

**Washington Apple Health (Medicaid)**

# Diabetes Education Program Billing Guide

**July 1, 2019**

Every effort has been made to ensure this guide's accuracy. If an actual or apparent conflict between this document and an agency rule arises, the agency rules apply.

## About this guide\*

This publication takes effect July 1, 2019, and supersedes earlier guides to this program.

HCA is committed to providing equal access to our services. If you need an accommodation or require documents in another format, please call 1-800-562-3022. People who have hearing or speech disabilities, please call 711 for relay services.

Washington Apple Health means the public health insurance programs for eligible Washington residents. Washington Apple Health is the name used in Washington State for Medicaid, the Children's Health Insurance Program (CHIP), and state-only funded health care programs. Washington Apple Health is administered by the Washington State Health Care Authority.

## What has changed?

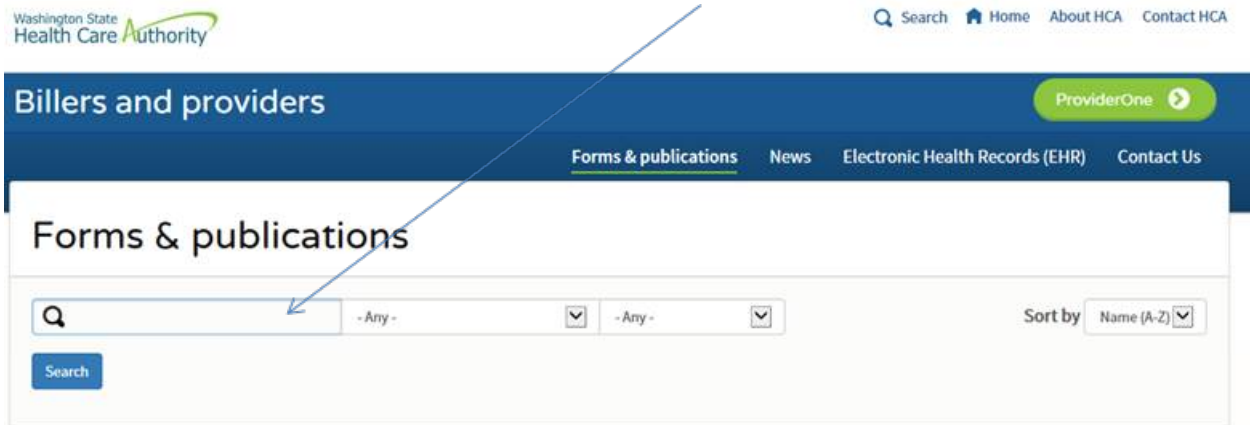
Subject	Change	Reason for Change
<a href="#"><u>Integrated Managed Care Regions</u></a>	Effective July 1, 2019, a new integrated managed care region, called <b>North Sound</b> , will be implemented. North Sound region includes Island, San Juan, Skagit, Snohomish, and Whatcom counties.	New integrated managed care region
<a href="#"><u>Behavioral Health Organization (BHO)</u></a>	Updated the information for Behavioral Health Organization	The agency manages the remaining contracts for behavioral health services.

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\* This publication is a billing instruction.

# Where can I download agency forms?

To download an agency provider form, go to HCA's Billers and provider's webpage, select [Forms & publications](#). Type the HCA form number into the **Search box** as shown below (Example: 13-835).



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# Resources Available

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Topic	Contact Information
Information on becoming a provider or submitting a change of address or ownership	<p>See the agency <a href="#">ProviderOne Resources</a> webpage</p>
Information about payments, denials, claims processing, or agency-contracted managed care organizations	
Electronic billing	
Finding agency documents (e.g., billing instructions, # memos, fee schedules)	
Private insurance or third-party liability, other than agency-contracted managed care	
Information on becoming a diabetes education provider and obtaining an application	<p>Department of Health  Heart Disease, Stroke, and Diabetes Prevention Unit  PO Box 47855  Olympia, WA 98504  360- 236-3750</p> <p>Download and complete the <a href="#">reimbursement application</a> from the Department of Health’s <a href="#">Diabetes Prevention and Management</a> webpage</p>

# Definitions

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This list defines terms and abbreviations, including acronyms, used in this billing guide. Refer to [Chapter 182-500 WAC](#) for a complete list of definitions for Washington Apple Health.

