



In the event of a conflict between a Clinical Payment and Coding Policy and any plan document under which a member is entitled to Covered Services, the plan document will govern. Plan documents include but are not limited to, Certificates of Health Care Benefits, benefit booklets, Summary Plan Descriptions, and other coverage documents.

In the event of a conflict between a Clinical Payment and Coding Policy and any provider contract pursuant to which a provider participates in and/or provides Covered Services to eligible member(s) and/or plans, the provider contract will govern.

Observation Services Tool for Applying MCG™ Care Guidelines

Number: CPCP001

Version 3.0

Enterprise Clinical Payment and Coding Policy Committee Approval Date: 03/23/2018

Effective Date: 09/01/2018 (Blue Cross and Blue Shield of Texas Only)

Description:

Observation services are defined as the use of a bed for assessment, reassessment and/or short-term treatment by a hospital's nursing or other staff. These services are considered reasonable and necessary when provided to determine the need for inpatient admission or to discharge the patient. Observation care provides a method of evaluation and treatment as an alternative to inpatient hospitalization. This policy also applies to observation services provided at Free-Standing Emergency Rooms.

Observation services may only be considered for coverage when provided under a physician's order or under the order of another person who is authorized by state statute and the provider organization's bylaws to admit patients and order outpatient testing or when the patient does not meet inpatient level of care and meets observation level of care.

Observation services must be patient-specific and not part of a standard operating procedure or facility protocol for a given diagnosis or service.

Observation time ends when medically necessary services associated with observation care are completed.

A billing office is expected to submit claims for services rendered using valid codes from Health Insurance Portability and Accountability Act (HIPAA) approved code sets. Claims should be coded appropriately according to industry standard coding guidelines (including but not limited to Uniform Billing (UB) Editor, American Medical Association (AMA), Current Procedural Terminology (CPT®), CPT Assistant, Healthcare Common Procedure Coding System (HCPCS), Diagnosis-Related Group (DRG) guidelines, Centers for Medicare and Medicaid Services' (CMS) National Correct Coding Initiative (CCI) Policy Manual, CCI table edits and other CMS guidelines). Claims are subject to the code auditing software protocols for services/procedures billed.



Reimbursement Information:

Benefits Application

This policy relates only to the services or supplies described herein. Please refer to the Member's Benefits Booklet for the availability of benefits. Member's benefits may vary according to benefit design; therefore, member benefit language should be reviewed before applying the terms of this policy.

Services/Locations Defined

Recovery Room: Patients that have had surgery or a diagnostic procedure that require anesthesia are transferred to a recovery room where vital signs are monitored as the anesthesia wears off. Time spent in a recovery room varies depending on the procedure, surgery and type of anesthesia used. In the immediate post-operative time frame, the patient is assessed in a recovery room which is almost always in close proximity to the operating room itself.

Observation Room: Clinical decision units where patients typically do not meet inpatient admission but require monitoring before being admitted or discharged.

Routine Recovery: Patients appear to regain control of reflexes, motor function, coordination and physiologic function before discharge.

Post-Operative Care: Begins immediately after surgery in the recovery room but can continue well after discharge.

When Observation Room Services are covered

Decisions on the setting for delivery of healthcare services should be based on nationally recognized guidelines and evidence-based medical literature.

In most cases, the decision to discharge a patient from observation care or admit to inpatient status can usually be made in less than 24 hours but no more than 48 hours.

Observation services beyond 48 hours are not covered unless the provider has contacted BCBSTX and received approval. Observation services must be medically necessary to receive payment regardless of the hours billed.

For an observation stay to be medically necessary, the following must be met:

- The patient is clinically unstable for discharge; **AND**
 - Clinical monitoring, and/or laboratory, radiologic, or other testing is necessary to assess the patient's need for continued hospital stay; **OR**
 - A treatment plan has not been established and based on the patient's condition will be completed within 48 hours; **OR**
 - Changes in status or condition are anticipated that may require immediate medical intervention.



Observation Services may be categorized as follows:

- **Patient evaluation:** When a patient arrives at a facility in an unstable medical condition, an observation stay pending determination of a definitive treatment plan may be considered appropriate, such as the “short-term evaluation for a condition (e.g. rule out Myocardial Infarction [MI]), treatment for a known condition (e.g. asthma), or monitoring for recovery (e.g. drug ingestion) may be considered appropriate.” MCG OCG: OC-022
- **Outpatient surgery/Ambulatory Services:** Observation services coverage is restricted to situations where a patient exhibits an inordinate or unusual reaction to a surgical procedure, such as difficulty in awakening from anesthesia, a drug reaction, or other post-surgical complications which require monitoring or treatment beyond that customarily provided in the immediate postoperative period. Routine pre-operative preparation and recovery room services are not to be billed as observation services MCG OCG: OC-022(ISC).
- **Surgery associated with Observation Stays:** Observation days may be approved when associated with complex surgical procedures that have criteria outlined in MCG care guidelines and a Goal Length of Stay of Ambulatory or 1 to 2 postoperative days such as anterior cervical fusion MCG ORG: S-320(ISC).
- **Diagnostic testing:** For a scheduled invasive outpatient, diagnostic test, routine preparation before the test and services provided in the immediate recovery period following the test are not considered an observation service. However, if a patient has a significant adverse reaction (above and beyond the usual or expected response) to the test that requires further monitoring, outpatient observations services may be reasonable and necessary MCG OCG: OC-022(ISC). Observation services would begin when the reaction occurred and would end when the patient is either stable for discharge or appropriate for inpatient admission.
- **Outpatient therapeutic services:**
 - When a patient has been scheduled for ongoing therapeutic services for a known medical condition, a period of observation is often required to evaluate the response to that service. This period of evaluation is an inherent component of the therapeutic service and is not considered an observation service. Observation service would only begin when a significant adverse reaction occurs that is above and beyond the usual, expected response to the service.
 - Observation status does not apply when a patient is treated as an outpatient only for administration of blood and receives no other medical treatment. The use of hospital facilities is inherent in the administration of blood and is included in the payment for administration.



