



BY SARIA  
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## THE OFFICE

# Ten Things I Wish I'd Learned in Residency

**D**o you ever wish your residency years prepped you better for managing the business side of your practice? It's critical to learn how to get paid for what

we do, yet my experience in residency provided little preparation for doing just that. Here are a few tips I wish I had learned back in residency and that I think are important to pass along to the residents who I teach:

**1. Always read your mail.** Delegating this task to an office manager means you're out of the loop when it comes to knowing the trends occurring with your

explanations of benefits and denials for payment. It's important to know what you are—and are not—getting paid for. Don't assume that if you bill for a service, you'll get paid for it. And don't assume that the amount you bill always covers your own costs. Manufacturers of vaccines and devices can change their charges on a dime, and that can eat into your margin if you're not paying atten-

tion. If you can't find the time to read your mail, train someone on your staff to push the information to you.

**2. Develop solid relationships with patients.** Medicare patients are constantly receiving reminders in the mail to report cases of fraud. Although absolutely no one should ever take advantage of these patients, sometimes they feel they are being taken advantage of due to miscommunication. A Medicare patient of mine recently called to question why I had billed for tobacco cessation, since she believed our discussion about her plans to quit smoking was just part of being a good doctor. I was relieved to be given the opportunity to explain to her that it was a legitimate claim, given that Medicare now reimburses physicians for providing such counseling. Not all your patients are going to like you. The aim is to develop an open relationship so they feel that they can come to you first if they have a question about their bill.

**3. Be complete on review of systems.**

In cases of audit, inadequate review of systems (ROS) is the leading reason for physicians to write checks back to insurance companies. If you're doing the work of an ROS for a higher level of visit, make sure that you're documenting that fact. With any code, you need to at least spell out the pertinent ROS to justify payment.

**4. Understand the difference between 99213 and 99214.** Over the course of a year, the cumulative difference between billing for a level-3 visit versus a level-4 visit can be huge. Unfortunately, because residents are not allowed to bill above a 99213, they never really become used to doing the expanded documentation required for a 99214. And that's what they stick to once they are in practice, even when they are doing the work of a 99214.

**5. Learn how to code based on time in situations that warrant it.** Family physicians in particular manage patients who may not always involve a high level of complexity but who do require a lot of time. The patient who has just been diagnosed with diabetes or the patient with depression, for example, both require considerable counseling time. To get paid for that time, you need to document that you spent at least 50% of the visit counseling and educating these patients on issues related to their diagnosis.

**6. Remember consultation codes are a thing of the past.** Learn how to add AI modifiers if you are the principal provider or consultant for a Medicare patient. AI modifiers help explain to Medicare how there can be two codes for the same patient on the same day. They explain who is the principal provider and who is the consultant on the case, and if you don't use them your claim may be denied.

**7. Use tobacco cessation counseling codes when appropriate.** Codes 99406 and 99407 have been around since 2005, but a lot of physicians still aren't using them. In a patient with a disease or condition affected by tobacco use, these

*Continued on following page*

### BYSTOLIC® (nebivolol) tablets Brief Summary of full Prescribing Information Initial U.S. Approval: 2007

**INDICATIONS AND USAGE: Hypertension** - BYSTOLIC is indicated for the treatment of hypertension [see Clinical Studies (14.1)]. BYSTOLIC may be used alone or in combination with other antihypertensive agents [see Drug Interactions (7)].

**CONTRAINDICATIONS:** BYSTOLIC is contraindicated in the following conditions: Severe bradycardia; Heart block greater than first degree; Patients with cardiogenic shock; Decompensated cardiac failure; Sick sinus syndrome (unless a permanent pacemaker is in place); Patients with severe hepatic impairment (Child-Pugh >B); Patients who are hypersensitive to any component of this product.

