

Payment Policy | Transitional Care, Chronic Care and Complex Chronic Care Management



EFFECTIVE DATE: 05|01|2019

POLICY LAST UPDATED: 10|04|2023

OVERVIEW

This policy addresses payment guidelines for Transitional, Chronic Care and Complex Chronic Care Management codes.

MEDICAL CRITERIA

Not applicable

PRIOR AUTHORIZATION

Not applicable

POLICY STATEMENT

Medicare Advantage Plans

Transitional Care management services (TCM) are covered and separately reimbursed when the following payment guidelines are met.

- The 30-day TCM period begins on the date the member is discharged from of the following settings to home and continues for the next 29 days.
 - Inpatient Acute Care Hospital
 - Inpatient Psychiatric Hospital
 - Long Term Care Hospital
 - Skilled Nursing Facility
 - Inpatient Rehabilitation Facility
 - Hospital outpatient observation or partial hospitalization
 - Partial hospitalization at a Community Mental Health Center
- Only one health care professional may report TCM services.
- Report services once per member during the TCM period.
- You must furnish one face-to-face visit within certain timeframes as described by the CPT Code that is filed. This face-to-face visit is part of the TCM service, and you should not report it separately
- The same health care professional may discharge the member from the hospital, report hospital or observation discharge services, and bill TCM services. However, the required face-to-face visit may not take place on the same day you report discharge day management services.
- Report reasonable and necessary evaluation and management (E/M) services (other than the required face-to-face visit) to manage the members clinical issues separately.
- You may not bill TCM services and services that are within a post-operative global period (TCM services cannot be paid if any of the 30-day TCM period falls within a global period for a procedure code billed by the same practitioner).
- When you report CPT codes 99495 and 99496 for payment, you may not also report these codes during the TCM service period:
 - Care Plan Oversight Services
 - Home health or hospice supervision: HCPCS codes G0181 and G0182
 - End-Stage Renal Disease services: CPT codes 90951–90970

Chronic Care Management, and Complex Chronic Care Management services are covered and not separately reimbursed for all providers

Commercial Products

Transitional Care management, Chronic Care Management, and Complex Chronic Care Management services are covered and not separately reimbursed for all providers

COVERAGE

Benefits may vary between groups and contracts. Please refer to the appropriate Evidence of Coverage, Subscriber Agreement, or Benefit Booklet for applicable office visit coverage.

CODING

Medicare Advantage Plans

The following code(s) are covered and separately reimbursed:

- 99495** Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge; Medical decision making of at least moderate complexity during the service period; Face-to-face visit, within 14 calendar days of discharge
- 99496** Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge; Medical decision making of high complexity during the service period; Face-to-face visit, within 7 calendar days of discharge.

The following code(s) are covered but not separately reimbursed:

- 99424** Principal care management services, for a single high-risk disease, with the following required elements: one complex chronic condition expected to last at least 3 months, and that places the patient at significant risk of hospitalization, acute exacerbation/decompensation, functional decline, or death, the condition requires development, monitoring, or revision of disease-specific care plan, the condition requires frequent adjustments in the medication regimen and/or the management of the condition is unusually complex due to comorbidities, ongoing communication and care coordination between relevant practitioners furnishing care; first 30 minutes provided personally by a physician or other qualified health care professional, per calendar month (New code effective 1/01/2022)
- 99425** Principal care management services, for a single high-risk disease, with the following required elements: one complex chronic condition expected to last at least 3 months, and that places the patient at significant risk of hospitalization, acute exacerbation/decompensation, functional decline, or death, the condition requires development, monitoring, or revision of disease-specific care plan, the condition requires frequent adjustments in the medication regimen and/or the management of the condition is unusually complex due to comorbidities, ongoing communication and care coordination between relevant practitioners furnishing care; each additional 30 minutes provided personally by a physician or other qualified health care professional, per calendar month (list separately in addition to code for primary procedure) (New code effective 1/01/2022)
- 99426** Principal care management services, for a single high-risk disease, with the following required elements: one complex chronic condition expected to last at least 3 months, and that places the patient at significant risk of hospitalization, acute exacerbation/decompensation, functional decline, or death, the condition requires development, monitoring, or revision of disease-specific care plan, the condition requires frequent adjustments in the medication regimen and/or the management of the condition is unusually complex due to comorbidities, ongoing communication and care coordination between relevant practitioners furnishing care; first 30 minutes of clinical staff time directed by physician or other qualified health care professional, per calendar month. (New code effective 1/01/2022)
- 99427** Principal care management services, for a single high-risk disease, with the following required elements: one complex chronic condition expected to last at least 3 months, and that places the patient at significant risk of hospitalization, acute exacerbation/decompensation, functional decline, or death, the condition requires development, monitoring, or revision of disease-specific care plan, the condition requires frequent adjustments in the medication regimen and/or the management of the condition is unusually complex due to comorbidities, ongoing communication and care coordination

- between relevant practitioners furnishing care; each additional 30 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month (list separately in addition to code for primary procedure) (New code effective 1/01/2022)
- 99437** Chronic care management services with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions that place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, comprehensive care plan established, implemented, revised, or monitored; each additional 30 minutes by a physician or other qualified health care professional, per calendar month (list separately in addition to code for primary procedure) (New code effective 1/01/2022)
- 99439** Chronic care management services with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, comprehensive care plan established, implemented, revised, or monitored; each additional 20 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month (List separately in addition to code for primary procedure)
- 99487** Complex chronic care management services, with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, establishment or substantial revision of a comprehensive care plan, moderate or high complexity medical decision making; 60 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month.
- 99489** Complex chronic care management services, with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, establishment or substantial revision of a comprehensive care plan, moderate or high complexity medical decision making; each additional 30 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month (List separately in addition to code for primary procedure)
- 99490** Chronic care management services with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions that place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, comprehensive care plan established, implemented, revised, or monitored; first 20 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month. (Revised text 1/01/2022)

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- physician or other qualified health care professional, per calendar month (list separately in addition to code for primary procedure) (New code effective 1/01/2022)
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- 99489** Complex chronic care management services, with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient, chronic conditions place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline, establishment or substantial revision of a comprehensive care plan, moderate or high complexity medical decision making; each additional 30 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month (List separately in addition to code for primary procedure) (Revised text 1/01/2022)
- 99490** Chronic care management services, at least 20 minutes of clinical staff time directed by a physician or other qualified health care professional, per calendar month, with the following required elements: multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient; chronic conditions place the patient at significant risk of death, acute

exacerbation/decompensation, or functional decline; comprehensive care plan established, implemented, revised, or monitored.

99495 Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge; Medical decision making of at least moderate complexity during the service period; Face-to-face visit, within 14 calendar days of discharge

99496 Transitional Care Management Services with the following required elements: Communication (direct contact, telephone, electronic) with the patient and/or caregiver within 2 business days of discharge; Medical decision making of high complexity during the service period; Face-to-face visit, within 7 calendar days of discharge.

RELATED POLICIES

None

PUBLISHED

Provider Update, December 2023

Provider Update, January 2020

Provider Update, May 2019

Provider Update, June 2017

Provider Update, June 2016

Provider Update, August 2015

REFERENCES

1. Department of Health and Human Services Centers for Medicare & Medicaid Services Transitional Care Management Services:<https://www.cms.gov/Outreach-and-Education/Medicare-Learning...>
2. Frequently Asked Questions about Billing the Medicare Physician Fee Schedule for Transitional Care Management Services <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/>

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