**Authorization** – Washington State Health Care Authority’s (the agency’s) official approval for action taken for, or on behalf of, an eligible Washington Apple Health client. This approval is only valid if the client is eligible on the date of service.

**Fee-for-service** – The general payment method the agency uses to reimburse providers for covered medical services provided to medical assistance clients when those services are not covered under agency-contracted managed care plans or the Children’s Health Insurance Program (CHIP).

**FIMC “Fully Integrated Managed Care”** – A term used to refer to those designated regions where all Apple Health physical behavioral health benefits are administered by managed care organization.

**Health Care Common Procedure Coding System (HCPCS)** – A standardized coding system used primarily to identify products, supplies, and services not included in the Current Procedural Terminology (CPT) codes. This includes ambulance services, durable medical equipment, prosthetics, orthotics, and supplies when used outside a physician's office.

**Maximum allowable fee** – The maximum dollar amount that the agency reimburses a provider for specific services, supplies, and equipment.

**Usual and customary fee** – The rate that may be billed to the agency for certain services, supplies, or equipment. This rate may not exceed either of the following:

- The usual and customary charge billed to the general public for the same services
- If the general public is not served, the rate normally offered to other contractors for the same services

# About the Program

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## What is the purpose of the Diabetes Education Program?

The purpose of the Diabetes Education Program is to provide medically necessary diabetes education to eligible clients. For additional information or more details, contact [diabetes@doh.wa.gov](mailto:diabetes@doh.wa.gov) or call 360-236-3750.

## What providers and settings are eligible for this program?

Physicians, advanced registered nurse practitioners, physician assistants, registered nurses, registered dietitians, pharmacists, clinics, hospitals, and federally qualified health centers (FQHCs) can apply to the Washington State Department of Health (DOH) to become an approved diabetes education provider under this program. Other health professionals who are [certified diabetes educators \(CDEs\)](#) can also apply.

For more information on becoming a diabetes education provider, contact:

Department of Health  
Heart Disease, Stroke, and Diabetes Prevention Unit  
PO Box 47855  
Olympia, WA 98504  
360-236-3750

The [reimbursement application](#) can be downloaded and completed from the Department of Health's [Diabetes Prevention and Management](#) webpage.

Once DOH gives its approval, your National Provider Identifier (NPI) will acknowledge you as an approved diabetes education provider. When billing the agency (HCA) for diabetes education services, use your NPI.

# Client Eligibility

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Most Apple Health clients are enrolled in an agency-contracted managed care organization (MCO). This means that Apple Health pays a monthly premium to an MCO for providing preventative, primary, specialty, and other health services to Apple Health clients. Clients in managed care must see only providers who are in their MCO's provider network, unless prior authorized or to treat urgent or emergent care. See the agency's [Apple Health managed care page](#) for further details.

**It is important to always check a client's eligibility prior to providing any services because it affects who will pay for the services.**

## Verifying a client's eligibility

Check the client's Services Card or follow the two-step process below to verify that a client has Apple Health coverage for the date of service and that the client's benefit package covers the applicable service. This helps prevent delivering a service the agency will not pay for.

Is the client enrolled in an agency-contracted managed care organization (MCO), in a behavioral health organization (BHO), or is the client receiving services through fee-for-service (FFS) Apple Health?

### Verifying eligibility is a two-step process:

**Step 1. Verify the patient's eligibility for Apple Health.** For detailed instructions on verifying a patient's eligibility for Apple Health, see the *Client Eligibility, Benefit Packages, and Coverage Limits* section in the agency's [ProviderOne Billing and Resource Guide](#).

If the patient is eligible for Apple Health, proceed to **Step 2**. If the patient is **not** eligible, see the note box below.

**Step 2. Verify service coverage under the Apple Health client's benefit package.** To determine if the requested service is a covered benefit under the Apple Health client's benefit package, see the agency's [Program Benefit Packages and Scope of Services](#) web page.



