

Dec. 4, 2020

Subject: Clarifying Billing Practices for Acupuncture and Chiropractic Providers

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing accurate and timely reimbursement for services provided to Presbyterian members. To ensure claims are processed appropriately, we want to clarify correct billing practices for acupuncture and chiropractic providers.

When submitting claims to Presbyterian, providers should include their specialty by entering the appropriate taxonomy code in box 24J of the service line with a ZZ qualifier on the claims form. If providers have multiple specialties, then they must enter the most appropriate taxonomy code that reflects the services rendered in box 24J. If the rendering and billing provider are the same person, then providers may leave box 24J blank and enter the specialty in box 33B. Claims that do not have this information may result in delayed and/or inaccurate reimbursement.

As a reminder, please be sure to bill the correct taxonomy code and the appropriate Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS) codes and modifiers when submitting a claim. Claims that do not have this information will be denied.

Should providers have any questions or concerns, or need additional guidance, then they may use the information below to contact their Provider Network Operations relationship executive.

As always, thank you for partnering with Presbyterian to improve the health of the patients, members and communities we serve.

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5141

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

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