

Client Charge Input Tip Sheet

This Tip Sheet may change as our trainings and systems are updated. Please visit our website <https://dhs.saccounty.gov/BHS/Avatar/Pages/Avatar.aspx> for the most updated version. If any additional help is needed you can contact us at Avatar@saccounty.net.

Open Client Charge Input (Please be sure to enter the information into the fields in the order listed)

1. Enter Date of Service
2. Enter Client ID
3. Select Episode from the drop down field
4. The location will auto-populate/ select a different option from the drop down if appropriate.
5. Search and select the appropriate Service Code (i.e.; 37130 is Crisis Stabilization)
6. Search and Select for the Practitioner who provided the service by entering staff ID or last name, first name.
7. Enter the Direct Service Time in minutes (1200 = 20 hours)
 - a. Do not enter/edit the Practitioner Total Service Time (this automatically calculates)
8. Select the appropriate -Based Practices/Service Straggles (CSI) for your MH program. SUPT providers choose “Unknown Evidence-Based Practice/Service Strategy”.
9. Select Yes if the Service was performed Face to Face, select No if it wasn’t. Telehealth services are considered Face to Face.
10. Enter any modifiers that were used.
11. If any additional EBP’s or SS were used or if the service was for a group fill in the “Additional Service Information” page.
12. After verifying the information is correct, click “Submit” to save and enter the charge

The screenshot shows the Avatar Client Charge Input form with the following fields and callouts:

- 1:** Date Of Service (03/28/2022)
- 2:** Client ID (TEST,SCARLETT (788475546))
- 3:** Episode (Episode # 17 Admit : 02/09/2022 Discharge : None Program : CSH-WRC-Bowling)
- 4:** Location (Telehealth)
- 5:** Service Code (Assessment - without medical services (9301))
- 6:** Practitioner (TRAINER,FOUR (010562))
- 7:** Practitioner Direct Service Time (85)
- 8:** Evidence-Based Practices / Service Strategies (CSI) list with "Unknown Evidence-Based Practice / Service Strategy" selected.
- 9:** Service was Face to Face (Yes selected)
- 10:** Modifiers

Additional Service/Add On

Mental Health Providers are able to enter Add-on codes for some of their service codes. The grid below shows which service codes allow for add-ons. The following link will give a list of possible service codes to use as well.

<https://dhs.saccounty.net/BHS/Avatar/Documents/SDMC%20MH%20Phase%20II%20Code%20list%282-24-21%29.pdf> Make sure to check with a supervisor on which service codes you should be using at your agency. If you have any questions regarding when add-ons are appropriate please contact QMinformation@saccounty.net.

Primary Code	Description	Interactive Complexity	Add on for duration
95510	Crisis Intervention - up to 74 minutes		90840 (system will add this based on the duration of the service)
93010	Assessment - Without Medical Services	90785	
930RX*	Assessment-With RX Request	90785	
93011	Assessment - With Medical Services	90785	
93020	Assessment - w/o med svc - in community	90785	
96510	Group Therapy	90785	
96512	Group Therapy in community	90785	
97010	Individual Therapy	90785	
97020	Individual Therapy in community	90785	
99211	E&M Established Patient Office Visit: Level 1	90785	9083X
99212	E&M Established Patient Office Visit: Level 2	90785	9083X
99213	E&M Established Patient Office Visit: Level 3	90785	9083X
99214	E&M Established Patient Office Visit: Level 4	90785	9083X
99215	E&M Established Patient: Level 5- up to 54 minutes	90785	9083X & 99417*

1. If the service you are entering allows for an add-on code the Add-on Section will become enabled. If the service does not allow for add-on codes the section will be greyed out. An add-on code should only be entered when it is clinically appropriate.
2. Scroll to the Additional Service/Add on section.

Additional Service/Add On

Add-On Service: Select

Add-On Duration: [Empty field] Save Add-On Service

Add-On Notes: [Empty text area]

Selected Add-On Services: [Empty list]

Select Add-On Service Entry to Edit/Remove: Select

Remove Add-On Service

- Once an Add-on code is selected the additional add-on fields will become enabled.
- Click the Save Add-On Services button. The Add-On will save in the box below.

Additional Service/Add On

Add-On Service: Add On - Interactive Complexity (90785) x

Add-On Duration: [Empty field] Save Add-On Service

Add-On Notes: [Empty text area]

Selected Add-On Services: [Empty list]

Select Add-On Service Entry to Edit/Remove: Select

Remove Add-On Service

- To remove the Add-On, Select the Add-On from the drop-down and click the Remove Add-On Services button.

Additional Service/Add On

Add-On Service: Add On - Interactive Complexity (90785) x

Add-On Duration: [Empty field] Save Add-On Service

Add-On Notes: [Empty text area]

Selected Add-On Services: Add On - Interactive Complexity (90785)

Select Add-On Service Entry to Edit/Remove: Add On - Interactive Complexity (90785) x

Remove Add-On Service

99417 Add-On Code- E&M Level 5 up to 54 Minutes

The 99417 Add-On Code works differently than the other add-on codes. It is only used with the 99215 service code. This primary code will only capture up to 54 minutes. Use the steps below when entering the 99215 service code.

1. Fill in your client information, enter 99215 as the service code.
2. The Practitioner Total Service Time cannot exceed 54 minutes. Enter the actual documentation time and the actual travel time. Enter the direct service time, if this exceeds 54 minutes for your total time you will get an error message.

Maximum duration per service is exceeded [E+M Established Pt:Level 5-up to 54 min (99215)]. The duration should not exceed 54 minutes.

3. If you get the above error message, you will have to adjust your times to equal 54 minutes. The remaining time will be entered below in the Add-On section. Keep the actual Practitioner Documentation Time and Practitioner Travel Time, adjust the Practitioner Direct Service Time. Select the Prolonged Office-over 54 minutes (99417) Add on code from the Add-on Service drop down.

Example: You are trying to bill 99215 code for a client whose service lasted 60 minutes, documentation was 10 minutes, and travel time was 0. Below is what you will enter into service times.

Practitioner Direct Service Time
44

Practitioner Documentation Time
10

Practitioner Travel Time
0

Practitioner Total Service Time *
54

Start by entering the actual documentation and travel times. Next enter the amount in direct time that will make your total time add up to 54.

Additional Service/Add On

Add-On Service
Prolonged Office-over 54 min (99417)

Add-On Duration *
16

Save Add-On Service

Selected Add-On Services

Take the Direct service time (60 for this example) and subtract it from what you entered into the Direct Service Time (44 for this example). That will give you your Add-on Duration.

4. Click the button, Save Add-On Service
5. Enter the date of the progress note for this add-on in the Add-On Notes section.

Additional Service/Add On

Add-On Service
Prolonged Office-over 54 min (99417)

Add-On Duration *
16

Save Add-On Service

Add-On Notes
See note dated 05/17/2022

Selected Add-On Services

Select Add-On Service Entry to Edit/Remove
Select

Remove Add-On Service