**Note:** Patients who are not Apple Health clients may submit an application for health care coverage in one of the following ways:

1. By visiting the Washington Healthplanfinder's website at:  
[www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
2. By calling the Customer Support Center toll-free at: 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY)
3. By mailing the application to:  
Washington Healthplanfinder  
PO Box 946  
Olympia, WA 98507

In-person application assistance is also available. To get information about in-person application assistance available in their area, people may visit [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org) or call the Customer Support Center.

Clients who want to participate in the Diabetes Education Program must be referred by a licensed primary health care provider.

## **Are clients enrolled in an agency-contracted managed care organization eligible for diabetes education?**

([WAC 182-538-060](#) , [063](#) , and [095](#))

**Yes.** Clients enrolled in an agency-contracted managed care organization (MCO) must request all services directly through the client's Primary Care Provider (PCP). Clients can contact their managed care plan by calling the telephone number provided to them.

All medical services covered under a client's MCO must be obtained by the client through designated facilities or providers. The managed care plan is responsible for:

- Payment of covered services.
- Payment of services provided by an outside provider referred by a provider participating with the plan.

## Managed care enrollment

Apple Health (Medicaid) places clients into an agency-contracted MCO the same month they are determined eligible for managed care as a new or renewing client. This eliminates a person being placed temporarily in FFS while they are waiting to be enrolled in an MCO or reconnected with a prior MCO. This enrollment policy also applies to clients in FFS who have a change in the program they are eligible for.

New clients are those initially applying for benefits or those with changes in their existing eligibility program that consequently make them eligible for Apple Health managed care. Renewing clients are those who have been enrolled with an MCO but have had a break in enrollment and have subsequently renewed their eligibility.

### Checking eligibility

- Providers must check eligibility and know when a client is enrolled and with which MCO. For help with enrolling, clients can refer to the Washington Healthplanfinder's [Get Help Enrolling](#) page.
- MCOs have retroactive authorization and notification policies in place. The provider must know the MCO's requirements and be compliant with the MCO's policies.

## Behavioral Health Organization (BHO)

The Health Care Authority manages the contracts for behavioral health services (mental health and substance use disorder) for the following three Regional Service Areas (RSAs):

- **Great Rivers:** Includes Cowlitz, Grays Harbor, Lewis, Pacific, and Wahkiakum counties
- **Salish:** Includes Clallam, Jefferson, and Kitsap counties
- **Thurston-Mason:** Includes Thurston and Mason counties

To view a map and table of the integrated managed care plans available within each region, please see [Changes coming to Washington Apple Health](#). You may also refer to the agency's [Apple Health managed care webpage](#).

See the agency's [Mental Health Services Billing Guide](#) for details.

## Apple Health – Changes for July 1, 2019

**Effective July 1, 2019**, HCA is continuing to shift to whole-person care to allow better coordination of care for both body (physical health) and mind (mental health and drug or alcohol treatment, together known as “behavioral health”). This delivery model is called Integrated Managed Care (formerly Fully Integrated Managed Care, or FIMC, which still displays in ProviderOne and Siebel).

Agency-contracted managed care organizations (MCOs) in certain Region Service Areas (RSAs) have expanded their coverage of behavioral health services (mental health and substance use disorder treatment), along with continuing to cover physical health services. The RSAs are outlined in the [Integrated Managed Care Regions](#) section.

Apple Health clients who are not enrolled in an agency-contracted MCO for their physical health services (e.g., dual-eligible Medicare-Medicaid clients) will still receive their behavioral health services through one of the agency-contracted MCOs. The MCO will provide only behavioral health services for the client.

Most clients will remain with the same health plan, except in regions where client’s plan will no longer be available. HCA will auto-enroll these clients to one of the offered plans.

Clients can change their plan at any time by:

- Visiting the [ProviderOne Client Portal](#).
- Calling Apple Health Customer Service toll-free at 1-800-562-3022. This automated system is available 24 hours a day, 7 days a week.
- Requesting a change online through our secure [Contact us – Apple Health \(Medicaid\) client web form](#). Select the topic “Enroll/Change Health Plans.”

Visiting the [Washington Healthplanfinder](#) (only for clients with a Washington Healthplanfinder account).

