

If you experience denials of your chronic care management claims (CPT code 99490), please contact [BOutland@acponline.org](mailto:BOutland@acponline.org) in the ACP Health Policy & Regulatory Affairs Dept. with the following information about your claim denial(s):

- Name of your Medicare carrier
- CCM claim billing date
- Diagnoses on CCM claim
- Carrier's stated reason for claim denial
- Any other relevant information regarding the denial or lack of processing

\*\*PLEASE DO NOT INCLUDE ANY PATIENT-IDENTIFYING INFO (NAME, DOB, SSN, ETC.) Any information shared with ACP must be HIPAA-compliant. ACP will collect this information to determine where the denials are happening and what the cause(s) may be. Thank you.