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

- 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
Definitions

- Timed services
- Non-timed services
Definitions

- Timed services
- Non-timed services
- Timed evaluation and management services
Definitions

- Timed services
- Non-timed services
- Timed evaluation and management services
- Timed vocational-rehabilitation services
Definitions

- Timed services
- Non-timed services
- Timed evaluation and management services
- Timed vocational-rehabilitation services
- Total treatment time
Documentation Requirements

- Services performed during a treatment session determine the type of documentation required to support any timed services billed.
Documentation Requirements

- Services performed during a treatment session determine the type of documentation required to support any timed services billed.
  - Single-timed procedure
Documentation Requirements

- Services performed during a treatment session determine the type of documentation required to support any timed services billed.
  - 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:

<table>
<thead>
<tr>
<th>Description</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total treatment time: 1 to 2 p.m.</td>
<td></td>
</tr>
<tr>
<td>Total time for timed services: 34 minutes.</td>
<td></td>
</tr>
<tr>
<td>Total time for each timed procedure.</td>
<td></td>
</tr>
<tr>
<td>- Gait training: 14 minutes.</td>
<td></td>
</tr>
<tr>
<td>- Massage: 20 minutes.</td>
<td></td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Total treatment time 8 to 8:30 a.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 50% of this encounter was for counseling or coordination of care.</td>
</tr>
<tr>
<td>• Face-to-face counseling 25 minutes.</td>
</tr>
<tr>
<td>• Discussion of diagnostic test results.</td>
</tr>
</tbody>
</table>
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.
  - Provider Billing and Reimbursement Manual
    - Future Effective Policies section
Questions?

- Medical providers may submit written questions and/or contact BWC’s provider relations department.
  - BWCP Provid erContactCenter@bwc.state.oh.us
  - 1-800-644-6292
  - Via chat from our website, www.bwc.ohio.gov
Webinar Slides and Audio

- www.bwc.ohio.gov

- Menu > Provider > Provider publications and videos > Videos
## BWC Education

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