SECTION 5: BILLING AND REIMBURSEMENT GUIDELINES

of the Member Provider Policy & Procedure Manual

5.27 MEDICAL RECORD DOCUMENTATION

This is a subsection of Section 5: Billing and Reimbursement Guidelines of the *Member Provider Policy & Procedure Manual*. If Blue Cross and Blue Shield of Louisiana (Louisiana Blue) makes any procedural changes, in our ongoing efforts to improve our service to you, we will update the information in this subsection and notify our network providers. For complete *Member Provider Policy & Procedure Manual* information, please refer to the other sections of this manual. Contact information for all manual sections is available in the Manual Reference Section.

For member eligibility, benefits or claims status information, we encourage you to use iLinkBlue (www.lablue.com/ilinkblue), our online self-service provider tool. Additional provider resources are available on our Provider page at www.lablue.com/providers.

This manual is provided for informational purposes only and is an extension of your Member Provider Agreement. You should always directly verify member benefits prior to performing services. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent. The Member Contract/Certificate contains information on benefits, limitations and exclusions, and managed care benefit requirements. It also may limit the number of days, visits or dollar amounts to be reimbursed.

As stated in your agreement: This manual is intended to set forth in detail our policies. Louisiana Blue retains the right to add to, delete from and otherwise modify the *Member Provider Policy & Procedure Manual* as needed. This manual and other information and materials provided are proprietary and confidential and may constitute trade secrets.

MEDICAL RECORD DOCUMENTATION

Medical record documentation should be timely, legible, pertinent, accurate, specific to the patient evaluated and complete.

The patient's written medical record should support any code which is billed. When medical records are illegible, the services are considered not documented. If services are insufficiently documented or not documented, then the medical record does not support the services that were performed. This means the services are not billable to Louisiana Blue or to the member. Records submitted as illegible are considered not documented, and the request for services will be denied.

Documentation is expected to be generated at the time the service is rendered or within a reasonable time (e.g., 24–48 hours) after the service. It is acceptable to make delayed entries in certain circumstances (e.g., error correction, clarification, additional information not originally available and the explanation documented), however, anything after 48 hours may be considered unreasonable since a provider's ability to recall specific details after that period of time cannot be expected. If there is a delayed entry the record should be updated in a way that allows the identification of the original entry and the correction as well as the individual making the correction. Additionally, clarification should not be submitted by anyone other than the provider who made the initial entry, and the substance of the original entry cannot be eliminated. The date and time of the delayed entry should be noted as well as the reason for the delayed entry. Persistent issues related to a delay in accurate documentation may result in prepayment reviews or a denial of the requested services.

Medical record documentation must be specific to the patient's situation at the time of the service. Each patient will have a unique set of problems, symptoms and treatments, so the expectation is that documentation would not look exactly the same across patients. Cloned medical records from boilerplate text or previous visits are not permitted and will not be eligible for billing purposes. The expectation is that medical record entries for a patient would not be worded exactly alike or similar to previous entries. Please be cautious when using templates to generate the medical record to ensure that what is documented in the medical record actually occurred for that patient. Contradictions between templated records and any other notation will be considered not documented, and the service represented by the contradictory record will not be eligible for reimbursement.

Accuracy of the medical record is critical. In situations where the medical record contradicts itself or contradicts another document from the same date of service, that portion of the medical record will be considered not documented and will necessitate an addendum to correct the medical record.

For time-based codes, the documentation should include the start time and total time that supports the service rendered. Documentation of the number of units does not constitute documentation of the duration of time of the service. If multiple time-based services are billed for the same date of service, then the time must be separately documented for each service rendered and it must clearly differentiate each service.

When patient treatment requires multiple visits or is of a repetitive nature, the patient's baseline level of function should be documented along with objective measurements and appropriate care plans. Documentation should include skilled services provided, objectively measured progress toward functional goals and justification for ongoing treatment. Use of pre-populated templates that do not address objective findings will be considered as inaccurate and not reimbursable.

Imaging Study Reports

To bill for an imaging study, the billing provider must produce an independent report with all necessary components. This includes when imaging is used during the performance of a surgical procedure or evaluation and management service (e.g., ultrasound-guided biopsy, in-office CT scan). The two services (use of ultrasound and biopsy) cannot be combined into one report.