

Use of Unlisted and Unspecified Procedure Codes

Passport Health Plan (PHP) providers are expected to bill with the most specific and appropriate codes for services rendered. However, we understand some services or procedures do not have specific assigned CPT or HCPCS codes. This Medical Office Notes will detail your responsibilities and the Plan's process for adjudicating claims containing "unlisted" or "unspecified" codes.

Step 1: Submit Claim

You may use the standard claims submission process to bill using a code described as "unlisted" or "unspecified."

Step 2: Receive an I-49 Denial

In accordance with the Plan's claims processing standards, all claims submitted with unlisted or unspecified codes will initially deny with the message "**Resubmit claim with more specific code.**"

Step 3: Submit Supporting Documentation

When you receive this denial message, you must resubmit your claim via paper. Include all pertinent documentation (including, but not limited to, medical records) to support the necessity of using the unlisted or unspecified code versus a more specific code. Documentation must be legible and clearly marked. The resubmitted claim and supporting documentation must be mailed to:

Passport Health Plan
Attn: Manager of Operations
305 W. Broadway, 3rd Floor
Louisville, KY 40202

Step 4: Receive a Plan Response

Upon completion of our review, you will receive one the following responses from the Plan:

Accepted – If the Plan accepts your documentation to support use of the code as appropriate, your claim will be reprocessed and you will be notified of the payment via your remittance advice.

Not Accepted – If the Plan cannot accept the code based on your initial documentation, you will receive a letter explaining why the information did not fully support the use of the unlisted or unspecified code. The written notification will contain directions as follows:

- **If you agree with the Plan's determination**, please complete a corrected claim with the appropriate code(s), mark "Corrected Claim," circle the corrected information, and mail to Passport Health Plan, P.O. Box 7114, London, KY 40742.
- **If you disagree with the Plan's determination**, please submit a formal appeal to Passport Health Plan, Attn: Manager of Claims, 305 W. Broadway, 3rd Floor, Louisville, KY 40202.

Questions:

If you have questions regarding this communication, please contact your Provider Relations representative or the Provider Claims Service Unit (PCSU) at (800) 578-0775.