

## Part B Insider (Multispecialty) Coding Alert

### SUCCESS STORY: National Policy Review Pays Off for One Practice

#### Don't write off your denials if you know you're right--this practice fought and won

In the cover story of the Insider-s Vol. 9, No. 3 edition, we offered several tips about how to collect for audiology with cerumen removal. The strategy has paid off for one satisfied billing director who fought her insurer and won.

**Laura Colbert Carbonaro**, central billing operations director at **ENT and Allergy Associates LLP**, was tired of having her staff spend time appealing denials for G0268 (Removal of impacted cerumen by physician) with 92557 (Comprehensive audiometry threshold evaluation) to one carrier. -I knew that on a global level the policy to deny these services should be changed,- she says. She requested a national policy review and was informed that Cigna would announce in its next Claim Check Update in July that it will start to reimburse these codes together.

-More and more insurance companies beyond Medicare are recognizing G0268. So when that code applies and a practice is seeing denials, they should try using the G code on a few test claims,- Carbo-naro says. -If the carrier claims to follow Medicare guidelines, then showing Medicare's position will generally assist in getting a claim denial policy changed globally so the individual claims no longer need to be appealed.-