

**To: Keystone First/Keystone First Community HealthChoices Hospital Providers**

**Date: December 10, 2024**

**RE: Observation Billing Reminder**

We have recently noticed that some facilities are reporting “1 unit” of service in conjunction with procedure code G0378 (Hospital Observation service; per hour), representing one hour of observation, rather than reporting all hours a Member/Participant spent in observation services.

As a reminder, your facility is required:

- To report the total amount of time (units – per hour) a Member/Participant is in observation status. This requirement is regardless of your facility’s contracted reimbursement methodology.
- To report all time in whole units. For example, when the final hour of observation for a Member/Participant is less than 60 minutes:
  - 0 – 29 minutes - do not report
  - 30 or more minutes - report 1 unit

Thank you for your participation in our network and the continued care you provide to our Members/Participants. If you need more information or have questions regarding this notice, please contact Provider Services at 1-800-521-6007 or your Provider Account Executive.