

PROVIDER NOTES

SCHOOL BASED SERVICES CONFERENCE

SHANTY CREEK, MI 8/16/18

LISA L. REGISTER, M.A., CCC-SLP

AGENDA

- Introductions
- Importance of adequate provider notes
- What should be included in provider notes

INTRODUCTIONS

- Please share:
 - Your name
 - Your occupation/role in education
- Please answer:
 - Do you compose provider notes as part of your job?

RECORD KEEPING

- Written records are maintained for ethical, legal and fiscal reasons
 - To track services provided/verify services rendered
 - To document progress and maintain continuity of care
 - To serve as a basis for program needs and development
 - May be requested by parents, teachers, fellow professionals, auditors and attorneys
 - Reimbursement for services provided

DOCUMENTATION

- Your documentation serves as your promise that everything written down is accurate. Documentation should highlight the skilled services you provide, your clinical judgment, and objective data.

ACUTE CAN BE USED AS A MNEMONIC

- Documentation should be:
 - Accurate
 - Code-able
 - Understandable
 - Timely
 - Error free

MEDICAID CLAIMS MAY BE SUPPORTED WHEN PROVIDERS DOCUMENT THE FOLLOWING BASIC ELEMENTS:

- **Reasonable:** Appropriate amount, frequency, and duration of treatment in accordance with standards of practice
 - **Necessary:** Appropriate treatment for the patient's diagnosis and condition
 - **Specific:** Treatment targeted to particular goals
 - **Effective:** Treatment expected to yield improvement within a reasonable amount of time
 - **Skilled:** Treatment requiring the knowledge, skills, and judgment of a speech-language pathologist (SLP) or audiologist
- <https://www.asha.org/uploadedFiles/SLP-Medical-Review-Guidelines.pdf>

WHAT SHOULD BE DOCUMENTED

- Communication with parents/staff
 - Face-to-face, phone calls, e-mails
- Meetings
 - Staffing/child study/problem solving team/REEDs/METs/IEPs/MDRs
- Observations
 - Classroom/recess/lunchroom/hallway/office
- Evaluations
- Referrals
- Intervention/Therapy

“If it is not documented, it did not happen.”

SOAP NOTES

- Subjective
- Objective
- Assessment
- Plan

SUBJECTIVE

- Subjective evaluation of the session:
 - Relevant student behavior or status
 - Description vs. “weasel” words
 - May include description of the student that day and any factor that may influence the student’s performance during therapy session
 - May be provided by the student, family or other staff
 - May include a quote/statement your student makes.

OBJECTIVE

- Objective evaluation of the session should:
 - Contain a brief description of the task completed
 - List the program/app if applicable
 - Testing or therapy activities
 - Contain data for each task completed
 - Based on IEP/IFSP goals/objectives

ASSESSMENT

- Assessment of the session should:
 - Provide overall analysis of performance level
 - Include normative data or interpretative statements
 - Describe functional status
 - Note percentage of improvement or decline
 - Compared to previous sessions
 - Address progress toward goals

PLAN

- Plan should identify:
 - Proposed therapy targets or further testing
 - Schedule for next session
 - If anyone needs to be contacted
 - Any homework provided

REVIEW

- Does the provider note list the reason for the encounter?
- Are services documented correctly?
- Does the note provide basis for medical necessity, rationale for services, and choice of setting
- Does the note address how the student's condition was evaluated or show information about progress and results of treatment?
- Is the provider note complete enough that another practitioner could assume care?

“If it wasn't documented, it didn't happen.”

REJECTION OF CLAIMS

- A claim can be rejected for a variety of reasons including but not limited to:
- Incomplete or incorrect documentation (e.g., missing signature, illegible signature, missing or incorrect date, duration, and location of service)
- Submission of a claim past a billing deadline
- Ineligibility for Medicaid during the dates of service
- Missing progress notes for dates of service

RESOURCES

- The American Speech-Language Hearing Association (ASHA)
 - <http://www.asha.org/practice/reimbursement/SLP-medical-review-guidelines/>
- The American Occupational Therapy Association, Inc. (AOTA)
- American Physical Therapy Association (APTA)
- School Social Work Association of America (SSWAA)
- Medicaid Provider Manual (updated 7/1/18)
 - <https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

THANK YOU

Questions?

Lisa.Register@lansingschools.net