When Observation Services are not covered

In general, observation services are not covered when the medical criteria and guidelines listed above are not met.

Services not considered appropriate for observation room services include, but are not limited to:

- Those considered not reasonable and/or medically necessary for the diagnosis or treatment of the patient;
- Outpatient blood or chemotherapy administration;
- Lack of, or delay in, patient transportation;
- Provision of a medical exam for patients who do not require skilled medical or nursing services;
- Routine preparation prior to, and recovery following, diagnostic testing;
- Routine recovery and post-operative care following ambulatory surgery; Observation cannot be billed while the patient is in routine recovery and post-operative care status.
- Services provided for the convenience of the physician, patient or patient's family;
- Services provided while awaiting patient transfer to another facility and observation or inpatient criteria are no longer met;
- Services provided when an overnight stay is planned prior to diagnostic testing and observation criteria are not met;
- General standing orders following outpatient surgery that should be billed as recovery room services;
- Services that would normally require inpatient stay;
- Services following an uncomplicated treatment or procedure;
- Services provided concurrently with chemotherapy;
- Services provided when an inpatient is discharged to observation status.
- Services that are not reasonable and necessary for the care of the patient.

Clinical Guidelines

1. When in receipt of clinical data requesting hospital authorization **and inpatient status is requested by the attending physician**, inpatient status is considered medically necessary if:
 - a. The patient meets clinical indications as outlined in MCG care guidelines AND
 - b. The Goal Length of Stay or Benchmark Length of Stay is 1 or more days per MCG care guidelines.



2. If clinical data at the time of hospital presentation does **not** support inpatient status, **regardless of the attending physician's request**, observation status will be offered and if not accepted by the facility, the request will be transferred to the medical director to review and make a determination.

Billing/Coding/Physician Documentation Information

The inclusion of a code in this section does not guarantee that it will be reimbursed. Reimbursement for observation services will follow criteria outlined by CMS in Chapter 1, Section 50.3.2 of the Medicare Claims Processing Manual.

Applicable service codes: Revenue code 0762 and/or one of the following procedure codes 99217, 99218, 99219, 99220, 99224, 99225, 99226, 99234, 99235, 99236, G0378, G0379, and G0463

Medical records may be requested for a determination of medical necessity. When medical records are requested, letters of support and/or explanation are often useful but are not sufficient documentation unless all specific information needed to make a medical necessity determination is included.

Documentation should include the following information:

- The attending physician's order for observation care with clock time (or clock time noted in a nurse's observation admission note);
- The physician admission and progress notes confirming the need for observation care;
- The supporting diagnostic and/or ancillary testing reports;
- The admission progress notes (with the clock time) outlining the patient's condition and treatment;
- The discharge notes (with clock time) with discharge order and nurse notes.

Observation services are by definition outpatient services. Therefore, placement into observation status should have been specifically ordered at a time when it was uncertain if an inpatient admission would be necessary (Chapter 1, Section 50.3.2 of the Medicare Claims Processing Manual).

Providers must report the ED (Emergency Department) or clinic visit code or, if applicable, **G0379** (direct referral to observation) and **G0378** (hospital Observation Services, per hour) and the number of units representing the hours spent in observation (rounded to the nearest hour) for all observation services.

Specific criteria include:

- A physician order to place the patient in observation.
- A HCPCS Type A ED visit code 99281, 99282, 99283, 99284, 99285 or G0384 Type B ED visit code, critical care (99291) or a G0463 HCPCS clinic visit code is required to be billed on the day before or the day that the patient is placed in observation.



- If the patient is a direct referral to observation, the G0379 may be reported in lieu of an ED or clinic code.
- The E/M (Evaluation and Management) code associated with these services must be billed on the same claim as the observation service and include modifier -25 if provided on the date of service for observation code G0378.
- The observation stay hours must be documented in the "units" field on the claim form. For facilities, the "clock" starts at the time that observation services are initiated in accordance with a practitioner's order for placement of the patient into observation status.
- The patient must be under the care of a physician or non-physician practitioner during the time of observation care, and this care must be documented in the medical record with an order for observation, admission notes, progress notes, and discharge instructions (notes) all of which are timed, written, and signed by the physician.
 - A non-physician practitioner licensed by the state and approved by internal credentialing and bylaws to supervise patients in observation may do so.

All related services provided to the patient should be coded in addition to the observation code G0378.

Any changes in this policy will require notification of contracting providers and facilities at least 90 days in advance. Changes will be posted on the provider portal site.

References:

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Medicare Claims Processing Manual Chapter 1, Section 50.3.2

Policy Update History:

Approval Date	Description
11/01/2016	Policy approved for BCBSTX only
03/22/2017	Policy approved by CPCP Committee; Adopted at the Enterprise level
03/23/2018	Annual Review