EMPLOYEE GUIDE

Guide to Confirming Your Preventive Exam for the Preventive Care Incentive Program (PCIP) with UT Select Concierge

When to Call

After your preventive exam, review your Explanation of Benefits (EOB) using the Guide to Understanding Your Explanation of Benefits (EOB). If your EOB doesn't clearly show a qualifying preventive exam, or you aren't sure your visit counts toward PCIP, call UT Select Concierge. A representative can check your claim and confirm whether you've met the program requirements.

Before You Call

Have this information ready:

- Your member ID
- The date of your visit
- Your provider's name

Call UT Select Concierge at 866-882-2034

SUGGESTED OPENING

> *"Hi, I'm calling to check whether I've met the requirements for the Preventive Care Incentive Program (PCIP). I completed my preventive care visit on [Date] with [Provider Name], and I want to make sure the visit was processed correctly and satisfies the program requirements. Could you please check my claim and confirm a few things?"*

QUESTIONS TO ASK

- Has my preventive care visit been received and processed?
- What CPT code was billed for my visit?
- Does that CPT code qualify for PCIP?
- Does my account show that I've satisfied the PCIP requirements?
- If not, is anything missing, or is there anything I need to do?

Preventive Exam CPT Codes

These are the typical CPT codes for qualifying preventive exam visits:

TYPE OF VISIT	TYPICAL CPT CODES
Routine preventive physical exam (office)	99381–99387 (new patients); 99391–99397 (established patients)
Preventive physical exam (outpatient setting)	99381–99387; 99391–99397
Preventive physical exam (retail clinic)	99381–99387; 99391–99397
Preventive well-woman exam	99384–99387 (new patients); 99394–99397 (established patients), depending on age

If UT Select Concierge Cannot Confirm Completion

Ask these follow-up questions:

- "Could you check whether my provider submitted an appropriate preventive exam CPT code?" (reference the codes in the table included above)
- "If a different code was billed, could that be why my visit isn't showing as completed for PCIP?"
- "If the claim needs to be corrected, should I contact my provider's billing office to request a review?"

Before Ending the Call

- "Can you confirm whether I've satisfied the PCIP requirements or whether my status is still pending?"
- "Could I also get a reference number for this call in case I need to follow up?"

After Your Call

Keep a record of your call date, reference number, and the CPT code billed.

A preventive visit covered by insurance does not automatically mean you've completed PCIP. The visit must meet the program's requirements and appear correctly in the BCBSTX claims system.

Need More Help?

If you still have questions after speaking with UT Select Concierge, contact the Human Resources Service Center at 512-471-4772, Monday- Friday, 8 a.m.-5 p.m. or hrsc@austin.utexas.edu.