



## Documentation Requirements

General documentation requirements are provided as follows and should be applied to all CWS client records regardless of funding source. The following information is required to be included in the client's medical record. Documentation must be timely, legible, and support the claims information submitted to Optum for provider reimbursement:

- Informed Consent/Agreement for Services, including limits of confidentiality in CWS cases, progress reports submitted to Optum TERM and released to CWS and the Court, the role of the provider in CWS cases, mandated reporting requirements, etc.
- The client's name or identification number on each page of the record
- The client's address; employment status; home and work telephone numbers, including emergency contacts; marital or legal status; and guardianship status
- Treatment records should be made contemporaneously with treatment description and dated with the date of entry; if records are not contemporaneously made with treatment, then the date of service should be noted along with the date of entry
- Clear and uniform modifications; any error is to be lined through so that it can still be read, then dated and initialed by the person making the change
- Relevant physical health conditions reported by the client must be prominently identified and updated as appropriate
- A clear summary of presenting problems and relevant conditions affecting the client's physical health and mental health status must be documented
- A mental health history must be documented, including previous treatment dates and providers, therapeutic interventions and responses, sources of clinical data, and relevant family information
- A mental status examination must be documented
- Documentation must include and describe client strengths and any limitations in achieving treatment plan goals and objectives, and reflect treatment interventions that are consistent with those goals and objectives
- A complete diagnosis (including ICD-10 code) must be documented, consistent with the presenting problems, history, mental status evaluation, and other assessment data
- Special status situations that present a risk to client or others (e.g., suicidal ideation, homicidal ideation, risk for violence) must be prominently documented and updated as appropriate
- Documentation of continuity and coordination of care activities between the primary clinician and other behavioral health or medical clinicians, referring agency, or other professionals involved in the client's case; if the client refuses to allow such communication, this must be documented; the client's reason for refusal should also be noted
- *Time spent face-to-face with the client must match CPT code on the contracted rate schedule. The CPT code submitted on a claim form and the amount of time a provider spends face-to-face with a client must match the amount of time associated with that CPT code in the provider's contract fee schedule and the American Medical Association Current Procedural Terminology*



## Progress Notes

The following items related to the client's progress must be entered in the client record at every service contact:

- Timely and legible documentation of relevant aspects of client care
- Amount of time spent face-to-face with client for intake and/or for group session
- Client's attendance in group
- Observations of client's presentation/participation in group
- Topic of group discussion
- Signature of the provider providing the services (or electronic equivalent); the provider's professional degree and licensure
- Date services were provided
- Documentation of any coordination of care, or as appropriate indicate discharge
- Documentation of dates and reasons for client absences
- Documentation of client progress towards treatment components (i.e., Engagement, Awareness of Protective Issues, Skills Development, Communication, Safety, etc.)
- Documentation of current risk factors (i.e., SI/HI, substance use, etc.)
- Documentation of treatment progress (i.e., readiness to change, supporting behavioral examples of progress towards treatment goals, etc.)