

Hello,

ACP is receiving sporadic reports of problems with getting claims for transitional care management services paid. ACP staff is in contact with CMS, but they need more details about the claims than we have been able to give them.

If you are experiencing denials of your transitional care management claims (CPT codes 99495 and/or 99496), please [contact Boutland@acponline.org](mailto:Boutland@acponline.org) in the ACP Health Policy & Regulatory Affairs Dept. with these details of your claim denial(s):

- name of your Medicare carrier
- date of the patient's hospital/facility discharge
- diagnosis on hospital/facility discharge
- TCM claim billing date
- date of face-to-face visit
- diagnosis on TCM claim
- carrier's stated reason for claim denial
- any other info related to 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 seems to be the cause(s). Thank you for your help with resolving this important issue.