



## Meet and Greet Visit

### Evaluation and Management

Reporting any type of Evaluation and Management (E/M) service code for meet and greet visits is inappropriate.

You cannot report E/M service codes for a meet and greet because E/M services require a chief complaint (CC), defined by CPT® as “a concise statement describing the symptom, problem, condition, diagnosis, or other factor that is the reason for the encounter, usually stated in the patient’s words.” And if there’s no medical reason for the visit, there’s no medical care to report.

### Medically Necessary

Insurers, including Medicare and Medicaid, reimburse only those services or procedures that they deem to be medically necessary and a meet and greet doesn’t meet the definition. The individual meeting with the provider may be a potential patient, but if there’s no medical reason for the visit, there’s no legitimate claim against insurance.

### Key Points

- UHA does not have Meet and Greet visits. A problem-oriented or preventive exam visit might be considered.
- Preventive exam codes do not require a chief complaint, and insurers often reimburse for them. But a meet and greet visit won’t include the age and gender appropriate history, examination, counseling, anticipatory guidance, and other required components of a preventive service.
- If patient already had a preventive exam visit this year, an out of pocket charge may incur.
- Insurance payors will not cover this service. Do not file a claim on the patient’s behalf.

#### Problem Oriented Visit

- Driven by Chief Complaint
- Requires History of Present Illness (HPI)
- Exam based on HPI
- Documentation must support diagnosis and Medical Decision Making (MDM)

#### Preventive Exam Visit

- No Chief Complaint or Problem
- No History of Present Illness
- Exam based on age and risk factors
- Documentation not based on supporting a specific problem



**FAQ**

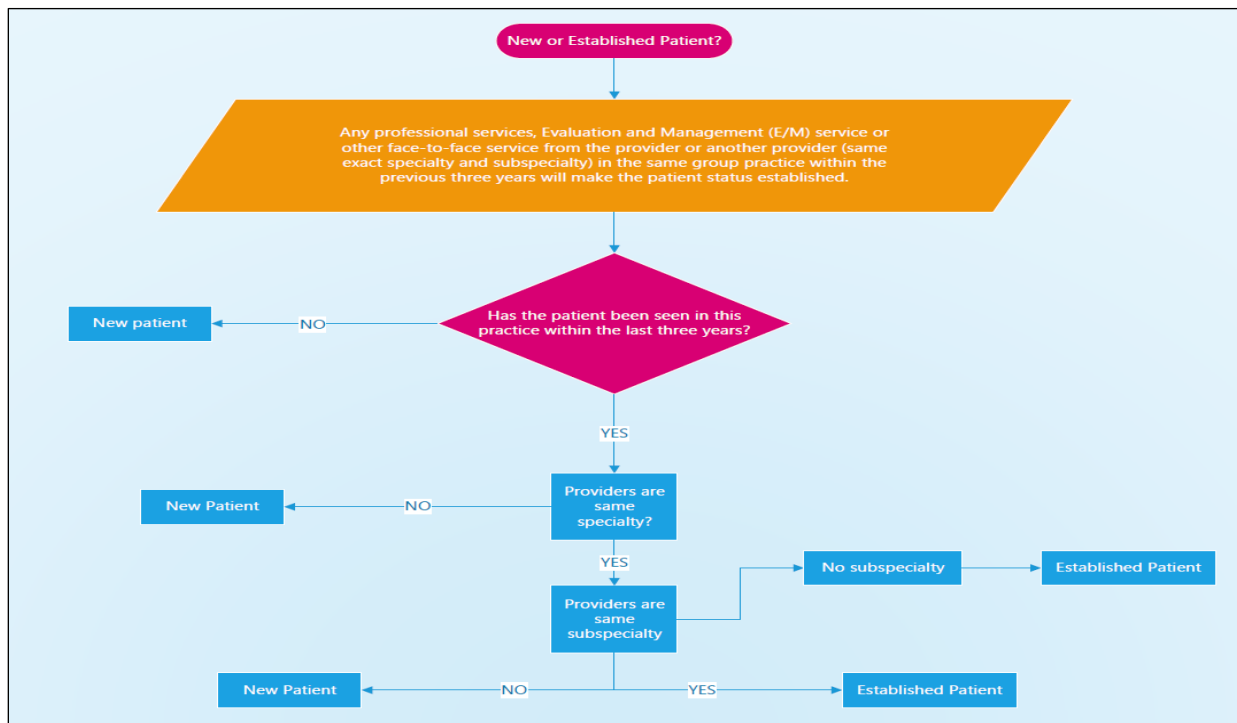
**Q.** A healthy 20-year-old moves into town and would like to establish care with a provider. The patient has no current present illness and had a preventive exam visit a few months ago prior to moving. How to code?

**A.** A problem-oriented office visit (99201-99205) would not be appropriate to report.\*

\***This is not a billable service.** The patient doesn't have a present illness and may incur an out of pocket charge for any additional preventive exam visit.

**Q.** A new patient coming to establish care with a provider. The patient has a history of type 2 diabetes and hypertension. Diabetes is stable with a most recent hemoglobin A1c of 4%. Hypertension is consistently elevated in the range of 160/90 mmHg. The provider increased Lisinopril to 20mg daily and added Amlodipine 5mg. The provider request patient to come back next week for blood pressure monitoring. How to code?

**A.** A problem-oriented office visit (99201-99205) would be appropriate to report.



**References:**

- <https://www.aapc.com/blog/45375-physician-patient-meet-and-greet-visits/>
- <https://www.cmadoocs.org/newsroom/news/view/ArticleId/27940/Coding-Corner-Physician-patient-meet-and-greet>
- <https://med.noridianmedicare.com/web/jeb/specialties/em/new-vs-established-patient-decision-tree>