

UPDATED ONLY FOR LOGO AND BRANDING**Provider Notice**

To: All HealthChoices Providers
From: Sheryl Swanson, Vice-President of Network Operations
Matthew Weinstein, Chief Compliance Officer
Date: May 24, 2010
Subject: AD 10 006 Billable Reportable Time

This memo serves as a reminder to all network Providers that when recording billable time in a Member's chart, it is the Provider's responsibility to notate the actual begin and end time of each session in the progress notes. The requirement to log actual clock time on progress notes is located in PerformCare policy and procedures as well as, the PA code 1101 regulations. For all levels of care, individual bulletins and 1101 regulations apply.

In addition, the Promise Billing Manual section 6.4 requires Providers to collect Member's signatures on the claim line "recipient signature" or on an encounter form to ensure that services were delivered as indicated in the progress note. Please see your promise billing manual for exact details that apply to each level of care.

Below are the Medical Assistance bulletins, which outline and reinforce the providers' responsibility to ensure accurate accounting of the encounter with the Member:

- MA Bulletin # 29-85-02, 33-85-02 "Requirements for Treatment Plans and Documentation of Treatment". This bulletin references notating the "date and actual time and services were rendered" as well as "the amount of time it took to deliver the services".
- MA Bulletin # 29-02-03, 33-02-03, 41-02-02 "Documentation and Medical Record Keeping Responsibilities". This bulletin references "the actual time in clock hours that services were rendered. For example: the recipient received one hour of psychotherapy. The medical record should reflect that psychotherapy was provided from 10:00 A.M. to 11:00 A.M."
- MA Bulletin # 99-97-06 "Accurate Billing for Units of Service Based on Periods of Time." This bulletin notes that units cannot be rounded up and clock time must be recorded in the Members record.
- Provider's responsibilities regarding record keeping and accurate time notation are referenced and outlined throughout the PA 1101 regulations.

➤ PA Code 1153.42 number two (2).

§ 1153.42. Ongoing responsibilities of providers.

(a) *Responsibilities of providers.* Ongoing responsibilities of providers are established in Chapter 1101 (relating to general provisions). Outpatient psychiatric clinics and outpatient psychiatric partial hospitalization facilities shall also adhere to the additional requirements established in this section.

(b) *Recordkeeping requirements.* In addition to the requirements listed in § 1101.51(e) (relating to ongoing responsibilities of providers), the following items shall be included in medical records of MA patients receiving outpatient psychiatric clinic and outpatient psychiatric partial hospitalization services:

- (1) The treatment plan shall include:
 - (i) The treatment plan goals.
 - (ii) Services to be provided to the patient in the clinic or partial hospitalization facility or through referral.
 - (iii) Persons to directly provide each service.
- (2) As part of the progress notes, the frequency and duration of each service provided shall be included.

Below is an example of the requirement described above:

If a session begins at 9:07 a.m. and ends at 10:14 a.m., the actual recorded time on progress note should reflect those actual times. Merely identifying that a session was 67 minutes (as in the example above) does not fully meet the provider's responsibility as outlined above. In addition, the Member should sign the claim form or sign an encounter form.

PerformCare strongly encourages Providers to review staff the responsibilities as outlined under the 1101 regulations with all applicable staff. If you have any questions, please do not hesitate to contact your Provider Relations Representative at (888) 700-7370.