



## REVISED ENCOUNTER DOCUMENT (FAQ)

REFLECTING CODING CHANGES EFFECTIVE JANUARY 1, 2013

### Therapy/Counseling Codes

For changes related to MD coding, contact Dr. Pascarzi

(Updated 2-1-13)

**1. Can I change the font on the note portion of the new ED?**

Yes, you can. If 9 is too small for your preference, then just go into the progress note section and right click. Select **Hyperlink**, then select **font**. Once you are in the font box you can modify the font, the style, etc.

**2. I have a lot of note “templates” that I use. Can I put them onto the note portion of the ED?**

Yes, but some formatting changes may occur. For example if you have checkboxes in the Word document, they won't transfer to the ED. You would have to reformat the check boxes on the ED to be, for example, a space where you would put an “x” in front of your choice instead of a checkbox.

**3. Where do I note the new “add on” codes?**

These codes are listed in the “modifier” box. You can select them from the drop downs.

**4. For Crisis Psychotherapy what do I do if I need to document the time add on code twice?**

Select it from the “modifier” drop down box once and then type in a “2” next to it.

**5. Will therapists selecting a rehab CPT code be at risk of recoupment if Rehab is not on the CSP?**

This would not be a reason for recoupment if the code was selected for the reason that it was a psychotherapy session under 16 minutes. There is no CPT code for psychotherapy under 16 minutes. So if the clinician is truly doing psychotherapy under 16 minutes, then they need to select the rehab code. If they are doing something other than psychotherapy e.g. Case Management or Assessment, then they need to select those CPT codes and not the psychotherapy CPT codes.

**6. Will therapists using a rehab CPT code for the reason mentioned above be at risk of recoupment if there is “No rehab order” in the chart?**

No, There is no need to have a 'rehab order' when selecting a rehab CPT code for a psychotherapy session under 16 minutes.

**7. Sometimes when I am typing my progress note on the ED, it seems to run very slowly. What can I do about that?**

If you have one of the oldest of our computers with minimal memory, this can happen. There are a couple of things you can do. First, when doing your notes, close Outlook. Outlook takes a lot of memory and can also slow down the computer if both are open. Second, you can type your progress note in Word then cut and paste it into the ED.

**8. Does Adobe Reader have spell check?**

Yes. When you are finished typing the progress note into the blank form field, right click on any sentence in the document and the “Check Spelling” utility box will appear. Click on START to spell check the document. The spell-checker will prompt you to correct any misspelling within the text of the progress note. Choose the correct spelling from the list under “Suggestions” for each error, and click on that selection highlighting the correct spelling. Click the CHANGE button in the utility box and the misspelled word will be replaced with the correctly spelled word you chose. Click DONE. (See attached illustration)



A cautionary note: The spell check in Adobe Reader is not as full featured as Microsoft Word since it is not designed to be word processor. Unlike MS Word, Grammar check and a thesaurus won't be a feature found in adobe reader. Lengthy P/N should be composed in MS Word and spell check in that program. They can then be copied and pasted into the Adobe document. The Adobe Reader spell check does allow the user to build supplemental dictionaries.

**9. The fields are too small for my progress note. Can you make them bigger?**

The fields automatically expand depending on how much text is written. Just click anywhere outside the box and the field will enlarge. The 2<sup>nd</sup> page will automatically auto-populate with information from the first page. Pagination is automatic in this form. You don't have to type in page 1, page 2 etc. The client's identification will also auto-populate to subsequent fields.

**10. There are several places for my name on the document. Do I have to fill out each field?**

Just type you name in any field and it will auto-populate to all the clinician name fields.

If you update information in any field on the second page, the first page will automatically update. You no longer have to change auto-populating items on the first page. This is a big improvement over MS Word.

**11. Can I save templates for each client?**

The short answer is "yes". All information, including the ED data portion, will be saved in this document. However, there is a **very real danger** of submitting false claims on subsequent progress notes. For example, if you fail to change service minutes, dates, or documentation minutes, and other information, such as location, then claims could **look like duplicates** when they are submitted to the state. The best practice would be to keep a running log of your progress notes in MS Word. Perhaps name each MS Word document by your client's name, initials etc. Complete your progress note and spell-check your document in MS Word. When you believe you are finished, copy and paste the progress note into the PDF form, then complete the ED portion. In this way you can insure that your claims are accurate. This process isn't as time consuming as you might think.