**WARNINGS AND PRECAUTIONS: Abrupt Cessation of Therapy** - Do not abruptly discontinue BYSTOLIC therapy in patients with coronary artery disease. Severe exacerbation of angina, myocardial infarction and ventricular arrhythmias have been reported in patients with coronary artery disease following the abrupt discontinuation of therapy with  $\beta$ -blockers. Myocardial infarction and ventricular arrhythmias may occur with or without preceding exacerbation of the angina pectoris. Caution patients without overt coronary artery disease against interruption or abrupt discontinuation of therapy. As with other  $\beta$ -blockers, when discontinuation of BYSTOLIC is planned, carefully observe and advise patients to minimize physical activity. Taper BYSTOLIC over 1 to 2 weeks when possible. If the angina worsens or acute coronary insufficiency develops, restart BYSTOLIC promptly, at least temporarily. **Angina and Acute Myocardial Infarction** - BYSTOLIC was not studied in patients with angina pectoris or who had a recent MI. **Bronchospastic Diseases** - In general, patients with bronchospastic diseases should not receive  $\beta$ -blockers. **Anesthesia and Major Surgery** - Because beta-blocker withdrawal has been associated with an increased risk of MI and chest pain, patients already on beta-blockers should generally continue treatment throughout the perioperative period. If BYSTOLIC is to be continued perioperatively, monitor patients closely when anesthetic agents which depress myocardial function, such as ether, cyclopropane, and trichloroethylene, are used. If  $\beta$ -blocking therapy is withdrawn prior to major surgery, the impaired ability of the heart to respond to reflex adrenergic stimuli may augment the risks of general anesthesia and surgical procedures. The  $\beta$ -blocking effects of BYSTOLIC can be reversed by  $\beta$ -agonists, e.g., dobutamine or isoproterenol. However, such patients may be subject to protracted severe hypotension. Additionally, difficulty in restarting and maintaining the heartbeats has been reported with  $\beta$ -blockers. **Diabetes and Hypoglycemia** -  $\beta$ -blockers may mask some of the manifestations of hypoglycemia, particularly tachycardia. Nonselective  $\beta$ -blockers may potentiate insulin-induced hypoglycemia and delay recovery of serum glucose levels. It is not known whether nebivolol has these effects. Advise patients subject to spontaneous hypoglycemia and diabetic patients receiving insulin or oral hypoglycemic agents about these possibilities. **Thyrotoxicosis** -  $\beta$ -blockers may mask clinical signs of hyperthyroidism, such as tachycardia. Abrupt withdrawal of  $\beta$ -blockers may be followed by an exacerbation of the symptoms of hyperthyroidism or may precipitate a thyroid storm. **Peripheral Vascular Disease** -  $\beta$ -blockers can precipitate or aggravate symptoms of arterial insufficiency in patients with peripheral vascular disease. **Non-dihydropyridine Calcium Channel Blockers** - Because of significant negative inotropic and chronotropic effects in patients treated with  $\beta$ -blockers and calcium channel blockers of the verapamil and diltiazem type, monitor the ECG and blood pressure in patients treated concomitantly with these agents. **Use with CYP2D6 Inhibitors** - Nebivolol exposure increases with inhibition of CYP2D6 [see Drug Interactions (7)]. The dose of BYSTOLIC may need to be reduced. **Impaired Renal Function** - Renal clearance of nebivolol is decreased in patients with severe renal impairment. BYSTOLIC has not been studied in patients receiving dialysis [see Clinical Pharmacology (12.4) and Dosage and Administration (2.1)]. **Impaired Hepatic Function** - Metabolism of nebivolol is decreased in patients with moderate hepatic impairment. BYSTOLIC has not been studied in patients with severe hepatic impairment [see Clinical Pharmacology (12.4) and Dosage and Administration (2.1)]. **Risk of Anaphylactic Reactions** - While taking  $\beta$ -blockers, patients with a history of severe anaphylactic reactions to a variety of allergens may be more reactive to accidental, diagnostic, or therapeutic challenge. Such patients may be unresponsive to the usual doses of epinephrine used to treat allergic reactions. **Pheochromocytoma** - In patients with known or suspected pheochromocytoma, initiate an  $\alpha$ -blocker prior to the use of any  $\beta$ -blocker.

