



## Standard Operating Procedure (SOP)

### Subject: Partial Hospitalization Program and Intensive Outpatient Program Services

Effective Date: 9/01/2022

This Standard Operating Procedure document serves as a guide to assist providers with accurate claims submissions and to outline the basis for reimbursement if the service is covered by a member's benefit plan. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that Wellpoint will reimburse such service. Services must meet authorization, medical necessity guidelines appropriate to the procedure and diagnosis, and potentially other factors including, the member's state of residence.

Please follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with Current Procedure Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes and/or revenue codes. These codes denote the services and/or procedures performed and when billed, must be fully supported in the medical record and/or office notes. This SOP applies to both participating and non-participating facility providers.

If appropriate coding/billing guidelines or current standard operating procedures are not followed, we may:

- Reject or deny the claim.
- Recover and/or recoup claim payment.

We strive to minimize delays in SOP implementation. If there is a delay, we reserve the right to recoup and/or recover claims payment to the effective date, in accordance with the SOP. We reserve the right to review and revise SOP documents when necessary. When there is an update, we will publish the most current SOP document to the website.

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Wellpoint allows reimbursement for up to two (2) units per date of service for Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP) services for facilities under Per Diem, Per Unit, Per Visit, or Percentage Rate methodologies, all other units billed will be denied unless provider, state, or federal contracts and/or requirements indicate otherwise.

Facilities should report the appropriate PHP or IOP specific revenue code and HCPCS code for reimbursement.

### Unit Definition:

One (1) unit of service is equivalent to a half-day of care

Two (2) units of service are equivalent to a full-day of care

Wellpoint allows reimbursement per date of service for either PHP or IOP services, not both.

**Related Coding** - Standard correct coding applies.

## Use of SOP

This SOP document is subject to federal and state laws, to the extent applicable, as well as the terms, conditions, and limitations of a member's benefits on the date of service. SOP documents are constantly evolving, and we reserve the right to review and update these SOPs periodically. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without permission from Wellpoint.