



Case Study:

# Overservicing (Otorhinolaryngology)

## Case Details

- A 30+ year-old patient previously diagnosed with obstructive sleep apnoea (OSA) was referred to an ENT surgeon for worsening snoring over the last 6 months, accompanied by fatigue and daytime drowsiness.
- Patient had never had a trial of continuous positive airway pressure (CPAP) therapy, but had undergone bilateral inferior turbinoplasty, bilateral tonsillectomy, partial uvulectomy, and palate radiofrequency surgery.
- Surgeon admitted the patient for day surgery, and 5 TOSP codes were submitted (SM714N, SM701T, SM724N, SM700N and SM711S)

## Claim Adjudication

- Case notes and supporting documents were requested from the doctor and medical institution.
- An independent Specialist Panel appointed by the MediShield Life Council reviewed the treatment and claim.

## Panel Findings and Decision

The Panel found the following claim components were deemed to be **inappropriate**:

1. **SM701T**: There was no evidence and documentation showing that the patient had been counselled and offered a trial of more appropriate conservative therapy such as CPAP or oral appliances.
2. **SM724N**: The photo-documentation provided did not show a clinically significant deviation of the nasal septum causing obstruction.
3. **SM700A**: The photo-documentation provided did not show clinically significant adenoid hypertrophy.
4. **SM711S**: The procedure should not have been offered before a trial of conservative treatment, and pre-operative imaging done to confirm which sinuses were involved.

## Key Learning Points

- Conditions that should initially be treated conservatively should generally receive such treatment before surgery is offered, unless there are medical indications for surgery to be done first.
- Written and photo documentation may be required as evidence for the Panel's deliberation on the appropriateness of the treatment and MSHL claim.

## Summary of TOSP Codes

TOSP Codes Submitted by Doctor				Decision by Panel
S/n	Code	Description	Table	
1	SM714N	Nose, Various Lesions (Turbinates), Turbinectomy/ Turbinoplasty/ Submucous Resection (with or without endoscopes)	2C	✓ Appropriate
2	SM701T	Throat, Uvulopalatopharyngoplasty (U3P)	4B	✗ Inappropriate
3	SM724N	Nose, Various Lesions, Septoplasty/ Submucous Resection	3B	✗ Inappropriate
4	SM700A	Adenoids, Various Lesions, Removal	2C	✗ Inappropriate
5	SM711S	Sinuses, Nasal, Various lesions of antrum, proof puncture and/ or lavage	1B	✗ Inappropriate

- The total charges from inappropriate items or codes amounted to approximately \$25,000.
- Enforcement action will be taken against the doctor who certified the inappropriate claim. Egregious or repeated non-compliances will lead to suspension or revocation of the doctor's MediSave and MediShield Life (2M) accreditation.