



## PAAC June 2021 Report

Sharing updates from Payer Advocacy Advisory Committee:

Please join me in thanking Dr. Betsy Peterson and Dr. Gene Hershorin for their 6 years of exemplary service to their colleagues as members of PAAC! With enormous gratitude.....THANK YOU!

A warm welcome and congratulations to Dr. Wyndolyn C. Bell and Dr. Kerry Fierstein who have been selected by the AAP Board to join PAAC and add their expertise! Welcome aboard and excited to have you both!

**Highlights** from our activities:

1. PAAC continues to receive member concerns about UnitedHealthcare not including CPT code 87426 in their response to COVID-19 point of care testing underpayment. Conversations with UHC are ongoing.
2. PAAC is hearing increasing reports from members about downcoding or underpayment for E/M visits across payers. Please continue to report these through the Hassle Factor form as we work to strategize how best to assist practices. Realize that in our review to date, often the first level of appeal doesn't result in any material change. Practices who have had success have had to get to the 2<sup>nd</sup> or 3<sup>rd</sup> level of appeal to have their underpayment reversed.
3. Aetna has provided with us a new national Medical Director connection. Stay tuned for further collaboration.
4. The quarterly Pediatric Council meeting is scheduled for July 29<sup>th</sup>. If your region does NOT have a Pediatric Council and you are interested in attending, please contact Teresa Salaway directly at [tsalaway@aap.org](mailto:tsalaway@aap.org). To learn more about your state's Pediatric Council, access (and update if it's wrong please!) the AAP information we have on file here: <https://www.aap.org/en-us/professional-resources/practice-transformation/getting-paid/Pages/AAP-Chapter-Private-Payer-Advocacy-Contacts.aspx>
5. Just brought to the attention of PAAC: UHC recently introduced an error in claims scrubbing that is rejecting some claims which contain 90471, and 90460 for their employer sponsored plans. Please look for errors as United Healthcare works on updating their system. Preliminary reports from members indicate they are aware and working to address.
6. PAAC has received reports that some payers are rejecting claims for COVID-19 vaccine for patients 12-15 years old. Please fill out a Hassle Factor form and attach a redacted EOB as an example if you are experiencing continued difficulties for this issue as we work with payers to adjust their claims processing appropriately.

7. PAAC has heard of payers' systems not being updated for new vaccines MenQuadfi and Vaxelis. Please report ongoing issues through the Hassle Factor form along with an example redacted EOB so we can address appropriately.
8. If you have Pay for Performance incentives that you believe payers based on 2020 data which does not represent normal activity, and in many cases was beyond your control, please reach out to Sue Kressly at [skressly@kresslypediatrics.com](mailto:skressly@kresslypediatrics.com)

Thank you for all that you do to help the children, families and colleagues of your region!

**Request from PAAC:** if you have any problems with payment, please reach out to us by filling out the **Hassle Factor form:** <https://form.jotform.com/Subspecialty/aapcodinghotline> (link on the bottom of every SOAPM email), or emailing members directly. **PLEASE** consider including **email contact for your biller or office manager**, as well as relevant redacted documentation such as EOB examples, so that we can be most effective in our advocacy efforts. In addition, if we reach out to you to follow-up, please respond and include the appropriate team members in your organization who might be able to provide additional details if needed.

Please help us help you!  
Sue Kressly, PAAC Chair

Contacts:

**Anthem:** awaiting new PAAC member assignment, stay tuned!

**Aetna:** awaiting new PAAC member assignment, stay tuned!

**The "Blues":**

Herschel Lessin [kidmd@optonline.net](mailto:kidmd@optonline.net) (BCBS carriers in Alabama, Connecticut, Delaware, Florida, Georgia, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, Washington DC, West Virginia) and

Michael Chamberlin [mikechamberlin3@gmail.com](mailto:mikechamberlin3@gmail.com) (BCBS carriers in Arizona, Arkansas, Alaska, California, Colorado, Hawaii, Idaho, Illinois, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, Nevada, North Dakota, New Mexico, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington Wisconsin, Wyoming)

**Cigna:** Sue Kressly, [skressly@kresslypediatrics.com](mailto:skressly@kresslypediatrics.com)

**Humana:** Gail Schonfeld, [gschonfeld@eastendpediatricspc.com](mailto:gschonfeld@eastendpediatricspc.com)

**United Healthcare:** Chip Hchipharb@comcast.net

**Medicaid:** Greg Barabell [greg.barabell@clearbellsolutions.com](mailto:greg.barabell@clearbellsolutions.com)

All others please process through the Hassle Factor Form

Thanks for your support!

Sue Kressly