

Revised Emergency Department (ED) Facility Evaluation and Management (E/M) Leveling Policy

07/20/2026

Dear Community Health Choice Provider,

Community Health Choice is aligning the Emergency Department billing policy to better support accurate coding and ensure that facility claims reflect standard guidelines. The revised policy outlines how Community reimburses facility claims (UB04) that are billed with Evaluation and Management (E/M) codes at level 4 (99284) and level 5 (99285) for services provided in the emergency department.

The policy is based on coding principles established by the Centers for Medicare and Medicaid Services (CMS), the Current Procedural Terminology (CPT) Manual and the American College of Emergency Physicians. This policy does not direct clinical care and does not change Emergency Medical Treatment and Labor Act (EMTALA) obligations or alter member benefits.

The revised policy is effective October 18, 2026, and applies to the following plans below:

- Medicaid [STAR, STAR+PLUS, Children's Health Insurance Program (CHIP), and CHIP-Perinate]
- Medicare Advantage
- Marketplace

The policy applies to ALL facilities, including freestanding facilities that submit ED claims, regardless of whether the facility participates in our network.

Overview of Community's E&M Program:

- Facility resource consumption determines the eligible E/M level submitted, diagnoses submitted, and the facility services ordered and performed.
 - The appropriate E&M policy and coding will be applied at the claim line to ensure the corrected E&M level of service.
 - Allows reimbursement at the highest E&M service code level for which the criteria are met, based on our comparative peer risk adjustment process.

Facilities may submit a reconsideration or appeal request to validate a higher-level E/M code in accordance with their contract. If a reconsideration or appeal request is submitted, medical records are required. If medical records are not submitted to the request, the original determination will be upheld.

For more information, contact your Network Representative at 713.295.2295 or email:

ProviderWebInquiries@CommunityHealthChoice.org.