Anthem Blue Cross and Blue Shield

Coding Patient Services Reminders

To help ensure your patients and our members receive their medical care in a timely fashion, we would like to remind you of important things to keep in mind when submitting CPT codes for requested services:

1. Ensure the CPT code requested is the service that the physician/provider details in the medical record.
2. Review appropriate coding and Medicare guidelines to ensure service is a covered service and that the code is a valid code for that year.
3. If a code that is requested does not match the intended service, please be prepared to correct the error and resubmit the request.
4. Anthem Blue Cross and Blue Shield relies on the information submitted from the medical record to make its determinations on your requests. It is important that all relevant information to the members requested service be submitted.

Providers requesting authorization for services based on incorrectly documented CPT/HCPCS codes may receive avoidable denial notices where the code/service is found not medically necessary or non-covered.

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