**ADVERSE REACTIONS: Clinical Studies Experience** - BYSTOLIC has been evaluated for safety in patients with hypertension and in patients with heart failure. The observed adverse reaction profile was consistent with the pharmacology of the drug and the health status of the patients in the clinical trials. Adverse reactions reported for each of these patient populations are provided below. Excluded are adverse reactions considered too general to be informative and those not reasonably associated with the use of the drug because they were associated with the condition being treated or are very common in the treated population. The data described below reflect worldwide clinical trial exposure to BYSTOLIC in 6545 patients, including 5038 patients treated for hypertension and the remaining 1507 subjects treated for other cardiovascular diseases. Doses ranged from 0.5 mg to 40 mg. Patients received BYSTOLIC for up to 24 months, with over 1900 patients treated for at least 6 months, and approximately 1300 patients for more than one year. **HYPER-TENSION:** In placebo-controlled clinical trials comparing BYSTOLIC with placebo, discontinuation of therapy due to adverse reactions was reported in 2.8% of patients treated with nebivolol and 2.2% of patients given placebo. The most common adverse reactions that led to discontinuation of BYSTOLIC were headache (0.4%), nausea (0.2%) and bradycardia (0.2%). **Table 1** lists treatment-emergent adverse reactions that were reported in three 12-week, placebo-controlled monotherapy trials involving 1597 hypertensive patients treated with either 5 mg, 10 mg, or 20-40 mg of BYSTOLIC and 205 patients given placebo and for which the rate of occurrence was at least 1% of patients treated with nebivolol and greater than the rate for those treated with placebo in at least one dose group. **Table 1.** Treatment-Emergent Adverse Reactions with an Incidence (over 6 weeks)  $\geq 1\%$  in BYSTOLIC-Treated Patients and at a Higher Frequency than Placebo-Treated Patients are listed below in the following order: System Organ Class Preferred Term [Placebo (n = 205), Nebivolol 5 mg (n = 459), Nebivolol 10 mg (n = 461), Nebivolol 20-40 mg (n = 677)] **Cardiac Disorders:** Bradycardia (0, 0, 0, 1); **Gastrointestinal Disorders:** Diarrhea (2, 2, 2, 3); Nausea (0, 1, 3, 2); **General Disorders:** Fatigue (1, 2, 2, 5); Chest pain (0, 0, 1, 1); Peripheral edema (0, 1, 1, 1); **Nervous System Disorders:** Headache (6, 9, 6, 7); Dizziness (2, 2, 3, 4); **Psychiatric Disorders:** Insomnia (0, 1, 1, 1); **Respiratory Disorders:** Dyspnea (0, 0, 1, 1); **Skin and Subcutaneous Tissue Disorders:** Rash (0, 0, 1, 1). Listed below are other reported adverse reactions with an incidence of at least 1% in the more than 4300 patients treated with BYSTOLIC in controlled or open-label trials except for those already appearing in **Table 1**, terms too general to be informative, minor symptoms, or adverse reactions unlikely to be attributable to drug because they are common in the population. These adverse reactions were in most cases observed at a similar frequency in placebo-treated patients in the controlled studies. **Body as a Whole:** asthenia. **Gastrointestinal System Disorders:** abdominal pain. **Metabolic and Nutritional Disorders:** hypercholesterolemia. **Nervous System Disorders:** paraesthesia. **Laboratory Abnormalities:** In controlled monotherapy trials of hypertensive patients, BYSTOLIC was associated with an increase in BUN, uric acid, triglycerides and a decrease in HDL cholesterol and platelet count. **Postmarketing Experience** - The following adverse reactions have been identified from spontaneous reports of BYSTOLIC received worldwide and have not been listed elsewhere.

### Rx Only

These adverse reactions have been chosen for inclusion due to a combination of seriousness, frequency of reporting or potential causal connection to BYSTOLIC. Adverse reactions common in the population have generally been omitted. Because these adverse reactions were reported voluntarily from a population of uncertain size, it is not possible to estimate their frequency or establish a causal relationship to BYSTOLIC exposure: abnormal hepatic function (including increased AST, ALT and bilirubin), acute pulmonary edema, acute renal failure, atrioventricular block (both second- and third-degree), bronchospasm, erectile dysfunction, hypersensitivity (including urticaria, allergic vasculitis and rare reports of angioedema), myocardial infarction, pruritus, psoriasis, Raynaud's phenomenon, peripheral ischemia/claudeication, somnolence, syncope, thrombocytopenia, various rashes and skin disorders, vertigo, and vomiting.

**DRUG INTERACTIONS: CYP2D6 Inhibitors** - Use caution when BYSTOLIC is co-administered with CYP2D6 inhibitors (quinidine, propafenone, fluoxetine, paroxetine, etc.) [see Clinical Pharmacology (12.5)]. **Hypotensive Agents** - Do not use BYSTOLIC with other  $\beta$ -blockers. Closely monitor patients receiving catecholamine-depleting drugs, such as reserpine or guanethidine, because the added  $\beta$ -blocking action of BYSTOLIC may produce excessive reduction of sympathetic activity. In patients who are receiving BYSTOLIC and clonidine, discontinue BYSTOLIC for several days before the gradual tapering of clonidine. **Digitalis Glycosides** - Both digitalis glycosides and  $\beta$ -blockers slow atrioventricular conduction and decrease heart rate. Concomitant use can increase the risk of bradycardia. **Calcium Channel Blockers** - BYSTOLIC can exacerbate the effects of myocardial depressants or inhibitors of AV conduction, such as certain calcium antagonists (particularly of the phenylalkylamine [verapamil] and benzothiazepine [diltiazem] classes), or antiarrhythmic agents, such as disopyramide.

