

n05734

Provider Meet and Greet Visits

Values

Accountability • Integrity • Service Excellence • Innovation • Collaboration

Abstract Purpose:

This reimbursement policy outlines Network Health’s process, for all lines of business, when professional claims are received for a provider “meet and greet” visit.

Procedure Detail:

- I. Network Health will deny claims received from a provider’s office that are billed with any Unlisted Evaluation & Management (E/M) code specifically used to bill for “meet and greet” provider office visits.
 - A. Providers cannot charge an E/M service for such visits because no history, examination, or medical decision-making is involved when a patient simply wants to meet and interview the provider to see if they want that provider to handle their care.
 - B. Claims submitted for a meet and greet visit will be denied provider liability with Claim Adjustment Reason Code (CARC) 150 “*Payer deems the information submitted does not support this level of service.*”

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