NON-FACE-TO-FACE DOCUMENTATION GUIDELINES
UHealth Department of Pediatrics Guidelines Updated 4/8/2020

OPPORTUNITY TO CAPTURE WORK BEING DONE

• Reviewing medical records
• Coordination of care with other providers
• Discussions with patient / family or other caregivers
• Literature review specifically related to a patient encounter
• Other time spent in NF2F work linked to enhancing patient care

TIME SPENT

• Document all NF2F work regardless of time spent
  o Note doesn’t have to be long or extensive to be captured in billing
  o DO document the info most important for continuity of patient care
• Time reported can be time of the Attending and/or APP
  o All providers document individual time spent
  o Does not include trainees
• Give yourself credit for the time you spend

< 31 MINUTES

• Date of Companion E&M: Not required if <31 minutes *NEW

31+ MINUTES

• Date of Companion E&M is required to be documented
  o Can be inpatient or outpatient companion E&M
  o NF2F can be before or after companion E&M, but must be on a separate date of service
  o No global period for NF2F work
• No limit to number of times NF2F can be used with the same companion E&M
  o Only one NF2F documented per day
• Work by any provider in the same division is considered the “same provider” when documenting companion E&M

DOCUMENTATION REQUIREMENTS REGARDLESS OF TIME

Use the Non Face to Face Note Type and Non-Face-to-Face Prolonged Services Note Template [Documenting Non-Face-to-Face & Curbside Consults iCentra Tipsheet]

• Documentation requirements for coding / billing:
  o DATE of NF2F work
  o DATE of companion E&M: Not required if <31 minutes *NEW
  o ACTIVITIES performed:
    ▪ Chart review (including lab work, studies, notes from other providers)
    ▪ Coordination of care
    ▪ Talking with family / patient, other caregivers
    ▪ Literature Review
  o Medical NECESSITY
  o TIME Spent
  o Sign & Submit Note
• DO document the info most important to continuity of patient care

*Changes from CMS post COVID-19
Questions: Laurie.Beckstrom@hsc.utah.edu | Director Clinical Revenue Integrity