**USE IN SPECIFIC POPULATIONS: Pregnancy: Teratogenic Effects, Category C** - Decreased pup body weights occurred at 1.25 and 2.5 mg/kg in rats, when exposed during the perinatal period (late gestation, parturition and lactation). At 5 mg/kg and higher doses (1.2 times the MRHD), prolonged gestation, dystocia and reduced maternal care were produced with corresponding increases in late fetal deaths and stillbirths and decreased birth weight, live litter size and pup survival. Insufficient numbers of pups survived at 5 mg/kg to evaluate the offspring for reproductive performance. In studies in which pregnant rats were given nebivolol during organogenesis, reduced fetal body weights were observed at maternally toxic doses of 20 and 40 mg/kg/day (5 and 10 times the MRHD), and small reversible delays in sternal and thoracic ossification associated with the reduced fetal body weights and a small increase in resorption occurred at 40 mg/kg/day (10 times the MRHD). No adverse effects on embryo-fetal viability, sex, weight or morphology were observed in studies in which nebivolol was given to pregnant rabbits at doses as high as 20 mg/kg/day (10 times the MRHD). **Labor and Delivery** - Nebivolol caused prolonged gestation and dystocia at doses  $\geq 5$  mg/kg in rats (1.2 times the MRHD). These effects were associated with increased fetal deaths and stillborn pups, and decreased birth weight, live litter size and pup survival rate, events that occurred only when nebivolol was given during the perinatal period (late gestation, parturition and lactation). No studies of nebivolol were conducted in pregnant women. Use BYSTOLIC during pregnancy only if the potential benefit justifies the potential risk to the fetus. **Nursing Mothers** - Studies in rats have shown that nebivolol or its metabolites cross the placental barrier and are excreted in breast milk. It is not known whether this drug is excreted in human milk. Because of the potential for  $\beta$ -blockers to produce serious adverse reactions in nursing infants, especially bradycardia, BYSTOLIC is not recommended during nursing. **Pediatric Use** - Safety and effectiveness in pediatric patients have not been established. Pediatric studies in ages newborn to 18 years old have not been conducted because of incomplete characterization of developmental toxicity and possible adverse effects on long-term fertility [see Nonclinical Toxicology (13.1)]. **Geriatric Use** - Of the 2800 patients in the U.S.-sponsored placebo-controlled clinical hypertension studies, 478 patients were 65 years of age or older. No overall differences in efficacy or in the incidence of adverse events were observed between older and younger patients. **Heart Failure** - In a placebo-controlled trial of 2128 patients (1067 BYSTOLIC, 1061 placebo) over 70 years of age with chronic heart failure receiving a maximum dose of 10 mg per day for a median of 20 months, no worsening of heart failure was reported with nebivolol compared to placebo. However, if heart failure worsens consider discontinuation of BYSTOLIC.