## Integrated managed care

For clients who live in an integrated managed care region, all physical health services, mental health services, and drug and alcohol treatment are covered and coordinated by the client’s agency-contracted MCO. The BHO will not provide behavioral health services in these-regions.

Clients living in an integrated managed care region will enroll with an MCO of their choice that is available in that region. If the client does not choose an MCO, the client will be automatically enrolled into one of the available MCOs, unless the client is American Indian/Alaska Native (AI/AN). Clients currently enrolled in one of the available MCOs in their region may keep their enrollment when the behavioral health services are added.

**Effective July 1, 2017, American Indian/Alaska Native (AI/AN)** clients living in an FIMC region of Washington may choose to enroll in one of the agency-contracted MCOs available in that region or they may choose to receive all these services through Apple Health FFS. If they do not choose an MCO, they will be automatically enrolled into Apple Health FFS for all their health care services, including comprehensive behavioral health services. See the agency’s [American Indian/Alaska Native webpage](#).

For more information about the services available under the FFS program, see the agency’s [Mental Health Services Billing Guide](#) and the [Substance Use Disorder Billing Guide](#).

For full details on integrated managed care, see the agency’s [Apple Health managed care webpage](#) and scroll down to “Changes to Apple Health managed care.”

## Integrated managed care regions

Clients who reside in the following integrated managed care regions and who are eligible for managed care enrollment must choose an available MCO in their region. Details, including information about mental health crisis services, can be found on the agency’s [Apple Health managed care webpage](#).

Region	Counties	Effective Date
North Sound	Island, San Juan, Skagit, Snohomish, and Whatcom	July 1, 2019 (new)
Greater Columbia	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Yakima, and Whitman	January 1, 2019
King	King	January 1, 2019
Pierce	Pierce	January 1, 2019
Spokane	Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens	January 1, 2019
North Central	Grant, Chelan, Douglas, and Okanogan	January 1, 2018 January 1, 2019 (Okanogan)
Southwest	Clark, Skamania, and Klickitat	April 2016 January 1, 2019 (Klickitat)

## Apple Health Foster Care (AHFC)

Coordinated Care of Washington (CCW) provides all physical health care (medical) benefits, lower-intensity outpatient mental health benefits and care coordination for all Washington State foster care enrollees through a single, statewide managed care plan known as Apple Health Core Connections (AHCC).

Clients under this program are:

- Under the age of 21 who are in foster care (out of home placement)
- Under the age of 21 who are receiving adoption support
- Age 18-21 years old in extended foster care
- Age 18 to 26 years old who aged out of foster care on or after their 18<sup>th</sup> birthday (alumni)

These clients are identified in ProviderOne as  
**“Coordinated Care Healthy Options Foster Care.”**

See the agency’s [Apple Health managed care page](#), Apple Health Foster Care for further details.

# Coverage

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## What is covered?

The agency covers up to six hours of diabetes education and diabetes management per client, per calendar year.

- You must provide a minimum of 30 minutes of diabetes education/management per billed unit.
- You may:
  - ✓ Bill procedure codes as a single unit, in multiple units, or in combinations for a maximum of six hours (12 units). You may use any combination of the codes to meet the individual needs of the client.
  - ✓ Provide diabetes education in a group or individual setting, or a combination of both, depending on the client's needs.

**Note:** Additional units of diabetes education beyond these limits may be approved upon request based on medical necessity. For more information, see [How can I request a limitation extension \(LE\)?](#)

## What is not covered?

The agency does not cover:

- Services provided by an individual instructor or facility that has not been approved by DOH.
- Services performed by providers that have not been approved to bill Medicaid for diabetes education.
- Services that are an expected part of another program provided to the client (e.g., school-based healthcare services or adult day health services).

## How do I receive payment?

For diabetes education services provided in a **professional (non-hospital) setting**, you must:

- Bill either HCPCS code G0108 or G0109 using an electronic professional claim.
- Bill using the main clinic NPI in the Billing Provider NPI field along with the individual practitioner's NPI in the Rendering (Performing) Provider NPI field on an electronic professional claim. The agency will only pay for diabetes education that is billed by an approved diabetes education provider.
- Provide a minimum of 30 minutes of education/management per session.

