

FAX

To: All Aetna Better Health of Louisiana Providers

Date: December 19, 2016

Attention: Ensuring best practices in clinical record keeping (charting).

Following some recent chart audits, Aetna Better Health of Louisiana® is issuing this communication to ensure best practices in clinical documentation in the medical record in support of reimbursement.

Charting Recommendations:

1. Each service entry should include a start and end time. Do not rely exclusively on the electronic record (and the programmed CPT code) to document session length.
2. Each service entry should contain substantial clinical content.
 - a. avoid vague, generic phrasing, and
 - b. avoid copy-and-paste repetitive notes
3. Utilize a structured note (instead of narrative note) format to assist with # 2 above. Some options include:
 - a) SOAP = Subjective data, O = Objective data, A = Assessment, P = Plan
 - b) DAP = Data (Objective and Subjective), A = Assessment, P = Plan
 - c) BIRP = Behavior, I = Intervention, R = Response, P = Plan

Clinical content should at a minimum address the following:

- An observation of Client's behavior.
- The goals/objectives identified to be worked on during the session.
- The interventions utilized during the session to reach goals/objectives.

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

- A statement by the Clinician assessing progress and/or reaction to intervention(s).
- A specific statement or plan for the next session.

Some available resources include:

1. Electronic record keeping software
2. The Adult Psychotherapy Progress Notes Planner by Arthur E. Jongsma Jr., David J. Berghuis
3. The Family Therapy Progress Notes Planner By David J. Berghuis, Arthur E. Jongsma
4. The Clinical Documentation Sourcebook by Donald E. Wiger

Aetna Better Health of Louisiana will be hosting an informational session on Clinical Documentation:

- **When**: Friday, January 27, 2017
- **Where**: Webinar. Please type this link in your browser bar to join:
<https://aetnaonline.webex.com/aetnaonline/j.php?MTID=ma7522a34a1c05e21e7a40a798efe85d7>
- **Time**: 12:00 CST
- **Meeting Number**: 646 561 616
- **Meeting Call-in**: 1-877-658-8148
- **Conference Code**: 371 152 7867

For questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and **selecting option 2** then **option 6**.

Thank you,

Aetna Better Health of Louisiana

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).