**OVERDOSAGE:** In clinical trials and worldwide postmarketing experience there were reports of BYSTOLIC overdose. The most common signs and symptoms associated with BYSTOLIC overdose are bradycardia and hypotension. Other important adverse reactions reported with BYSTOLIC overdose include cardiac failure, dizziness, hypoglycemia, fatigue and vomiting. Other adverse reactions associated with  $\beta$ -blocker overdose include bronchospasm and heart block. The largest known ingestion of BYSTOLIC worldwide involved a patient who ingested up to 500 mg of BYSTOLIC along with several 100 mg tablets of acetylsalicylic acid in a suicide attempt. The patient experienced hyperhidrosis, pallor, depressed level of consciousness, hypokinesia, hypotension, sinus bradycardia, hypoglycemia, hypokalemia, respiratory failure, and vomiting. The patient recovered. Because of extensive drug binding to plasma proteins, hemodialysis is not expected to enhance nebivolol clearance. If overdose occurs, provide general supportive and specific symptomatic treatment. Based on expected pharmacologic actions and recommendations for other  $\beta$ -blockers, consider the following general measures, including stopping BYSTOLIC, when clinically warranted: **Bradycardia:** Administer IV atropine. If the response is inadequate, isoproterenol or another agent with positive chronotropic properties may be given cautiously. Under some circumstances, transthoracic or transvenous pacemaker placement may be necessary. **Hypotension:** Administer IV fluids and vasopressors. Intravenous glucagon may be useful. **Heart Block (second- or third-degree):** Monitor and treat with isoproterenol infusion. Under some circumstances, transthoracic or transvenous pacemaker placement may be necessary. **Congestive Heart Failure:** Initiate therapy with digitalis glycosides and diuretics. In certain cases, consider the use of inotropic and vasodilating agents. **Bronchospasm:** Administer bronchodilator therapy such as a short-acting inhaled  $\beta_2$ -agonist and/or aminophylline. **Hypoglycemia:** Administer IV glucose. Repeated doses of IV glucose or possibly glucagon may be required. Supportive measures should continue until clinical stability is achieved. The half-life of low doses of nebivolol is 12-19 hours. Call the National Poison Control Center (800-222-1222) for the most current information on  $\beta$ -blocker overdose treatment.

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# UnitedHealth Group Owes Doctors \$350 Million

BY MARY ELLEN SCHNEIDER

Check your mailbox. If you provided covered out-of-network services to patients insured by UnitedHealth Group between March 1994 and November 2009, you may be eligible to receive payments as part of a \$350 million settlement reached last year.

The \$350 million settlement comes after a nearly decade-long legal battle between UnitedHealth Group and several plaintiffs, including the American Medical Association, the Medical Society of the State of New York, and the Missouri State Medical Association. The groups alleged that UnitedHealth Group conspired to systematically underpay physicians for out-of-network medical services by using an industry database of charges to justify lower reimbursements.

Last year, UnitedHealth Group reached a settlement with New York State Attorney General Andrew Cuomo to discontinue use of the database, and the company committed \$50 million to fund the development of a new, independent database that will determine the rates paid for out-of-network care.

In a separate settlement, the company

agreed to pay \$350 million to reimburse health plan members and out-of-network providers who were underpaid as a result of the flawed database calculations.

Physicians and patients have until July 27, 2010, to opt out of the settlement. Claims for payments from the settlement fund are due by Oct. 5, 2010.

To be eligible to receive part of the settlement, physicians must have provided covered out-of-network services or sup-

plies between March 15, 1994, and Nov. 18, 2009, to patients covered by a health plan that was either administered or insured by UnitedHealthcare, Oxford Health Plans, Metropolitan Life Insurance Companies, American Airlines, or one of their affiliates. In addition, in order to be eligible, physicians must have been given an assignment by the patient to bill the health plan.

Physicians billed via an assignment if

they received a payment directly from the health plan, if they completed box 13 on the HCFA/CMS 1500 form, or if they marked yes in the benefits assignment indicator on an electronic health care claim, according to the AMA. ■

For more information, contact the Berdon Claims Administration LLC at 800-443-1073 or [unitedhealthcare@berdonclaimsllc.com](mailto:unitedhealthcare@berdonclaimsllc.com).

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codes allow reimbursement for smoking cessation counseling for two quit attempts per patient during the year, and coverage is for four counseling interactions for each quit attempt. For 99406, the physician must document 3-10 minutes of counseling per interaction; for 99407, more than 10 minutes of counseling must be documented.

**8. Use all the codes for diabetic foot exams and care.** Physicians can bill for an initial foot exam for loss of protective sensation, or LOPS (G0245), as well as a follow-up exam code for LOPS at subsequent visits. In addition to the LOPS code, the code for routine foot care (G0247) can be used if you address the causes of LOPS, by shaving calluses, for example.

**9. Keep au courant.** Even if you think you know all there is to know about coding, take a coding class every now and then because things change. I pay very close attention to coding and I still find myself looking up the rules and coding changes.

**10. Count your time for home health or hospice care plan certification and recertification.** If you spend 30 minutes every month reviewing the care plan for a patient in home health or hospice, you can bill for that. A lot of home health care companies have cheat sheets to help you keep track of your time. Reviewing a new care plan can be coded as G0180. Recertification of the care plan after 60 days can be coded as G0179. ■

DR. SACCOCIO is an associate director of the Floyd Family Medicine Residency Program in Rome, Ga. She reported having no conflicts of interest.

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