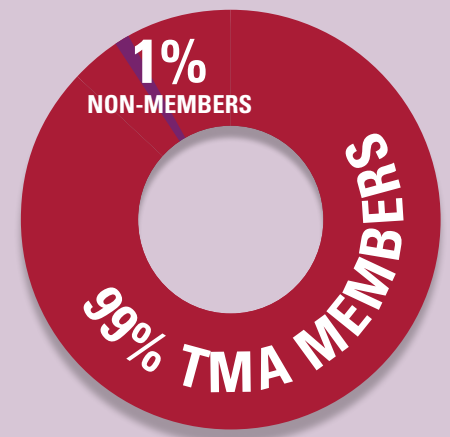


Physician Payment Resource Center Dashboard **2025**

Jan. 1-Dec. 31

*Jan.-Dec. 2024

The following data was sourced from 370 physicians.



Recovered	
2024	2025
\$3,092,275	\$3,287,276

Expenses Saved	
2024	2025
\$284,175	\$317,380

# Physicians Assisted	
2024	2025
950	966

Returning PPRC Users	
2024	2025
149 total	134 total

One-time Users	
2024	2025
244 total	236 total

Unique Users	
2024	2025
393 total	370 total

Processed Business Associate Agreements	
2024	2025
96	85

Inquiry Type	
Form	522
Email	248
Call	196
<hr/>	
Total	966

Status	
Open	120
Closed	840
Pending	6
<hr/>	
Total	966

Top Five Payers			
2024		2025	
Health Plan	Inquiries	Health Plan	Inquiries
BCBS	194	BCBS	190
UHC	166	UHC	182
Aetna	74	Aetna	67
Medicare	60	Medicare	60
WellMed	49	Cigna	56

Top Five Topics			
2024		2025	
Health Plan	Inquiries	Health Plan	Inquiries
Claim Denial	176	Claim Denial	135
Coding	91	Coding	109
Authorization	85	Medical Records	70
Credentialing	77	Overpayment/Refund Request	66
Medical Records	59	Preauthorization Dental	54



Average Days to Complete an Inquiry

Aetna	41.7
Ambetter	45.3
Amerigroup	4.8
Blue Cross Blue Shield of Texas	41.8
CIGNA	54.8
General	3.2
Humana	57.7
Medicare	4.8
Molina	110.2
Multiple Carriers	2.3
Oscar	2.3
Other	17.2
Scott and White	14.6
Superior Health Plan	29.2
Texas Children's Health Plan	7.6
TMHP	40.8
Tricare	40.9
United Healthcare	47.5
Wellcare	19.4
WellMed	111.6
WellPoint	32.4
Workers Comp	10.4

Educational Sheets

- Claims Appeals Reference Guide
- Clinical Laboratory Improvement Amendments (CLIA)
- Credentialing Guide
- Employing and Billing for Midlevels
- End of PHE Telehealth Chart
- Incident-to Billing
- Medicare and Medicaid National Correct Coding Initiative (NCCI) Edits
- Medicare Initial Preventative Physical Examination and Annual Wellness Visit
- Medicare Participation: The Basics
- Negotiating Contracts
- Nonphysician Practitioner Comparison
- Prior Authorization
- Physician Designation Programs
- Refunds and Overpayments
- Substitute Physician

Case Studies

- Modifier 25: TMA Practice Well Case Study

Coding Concepts

- Nonmedical Drivers of Health

Pocket Guides

- Bilateral Billing
- Chronic Care Management
- Common Modifiers
- Transitional Care Management (TCM)

Educational Resources can be found at www.texmed.org/EducationalQuickTips

2025	% Education Provided	% Requested Info from Practice	% Sent to Health Plan
Q1 Avg.	37%	21%	41%
Q2 Avg.	35%	29%	34%
Q3 Avg.	35%	21%	44%
Q4 Avg.	30%	22%	49%



Physicians Caring for Texans

Physician Payment Resource Center

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