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Subscribers occasionally have two or more benefit policies. When they do, the insurance carriers take this into consideration and this is known as Coordination of Benefits (COB).

This article is meant to assist health care providers in understanding the coordination of benefits clause from the contracting perspective.

The information contained in this article applies to subscriber’s health benefit policies issued by Blue Cross and Blue Shield of Texas (BCBSTX). Please note, some Administrative Services Only (ASO) self-funded groups may elect not to follow the general COB rules of BCBSTX.

When the subscriber’s health benefits policy is issued by another Blues plan, also known as the HOME plan, the COB provision is administered by that HOME plan, not BCBSTX. Therefore, the subscriber’s HOME plan health benefits policy will control how COB is applied to that subscriber.

Per the BCBSTX COB contract language, the health care providers have agreed to accept the BCBSTX allowable amount (as defined by the contract) less any amount paid by the primary insurance carrier.

What does this mean for you?
Once the claim has been processed by BCBSTX as the secondary carrier, the only patient share amount that may be collected from the subscriber is the amount showing on the BCBSTX Provider Claim Summary (PCS).

The primary carrier does not consider the subscriber’s secondary coverage. This means that once the claim is processed as secondary by BCBSTX, any patient share amount shown to be owed on the primary carrier's explanation of benefits is no longer collectible. If you have questions regarding a specific claim, please contact Provider Customer Service at 1-800-451-0287 to speak to a Customer Service Advocate.
Coordination of Benefits (COB)/Subrogation

BCBSTX attempts to coordinate benefits whenever possible, including follow-up on potential subrogation cases in order to help reduce overall medical costs.

Other coverage information may be obtained from a variety of sources, including the health care provider. Quite often a health care provider treating a subscriber is the first person to learn about the potential for other coverage. Information such as motor vehicle accidents, work-related injuries, slips/falls, etc. should be communicated to BCBSTX for further investigation.

In addition, each health care provider shall cooperate with BCBSTX for the proper coordination of benefits involving covered services and in the collection of third-party payments including workers’ compensation, third-party liens, and other third-party liability.

BCBSTX contracted health care providers agree to file claims and encounter information with BCBSTX even if the physician or professional provider believes or knows there is a third-party liability.

To contact BCBSTX regarding:

- Coordination of benefits, call 1-888-588-4203
- Subrogation cases, call 1-800-582-6418

Coordination of Benefits (COB) Questionnaire

The COB questionnaire is mailed to our subscribers periodically based on information contained in our BCBSTX files, length of time since last updated and information submitted on claims and received through inquiry.

The COB questionnaire is also available on the BCBSTX Provider website at [https://www.bcbstx.com/provider/forms/index.html](https://www.bcbstx.com/provider/forms/index.html). The subscriber has the option of either calling Customer Service or responding to the questionnaire for BCBSTX to have the information needed to process claims.
Blue Choice PPO Provider Manual -
Filing Claims - Billing Requirements

Correct Coding

Use the appropriate Current Procedural Terminology (CPT®) and
International Classification of Diseases (ICD) codes on all claims.

Splitting Charges on Claims

When billing for services provided, codes should be selected that
best represent the services furnished. In general, all services
provided on the same day should be billed under one electronic
submission or when required to bill on paper, utilize one CMS-1500 (02/12) claim form when possible. When more than six
services are provided, multiple CMS-1500 (02/12) claim forms
may be necessary.

Services Rendered Directly By Health Care Provider

If services are rendered directly by the Blue Choice PPO health
care provider, the services must be billed by the Blue Choice
PPO health care provider. However, if the Blue Choice PPO
health care provider does not directly perform the service and
the service is rendered by another provider, only the rendering
provider can bill for those services.

Notes:

1) This does not apply to services provided by an employee of a
Blue Choice PPO health care provider e.g. Physician Assistant
(PA), Licensed Surgical Assistant (LSA), Advanced Practice
Nurse (APN), Clinical Nurse Specialist (CNS), Certified Nurse
Midwife (CNM) and Registered Nurse First Assistant (RNFA),
who is under the direct supervision of the billing health care
provider.

2) The following modifiers should be used by the supervising
physician when he/she is billing for services rendered by a PA,
APN or RNFA:

**AS Modifier:** A physician should use this modifier when billing
on behalf of a PA, APN or RNFA for services provided when
these providers are acting as an assistant during surgery.
(Modifier AS to be used ONLY if they assist at surgery).
**SA Modifier:** A supervising physician should use this modifier when billing on behalf of a PA, APN, or RNFA for **non-surgical** services.

