Document a Face-to-Face Encounter

1. Select a patient and go to the **Orders** screen.
2. Select the **Order Date, Doctor, Employee.**
3. From the **Type** dropdown, choose the **Face-to-face** option.
4. The order text will be copied for you.
5. Select **Save as Pending Order**.
6. From Pending Order list select the Face to Face and click on **Create Order.**
7. Select the print icon to print the Face to Face order, click on **Close**.

Verify and Complete a Face-to-Face Encounter

For Home Health, the face-to-face encounter requirements only apply to the start of care 485, not any recerts. For Hospice, it applies to all recerts for patients who have lived more than 6 months since electing their Hospice Medicare Benefit.

When the order is received back from the physician, someone must *verify that all the required elements have been filled in* (and that the doctor didn't just sign it and leave all the areas blank). Once this is visually verified, complete the documentation process as follows:

1. Select the patient.
2. Click **485** from the main menu.
3. Select the 485.
4. At the top, you will see a checkbox labeled "**Physician Face-to-face documentation verified**" which MUST BE checked to allow billing to take place.

Home Health PPS EOE billing and Hospice Medicare billing will provide error messages letting you know if that box has not been checked, and will prevent any claims from being created for PPS episodes or Hospice services starting Jan 1, 2011.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50614.aspx