

POL-020 Clinical Review Payment Determination Policy



This policy applies to all NCA regions, all lines of business.

1.0 Business Policy

This policy provides information on rules that govern National Payment Integrity (NPI) Clinical Review processes related to determining payment for claims under review. NPI Clinical Review is responsible for reviewing facility and professional claims to ensure that providers comply with billing and coding standards, that services rendered are appropriate and medically necessary, and that payment is made in accordance with applicable contract and/or provider manual requirements.

2.0 Rules

2.1 Line Item Deduction (LID).

2.1.1 National Claims Administration must not reimburse providers for items or services that are not considered inclusive of, or an integral part of, another procedure or service, rather, non-separately payable services must be paid as part of the larger related service and are not eligible for separate reimbursement.

2.1.1.1 NPI Clinical Review must apply commonly accepted standards to determine what items or services are eligible for separate reimbursement. Commonly accepted standards include CMS guidelines, National Uniform Billing Committee (NUBC) standards, National Correct Coding Initiative (CCI) standards, and professional and academic journals and publications.

2.1.1.2 NCA staff must submit a request for information (RFI) to the provider to request an itemized bill and/or medical records if financial liability cannot be determined based on the submitted claim.

2.1.1.3 NCA intake staff must scan and attach itemized bills to related claims in order to complete claims processing.

2.1.2 National Claims Administration must not separately reimburse items and services as defined below.

2.1.2.1 Charges for use of **capital equipment**, whether rented or purchased, must not be separately payable. The use of such equipment is part of the administration of a service. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable. Examples include: automatic blood pressure machines/monitors, anesthesia machines, cameras, cardiac monitors, fetal monitors, EMG, temperature monitor, apnea monitors, cautery machines, cell savers, instruments, IV/feeding pumps, lasers, microscopes, neuro monitors, oximetry

monitors, scopes, specialty beds, thermometers, ventilators, balloon pumps, EKG machines, and hemodynamic monitoring catheters.

2.1.2.2 Charges for IV flushes (for example, heparin and saline) and solutions to dilute or administer substances, drugs, or medications, must not be separately payable. The use of these is part of the administration of a service. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable. Examples include: use of local anesthesia, IV start, access of indwelling catheter, subcutaneous catheter, or port, flush at the end of an infusion, standard tubing/syringes/supplies, and preparation of chemotherapy agents.

2.1.2.3 Charges for hydration must not be separately payable unless the hydration services are therapeutic, based on patient medical records. NPI Clinical Review must review claims for these charges, along with supporting medical records, to determine whether the services are therapeutic and therefore payable.

2.1.2.4 Charges for services that are necessary or otherwise integral to the provision of a specific service and/or delivery of services in a specific location are considered routine services and must not be separately payable. This applies to both the inpatient and outpatient settings. These services are part of the room and board charges. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable. Examples include: IV insertion, saline flushes, infusion of IV fluids, administration of medications (IV, PO, IM), urinary catheterization, dressing changes, tube feeding, respiratory treatment or care such as (but not limited to): sputum induction, airway clearance (ex: suctioning), incentive spirometer, nebulizer treatment, if a potent drug was administered, point of care testing, nasogastric tube (NGT) insertion, incremental nursing care, measuring blood oxygen levels, and specimen collection.

2.1.2.5 Under the OPPS (Outpatient Prospective Payment System), charges for line items or Healthcare Common Procedure Coding System (HCPCS) codes that are packaged into a payment for surgical procedure should not be paid separately because the cost of these items and services is included in the APC payment for the service in which it is an integral part.

2.1.2.6 **Personal Care Items** These items do not contribute to the meaningful treatment of the patient's condition. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable. Examples include but are not limited to: admission kits, oral swabs/mouthwash, footsies/slippers.

2.1.2.7 Charges for services provided at a **Specialty Care Unit** (such as ICU, Pediatric ICU, CCU, or ED) must not be separately payable. The use of these services is part of the administration of care at a Specialty Care Unit. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable. Examples include: ventilator supplies, heated aerosol/ heated aerosol treatments while patient on ventilator, oxygen, oximetry reading or trending, endotracheal suctioning, and

intubation/extubation. Clinical Review will only allow one daily ventilator management charge or BiPAP while the patient is in the specialty care unit, and CPAP while in the neonatal intensive care unit (NICU).