**12. Use of Electronic ED/Progress Note as a Manual ED/Progress Note version:**

**BENEFIT:** By using the Electronic ED/Progress Note for your hand-written notes, you have the ability to utilize the prompts and drop-down menus built into the Electronic version (e.g., Options for Diagnoses, CPT codes, Modifiers, Evidence-base Practices, etc.).

**\*Note\*** - There is an alternative "Manual Version" but it will be entirely BLANK in which the clinician will need to complete all the information from scratch each time.

Clinicians who need to or who prefer to hand-write their progress notes will sometimes need multiple pages to do so. Use the Electronic version and tab down to the progress note section, clicking in the form field where you would normally type your note. Hit the ENTER/RETURN key on your keyboard up to 30x to maximize space on Page 1 (click outside the box to expand the page), approximately another 45x per each subsequent page you wish to use (click outside the box to expand each of the pages). Then SAVE and/or PRINT your ED/Progress Note with the expanded space.

**13. Can I password protect these new ED-PNs?**

No, however you could save these in a secured network drive.

**14. Can I double-side print with these new ED-PNs?**

Yes, you can.



**\*\* Remember, irrespective of what system you devise you are responsible for the claims you submit.**

**See attached documents for instructions on font modification and printing progress notes on both side of paper.**



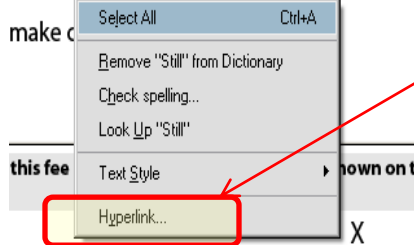
# CHANGING FONTS AND PARAGRAPH SPACING IN ADOBE READER

Right click the mouse, and click on "hyperlinks". You can then access the Fonts and paragraph features. Text can be changed to any color you want, to any size, and to any style.

There are no restrictions for text modification in this document. However avoid use fonts smaller than 9 pt.

You can then access the Fonts and paragraph features. Text can be changed to any font size, font style or color you want, to any size, and to any style. Spacing can also be adjusted by clicking on "paragraph". Text can be bolded, italicized, underlined. Line spacing can be adjusted, text can be right or left justified, centered etc.

DO YOU HAVE QUESTIONS?



you can change the font; see I told you Still have questions? One can change the font by right click on the mouse and click on Hyperlink. Find the Font tab and make changes.

I authorize HCA to bill for services indicated on this fee sheet. I certify that the services shown on this document were furnished by me personally, that the services were medically necessary.

X

Delete and enter Clinician Name and Title.

X

Enter Co-Therapist or Clinical Supervisor if applicable.



## PRINTING A PDF DOCUMENT ON BOTH SIDES OF PAPER USING A DUPLEX PRINTER

For programs with duplex printers and wanting to print the pdf forms in double-sided format. Be sure to check: Print on both sides of paper in the Adobe Reader print screen.

The screenshot shows the Adobe Reader print dialog box for a Xerox printer. The 'Print on both sides of paper' checkbox is checked. A yellow callout box points to the printer properties dialog, highlighting the '2-Sided Printing' dropdown menu.

**Print Dialog Box:**

- Printer: \\hcaprint01\BAYSHORE
- Copies: 1
- Pages to Print: All
- Page Sizing & Handling:
  - Size: Actual size
  - Shrink oversized pages
  - Choose paper source by PDF page
  - Print on both sides of paper
  - Flip on long edge
  - Flip on short edge
- Orientation: Auto portrait/landscape
- Want to print colors as gray & black?

**Printer Properties Dialog Box (Xerox):**

- Job Type: Normal Print
- Paper: Letter (8.5 x 11"), White, Printer Default Type
- 2-Sided Printing: 2-Sided Print
- Stapling: None
- Hole Punching: None
- Print Quality: Standard
- Output Destination: Automatically Select

**Form Content:**

CONFIDENTIAL  
See California V...  
Fed. Re...

CL...

List name ar...

Encounter Type  
Select One

Trauma  
Select one

Date of Service S...

AXIS I & II (Treated today) AXI...

AXIS III AXI...

Language used  
If other than English

Interpreter Utilized

77 Repeat Svc Diff Prov.

CORRECTIONS  
OT Initials

PROGRESS NOTE