

The following payment policy applies to Tufts Health Plan[®] contracted independent physical therapy practice or groups rendering services in an office or outpatient setting.

This policy applies to Commercial¹ and Tufts Health Plan Medicare Preferred² products.

For information regarding physical therapy services rendered within a facility setting, reference the [Outpatient Rehabilitation Payment Policy](#) or [Inpatient Rehabilitation Payment Policy](#).

For information regarding physical therapy services rendered within the home setting, reference the [Home Health Care Payment Policy](#)

Policy

Tufts Health Plan reimburses medically necessary physical therapy (PT) services.

General Benefit Information³

Services and subsequent payment are based on the Member's benefit plan document. Providers and their office staff are required to use self-service channels to verify effective dates and copayments for Commercial Members prior to initiating services.

Reference the [Electronic Services](#) section of our Web site for our self-service channel options. Benefit specifics should be verified prior to initiating services by logging on to our [Web site](#) or by contacting [Provider Services](#).

Tufts Health Plan Medicare Preferred

Member eligibility can be verified [electronically](#) and detailed benefit coverage may be verified by logging on to our [Web site](#) or by contacting [Tufts Health Plan Medicare Preferred Customer Relations](#).

Tufts Medicare Preferred Products follow Medicare coverage guidelines. Tufts Health Plan cannot cover items and services not covered under Tufts Health Plan's Medicare approved benefit plan. However, Tufts Medicare Preferred currently covers a limited number of non-Medicare covered items as supplemental benefits under this Medicare-approved plan.

Note: Supplemental benefits are subject to change each year.

Member Responsibility

Copayments, deductible and/or coinsurance may be applied depending upon the Member's benefit plan specifics.

Tufts Health Plan recommends not billing the Member for the coinsurance and/or deductible amount until the claim has processed so that the appropriate Member responsibility can be determined. Both the provider's Statement of Account (SOA) and the Electronic Remittance Advice (ERA) will reflect the Member's responsibility amount.

¹ Commercial products include [CareLink when Tufts Health Plan is Primary Administrator, HMO, POS & PPO](#)

² Tufts Health Plan Medicare Preferred products include [HMO & PPO](#)

³ Eligibility is subject to retroactive reporting of disenrollment by the Member's employer group or Medicare.

This policy provides information on Tufts Health Plan claims adjudication processing guidelines. As every claim is unique, the use of this policy is not a guarantee of payment nor a final prediction of how specific claim(s) will be adjudicated. Claims payment is subject to Member eligibility and benefits on the date of service, coordination of benefits, referral/authorization and utilization management guidelines when applicable, adherence to plan policies and procedures and claims editing logic. This policy does not apply to Uniformed Services Family Health Plan, CareLinkSM when CIGNA HealthCare is primary administrator or Private Health Care Systems (PHCS) network also known as Multiplan Members. Providers in the New Hampshire service area are subject to CIGNA HealthCare's provider arrangement for the purpose of CareLinkSM Members.

Authorization/Notification Requirements

Reference the [Authorization and Notification Policy](#) for specific referral and authorization requirements.

Note: Commercial Members are not eligible for more than two therapy evaluations in a year, unless otherwise indicated in the Member's Handbook. If a second evaluation is needed, a new PCP referral will be required.

Reference the [Physical Therapy Authorization Program Medical Necessity Guidelines](#) for information on how to obtain authorization for continuation of treatment beyond the 8th visit for Commercial Members. Providers must complete the [Tufts Health Plan Physical Therapy Authorization Form](#) and submit it to the Tufts Health Plan Precertification Department to obtain prior authorization for continuation of treatment. Reference the [CareLinkSM Prior Authorization List](#) for a list of procedures, services and items requiring prior authorization for CareLink Members.

All PT referrals and authorizations are valid for visits that occur within the calendar year that the referral is issued. If a Member is in need of PT services in the following calendar year, the Member's PCP, if applicable, must issue a new referral for an initial evaluation and up to 8 visits. Additional services will require authorization by the Tufts Health Plan Precertification Department.

Providers are reminded to ask patients whether they have received therapy services from any other provider. Members are only authorized for the initial evaluation and up to a maximum of 8 medically necessary therapy visits. If a Member has received any number of therapy services from another physical therapy provider, the treatment visits that have already occurred will be applied to the 8 visit maximum.

Note: If a Member has already received 8 treatment visits from one PT provider and then chooses to see another PT provider after the 8 visits have been completed, the new PT provider is responsible for obtaining prior authorization as the initial 8 visits have been exhausted.

Tufts Health Plan Medicare Preferred

Tufts Medicare Preferred HMO Members must obtain a written or electronic PCP referral for all authorized PT services. Tufts Medicare Preferred will deny payment of any service that has not been authorized by the Member's PCP. In accordance with CMS policy, if a valid referral is not on file, the Member may be held responsible for payment only if the Member has signed the [Tufts Health Plan Medicare Preferred Notice of Financial Liability form](#).

Reference the [Tufts Medicare Preferred HMO Prior Authorization List](#) and the [Tufts Medicare Preferred PPO Prior Authorization List](#) for a list of procedures, services and items requiring prior authorization for Tufts Medicare Preferred Members.

For a complete description of Tufts Health Plan's Commercial authorization and notification requirements, reference the Authorization section within the [Tufts Health Plan Commercial Provider Manual](#). Reference the Authorization chapter within the [Tufts Health Plan Medicare Preferred Provider Manual](#) for additional information on Tufts Medicare Preferred authorization requirements.

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Billing Information

- Submit the most updated industry standard codes.
- Submit appropriate ICD-9 diagnosis codes carried out to the highest level of specificity.
- Submit standard CPT or HCPCS procedure codes listed within this document.

