



PhysicianPerformance

Empowering Physicians. Elevating Healthcare.

BRIEF

Bi-monthly newsletter to keep you connected

Condolences for Nancy Finn, Notification of changes in practice, Plans begin downcoding programs, Telehealth update, United Healthcare updates, Point32Health updates



We were saddened to learn of the passing of Nancy Finn earlier this summer. Nancy had served as a patient advocate on the BIDCO Board of Managers.

You can read her obituary here.

[Nancy Finn Obituary - Brookline, MA](#)



Notification regarding changes in your practice

We would like to remind all of our group practices about the importance of communicating any changes in your practice information to Physician Performance before entering the information into the **CAQH / CAQH ProView™** system.

Communicating this information is a requirement of the

Participation Agreement, and helps maintain constancy and accuracy across all records and avoids any potential discrepancies.

Please notify us of any changes regarding:

- Adding or removing a practice location under your existing TIN
- Provider details (name change; Status changes between PCPs and Specialists; Patient Panel changes and others)
- Change in ownership of practice
- Tax Identification Number (adding or changing your TIN); other changes to existing TIN
- Any other relevant demographic information

Once we have received and approved your updates, please enter the information into the CAQH system. Physician Performance will notify BILHPN Provider Enrollment and the changes will be submitted to the health plans.

[Plans to begin evaluation and management downcoding program](#)

Effective for dates of service on or after **November 3, 2025**, Blue Cross will expand their pre-payment claims editing to review professional services for evaluation and management (E/M) overcoding. They will assess level 4 and 5 E/M codes to determine if the level of service billed is appropriate for the severity of the member's condition as reported on the claim. If they identify overcoding, they may adjust reimbursement to a lower-level E/M.


**IMPORTANT
CHANGES**

To read the News Alert, [log in](#) to Provider Central and go to **News**.

Cigna will start downcoding E/M claims on **October 1, 2025**, as part of a new reimbursement policy aimed at ensuring compliance with American Medical Association (AMA) guidelines. This policy will apply to higher-level office visits (CPT codes 99204-99205, 99214-99215, and 99244-99245) and will automatically reduce claims if the documentation does not support the billed code. Providers will need to appeal any downcoded claims by submitting full documentation. This change is expected to increase claim scrutiny and could impact revenue for physician practices.

For more information click [here](#)



Telehealth update

Without Congressional action, key telehealth flexibilities that were first put in place during the COVID-19 pandemic will expire on **September 30, 2025**. These extensions were tied to the federal continuing resolution. With ongoing political uncertainty and many competing priorities in Congress, there's a real risk that lawmakers may not act in time – creating a “telehealth policy cliff” that would roll back policy gains.

What does this mean? If the cliff isn't addressed,

- Providers would no longer be reimbursed for telehealth visits delivered to Medicare beneficiaries in their homes. Pre-pandemic rural and facility restrictions would return.
- Critical programs like Hospital at Home could face major disruption.
- Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) would no longer be able to serve as distant site providers for most telehealth services after December 2025.
- While the DEA extended flexibilities for prescribing controlled substances via telehealth until December 2025, providers may struggle to sustain telehealth-based care if reimbursement disappears.

Physician Performance will continue to monitor this situation and communicate any updates as we receive them.

United Healthcare updates

United Healthcare has published their newsletter for September. This includes some medical policy updates. For the full newsletter and articles, click the link below.





Point32Health updates

Point2Health has published their newsletter for September. For the full newsletter and articles, click below.

[Point32Health News](#)

Reminder: If you have an upcoming publication, presentation, award, or honor that you'd like to let us know about, please reach out to us at PLLCAdministration@bidmc.harvard.edu

Please reach out to me if you have any questions or concerns. I can be reached via email at PLLCAdministration@bidmc.harvard.edu or leave me a message at (617) 632-9728 and I will get back to you.

Deb Schoenthaler, Executive Director