2.1.2.8 Charges for **Routine Floor Stock** items and supplies necessary or otherwise integral to the provision of a specific service or delivery of service in a specific location are considered routine and must not be separately payable. The use of these services is part of the administration of care at a hospital or skilled nursing facility and are used during the normal course of treatment, which may be related to and/or part of a separately payable treatment. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable.

2.1.2.9 Charges for **Point of Care (POC)** tests must not be separately payable. These tests are performed at the site where the patient care is provided by the nursing staff at the facility as part of the room and board services. Under the Clinical Laboratory Amendments of 1988 (CLIA), a POC must have a Certificate of Waiver license in order for the site to allow POC testing. NPI Clinical Review must review claims for these charges and provide instructions to Claims staff to deny these services as not payable.

2.1.2.10 In accordance with CMS, Kaiser Permanente will apply reductions to the secondary and subsequent technical component of imaging procedures when multiple services are furnished by the same physician to the same patient in the same session on the same day. The technical component is for the use of equipment, facilities, non-physician medical staff and supplies. The imaging procedure with the highest technical component is paid at 100% and the technical components for additional less-technical services in the same code family are reduced by 50%.

2.1.2.11 Multiple Procedure Payment Reduction (MPPR). Kaiser Permanente will reimburse the highest-valued procedure at the full fee schedule and will reduce payment for the second and subsequent procedures. The National Correct Coding Initiative (NCCI) policy states: "Most medical and surgical procedures include pre-procedure, intra-procedure, and post-procedure work. When multiple procedures are performed at the same patient encounter, there is often overlap of the pre-procedure and post-procedure work. The payment methodologies for surgical procedures account for the overlap of the pre-procedure and post-procedure work." Kaiser Permanente will apply payment reductions as indicated by CMS.

2.2 Intraoperative Neurophysiologic Monitoring (IONM)

2.2.1 Intraoperative neurophysiologic monitoring must be performed by either a licensed physician trained in clinical neurophysiology or trained technologist who is practicing within the scope of his/her license certification as defined by state law or appropriate authorities and is working under direct supervision of a physician trained in neurophysiology; AND

2.2.2 Intraoperative neurophysiologic monitoring must be interpreted by a licensed physician trained in clinical neurophysiology, other than the operating

surgeon, who is either in attendance in the operating suite or present by means of a real-time remote mechanism for neurophysiologic monitoring situations and is immediately available; AND

2.2.3 Monitoring is conducted and interpreted real-time (either onsite or at a remote location) and continuously communicated to the surgical team; AND

2.2.4 The physician performing or supervising monitoring must be monitoring no more than three cases simultaneously; AND

2.2.5 Charges for services performed by a certified neurological intraoperative monitoring technologist will be reimbursed at allowable professional fee; AND

2.2.6 Charges related to intraoperative monitoring will only be reimbursed when billed on a HCFA 1500 claim form for professional charges; AND

2.2.7 Any charges related to intraoperative monitoring billed on a UB form are not reimbursable.

2.2.8 Specific information regarding intraoperative neuromonitoring may be requested through National Clinical Review.

2.3 Trauma Activation

2.3.1 Trauma activation reimbursement (National Claims Administration only) reimburses trauma activation when all criteria are met.

2.3.1.1 In order to receive reimbursement for trauma activation, a facility must:

2.3.1.1.1 Have received a pre-notification from EMS or someone who meets either local, state, or ACS field criteria and are given the appropriate team response.

2.3.1.1.2 Bill for trauma activation cost only. Clinical Review will look for documentation of the team members being called to support the trauma activation.

2.3.1.1.3 Reported in conjunction with type of admission/visit code 05 (trauma center).

2.3.1.1.4 Code 99291 must be billed under Revenue Code 450 in order to receive trauma activation reimbursement. When revenue code series 68x trauma response, is billed in association with services other than critical care, payment for trauma activation is bundled into the other services provided on that day.

2.4 Diagnosis Related Group (DRG) Payment

2.4.1 The purpose of DRG validation is to ensure diagnostic and procedural information and discharge status of the beneficiary, as coded and reported by the hospital on its claim, matches both the attending physician's description and the information contained in the beneficiary's medical records.

2.4.2 Clinical Review performs DRG reviews on claims with payment based on DRG reimbursement to determine the diagnosis and procedural information leading to the DRG assignment is supported by the medical record.

2.4.3 Validation must ensure diagnostic and procedural information and discharge status of the beneficiary, as coded and reported by the hospital on its claim, matches both the attending physician's description and the information contained in the beneficiary's medical record.

2.4.4 Reviewers must validate principal diagnosis, secondary diagnoses, and procedures affecting or potentially affecting the DRG.

