

Critical Errors: Clinician Review Errors That Affect Outcome Percentage

Error	Description	Full Comment Description
Anesthesia Medical Direction Rules Not Met	Teaching Physician Rules	<ul style="list-style-type: none"> - Anesthesia rules not met. Anesthesia medical directions not met.
Consult Criteria Not Met	E&M Category Change	<ul style="list-style-type: none"> - No Consult Request. The request for consultative service was not documented. - No Written Report. The documentation does not meet requirements for billing a consultation service. Specifically, the consulting clinician documentation did not indicate a written report was sent back to the requesting clinician. - No Consult Communication Back. The documentation does not meet guidelines for billing a consultation. Specifically, the consulting clinician did not communicate the findings.
E&M Service Documented & Not Selected	Service rendered but not billed	<ul style="list-style-type: none"> - E&M service documented not billed. The documentation indicates that the service was rendered & billable but was not selected.
E&M Service Scored Three or More Levels Higher by Reviewer	More than adequate documentation to support the service billed	<ul style="list-style-type: none"> - HPI supports 3 levels higher. The history of present illness documented supports a higher level of service than selected. - ROS supports 3 levels higher. The review of systems documented supports a higher level of service than that selected. - PFSH supports 3 levels higher. The past, family, and social history documented supports a higher level of service than that selected. - Exam supports 3 levels higher. The physical examination documented supports a higher level of service than that selected. - MDM supports 3 levels higher. The elements of medical decision making documented supports a higher level of service than that selected.

		<ul style="list-style-type: none"> - Time supports 3 levels higher. Documentation supports billing a higher level based on time.
<p>E&M Service Scored Three or More Levels Lower by Reviewer</p>	<p>Less than adequate documentation to support the service billed</p>	<ul style="list-style-type: none"> - HPI Requirements Not Met. The history of present illness documented does not support the level of service selected. - ROS Requirements Not Met. The review of systems does not support the level of service selected. - PFSH Requirements Not Met. The past, family, and social history documented does not support the level of service selected. - Exam Requirements Not Met. The physical examination documented does not support the level of service selected. - MDM Requirements Not Met. The elements of medical decision making documented do not support the level of service. - Time Requirement Not Met. Coding based on time is not supported by the documentation.
<p>E&M Service Scored Two Levels Higher by Reviewer</p>	<p>More than adequate documentation to support the service billed</p>	<ul style="list-style-type: none"> - HPI supports 2 levels higher. The history of present illness documented supports a higher level of service than selected. - ROS supports 2 levels higher. The review of systems documented supports a higher level of service than that selected. - PFSH supports 2 levels higher. The past, family, and social history documented supports a higher level of service than that selected. - Exam supports 2 levels higher. The physical examination documented supports a higher level of service than that selected. - MDM supports 2 levels higher. The elements of medical decision making documented supports a higher level of service than that selected. - Time supports 2 levels higher. Documentation supports billing a higher level based on time.

E&M Service Scored Two Levels Lower by Reviewer	Less than adequate documentation to support the service billed	<ul style="list-style-type: none"> - HPI Requirements Not Met. The history of present illness documented does not support the level of service selected. - ROS Requirements Not Met. The review of systems does not support the level of service selected. - PFSH Requirements Not Met. The past, family, and social history documented does not support the level of service selected. - Exam Requirements Not Met. The physical examination documented does not support the level of service selected. - MDM Requirements Not Met. The elements of medical decision making documented do not support the level of service. - Time Requirement Not Met. Coding based on time is not supported by the documentation.
E&M Service Scored One Level Higher by Reviewer	More than adequate documentation to support the service billed	<ul style="list-style-type: none"> - HPI supports 1 level higher. The history of present illness documented supports a higher level of service than selected. - ROS supports 1 level higher. The review of systems documented supports a higher level of service than that selected. - PFSH supports 1 level higher. The past, family, and social history documented supports a higher level of service than that selected. - Exam supports 1 level higher. The physical examination documented supports a higher level of service than that selected. - MDM supports 1 level higher. The elements of medical decision making documented supports a higher level of service than that selected. - Time supports 1 level higher. Documentation supports billing a higher level based on time.
E&M Service Scored One Level Lower by Reviewer	Less than adequate documentation to support the service billed	<ul style="list-style-type: none"> - HPI Requirements Not Met. The history of present illness documented does not support the level of service selected.

