



June 7, 2018

ATTN DEBRA LOCHNER DOYLE, MS, LCGC
STATE OF WASHINGTON DEPARTMENT OF HEALTH
SCREENING AND GENETICS UNIT
20425 72ND AVE S STE 310, MS K17-12
KENT WA 98032

Regarding: Complaint
Provider Name: [Redacted] - Genetic Support Foundation
OIC Case Number: [Redacted]
Prior Case Number: [Redacted]
New Case Number: [Redacted]

Dear Debra:

I am writing in response to your letter addressed to [Redacted] Appeals Team Leader, [Redacted]

[Redacted] I have read the request and thoroughly researched the issue. Let me begin by saying that we apologize for not responding to your earlier letter from October 2017. Normally when a complaint is received in our office we respond within 30 days if not sooner. You are requesting clarification as to why genetic counseling services are not being covered for Washington residents at a minimum of when they are required by state or federal law. We would like to take this time to explain our findings in regards to your issue.

Our review concluded that genetic counseling is definitely a covered service at [Redacted]. However, we do not recognize CPT 96040 in this situation due to its placement on the Status "B" list by Medicare. Genetic counseling could be billed under several other codes including HCPC S0265; which has essentially the same description as CPT 96040. It could also be billed under more general preventive codes such as CPT 99401-99404. We recognize and cover these alternative codes listed above.

We are required to process claims in accordance with the procedure and diagnosis codes that the provider office bills to us. Although, if a provider feels that a claim was billed incorrectly, they may submit a corrected claim for review. They have 365 days to submit a corrected claim from the process date.

We hope this information provides the clarification you were looking for. [Redacted] takes all complaints seriously and pay close attention to our customers' concerns and suggestions. The comments we receive help us to identify areas where we can improve and strengthen at [Redacted]. Our goal is to provide members and providers with peace of mind about their healthcare coverage.



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Thank you for the opportunity to address this matter. If you should have any questions regarding this information, please contact me at [REDACTED]

Sincerely,

[REDACTED]

cc: [REDACTED]