



Date August 1, 2023

Re: QualCare Contract Coding Change: S9083

Dear Provider:

QualCare has recently reviewed current Urgent Treatment Center (UTC) contracts for its Network to determine if its current coding requirements meets our client's needs. Occasionally coding changes must be made as market forces shift, client focus shifts, or other business reasons demand.

Clients have recently started denying CPT code S9083, Place of Service (POS) 20 used for UTC claims. This S code is being denied by bill review companies before QualCare can apply the network pricing. Historically this code has been processed without code/editing issues and was the required code by QualCare for UTC. In light of the ongoing denial issues and to avoid delays in reimbursement to urgent care centers, QualCare is implementing a billing methodology change.

QualCare has elected to change coding requirements for UTC bills from CPT code S9083, POS 20 to CPT code 99204, POS 20. *We have now expanded this to include code ranges 99201-99205 and 99211-99215 to make it easier for you to properly bill depending on the type of visit and services being rendered. This change will be effective for dates of service starting today and retroactively to June 1, 2022.* Again, this change applies to all lines of business and shouldn't impact your reimbursement. It is critical that your billing departments implement this coding update to avoid any issues with payment.

On behalf of our clients, QualCare thanks you for your continued participation in our Network and for making and adhering to this billing change.

Please inform the appropriate individuals within your billing and administrative office of the **immediate coding changes**. Should you have any questions regarding this notice, please contact Provider Relations at 800-992-6613 or [QCPROVREL@qualcareinc.com](mailto:QCPROVREL@qualcareinc.com)

Sincerely,

Catherine A Sauner  
Director, Network Management