

Northern Light Health continues to work toward the automation of clinically driven charges. The next phase will be rolled out to ambulatory practices at Northern Light CA Dean, Inland, and Mercy Hospitals in February 2020. To optimize and streamline this process, it is important that documentation and ordering is completed in a timely fashion and that the correct date of service is indicated on all charge orders.

Why We Care and What to Know

- A charge entered with the **incorrect date** may result in **delayed billing** and increases the potential for **claim denials**.
- **When finalizing a note**, please post the appropriate **Quick Orders** for charges. Charges should be entered on or before the date the note is completed.
- Do not go back and add charge orders after the fact. Coders identify uncaptured charges through the **Provider Feedback** report. **Late orders significantly increase the risk for duplicate charges**.

Correct Date of Service

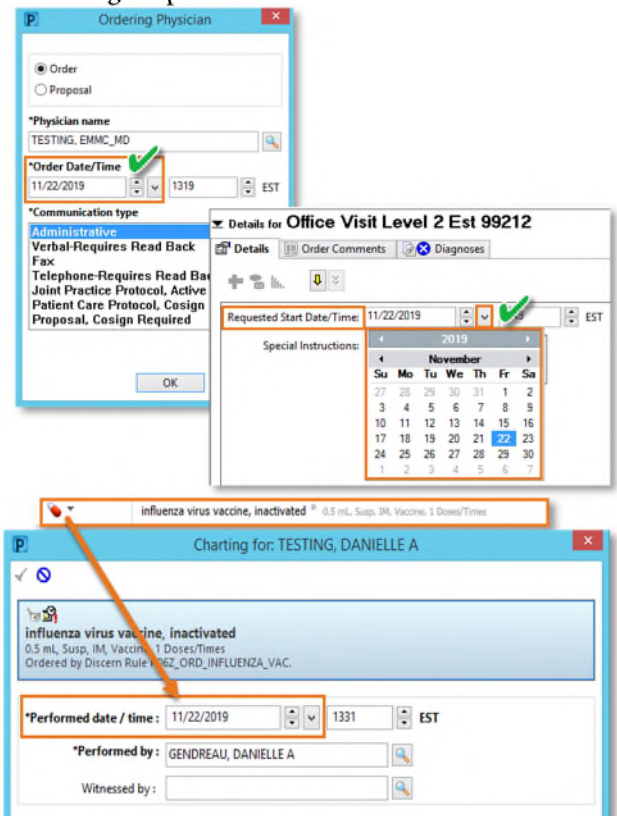
Before signing off a charge order, ensure the **Date/Time** field is accurate. If the order is being entered after the fact, the date must be updated to reflect the date of service for accurate reporting and charge capture.

➤ Updating Charge Orders

- **Providers** – Use the **Requested Start Date/Time** calendar dropdown in the **Details** tab in the scratch pad to select the actual date of service.
- **MA/RN** – There are two (2) places that need to be corrected...
 - **Order Date/Time** in the **Ordering Physician** window, **AND...**
 - **Requested Start Date/Time** calendar dropdown in the **Details** tab in the scratch pad.

➤ Updating Tasks that Drop Charges

- Examples: Medications, POCT
- Select **Done** in the **Single Patient Task List**.
- In the **Performed date/time** field, use the calendar dropdown to select the actual date of service.



The image contains three screenshots from an EHR system:

- Top Screenshot:** 'Ordering Physician' window. The 'Order Date/Time' field is highlighted with a red box and a green checkmark, showing '11/22/2019'.
- Middle Screenshot:** 'Details for Office Visit Level 2 Est 99212' window. The 'Requested Start Date/Time' field is highlighted with a red box and a green checkmark, showing '11/22/2019'. A calendar dropdown is open, showing the date '22' selected in the month of November 2019.
- Bottom Screenshot:** 'Charting for: TESTING, DANIELLE A' window. The 'Performed date / time' field is highlighted with a red box and a green checkmark, showing '11/22/2019'. A red arrow points from the 'Performed date / time' field in this window to the 'Requested Start Date/Time' field in the middle screenshot.