*Modifier SA is used when the PA, APN, or RNFA is assisting with any other procedure that **DOES NOT** include surgery.*

---

**Billing for Non-Covered Services**

If BCBSTX determines in advance that a proposed service is not a covered service, a health care provider must inform the subscriber in writing in advance of the service rendered. The subscriber must acknowledge this disclosure in writing and agree to accept the stated service as a non-covered service billable directly to the Subscriber.

To clarify what the above means - if you contact BCBSTX and find out that a proposed service is not a covered service - you have the responsibility to pass this along to your patient (our subscriber). This disclosure protects both you and the member. The subscriber is responsible for payment to you of the non-covered service if the member elects to receive the service and has acknowledged the disclosure in writing.

**Please note** that services denied by BCBSTX due to bundling or other claim edits may not be billed to the subscriber even if the subscriber has agreed in writing to be responsible for such services. Such services are Covered Services but are **not payable services** according to BCBSTX claim edits.
When performing surgical procedures in a non-facility setting, the health care provider reimbursement covers the services, equipment, and some of the supplies needed to perform the surgical procedure when a subscriber receives these services in the health care provider’s office. Reimbursement will be allowed for some supplies billed in conjunction with a surgical procedure performed in the health care provider’s office. To help determine how coding combinations on a claim may be evaluated during the claim adjudication process, you may continue to utilize Clear Claim Connection™ (C3). C3 is a free, online reference tool that mirrors the logic behind BCBSTX’s code-auditing software. Refer to the BCBSTX Provider website at bcbstx.com/provider for additional information on gaining access to C3.

Please note the health care provider’s reimbursement includes surgical equipment that may be owned or supplied by an outside surgical equipment or Durable Medical Equipment (DME) vendor. Claims from the surgical equipment or DME vendor will be denied because the global reimbursement includes staff and equipment.
CPT Modifier 50 Bilateral Procedures – Professional Claims Only

 Modifier 50 is used to report bilateral procedures that are performed during the same operative session by the same physician in either separate operative areas (e.g. hands, feet, legs, arms, ears), or one (same) operative area (e.g. nose, eyes, breasts).

The current coding manual states that the intent of this modifier is to be appended to the appropriate unilateral procedure code as a one-line entry on the claim form indicating the procedure was performed bilaterally (two times).

An example of the appropriate use of Modifier 50:

<table>
<thead>
<tr>
<th>Procedure Code</th>
<th>Billed Amount</th>
<th>Units/Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>64470-50</td>
<td>$####.##</td>
<td>1</td>
</tr>
</tbody>
</table>

When using Modifier 50 to indicate a procedure was performed bilaterally, the modifiers LT (Left) and RT (Right) should not be billed on the same service line. Modifiers LT or RT should be used to identify which one of the paired organs were operated on. Billing procedures as two lines of service using the left (LT) and right (RT) modifiers are not the same as identifying the procedure with Modifier 50. Modifier 50 is the coding practice of choice when reporting bilateral procedures. When determining reimbursement, the BCBSTX Professional Multiple Surgery Pricing Guidelines apply. These guidelines are located on our provider website at bcbstx.com/provider/gri/index.html.
CPT codes 92507 and 92508 are defined as speech/hearing therapy codes. Codes 92507 and 92508 are not considered time-based codes and should be reported only one time per session; in other words, the codes are reported without regard to the length of time spent with the patient performing the service.

Because the code descriptor does not indicate time as a component for determining the use of the codes, you need not report increments of time (e.g., each 15 minutes). Only one unit should be reported for code 92507 and 92508 per date of service. BCBSTX adheres to CPT guidelines for the proper usage of these CPT codes.

**Note:** Unless there are extenuating circumstances documented in your office notes — for example, multiple visits on the same day — we will only allow one unit per date of service for these codes.

BCBSTX recognizes the following Category I CPT codes for billing care coordination services: 99487, 99488 and 99489. BCBSTX reimbursement will be subject to the maximum benefit limit specified in the subscriber’s benefit plan.

BCBSTX considers CPT Code **S9088** as a non-covered procedure, therefore, no reimbursement will be allowed.
Blue Choice PPO Provider Manual - Filing Claims - Billing Requirements

National Drug Code (NDC)
Billing Guidelines for Professional Claims

Blue Cross and Blue Shield of Texas (BCBSTX) requests the use of National Drug Codes (NDCs) and related information when drugs are billed on professional/ancillary electronic (ANSI 837P) and paper (CMS-1500) claims.

