RETAIL CLINIC - LIMITED SERVICES CLINIC

Policy
AllWays Health Partners reimburses contracted retail health clinics for medically necessary services
to AllWays Health Partners plan members, at the provider’s Massachusetts locations, offering
evaluation of minor health care issues as defined by specific CPT codes in the provider’s agreement
with AllWays Health Partners.

Authorization, Notification and Referral

<table>
<thead>
<tr>
<th>Service</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Clinic services in Massachusetts</td>
<td>None</td>
</tr>
</tbody>
</table>

The Prior Authorization Guidelines are accessible by the following link here.

Limitations
The provider may not provide any treatment to a child younger than 24 months, nor any childhood
immunizations other than the flu vaccine for members 24 months to 19 years age in accordance with the
Massachusetts Department of Public Health (MDPH) regulations.

Member Cost-Sharing
The provider is responsible for verifying at each encounter and when applicable for each day of care
when the patient is hospitalized, coverage, available benefits, and member out-of-pocket costs;
copayments, coinsurance, and deductible required, if any.

Exceptions to Policy Criteria
Patient co-payments apply only when an evaluation and management CPT code (99201-99204,
99211-99214) is billed.

Definitions
Retail Clinic/ Limited Service Clinic: A licensed, walk-in health care center located in a pharmacy
(store) that is staffed by nurse practitioners who specialize in family health care and are trained to
diagnose, treat and write prescriptions for common family illnesses, preventive health screenings,
prescription and over-the-counter medications and uncomplicated primary care.
Minor wounds, abrasions and joint sprains are treated, and common immunizations such as influenza are available at all locations.

**AllWays Health Partners Reimburses**
- Contracted retail clinics in Massachusetts at a standard rate that includes both the facility and professional services.
- Services based on the contracted rate for specific CPT codes representing common family illnesses, including flu shots, and minor wound treatment. Age restrictions may apply for some conditions.

**AllWays Health Partners Does Not Reimburse**
- Services not specified in the contractual agreement between AllWays Health Partners and retail clinics located in Massachusetts.
- Other charges or services not specified in the contractual agreement, including but not limited to:
  - Handling Fees.
  - Blood draws.
  - Special reports or telephone management billed with evaluation and management codes.

**Modifiers Applicable to Guideline**

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Descriptor</th>
<th>Comments (Billing instructions when)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SL</td>
<td>State supplied vaccine</td>
<td>Use with all vaccines supplied by the MDPH.</td>
</tr>
</tbody>
</table>

**Provider Payment Guidelines and Documentation**

Bill for all services rendered on a CMS 1500 claim form, using place of service 17 (Walk-in Retail Health Clinic)

Vaccines supplied to the provider by the Massachusetts Department of Public Health (MDPH) must be identified on claims using the SL (State Supplied Vaccine) modifier in the first modifier field.

CPT 92567 requires use of calibrated electronic equipment, with the recording of results and a report with interpretation.

**References**
- CMS Walk-in Retail Health Clinic
- MassHealth Bulletins

**Related AllWays Health Partners Provider Payment Guidelines**
- Evaluation and Management Provider Payment Guideline
- Vaccine and Immunization Provider Payment Guideline
This document is designed for informational purposes only. Claims payment is subject to member eligibility and benefits on the date of service, coordination of benefits, referral/authorization/notification and utilization management guidelines when applicable, adherence to plan policies and procedures, claims editing logic, and provider contractual agreement. In the event of a conflict between this payment guideline and the provider’s agreement, the terms and conditions of the provider’s agreement shall prevail. Payment policies are intended to assist providers in obtaining AllWays Health Partners’ payment information. Payment policy determines the rationale by which a submitted claim for service is processed and paid. Payment policy formulation takes into consideration a variety of factors including: the terms of the participating providers’ contract(s); scope of benefits included in a given member’s benefit plan; clinical rationale, industry-standard procedure code edits, and industry-standard coding conventions.

AllWays Health Partners includes AllWays Health Partners, Inc. and AllWays Health Partners Insurance Company