

Centers for Medicare and Medicaid Services
Questions and Answers
Physicians, Nurses, and Allied Health Professionals Open Door Forum
April 10, 2024

1. Question: Do you know if the Medicare Administrative Contractors are going to adjust any of the kinds of claims that have come in prior to the update to the conversion factor?
 - a. Answer: As specific as the legislation was about the updates to the conversion factor, it did not allow for readjustments to claims that were submitted before March 9. In other words, March 9 and forward, the update only applies to services billed March 9 and forward.
 - i. Question: January 1 through March 9?
 1. Answer: I think what I heard was January 1 through March 9. So, if those claims—any claims prior to March 9 through March 8 will not be reprocessed, correct.
2. Question: I just had a question about the prolonged service time for outpatient clinic services. Recently, National Government Services (NGS) posted something on their website where they are allowing the CPT (Current Procedural Terminology) time for prolonged services, and I was wondering if CMS has any plans on updating the information across the board for that. We're just confused as to whether NGS is correct on this prolonged service time.
 - a. Answer: The manual (and associated final rule) continues to be the best reference.

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