



Community Behavioral Health: Provider Notification
Clock Time Use Reminder
December 14, 2015

Dear Providers,

This is a compliance reminder that unit based services (non per diem and non event services) must be documented using clock times. The start and end clock times for the service must be documented (i.e. 7:15 AM to 8:15 AM). It is NOT sufficient to document only the duration, the start, or the end time. Through the audit process, CBH Compliance has, and will continue to, recoup payment made for unit based services lacking clock times. Providers must also designate AM/PM or utilize military style time (1:00 PM = 1300) in the documentation of start and end times for the service. Failure to document AM/PM or military time will also result in recoupment of payment for those services.

Medical Assistance Bulletins 99-97-06 (Accurate Billing for Units of Service Based on Periods of Time) and 29-02-03, 33-02-03, 41-02-02 (Documentation and Medical Record Keeping Requirements) support this requirement.

Please e-mail CBH.compliancehotline@phila.gov with any additional questions.

Thank you for your ongoing support.