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Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

Contact Us

EVMS Medical Group

Use of the 25 Modifier

Modifier 25 seems to cause widespread issues for health care providers. Guidance on the use of the 25 modifier includes the following:

- Modifier 25 is appended to an Evaluation and Management Services (E/M)
- It should never be added to a procedure code
- It is used to indicate that a “significant and separately identifiable” E/M service was provided on the same day as a minor surgical procedure

To clarify, a minor surgical procedure is defined as a procedure with 0-10 global days in the CMS Physician Fee Schedule. Additional clarification is necessary on the classification of the assessment of the condition and the decision to perform the minor procedure. CMS and other coding authorities note that the decision to complete a procedure is included in the payment for that procedure, and should not be billed as a separate E/M. Many believe that if the patient is new it would be appropriate to bill the E/M and the procedure, however this is also untrue. The new or established status of the patient does not factor in to the use of the modifier and the exam and decision to perform the procedure are already represented by the procedure code alone.

The only exception to above occurs when the patient presents with an unrelated problem on the same day as the minor surgical procedure, or when the unrelated problem would not necessary lead to that procedure. The guidance on this modifier can be confusing and lead to questions and uncertainty. Additional questions that can be asked if on is unsure include:

- Did I perform and document all of the components of an E/M service?

Compliance Office

4111 Monarch Way,
Suite 500
Norfolk, VA 23508
Phone 451-6200

Link to Policies & Forms:

http://www.evms.edu/patient_care/compliance_program/

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Compliance "Listserv"

Send an email to browerl@evms.edu to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

- Could the problem stand-alone without the procedure as a billable service?

Charging Fees for Medical Records

Charging a patient for a copy of his or her medical record is at the discretion of the Practice or Office Manager of each department and division. Although reasonable cost-based fees may be charged, some departments elect to waive those fees when providing records to patients. Regardless, medical records should never be withheld for lack of payment to the practice for those records. This also applies to any requests from the patient to transmit his or her records to another clearly designated entity or person.

Fees may also be charged for the cost of electronic devices such as disks or flash drives if the record is requested on any such device. A new device must be provided to the patient and the charges should be consistent with EVMS Medical Group policy. No "processing" fees or other items should be charged. In addition, the patient or entity should be notified in writing of the cost before providing the records. If a patient simply wishes to inspect his or her record on site, no fees may be charged. The EVMS Medical Group Fee policy may be found at the link below:

[EVMS Medical Group Fee Policy](#)

e-PHI Security Tip

When forwarding emails within our network containing PHI, care should be taken to remove any information beyond the minimal necessary. Even though PHI is secure within the EVMS/EVMS Medical Group email network, patient information should still be safeguarded from those without a "need to know".

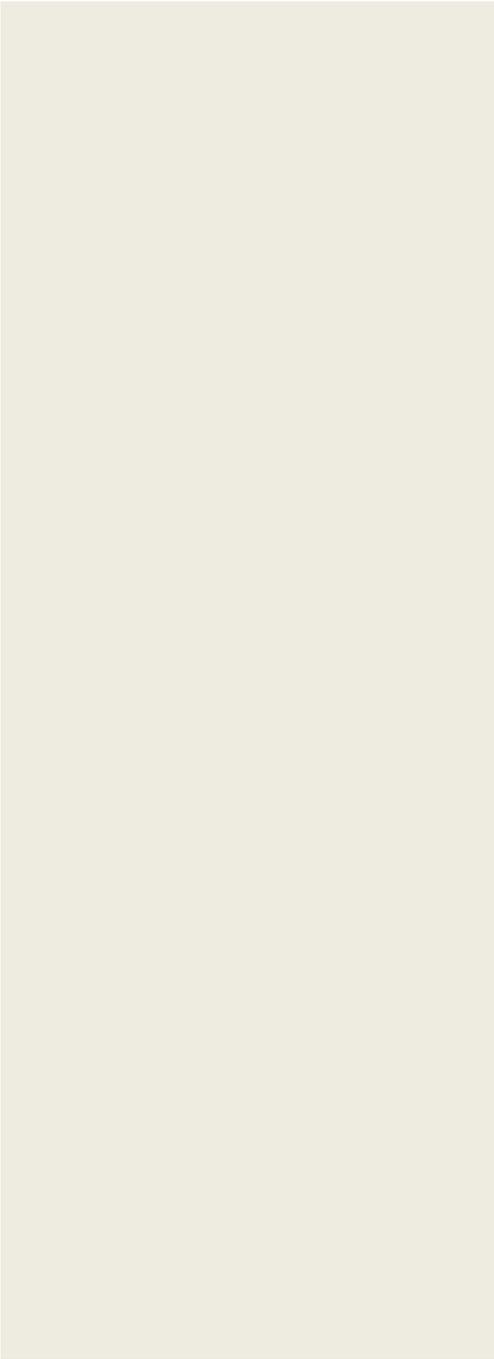
Lunch Discussion Session March

Topic: Requests for PHI and Releasing Medical Records

Who Should Attend: Medical records staff and all supervisors in this area. We will discuss the different types of requests routinely received and how to respond appropriately.

Date and Location:

Thursday, March 15th, 12-1:00 pm in HH 758



Please RSVP to Laura Brower at browerl@evms.edu or
451-6202 and feel free to bring your lunch!