

## **TRANSCRIPT – Staying Compliant: The Top 2 Items to Keep in Mind**

After working hard to provide services to Ped-I-Care members, proper documentation and submission of claims are the next steps in the service cycle. Ped-I-Care's Compliance Department regularly conducts compliance reviews with the goal of supporting and educating providers so that everyone wins. The most common findings from compliance reviews have to do with over- and under-coding, and signature issues. The good news is, these are easy to address and prevent in the future.

On the Compliance page of Ped-I-Care's website, we have a listing of helpful tools and resources to get you started and keep you on track. The first thing to know about is the provider training, available here. The training is free and recommended to everyone in the network.

For a quick review of compliance pointers, you can scroll down and see a broad overview of what's expected. In looking at this, it's clear that most requirements have to do with signatures, dating, and coding which matches documentation. To go into more detail on the signature requirements, simply scroll down for a sample of items that are examined in compliance reviews. Signatures must be legible; they must be reflective of the provider who saw the patient; and the date next to the signature should reflect the day the note was signed.

The provider handbook also contains substantial information on staying compliant. If we go back to the Providers' page of our website, and scroll down to the Provider Manual, we can open that up and see that the Table of Contents is linked to areas within the handbook, and we also have bookmarks on the side for easy access. Let's look for Compliance. This section is number 15, "Prevention of Fraud, Waste, & Billing Abuse." It's found on page 104, and we can click anywhere along this line to go directly to that page.

Again, our goal is to help providers stay compliant and submit billing that reflects their hard work. Links to the free compliance training are also found here, as are a list of primary compliance requirements. These requirements are not comprehensive, however they do point you in the right direction of what to do, what to avoid, and how to go about documentation and billing. At Ped-I-Care, we take great care to support providers not only with these materials but also an in-house staff of specialists who hold credentials as certified coders, certified coding instructors, and certified auditors. You are welcome to contact us with any questions or requests for assistance in staying compliant, and you may also utilize any of the resources listed here. Thanks for your dedication to the children we serve!