Medical Office Update

June 2026

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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

Important Commercial Provider Manual update

We've updated our Commercial Provider Manual with new information about interpreter services for Oregon members receiving care from contracted providers. The update includes important details about medical interpreter services available to members.

Visit our Policies and manuals website to view the updated manual. Also, check out the below article, "Interpreter services for Oregon Commercial & Exchange members," for more details about accessing interpreter services.

Interpreter services for Oregon Commercial & Exchange members

Starting June 1, 2026, Moda Health will offer free interpreter services for eligible Oregon Commercial and Exchange members, at no cost. These services can help members communicate more easily with their care team and remove language barriers during care visits.

Interpreter services are available by phone, video or in person through Passport to Languages, an Oregon-based company that supports more than 160 languages and dialects.

To learn more, please visit the Passport to Languages website.

How to request interpreter services

1. Check if an Oregon Commercial or Exchange member needs an interpreter
2. Log in to Benefit Tracker using your current account
3. Search for the member and select Medical Benefits
4. Complete and submit the form with:
    - Appointment date, time and length
    - Language needed
    - Interpreter method: In-person, phone or video
    - Preferred interpreter gender, if requested
    - Member phone number
5. Please submit your requests at least two business days before the appointment

To cancel a request, including within 24 hours of the appointment, call Passport to Languages directly at **800-297-2707**.

Interpreter services are only available for eligible Oregon Commercial and Exchange members with active Moda Health coverage at the time of service. Passport to Languages cannot check member eligibility. For eligibility questions, please call Moda Health Customer Service at **888-217-2363**.

Providers can also visit our website for printable Interpreter Resources, including:

- Instructions for requesting interpreter services
- "Point to My Language" cards

New interactive language report
Moda remains committed to improving communication and accessibility of healthcare across the states that serve our member. We're introducing a new interactive language report to help providers better understand the languages spoken in the communities you serve.

We invite our providers to explore the interactive report and learn more. Using census data, providers can view the number and percentage of languages spoken by state, county, city or ZIP code to help support communications and access to care.

Earn CEUs with free coder webinars

Moda Health is offering free monthly webinars on risk adjustment coding and documentation with our partner, Veradigm. These webinars are offered monthly on Tuesdays and Thursdays at 5:30 a.m. and 9:30 a.m. Pacific Time. Coders who participate can to earn one (1) CEU credit per topic through the American Academy of Professional Coders (AAPC).

Sign up for any of these upcoming webinars:

- **June 23 or 25:** Breathe Easy: Pulmonary Coding Essentials
- **July 28 or 30:** Heart to Chart: Document and Code Confidently for Cardiovascular Conditions
- **August 25 or 27:** Don't Sugarcoat It: Accurate Diabetes Coding Matters
- **September 22 or 24:** Streamline Documentation and Coding for Genitourinary Conditions

Register today! Be sure to enter "Moda Health" in the Health Plan Partner field when completing the online registration form. For questions, please email ProviderEngagement@veradigm.com.

Getting ready for the BY2025 initial validation audit

Each year, Moda Health takes part in HHS-operated Risk Adjustment Data Validation (HHS-RADV) audit. The audit is managed by CMS to help make sure diagnosis information submitted to the Department of Health and Human Services (HHS) is complete and accurate.

Starting June 2026, Moda Health will request medical records for hospital outpatient and professional medical services during benefit year (BY) 2025.

Examples of acceptable records include:

- Progress, procedure and consultation notes
- History and physical notes
- Discharge summaries
- Operative and post-operative reports
- Emergency Room and anesthesia records
- Active problem lists included in encounter notes

CMS will choose a random sample of Moda Health members enrolled in ACA-compliant individual and small group plans, both on and off the Exchange for this audit. Providers who care for Moda Health members are required to participate and respond to medical requests in a timely manner.

IVA timelines are limited, which is why we ask that records be submitted as soon as possible after you receive a request. The request letter will include audit details and instructions for submitting documentation.

For questions, please email Risk@ModaHealth.com.

Maternity code changes are coming in 2027

New maternity coding changes will take effect for dates of service on or after Jan. 1, 2027. As a reminder, maternity coding for services provided in 2026 is not changing.