For services provided in a **hospital outpatient setting**, you must:

- Bill using revenue code 0942.
- Provide a minimum of 30 minutes of education/management per session.

**Note:** Services provided in the outpatient clinic must be submitted on a professional claim to receive payment. Services provided in the outpatient setting, but not in the clinic, must be submitted on an institutional claim to receive payment.

**Note:** The agency requires authorized hospital outpatient diabetes education programs to bill with revenue code 0942. Use of HCPCS codes G0108 and G0109 will cause a denial of the claim.

## How can I request a limitation extension (LE)?

When clients reach their benefit limit of diabetes education, a provider may request prior authorization for an LE from the agency.

The agency evaluates requests for prior authorization of covered diabetes education that exceed limitations in this billing guide on a case-by-case basis in accordance with [WAC 182-501-0169](#). The provider must justify that the request is medically necessary (as defined in [WAC 182-500-0070](#)) for that client.

**Note:** Requests for an LE must be appropriate according to the client's eligibility or program limitations. Not all eligibility programs cover all services.

The following documentation is required for all LE requests:

- A completed *General Information for Authorization* form (HCA 13-835, see [Where can I download agency forms?](#))
  - ✓ This request form **MUST** be the first page when you submit your request.
- A completed *Fax/Written Request Basic Information* form (HCA 13-756, see [Where can I download agency forms?](#)), all of the documentation listed on this form, and any other medical justification

Fax LE requests to: (866) 668-1214



# Coverage Table

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Procedure/ Revenue Codes	Short Description	Maximum Allowable Fee
Procedure code G0108*	Diab manage trn per indiv, per session  One unit = 30 minutes	<a href="#">Rates Development Fee Schedules</a>
Procedure code G0109*	Diab manage trn ind/group  One unit = 30 minutes	
Revenue code 0942*	Diab manage trn per indiv per session or diab manage trn ind/group	

*\*Procedure codes G0108 and G0109 are for professional (non-hospital) billing, and revenue code 0942 is for outpatient hospital billing.*

# Billing

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All claims must be submitted electronically to the agency, except under limited circumstances.

For more information about this policy change, see [Paperless Billing at HCA](#).

For providers approved to bill paper claims, see the agency's [Paper Claim Billing Resource](#).

## What are the general billing requirements?

Providers must follow the agency's [ProviderOne Billing and Resource Guide](#). These billing requirements include the following:

- What time limits exist for submitting and resubmitting claims and adjustments
- When providers may bill a client
- How to bill for services provided to primary care case management (PCCM) clients
- How to bill for clients eligible for both Medicare and Medicaid
- How to handle third-party liability claims
- What standards to use for record keeping

## How do I bill claims electronically?

Instructions on how to bill Direct Data Entry (DDE) claims can be found on the agency's [Billers and Providers](#) webpage, under [Webinars](#).

For information about billing Health Insurance Portability and Accountability Act (HIPAA) Electronic Data Interchange (EDI) claims, see the ProviderOne 5010 companion guides on the [HIPAA Electronic Data Interchange \(EDI\)](#) webpage.

## Diabetes Education Program

The following claim instructions relate to the Diabetes Education Program:

Name	Entry						
Place of Service	<p>Enter the appropriate <b>two digit</b> code as follows:</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;"><u>Code Number</u></th> <th style="text-align: center;"><u>To Be Used For</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">11</td> <td style="text-align: center;">Office</td> </tr> <tr> <td style="text-align: center;">22</td> <td style="text-align: center;">Outpatient Hospital</td> </tr> </tbody> </table>	<u>Code Number</u>	<u>To Be Used For</u>	11	Office	22	Outpatient Hospital
<u>Code Number</u>	<u>To Be Used For</u>						
11	Office						
22	Outpatient Hospital						
Billing Provider	Enter the provider's <i>Provider NPI</i> and <i>Taxonomy Code</i> .						
Rendering (Performing) Provider	Enter the individual practitioner's <i>Provider NPI</i> and <i>Taxonomy Code</i> .						