2.4.5 The comprehensive review of the patient's medical records must be conducted to validate:

- Physician-ordered inpatient status
- Accuracy of diagnostic code assignment
- Accuracy of the procedural code assignments
- Accuracy of the sequencing of the principal diagnosis and procedure codes
- Accuracy of present-on-admission (POA) indicator assignment
- Accuracy of DRG grouping assignment and associated payment
- Accuracy of Discharge Disposition Status Code assignment
- Other factors that may impact DRG assignment and/or claim payment
- Compliance with KP's payment policies including but not limited to those policies that address DRG inpatient facility, never events, hospital-acquired conditions, and readmissions or transfers to another acute care hospital

2.5 Medical Necessity Review

2.5.1 A decision by Clinical Review may be made that a request for benefit coverage under the patient's plan does not meet the requirements for Medical Necessity. Such requests are reviewed for: appropriateness of treatment, levels of care billed, or the request may be determined to be cosmetic in nature, experimental, or investigational. The requested benefit may therefore be denied, reduced, or payment not provided or made, in part or in whole.

2.5.2 Determinations of medical necessity must adhere to the standard of care and always be made on a case-by-case basis that applies to the actual direct care and treatment of the patient. Considerations include:

2.5.2.1 Appropriate for the symptoms and diagnosis or treatment of the member's condition, illness, disease, or injury.

2.5.2.2 Provide for the diagnosis, direct care, and treatment of the medical condition.

2.5.2.3 Meet the standard of good medical practice and is not mainly for the convenience of the provider or patient.

2.6 Post Stabilization

2.6.1 The non-Plan treating provider or member must contact Kaiser Permanente to request prior authorization for post-stabilization care before the member receives the care. If a Kaiser Permanente provider determines the member requires the services as post-stabilization care and the services are covered, KP will authorize the services or arrange for Plan provider (or other designated provider) to provide services. If the services are not authorized, the request for reimbursement will be denied.

2.7 Neonatal Intensive Care Level of Care (NICU)

2.7.1 This medical criteria provides guidance for NICU and neonatal care levels 4 through 2. Level 1 admission and discharge criteria as coupling or mother/baby care was intentionally omitted as it now replaces routine nursery care.

2.7.2 Specific information regarding neonatal level of care may be requested through National Clinical Review.

2.8 Robotics

2.8.1 Kaiser Permanente does not provide additional reimbursement based upon the type of instruments, technique or approach is used in a procedures. Such matters are left to the discretion of the surgeon. Additional professional or technical reimbursement will not be made when a surgical procedure is performed using robotic assistance.

2.9 Three-Day Lookback

2.9.1 Medicare's 3-day rule requires that certain hospital outpatient services and services rendered by Part B entities (for example: ambulatory surgical centers) wholly owned or operated by hospitals, be included (bundled) in the hospital's claim for in-patient stay.

2.9.2 For hospitals reimbursed by DRG pricing, it is required that hospitals bundle the technical component of all outpatient diagnostic services (including diagnostic laboratory tests) and related non-diagnostic services (for example: therapeutic) with

the claim for an inpatient stay when services are furnished to a member in the 3 days preceding an inpatient admission by the same facility.

2.9.3 All outpatient non-diagnostic services are deemed related to the patient admission unless the provider or hospital attests that the specific non-diagnostic services are unrelated to the hospital claim.

3.0 Guidelines

N/A

4.0 Definitions

4.1 Capital equipment - Items that are used by multiple patients during the lifetime of that piece of equipment.

4.2 Center for Medicare and Medicare Services (CMS) - Part of the Department of Health and Human Services (HHS) who administers programs such as Medicare, Medicaid, and Children's Health Insurance Program (CHIP), and the Health Insurance Marketplace.

4.3 Diagnosis Related Group (DRG) - A system of classifying or categorizing inpatient stay into relatively homogenous groups for the purpose of payment by CMS.

4.4 Medical Necessity - Medical Necessity is the standard terminology that all health care professionals and entities use for the review process to determine whether medical care is appropriate and essential, and is an appropriate health care service and supply provided by health care entities, appropriate to the evaluation and treatment of a disease, condition, illness or injury, and is consistent with the applicable standard of care. Criteria used to determine whether services are medically necessary are evidence based.

