



EMS|MC

EMS MANAGEMENT & CONSULTANTS

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Patient Care Report (PCR) Documentation Training



It is all in the DETAILS!

Introduction

Course Learning Objectives

Upon successful completion of this course & all quizzes,

- You will have the ability to define the necessary documentation requirements for ICD-10 coding & billing.
- You will have the ability to identify the proper PCR documentation requirements based on CMS' guidance for reimbursement.
- You will have the ability to write narratives that are painted big & bright and detailed & crisp.

- Course Overview



Completion Time: 00:46



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Module 1: Introduction & Overview

Module 1: Learning Objectives

Upon successful completion of the Module 1 course and quiz,

- You will be able identify the importance of documentation from different vantage points.
- You will be able to define the purpose of documentation.
- You will be able to list the importance of using charting formats as well as other memory devices in your documentation.

- Importance of Documentation
- Painting the Entire Picture
- Back to Basic
 - SOAP
 - CHART
 - OPQRST
 - AVPU
 - DOTS
 - SAMPLE



Completion Time: 21:38



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Module 2: The Journey to ICD-10 & Documentation Challenges

Module 2: Learning Objectives

Upon successful completion of the Module 2 course and quiz,

- You will be able identify the differences between ICD-9 & ICD-10 coding.
- You will be able to make the necessary required changes to your narratives to stay ICD-10 compliant.



- EMS|MC's Commitment
- Challenges
- ICD-10 Overview
- ICD-9 vs ICD-10
- Effect on Documentation
 - Specificity
 - Laterality

Completion Time: 7:04



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Module 3: The Anatomy of Documentation

Module 3: Learning Objectives

Upon successful completion of the Module 3 course and quiz,

- You will be able to gather the demographic information that is needed for reimbursement and have awareness of items that can delay payment or deny payment of a trip.
- You will be able to explain the differences between emergency and non-emergency trips in the billing world.
- You will be able to include the information that must be in your PCR's narrative for successful reimbursement.
- You will know the types of insurances available to your patients and what is unique about each of them, so you are successfully capturing all the pertinent information when out in the field and when appropriate.



- Patient Demographics
- Date & Time of Dispatch
- Symptoms at Dispatch
- Symptoms at Arrival
- Emergency vs Non-emergency
- Assessment & Interventions
- Medications, Supplies & Equip.
- Origins & Destinations
- Loaded Patient Mileage
- Parts of a PCR
 - Dropdown boxes
 - Narrative
- Types of Insurance

Completion Time: 25:15



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Module 4: Medical Necessity & Painting a Picture for Emergency Dispatches

Module 4: Learning Objectives

Upon successful completion of the Module 4 course and quiz,

- You will be able to verbalize the certificate of medical necessity concept for emergency dispatches.
- You will be able to “*paint the picture*” in your narrative so EMS|MC billers can see & hear what you experience during the patient encounter, so they can properly choose the correct ICD-10 codes to the level of specificity and laterality that is required for reimbursement.

- Certificate of Medical Necessity
- Medicare & Medical Necessity
- Billing Condition Codes
- Painting a Picture



Completion Time: 15:15



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Module 5: Non-Emergency Transfers & Covered Destinations

Module 5: Learning Objectives

Upon successful completion of the Module 5 course and quiz,

- You will be able to identify the key concepts of non-emergency transfers.
- You will be able to explain the differences between Medicare & Medicaid Services' definitions for bed-confined and stretcher-bound.
- You will be able to describe the relationship between the PCS form and your PCR form.
- You will be able to recognize what destinations are eligible for ambulance transportation reimbursement and when the destinations are eligible for reimbursement.



- Non-Emergency Transfers
- Bed-Confined
- Stretcher-Bound
- PCS & PCR
 - Match
 - Contradictions
- Prior Authorizations
- Nearest Appropriate Facility
- Locality Rule
- Covered Destinations

Completion Time: 16:47



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Module 6: Special Transport Situations

Module 6: Learning Objectives

Upon successful completion of the Module 6 course and quiz,

- You will be able to explain the reimbursement process for special transportation situations.
- You will be able to document your PCR's in these situations so employees at EMS|MC can accurately code and bill the trip in full compliance with the rules and regulations.

- Deceased Patients
 - Prior to 911
 - Prior to Transport
 - En route to Hospital
- Multiple Patients
- Medicaid Maternity Patients
- Hospice Patients
- Mutual Aid
- Paramedic Intercept
- Transfer of Care



Completion Time: 10:43



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Module 7: Levels of Service

Module 7: Learning Objectives

Upon successful completion of the Module 7 course and quiz,

- You will be able to differentiate between the levels of service and be able to explain the impact on the reimbursement process.
- You will be able to include the necessary information in your PCR's dropdown boxes and narrative so EMS|MC billers & coders can attach the proper ICD-10 codes.

- BLS
- ALS
- ALS-2
- SCT
- Interventions
 - Initiated
 - Monitored
 - Attempted



Completion Time: 6:49



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Module 8: Claim Submission Signatures

Module 8: Learning Objectives

Upon successful completion of the Module 8 course and quiz,

- You will be able to summarize the signature requirements necessary for reimbursement.
- You will be able to describe the options you have to obtain claim submission signatures.
- You will be able to recognize the conditions necessary to comply with billing signature requirements for signatures other than the patient.



- Required Signatures
 - Medical Author
 - Billing Signature
- Billing Signature Options
 - Patient Signature or Mark
 - Authorized Representative
 - Ambulance Crew & Receiving Facility
- Valid Unable to Sign Reasons
- Refusal to Sign
- Effects of Missing Signatures

Completion Time: 8:42



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Module 9: Documentation Training Review

Module 9: Learning Objectives

This module is designed to

- Serve as a review of the entire Patient Care Report Documentation Training Course by highlighting some of the many points covered throughout the course.
- Review real-world narrative examples that may have worked for ICD-9 coding requirements compared to narratives written at the level of specificity required for ICD-10 coding & reimbursement.

- Recap of Course
- ICD-9 vs ICD-10 Narrative Comparisons
 - Non-Emergency Transport
 - Trauma Transport x2
 - Chest Pain Transport x2
 - Dehydration Transport
 - Mobility Transport x2



Completion Time: 17:11



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Certificate of Completion