Where do I find the NDC?
The NDC is found on the medication’s packaging. An asterisk may appear as a placeholder for any leading zeros. The container label also displays information for the unit of measure for that drug. NDC units of measure and their descriptions are as follows:

- **UN** (Unit) – If a drug comes in a vial in powder form and has to be reconstituted
- **ML** (Milliliter) – If a drug comes in a vial in liquid form
- **GR** (Gram) – Generally used for ointments, creams, inhaler or bulk powder in a jar
- **F2** – International units, mainly used for anti-hemophilic factor (AHF)/Factor VIII (FVIII)

How do I submit the NDC on my claim?
Here are some quick tips and general guidelines to assist you with the proper submission of valid NDCs and related information on electronic and paper professional claims:

- The NDC should be submitted along with the applicable Healthcare Common Procedure Coding System (HCPCS) or Current Procedural Terminology (CPT) code(s) and the number of HCPCS/CPT units.
- The NDC must follow the 5digit4digit2digit format (11 numeric characters, with no spaces, hyphens or special characters). If the NDC on the package label is less than 11 digits, a leading zero must be added to the appropriate segment to create a 5-4-2 configuration.
- The NDC must be active for the date of service
- The NDC qualifier, number of units*, unit of measure and price per unit should also be included

**ELECTRONIC CLAIM GUIDELINES (ANSI 5010 837P)**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
<th>Loop ID</th>
<th>Segment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product ID Qualifier</td>
<td>Enter N4 in this field.</td>
<td>2410</td>
<td>LIN02</td>
</tr>
<tr>
<td>National Drug Code</td>
<td>Enter the 11-digit NDC assigned to the drug administered.</td>
<td>2410</td>
<td>LIN03</td>
</tr>
<tr>
<td>Monetary Amount</td>
<td>Enter the monetary amount (charge per NDC unit of product)</td>
<td>2400</td>
<td>SV102</td>
</tr>
<tr>
<td>National Drug Unit Count</td>
<td>Enter the quantity (number of NDC units)</td>
<td>2410</td>
<td>CTP04</td>
</tr>
<tr>
<td>Unit or Basis for Measurement</td>
<td>Enter the NDC unit of measure for the prescription drug given (UN, ML, GR, or F2)</td>
<td>2410</td>
<td>CTP05</td>
</tr>
</tbody>
</table>

**PAPER CLAIM GUIDELINES (CMS-1500)**

In the shaded portion of the line-item field 24A-24G on the CMS-1500, enter the qualifier N4 (left-justified), immediately followed by the NDC. Next, enter one space for separation, then enter the appropriate qualifier for the correct dispensing unit of measure (UN, ML, GR, or F2), followed by the quantity (number of NDC units up to three decimal places), one space and the price per NDC unit, as indicated in the example below.

*Home Infusion and Specialty Pharmacy providers, please note: BCBSTX allows decimals in the NDC Units (quantity or number of units) field. If you do not include appropriate decimals in the NDC Units field, you could be underpaid.

**Note:** Reimbursement for discarded drugs applies only to single-use vials. Multi-use vials are not subject to payment for discarded amounts of the drug.

View Frequently Asked Questions

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### Permissible Billing

BCBSTX does not permit **pass-through billing, splitting all-inclusive bills, under-arrangement billing**, and any billing practices where a provider or entity submits claims by or for another provider not otherwise provided for in the provider’s agreement or in this policy.

### Pass-Through Billing

**Pass-through billing** occurs when the ordering health care provider requests and bills for a service, but the service is not performed by the ordering health care provider.

The performing health care provider is required to bill for the services they render unless otherwise approved by BCBSTX. BCBSTX does not consider the following scenarios to be pass-through billing:

- The service of the performing health care provider is performed at the place of service of the ordering physician or professional provider and billed by the ordering physician or professional provider;

- The service is provided by an employee of a health care provider (i.e., physician assistant, surgical assistant, advanced nurse practitioner, clinical nurse specialist, certified nurse midwife or registered first assistant who is under the direct supervision of the ordering physician or professional provider); and the service is billed by the ordering physician or professional provider.

- The service is billed by the ordering physician or professional provider.