		<ul style="list-style-type: none"> - ROS Requirements Not Met. The review of systems does not support the level of service selected. - PFSH Requirements Not Met. The past, family, and social history documented does not support the level of service selected. - Exam Requirements Not Met. The physical examination documented does not support the level of service selected. - MDM Requirements Not Met. The elements of medical decision making documented do not support the level of service. - Time Requirement Not Met. Coding based on time is not supported by the documentation.
Global/Bundled	E&M / Service Not Billable	
Inadequate Documentation	Insufficient documentation to support service billed	<ul style="list-style-type: none"> - Documentation Illegible. The documentation was illegible. - Procedure Not Supported. The procedure billed was not supported by the documentation.
Inadequate Use of Scribe	Documentation does not reflect adequate use of scribe	<ul style="list-style-type: none"> - Violation of the Electric Signature Policy: For Documentation in the Medical Record Policy Number IM 10-20.04, the documentation does not reflect adequate use of a scribe. See policy for details.
Incorrect Units – Over Reported	Units Not Supported	<ul style="list-style-type: none"> - The units billed were not supported by the documentation.
Incorrect Units – Under Reported	Additional Units Supported	<ul style="list-style-type: none"> - The documentation supports additional units.
Misapplication of Incident To Rules	Incident To Error	<ul style="list-style-type: none"> - Incident To Error. Incident to rules not met.
Missed Procedure Code	Service rendered but not billed	<ul style="list-style-type: none"> - Service Not Billed. The documentation indicates that the service was rendered and billable but not selected.
Modifier Error – 25	Services not Separately Identifiable	<ul style="list-style-type: none"> - Modifier 25 Error. E&M should not have been selected in addition to procedure.
Modifier Error – 59	Services not Distinct or Independent	<ul style="list-style-type: none"> - Modifier 59 Error. The procedure billed was not distinct or independent.
No Documentation	E&M / Service Not Billable	<ul style="list-style-type: none"> - No documentation in the medical record.
No Written Order for Diagnostic Test	Order Error	

Noncovered Service Per LCD/NCD	Service Not Billable	
Overlapping Surgery Attestation	Overlapping	- Overlapping Surgery Rules not met.
Research Not Billable	Research / Clinical Trials	- Research service reimbursed by the trial/study is not billable.
Signature Requirements Not Followed	Signature Error	- Appropriate authentication includes a signature, date, and time. - Documentation was not signed by the clinician.
Split Visit Error	Two separate E&Ms could have been billed (sick and preventative)	- Two separate E&M services were documented. A sick visit and a preventative visit should have been selected
Split Visit Error	Two E&Ms not documented	- Inadequate documentation to support sick and preventative services.
Teaching Physician Rules Not Met	TP Attestation Error	- Micro Attestation – No Key Findings (GC). The teaching physician did not document personal involvement. - Handwritten Attestation – Presence. The teaching must document they saw and evaluated/examined the patient. - TP procedure attestation not documented. - TP primary care exception rule (GE). The teaching physician did not attest to resident documentation.
Unbundling/Bundling	Procedure or E&M is considered a component/bundled with another service	- Unbundling Error. Services are not separately reportable.
Wrong E&M Category	E&M Category Change	- Wrong Category. The billed service describes a different service than what was documented. - Key Elements. The documentation does not support all of the required key elements for the service selected. - New should be billed as established. Patient previously evaluated by another clinician in the same specialty within the past three years. - Established should be billed as new. Patient has not bene previously evaluated by another clinician in the same specialty within three years.

Wrong Procedure	Service describes a different service than documented	- Wrong procedure selected. The documentation supports a different service than the code selected.
Primary (First Listed) Diagnosis Error	Diagnosis selected as the Primary (First Listed) is not the most accurate/specific based on documentation.	- Primary (First Listed) Diagnosis is incorrect (could be wrong selected, not the most accurate/specific based on documentation).