

Practice Tips: What Physicians Need to Know

PHYSICIAN PAYMENT RESOURCE CENTER

Texas Medical Association’s free Physician Payment Resource Center (PPRC) helps TMA member practices recover claim-specific payments owed by health plans. From 2022 to 2024, the PPRC helped practices recover more than \$8 million and save nearly \$806,000 in employee expenses.

PPRC staffers meet directly with Medicare, Medicaid, and commercial insurers to discuss specific problems that members bring to their attention.

“We have [PPRC] on speed dial at this point,” said Dallas pediatrician Marcial Andres Oquendo Rincon, MD. “There are always things that pop up, especially when you’re a busy growing practice.”

To start the PPRC review process, download the payment review form at www.texmed.org/PPRC or call 512-370-1414.

The PPRC can help resolve insurance payment problems with these issues:

Pending appeals

Bundling

Downcoding

Filing deadlines

Medical record/documentation requests

Nonrecognized/incorrect/omitted CPT* and Healthcare Common Procedural Coding System modifiers

Billing by nonphysician practitioners

Overpayment/refund request

Prior authorization

Telemedicine/telehealth

Catch errors before you submit

With varying and constantly changing billing and coding requirements, physician practices often bill in error. TMA staffers highlight the 10 most common reasons why:

- Billed procedure not covered by the patient’s insurance
- Incorrect use of CPT codes
- Incorrect or terminated clinician credentialing
- Inadequate documentation
- Inappropriate unbundling of codes
- Required preauthorization not obtained
- Practice fee schedule update needed
- Services not supported in the medical record
- Nonphysician practitioner services billed incorrectly
- Incorrect use of modifiers

Source: TMA Physician Payment Resource Center

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