement providing the reason the intensity/complexity would require a different level of reimbursement and the medical records which should clearly document the facility interventions performed and referenced in that statement.

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