

# **2019 Policy Update Documentation of Timed Services**

February 11, 2019

# Objectives of Today's Webinar

- Provide an overview of the new policy for documentation of timed-service codes
- Highlight key aspects of the policy
- Communicate the effective date

# Policy Objectives

- Fulfill BWC's fiduciary responsibility to verify the accuracy of medical services
- Reduce or eliminate provider challenges with capturing time spent with the injured worker

# Reimbursement and Coding Policy References

[www.bwc.ohio.gov](http://www.bwc.ohio.gov)

- *Provider Billing and Reimbursement Manual*
  - Future effective policies
  - Policy alerts
  - Medical documentation policy
  - New, revised and updated policies

# Documentation for Timed Services

- Existing policies included permissive language for documentation requirements
- Attempt to clarify permissive language in September 2018 policy alert
- Expectation that time spent with injured worker is captured

# 2019 Policy Update

Documentation of Timed Services

Policy # BRM-22

# Purpose

- New policy does not replace the entire BWC medical documentation policy.
- New policy supersedes only the medical documentation policy language identified by strikethrough font (e.g., ~~medical record~~).

# Applicability

- Applies to nationally recognized or BWC local level codes with units of service counted in minutes or hours
- Effective for dates of service on or after **April 1, 2019**



# Definitions

- Timed services

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- Non-timed services

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- Timed services
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- Timed evaluation and management services
- Timed vocational-rehabilitation services
- Total treatment time

# Documentation Requirements

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  - Single-timed procedure
  - Multiple procedures, with at least one timed service:
    - Multiple-timed procedures.
    - Combination of timed and non-timed procedures.



# Single Timed Procedure

- For a single timed procedure in a treatment session and no other services, documentation shall include start and stop time.
- Example - individual psychotherapy, 45 minutes, from 9 a.m. to 9:45 a.m.

**Documentation for timed service must include:**

9 a.m. to 9:45 a.m.

# Multiple Procedures

- For multiple procedures (with at least one timed service) in a treatment session, documentation shall include:
  1. Total session start and stop times.
  2. Total time for all timed services, in minutes.
  3. Total time for each individual timed procedure, in minutes.

# Multiple Procedures

- Example – Gait training, massage and group physical therapy from 1 to 2 p.m.

## Documentation for timed services must include:

Total treatment time: 1 to 2 p.m.

Total time for timed services: 34 minutes.

Total time for each timed procedure.

- Gait training: 14 minutes.
- Massage: 20 minutes.

# Evaluation and Management Services Dominated by Counseling or Coordination of Care

- For evaluation and management services billed as a timed service, documentation shall include:
  - Extent of physician counseling and/or coordination of care exceeded 50% of face-to-face time with the physician.
    - Minutes spent in face-to-face counseling or coordination of care; and,
    - Description of counseling and/or coordination of care activities; and,
  - Follow documentation requirements for timed procedures.

# Evaluation and Management Services Dominated by Counseling or Coordination of Care

- Example – Office visit from 8 to 8:30 a.m. with 25 minutes of face-to-face counseling.

## Documentation for timed services must include:

Total treatment time 8 to 8:30 a.m.

More than 50% of this encounter was for counseling or coordination of care.

- Face-to-face counseling 25 minutes.
- Discussion of diagnostic test results.

# Vocational Rehabilitation Services

- Applies to BWC local level vocational rehabilitation fee schedule codes:
  - Units of service six minutes or greater; **and**,
  - Services provided in-person (i.e., face-to-face).
  - For travel, report start and stop time of the **meeting** associated with travel.
- Follow documentation requirements for timed procedures.

# Vocational Rehabilitation Services

- Example – Career counseling, in person from 9 a.m. to 10 a.m.

**Medical documentation must include:**

9 to 10 a.m.

# Additional Documentation Requirements

- Legible
- System generated (e.g., minutes calculated by electronic-medical record software), in free-text field recorded by the provider or in hand-written notes
- Not routinely documented on medical bills



# 2019 Documentation of Timed Services Policy

- Enables providers to more easily capture time spent delivering services
- Allows BWC to meet fiduciary objectives in validating billing accuracy of timed services

# Reminders

- Effective for dates of service on or after April 1, 2019.
  - View the new policy at [www.bwc.ohio.gov](http://www.bwc.ohio.gov).
  - *Provider Billing and Reimbursement Manual*
    - Future Effective Policies section

# Questions?

- Medical providers may submit written questions and/or contact BWC's provider relations department.
  - [BWCPProviderContactCenter@bwc.state.oh.us](mailto:BWCPProviderContactCenter@bwc.state.oh.us)
  - 1-800-644-6292
  - Via chat from our website, [www.bwc.ohio.gov](http://www.bwc.ohio.gov)

# Webinar Slides and Audio

- [www.bwc.ohio.gov](http://www.bwc.ohio.gov)
- Menu > Provider > Provider publications and videos > Videos

# BWC Education

Date	Opportunity
April 25	Telehealth Opportunities and Highlights of the First Quarter <i>Billing and Reimbursement Manual Update Webinar</i> . Register <a href="#">here</a> .
April 26-27	BWC Medical and Health Symposium <i>Event</i> . Register <a href="#">here</a> .

**Thank you**