Note: Annually and quarterly, HIPAA medical code sets⁴ undergo revision by CMS, AMA and CCI. Revisions typically include adding, deleting or redefining the description or nomenclature of new HCPCS, CPT procedure and ICD-9 diagnosis codes. As these revisions are made public, Tufts Health Plan will update its system to reflect these changes.

EDI Claim Submitter Information

- Submit claims in HIPAA compliant 837P format for professional services. Claims billed with non-standard codes will reject if billed electronically.

Paper Claim Submitter Information

- Submit claims on a CMS-1500 form for professional services. Claim line(s) billed with non-standard codes will deny.

The following codes are applicable to physical therapy services:

| Procedure Code | Description |
|----------------|---|
| 97001 | Physical Therapy Evaluation (Only one initial evaluation per day per condition may be billed) |
| 97002 | Physical Therapy Re-Evaluation |

Modalities-Supervised

| Procedure Code | Description |
|----------------|-----------------------------|
| 97012 | Traction, mechanical |
| 97016 | Vasopneumatic devices |
| 97018 | Paraffin bath |
| 97022 | Whirlpool |
| 97024 | Diathermy (e.g., microwave) |
| 97026 | Infrared |
| 97028 | Ultraviolet |

Modalities-Constant Attendance

(Application of a modality that requires direct one-on-one patient contact by the provider)

| Procedure Code | Description |
|----------------|--|
| 97032 | Electrical stimulation, each 15 minutes |
| 97033 | Iontophoresis, each 15 minutes |
| 97034 | Contrast baths, each 15 minutes |
| 97035 | Ultrasound, each 15 minutes |
| 97036 | Hubbard tank, each 15 minutes |
| 97039 | Unlisted modality (specify type and time if constant attendance) |

⁴ HIPAA medical code sets include HCPCS, CPT Procedure and ICD-9/ICD-10 diagnosis codes.

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Therapeutic Procedures

| Procedure Code | Description |
|----------------|--|
| 97110 | Therapeutic procedure, one or more areas, each 15 minutes to develop strength and endurance, range of motion and flexibility |
| 97112 | Neuromuscular reeducation of movement, balance, coordination, kinesthetic sense, posture, and/or proprioception for sitting and/or standing activities |
| 97113 | Aquatic therapy with therapeutic exercises |
| 97116 | Gait training (includes stair climbing) |
| 97124 | Massage, including effleurage, pertissage and/or tapotement |
| 97139 | Unlisted therapeutic procedure |
| 97140 | Manual therapy techniques, one or more regions, each 15 minutes |
| 97150 | Therapeutic procedure(s), group (2 or more individuals) |
| 97530 | Therapeutic activities, direct (one-on-one) patient contact by the provider, each 15 minutes |
| 97532 | Development of cognitive skills to improve attention, memory, problem solving, direct (one-on-one) patient contact by the provider, each 15 minutes |
| 97535 | Self-care/ home management training, direct one on one contact by provider, each 15 minutes |
| 97537 | Community/ work integration training, one-on-one contact by the provider, each 15 minutes |
| 97542 | Wheelchair management/ propulsion training, each 15 minutes |
| 97760 | Orthotic(s) fitting & training, upper extremity (ties), lower extremity (ties), and/or trunk, each 15 minutes |
| 97761 | Prosthetic training, upper and/or lower extremities, each 15 minutes |

Test and Measurements

| Procedure Code | Description |
|----------------|--|
| 97750 | Physical performance test of measurement, with written report, each 15 minutes |
| 97755 | Assistive technology assessment, direct one-on-one contact by provider, with written report, each 15 minutes |
| 97762 | Checkout for orthotic/ prosthetic use, established patient, each 15 minutes |

Other Procedures

| Procedure Code | Description |
|----------------|--|
| 97799 | Unlisted physical medicine/rehabilitation service or procedure |

Reimbursement Information

Providers are reimbursed according to the Tufts Health Plan network contracted rates regardless of where the service is rendered. Claims are subject to payment edits that are updated at regular intervals and generally based on CMS, Specialty Society Guidelines, and National Correct Coding Initiative (CCI).

Daily Payment Maximum

Physical Therapy treatments and modalities are priced according to fee schedule arrangements and are subject to a daily payment maximum. Contracted procedure codes for physical therapy services will be applied to the daily payment maximum. Reference your Provider Agreement for information regarding the daily maximum rate.

Note: Reimbursement for the initial evaluation code 97001 is not subject to the daily payment maximum rate.

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Statement of Account (SOA)

The SOA is sent to all providers to provide information on the status of the claim(s) submitted to Tufts Health Plan. The SOA indicates status of claims payments, denials and pending claims.

If the procedure code(s) submitted is not used in processing, the SOA will reflect the actual procedure code(s) utilized by Tufts Health Plan to process the claim.

Electronic Remittance Advice (ERA)

The HIPAA compliant 835 ERA is an EDI transaction that providers may request to electronically post paid and denied claims information to their accounts receivable system.

When an industry standard code(s) is submitted and accepted by Tufts Health Plan, the electronic remittance advice will reflect the code(s) submitted and the actual procedure code(s) utilized by Tufts Health Plan for claims processing.

Tufts Health Plan reserves the right to conduct audits on any provider and/or facility to ensure compliance with the guidelines stated in this Payment Policy. If such an audit determines that your office/facility did not comply with this Payment Policy, Tufts Health Plan will expect your office/facility to refund all payments related to non-compliance.

Document History

February 2008: Revised general benefit information with self-service channels information.

July 2008: Added Tufts Medicare Preferred information.

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