Moda Health is currently reviewing the AMA's new codes and guidance as we prepare updates to our Maternity Care reimbursement policy (RPM020). This work includes reviewing information from the June 2, 2026, AMA webinar (CPT 2027 Maternity Code Changes Explained), working with our editing vendors and completing internal planning and system updates.

We expect to publish the updated policy by the end of August 2026, or sooner if possible.

We understand that OB, midwife, and family practice offices may have questions about how these changes could affect billing requirements and related policies. We will share more information as soon as it becomes available.

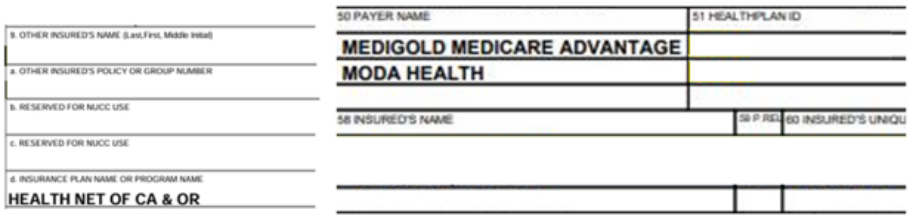
The new coding guidance will apply only to services provided on or after Jan. 1, 2027.

Prevent delays: Only enter active other payer details

To prevent delays, only enter other payer information if the member had active insurance coverage on the date of service listed on the claim.

Entering inactive or incorrect coverage information may trigger a coordination of benefits (COB) request, which will delay claim processing.

Complete these highlighted fields only when the member has other active insurance coverage.



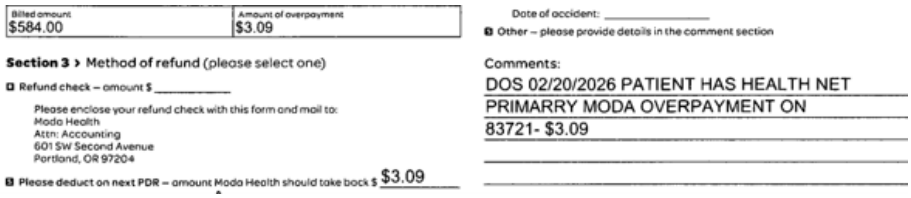
Handling higher allowed amounts for secondary claims

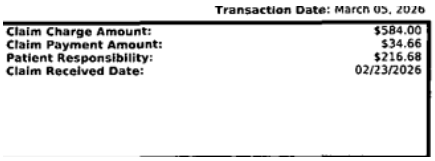
Moda Health COB coordinates to the higher allowed. If Moda's allowed amount is higher than the primary payer's allowed amount, benefits will be allowed up to our higher allowed amount.

Corrections are not required when:

- The services and primary EOBs are consistent, and
- The Primary EOB information has not changed

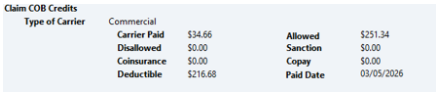
Example: Requests being received from the providers.





Example:

COB amounts on the primary EOB.



Example:

COB amounts entered into facets—matches the primary EOB.

Thanks for completing the practitioner survey!

As we wrap up this year's practitioner survey, the Moda Health QI team would like to sincerely thank everyone who took the time to complete it. Your feedback helps strengthen collaboration with practitioners and improves how we support our shared patients and members.

As an NCQA accredited organization, Moda is committed to supporting accurate, sufficient and effective coordination between behavioral health and medical providers, and to better understand the challenges providers may face along the way.

We look forward to sharing this year's survey results later in the year. In the meantime, you can review last year's results here:

- 2025 Medical Practitioners Survey Results All States
- 2025 Behavioral Health Practitioners Survey Results All States

Your voice truly matters and makes a difference

Our Quality Improvement team is always looking for ways to collaborate on data sharing and other initiatives that improve the provider experience and population health. If you have any questions or would like to connect about quality improvement efforts, email us at qualityimprovement@modahealth.com or join our monthly provider office hours on the first Wednesday of each month. Learn more about the schedule and receive meeting invite by completing this survey form.

Thanks again for all you do to support the health and well-being of our members.

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

Moda Health Medical Customer Service

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

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