

## **Two (2) Emergency Room Visits on the Same Date of Service – Appeal Process**

When more than one (1) visit to an emergency room (ER) occurs on the same date of service (DOS), the second or subsequent visit(s) must be for medically necessary services.

All services provided to a Medicaid Member by a hospital on the same DOS must be billed on a single claim (see [Section 10.17 – Reimbursement, Definitions, Billing Tips, and Guidelines of the Institutional Provider Manual](#)).

Any same-day, subsequent visit claims to an emergency room (ER) will be denied and will also require a provider appeal (see Section 2.3.3 – How to Appeal).

### **Providers must take the following action:**

- If the claim is in a paid status with denied lines, then providers must void this paid claim prior to completing the Appeal process.
- If the claim is in a denied status, then providers will need to complete the Appeal process only.

If you have additional questions, please reach out to Provider Services at 1-888-996-6223.

### **Deployment Information**

**Deployment Date:** September 25, 2023

**Audiences:** General Acute Care Hospital

General Acute Care Hospital – Rural (Critical Access Hospital)

Psychiatric Hospital

Rehabilitation Hospital