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<Date>

<PROV_NM>
<ATTN>
<FRST_LN_ADDR> <SEC_LN_ADDR>
<City_NM>, <STE_CD> <ZIP_CD>

Re: Medical coverage and reimbursement policy updates – Physical therapy, occupational therapy and chiropractic services effective <EFFECTIVE_DATE>

Dear <PROV_NM>,

We routinely review our coverage, reimbursement, and administrative policies for potential updates. In that review, we take into consideration one or more of the following: Evidence-based medicine (EBM), professional society recommendations, Centers for Medicare & Medicaid Services (CMS) guidance, industry standards, and our other existing policies.

As a result of a recent review, we want to make you aware that we will make the following updates:

Physical therapy, occupational therapy, and chiropractic claims for greater than four units (60 minutes) of timed service

The portion of a physical therapy (PT), occupational therapy (OT), or chiropractic claim that is greater than four units (60 minutes) of timed, short-term rehabilitation services per patient, per day, per provider will be denied as being not medically necessary.

We will update the Omnibus Codes (0504) medical coverage policy to reflect this change. This update is effective for dates of service on or after <EFFECTIVE_DATE>.

Modifiers CO and CQ reimbursement reduction for physical or occupational therapy assistant services

Reimbursement for claims submitted with modifiers CO and CQ for services provided by a physical therapy (PT) or occupational therapy (OT) assistant will be reduced by 15 percent. This update more closely aligns with industry standards, including the CMS National Physician Fee Schedule, which reimburses these services at 85 percent.

We will update the Health Care Common Procedure Coding System (HCPCS) National Level II Modifiers reimbursement policy to reflect this change. This update is effective for dates of service on or after <EFFECTIVE_DATE>.

Additional information

Policy updates are posted on the Cigna for Health Care Professionals website (CignaforHCP.com) Resources > Coverage Policies > Policy Updates.

If you are not a registered user, please register so that you may log in and access all of our coverage, reimbursement, and administrative policies. Go to CignaforHCP.com and click Register. If you do not have

At a glance

- We will deny the portion of a physical therapy (PT), occupational therapy (OT), or chiropractic claim that is greater than four units (60 minutes) of timed, short-term rehabilitation services per patient, per day, per provider.
- Reimbursement for claims submitted with modifiers CO and CQ for services provided by a physical therapy (PT) or occupational therapy (OT) assistant will be reduced by 15 percent
- These updates are effective for dates of service on or after <EFFECTIVE_DATE>.
- For additional information, call Cigna Customer Service at **800.88Cigna (882.4462)**.

Internet access or would like additional information, call Cigna Customer Service at **800.88Cigna (882.4462)**.

Thank you for the care you provide to our customers.

Sincerely,

A handwritten signature in black ink that reads "Julie B. Kessel MD". The signature is written in a cursive, flowing style.

Julie B. Kessel, MD
Medical Officer for Coverage Policy
Clinical Performance & Quality Organization