

APPROPRIATE CARE DELIVERY, DOCUMENTATION & REIMBURSEMENT

KEY POINTS AND BEST PRACTICES

- Providers decide what is medically necessary for an individual patient on the basis of the clinician's knowledge, judgment, and evaluation of the patient. Both the medical record and the billing claim must describe or otherwise indicate why the service was necessary. *International Classification of Diseases Codes (ICD)*, which clinicians must select and provide on every claim form, indicate medical necessity. The clinician's notes, which must include either signs or symptoms requiring attention, or diagnoses, further justify medical necessity.
- Apply accurate, complete, and consistent coding practices for the production of high-quality healthcare data.
- Report all healthcare data elements (such as diagnosis and procedure codes) required for external reporting purposes, including reimbursement, completely and accurately, in accordance with documentation standards and requirements and applicable official coding conventions, rules, and guidelines.
- Protect the confidentiality of the health record at all times.
- Evaluate the effectiveness of services rendered and of products dispensed; provide services or dispense products only when benefit can reasonably be expected.
- Avoid conflicting, incomplete, or ambiguous information while documenting in the health record.
- Do not participate in coding or documentation practices intended to inappropriately increase payment, qualify for insurance policy coverage, or skew data by means that do not comply with federal and state statutes, regulations and official rules and guidelines.
- Do not participate in or conceal unethical coding or abstraction practices or procedures.
- Do not charge for services not rendered, or misrepresent services rendered, products dispensed, or research and scholarly activities conducted.
- Do not misrepresent research, diagnostic information, services rendered, results of services rendered, products dispensed, or the effects of products dispensed.

- Do not defraud or engage in any scheme to defraud in connection with obtaining payment, reimbursement, or grants for services rendered, research conducted, or products dispensed.
- Do not engage in dishonesty, fraud, deceit, or misrepresentation.