



Emergency PROS Billing Guide

AWARDS Information Sheet

Documentation Rules

 **Note:** If a change to the billing rules is not specified here, regular billing rules apply.

- The **minimum duration** required to bill for all services except Outreach Attempt Unsuccessful is **5 minutes**.
- All billable progress notes must be **face to face**.
- All billable group notes must be at least **15 minutes** in duration.
- The **telehealth modifier** is triggered if at least one group or progress note is entered with the **Telehealth location**.
- All **service plan requirements** have been relaxed, and services can be added to the plan via a progress note. AWARDS will not check that service plans are up to date or whether services provided are on the service plan.
- If the program has not been able to make contact with a client during an entire calendar month, they can still bill Tier 1 for that client if they have documented at least **two outreach calls per week**.
 - *Unsuccessful* outreach calls should be documented using the **Outreach Attempted Unsuccessful** service type.
 - *Successful* outreach calls should be documented using one of the regular service types.

Procedure Invoicing Rules

- The **Pre-admission procedure** will be invoiced if BOTH of the following are true:
 - A client is still **pending** at the end of the month.
 - The client has had at least **one contact** during the month.
- The **Tier 1** procedure will be invoiced if EITHER of the following is true:
 - The client received **one to three services** in the calendar month.
 - There have been at least **two outreach calls** per week (as described above).
- The **Tier 3** procedure will be invoiced if:
 - The client received **four or more services** in the calendar month.
- The **Clinic** procedure will be invoiced if BOTH of the following are true:
 - **Tier 1** or **Tier 3** is being invoiced.
 - The client received at least **one clinic service** in the month.
- All invoices generated using the emergency billing rules will be invoiced with the **CR modifier** in the claim file.