



INFORMATIONAL LETTER NO. 2473-MC-FFS

DATE: June 13, 2023

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Billing Evaluation and Management (E/M) Code 99211 and Modifier 25

EFFECTIVE: July 1, 2023

Effective for dates of service on or after July 1, 2023, Iowa Medicaid will deny reimbursement for Current Procedural Terminology (CPT) code 99211 when appended with modifier 25.

CPT code 99211 is used for a low-level E/M visit that does not require the presence of a physician or other qualified healthcare professional and may be performed by clinical staff, per CPT.

Modifier 25 is used to identify a significant, separately identifiable nature of the E/M service. To use the 25 modifier, the E/M must be significant/separately identifiable. According to CPT guidelines, the presenting problem(s) are usually minimal for 99211. In addition, the guidelines for selecting level of service based on medical decision making (MDM) include four types of MDM: straightforward, low, moderate, and high. The concept of the level of MDM does not apply to 99211.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services

- Provider services: 1-800-338-7909
- Provider email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.

- Provider services: 1-800-454-3730
- Provider email: iowamedicaid@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

Iowa Total Care

- Provider services: 1-833-404-1061
- Provider email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa

- Provider services: 1-844-236-1464
- Provider email: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/ia>
- Provider portal: provider.molinahealthcare.com