

Medical Office Update

December 2025

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Join our email list

Join our email list in order to begin receiving bi-monthly newsletters, as well as occasional electronic communications.

Sign up now

Streamlining success: New Provider Inquiry and Appeal Form now available

We look forward to sharing our 2025 updates and providing a glimpse of what's new for 2026!

We're excited to announce the launch of a new [Provider Inquiry and Appeal Form](#), now available on our [website](#)! This streamlined form is designed to make submitting inquiries and appeals easier, faster, and more complete – ensuring all the necessary information is included for a smooth review process.

Providers can begin using the form immediately, and starting Jan. 1, 2026, it will be required for all provider inquiries and appeals.

Why the change?

This new form was developed with provider feedback and operational efficiency in mind. By standardizing the submission process, we aim to reduce back-and-forth communication and improve turnaround times for reviews – helping you get the answers you need more quickly.

We appreciate your partnership and look forward to the positive impact this enhancement will bring to our shared workflows.

Earn \$200 per visit while supporting high-risk members

Moda Health would like to partner with you to help Individual ACA members at high-risk for chronic conditions get the care they need. Through our Access to Care Incentive Program (ACIP), you'll receive **\$200 for each annual wellness visit completed** with these members by the end of 2025. This compensation is on top of your contracted rate.

Who qualifies?

ACA members we've identified as high-risk using Hierarchical Condition Category (HCC) codes. This includes conditions such as current cancer, diabetes, rheumatoid arthritis and seizure disorders.

How you can partner with us

We'll be connecting with members who may benefit most from an annual wellness visit. You can help by:

- Seeing identified high-risk members by Dec. 31, 2025. To find your eligible members, please review your High Risk Wellness Gaps member list via the quality measures report in our Provider Reports portal.
- Submitting a qualifying medical claim to Moda Health with the appropriate HCC code
- Ensure all current conditions are reported on medical claim and documented in medical record with treatment status

Questions?

We're here to help! Email us at risk@modahealth.com.

New CMS coding update for Q4 2025

CMS has added a Correct Coding Initiative Procedure-to-Procedure (CCI PTP) edit to the 2025 Q4 file release for the following codes:

Code updates

- **90471 (Column I)** – Immunization administration (includes percutaneous, intradermal, subcutaneous or intramuscular injections); 1 vaccine (single or combination vaccine/toxoid)
- **90480 (Column II)** – Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus disease [COVID-19]) vaccine, single dose

Withdrawn edits (retroactive to July 1, 2025)

CMS has withdrawn NCCI PTP edits between **90480** and the following codes:

- **G0008** – Administration of influenza virus vaccine
- **G0009** – Administration of pneumococcal vaccine
- **G0010** – Administration of hepatitis B vaccine

Modifier guidance

These new edits carry a Modifier Indicator of 1, meaning in limited

circumstances a modifier may be used to override the edit between codes **90471** and **90480**.

CMS allows modifier overrides when services are distinct in the following circumstances:

- Different session
- Different procedure or surgery
- Different site or organ system
- Separate incision/excision
- Separate lesion
- Separate injury (or area of injury in extensive injuries) not usually treated on the same day by the same provider

Visit these CMS websites to learn more:

- [License for Use of Current Procedural Terminology \(CPT\), Fourth Edition](#)
 - [Announcements for Medicare National Correct Coding Initiative \(NCCI\) Edits](#)
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Riabni added to preferred biosimilar

Starting Jan. 1, 2026, we are pleased to share that [rituximab-arxx](#) (also called Riabni®) [Q5123] will be added as a preferred option along currently preferred biosimilars, Truxima [Q5115] and Ruxience [Q5119], for the treatment of covered oncology and non-oncology indications.

Why this change?

This new option gives our members and providers more choice with their treatment plans and offers flexibility with less disruption when market dynamics change and during medication shortages. The Riabni addition will be added to the policy on Jan. 1, 2026.

Questions?

We're here to help! Visit our [provider medical necessity criteria page](#) to access our full library of medical necessity criteria.