The following modifiers should be used by the supervising physician when he/she is billing for services rendered by a Physician Assistant (PA), Advanced Practice Nurse (APN) or Registered Nurse First Assistant (RNFA):

- **AS** modifier: A physician should use the AS modifier when billing on behalf of a PA, APN or RNFA, including that providers National Provider Identifier (NPI), for services provided when the PA, APN, or RNFA is acting as an assistant during surgery. Modifier AS is to be used ONLY if the PA, APN, or RNFA assists at surgery.

- **SA** modifier: A supervising physician should use the SA modifier when billing on behalf of a PA, APN, or RNFA for non-surgical services. Modifier SA is to be used when the PA, APN, or RNFA is assisting with any other procedure that DOES NOT include surgery.

### Under-Arrangement Billing

“**Under-arrangement**” billing and other similar billing or service arrangements are not permitted by BCBSTX. “Under-arrangement” billing refers to situations where services are performed by one health care provider but the services are billed under the contract of another health care provider, rather than under the contract of the health care provider that performed the services.
All-Inclusive Billing

Any testing performed on patients treated by a health care provider that is compensated on an all-inclusive rate should not be billed separately by the facility or any other provider. The testing is a part of the per diem or outpatient rates paid to a facility for such services. The health care provider may, at their discretion, use other providers to provide services included in their all-inclusive rate, but remain responsible for costs and liabilities of those services, which shall be paid by the facility and not billed directly to BCBSTX.

For all-inclusive billing, all testing and services that share the same date of service for a patient must be billed on one claim. Split billing is a violation of network participating provider agreements.

Other Requirements and Monitoring

CLIA Certification Requirement

Facilities and providers who perform laboratory testing on human specimens for health assessment or the diagnosis, prevention, or treatment of disease are regulated under the Clinical Laboratory Improvement Amendments of 1988 (CLIA). Therefore, any provider who performs laboratory testing, including urine drug tests, must possess a valid a CLIA certificate for the type of testing performed.

Review of Codes

BCBSTX may monitor the way test codes are billed, including frequency of testing. Abusive billing, insufficient or lack of documentation to support the billing, including a lack of appropriate orders, may result in action taken against the provider’s network participation and/or 100% review of medical records for such claims submitted.

Limitations and Conditions

Reimbursement is subject to:
- Medical record documentation, including appropriately documented orders
- Correct CPT/HCPCS coding
- Member Benefit and Eligibility
- Applicable BCBS Medical Policy(-ies)

Obligation to Notify BCBSTX of Certain Changes

Health care providers are required to notify BCBSTX of material changes that impact their contract with BCBSTX including the following:
- Change in ownership
- Acquisitions
- Change of billing address
- Change in the billing information
- Divestitures
Blue Choice PPO Provider Manual -
Filing Claims - Billing Requirements

Other Requirements and Monitoring

Assignment
As a reminder, no part of the contract with BCBSTX may be assigned or delegated by a health care provider without the express written consent of both BCBSTX and the contracted provider.

Fraudulent Billing
BCBSTX considers fraudulent billing to include, but not be limited to, the following:

1. deliberate misrepresentation of the service provided to receive payment;
2. deliberately billing in a manner which results in reimbursement greater than what would have been received if the claim were filed in accordance with BCBSTX billing policies and guidelines; and/or
3. billing for services which were not rendered.

Providers with Multiple Specialties
If you have obtained a unique Organization (Type 2) National Provider Identifier (NPI) number for each specialty, you should bill with the appropriate Individual (Type 1) and Organization (Type 2) NPI number combination accordingly.

In the absence of a unique Organization (Type 2) NPI number for each specialty, you are strongly encouraged to include the applicable taxonomy code* in your claims submission. Taxonomy codes play a critical role in the claims payment process for providers practicing in more than one specialty. Electronic claims transactions accommodate the entry of taxonomy codes and will assist BCBSTX in selecting the appropriate provider record during the claims adjudication process. For assistance in billing the taxonomy code in claim transactions, refer to your practice management software and/or clearinghouse guides.

* The health care provider taxonomy code set is a comprehensive listing of unique 10-character alphanumeric codes. The code set is structured into three levels—provider type, classification, and area of specialization—to enable individual, group, or institutional providers to clearly identify their specialty category or categories in HIPAA transactions. The entire code set can be found on the Washington Publishing Company (WPC) website. The health care provider taxonomy code set levels are organized to allow for drilling down to a provider's most specific level of specialization.

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