4.5 Personal Care Items - Items used by the patient for non-medical use such as hygiene and comfort. Examples include: admission kits, pillows/blankets/linens/towels, cosmetics/cleansers/soap/deodorizers, diapers/wipes, lotions/creams, oral swabs/mouthwash/shaving supplies/toothpaste/toothbrush, nutritional supplies, bath comfort kits (shampoo, conditioner, hairspray), slippers/footies, hairbrush/comb, and facial tissues.

4.6 Point of Care (POC) Tests - Tests that are performed at site where patient care is provided. Point of care (POC) tests do not require the equipment nor the skills of licensed or certified technicians or technologists.

4.7 Post Stabilization Care - Medically necessary services related to the member's emergency condition that the member receives after the treating physical determines the member's condition is stabilized.

4.8 Routine Floor Stock - Supplies that are available to all patients in the floor or area of a hospital or skilled nursing facility. These are supplies provided to a patient during the normal course of treatment Personal care items are non-

chargeable because they do not contribute to the meaningful treatment of the patient's condition. Examples of routine supplies or floor stock include: thermometers, respiratory supplies such as oxygen masks/ambu bags, suction tips, tubing, oxygen, preparation kits, irrigation solutions (sterile water, normal saline), gauze/sponge sterile or non-sterile, oximeters/oximeter probes, syringes, gloves/masks, supplies used ordinarily for surgery such as surgery drapes/sutures, sequential compression socks, bedpans/urinals, hypo/hyperthermia blankets, EKG electrodes, lab supplies, hypodermic needles, and personal care items.

4.9 Specialty Care Unit - A specialized unit located within a hospital that must be physically identified as separate from general care areas; the unit's nursing personnel must not be integrated with general care nursing personnel. The unit must be one in which the nursing care required is extraordinary and on a concentrated and continuous basis. Extraordinary care incorporates extensive lifesaving nursing services of the type generally associated with nursing services provided in burn, coronary care, pulmonary care, trauma, and intensive care units. Special life-saving equipment should be routinely available in the unit.

5.0 References

N/A

6.0 Frequently Asked Questions (FAQs)

N/A

7.0 Related DLPs

N/A

(Updated: 11/11/19)

Revision History

11/11/19: Added following sections: Intraoperative Neuromonitoring and Neonatal Intensive Care Level of Care; in LID section for Specialty Care Unit added Clinical Review will allow a CPAP while patient is in the neonatal intensive care unit; and added section for multiple procedure payment reduction (MPPR).

07/15/19: Added following sections: Trauma Activation, Diagnosis Related Group Payment, Medical Necessity Review, Post Stabilization, Robotics, and Three-Day Lookback. Updated LID section to include: 2.1.2.4: added sentence that services integral to provision of specific service in a specific location must not be separately payable; and applies to both inpatient and outpatient settings; added sub-section 2.1.2.5 for Outpatient Prospective Payment System (OPPS); section 2.1.2.6 Personal Care Items, added item examples; section 2.1.2.7 Specialty Care Unit, added NICU and Pediatric ICU; section 2.1.2.8 Routine items/supplies, added sentence that services integral to provision of specific service in a specific location must not be separately payable; section 2.1.2.9 Point of Care, added POC tests are performed at the site where the patient care is provided by the nursing site; added section 2.1.2.10 for adhering to CMS guidelines for applying reductions to secondary and subsequent technical components of imaging procedures when multiples services re furnished by the same physician to the same patient in the same session on the same day.

12/10/18: Removed American Academy of Professional Coders from 2.1.1.1.

06/25/18: Added definitions and restructured Line Item Deductions (LID) section.

12/18/17: First published. Effective as of 05/01/17.

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Documentation Management

Title: Copy of POL-020 Clinical Review Payment Determination Policy (POL-020_UPDATE.htm) 10/31/19 1:24 PM							
Notes to Publisher							
Notes to Writer							
Action Log							
SME(s)/Reviewer(s)	Rachel Kelble, Clinical Review Ops Director						
Approver(s)	Mark A. Torrez , NCA Director, NPI Clinical Review Lonnie Galloway , NCA Executive Director, Claims Administration Gemma Tosto , NCA Executive Director, Integration and Support Services						
DM Edit Complete							
Outstanding Questions							
Dates	SME Review	SME Approved	Final Review	Approved	Prep For Publication	Published	Archived
National NPI: Mark Torrez	10/29/19	10/30/19	10/31/19	10/31/19		11/11/19	
National Compliance: Lonnie Galloway	10/29/19	10/30/19	10/31/19	pending		11/11/19	
National: Gemma Tosto	10/29/19	10/30/19	10/31/19	pending		11/11/19	