Earn CEU credit through risk adjustment webinars

Moda Health is pleased to offer free monthly webinars on risk adjustment coding and documentation topics with vendor partner, Veradigm®. Webinars are offered monthly on Tuesdays and Thursdays at 5:30 a.m. and 9:30 a.m. PST. Coders are eligible to earn one CEU credit per topic through the American Academy of Professional Coders (AAPC).

Go online, pick a date that works for you and [register today!](#)

When signing up, enter **Moda Health** in the “Health Plan Partner” field when completing the online registration form.

For registration questions, please email ProviderEngagement@veradigm.com.

Training to help you support every patient

Cultural competency means understanding that every patient has different needs and being aware of those differences. These differences can include race, ethnicity, primary language, age, where they live, gender identity, sexual orientation, physical abilities or limitations, spiritual beliefs, economic status and literacy.

Moda Health wants to help you build strong, healthy relationships with your patients. As part of our Cultural Competency Program, we encourage you to use our available resources and training to better understand and meet and support the needs of your patients.

To learn more and access training, visit the following sites:

- [National Institutes of Health \(NIH\) Clinical Conversations Training Program - Health Literacy Modules](#)
 - [Centers for Disease Control and Prevention \(CDC\) – Effective Communication for Healthcare Teams](#)
 - [U.S. Department of Health and Human Services – Think Cultural Health](#)
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Practitioner survey: The results are in!

Thank you for taking part in **Moda Health's Annual Practitioner Survey**. We heard from 269 medical providers and 691 behavioral health providers. Your feedback helps us improve how we support you and our members in areas like data exchange, care coordination, network development and utilization management. Here's a quick look at what we learned from you.

- **Data exchange**
 1. In general, your feedback shows that sharing data between medical providers is routine, sufficient, clear, accurate and on time. On average, many of you said you get enough information after a patient is discharged to continue their care without any gaps. However, some

noted challenges when sharing information between medical and behavioral health providers. One major barrier continues to be the many different EMR systems we all use every day.

2. We also asked about Point Click Care, a real-time notification platform that supports continuity of care across transitional care settings. Most respondents weren't familiar with it, but some wanted to learn more. If you left your contact information, you'll get more details in early 2026.

- **Provider network**

1. We asked how our provider network meets your diverse needs. Many medical practitioners said the network needs more behavioral health providers. While on average, behavioral health practitioners said the number of medical practitioners in the network is adequate. Across all practitioner groups, many said the credentialing process has various challenges.
2. When asked about appointment availability, both medical and behavioral health providers noted difficulties offering evening or weekend appointments. For some, this is due to being a solo provider or having limited support staff.

- **Utilization management**

1. This section of the survey focuses on your experience with prior authorization and if the medical necessity criteria is clear, aligns with evidence-based best practices and if the process of obtaining the prior authorizations is timely and has enough support. The responses varied between behavioral health and medical practitioners. Behavioral health providers said our medical necessity criteria are clear, understandable and tend to align with current best practices standards. Most medical practitioners, however, said there are barriers in understanding the criteria for making care decisions for their patients.
2. There was also mixed feedback about how quickly pre-certification or authorization information is received. Your responses will help guide our work to improve both clarity and turnaround times.

Looking ahead

Now that we've reviewed your feedback, we're working on plans to remove barriers and improve your experience in the future. We hope these findings give you a better look at what providers across the Moda Health network are seeing and experiencing.

Want to learn more?

We'll follow up in the coming months with details on how to join next year's survey. Your voice is truly appreciated and makes a difference. If you have any questions, please email us at qualityimprovement@modahealth.com. You can also select the following links to see the full results of each survey.

- [Medical Practitioners Survey Results All States](#)
- [Behavioral Practitioners Survey Results All States](#)

Additional Information

Looking for additional information about this month's topics? Click the button below for our new comprehensive document. This month it will contain:

- [Reimbursement Policy Manual updates](#)
 - [Medical Necessity Criteria](#)
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Moda Health Medical Customer Service

For claims review, adjustment requests and/or billing policies, please call the number shown on the back of the patient's Moda ID card.



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