



Magellan Compliance Notebook

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) strives to be proactive and use education as a preventative tool to help ensure our members receive the highest quality of care through you, the provider. The Compliance Department at Magellan is committed to sending monthly e-mails to targeted providers regarding a Compliance-related subject.

This e-mail communication is specific to your HealthChoices (Pennsylvania Medicaid) Contract with Magellan.

This month we would like to remind providers about the requirements for encounter forms. Providers that render community-based services must obtain encounter forms in accordance with these guidelines.

According to [Medical Assistance Bulletin 99-89-05](#), providers are required to obtain signed encounter forms to certify that the recipient received a service. Encounter forms may be developed by the provider and must contain the following information:

1. A certification statement: "I certify that the information shown on this invoice is true, correct and accurate. I understand that payment and satisfaction of this claim will be from federal and state funds and that any false claims, statements or documents, or concealment of material facts, may be prosecuted under applicable federal and state laws."
2. Provider name and MA ID number
3. Recipient name and ID number
4. Recipient's signature, or the signature of the recipient's agent
5. Date of service

Magellan further requires that all providers of community-based services obtain a signed encounter verification form for each face-to-face contact that results in a claim being submitted to Magellan. Providers may determine how they comply with and monitor this requirement; however, at a minimum, the following information must be recorded on the encounter form:

1. Certification statement
2. Date of service,
Pennsylvania HealthChoices' Program Provider Handbook Supplement
3. Start and end time of the session (the actual time in clock hours, not the duration; i.e. '2:00 PM-4:00 PM', not '2 hours')

4. Recipient's signature (or legal guardian)
5. The rendering provider's signature

If the billable face-to-face contact is collateral (the member is not present), then the identified individual who the meets with the provider would sign the encounter verification form (i.e. school personnel/ teacher). Encounter forms must be available for review at the time of a Magellan audit or review. If a provider is unable to obtain a signature on the encounter form (including refusal), it must be documented why, and attempts should be made to obtain a signature the following session.

As a reminder, encounter forms offer an extra check and balance for an agency to ensure that services delivered in the community are done so as documented. As such, this mechanism for oversight and control is best enforced by obtaining pertinent information which can verify the provision of services. Medicaid providers across the country surrender millions of dollars annually due to staff persons falsifying claims and/or billing for services not rendered. Thus, securing and monitoring encounter forms should be viewed as a mutual aid for our battle against fraud, waste & abuse.

At Magellan, we will continue to educate our providers with updated MA Bulletins, regulations and other pertinent information in order to ensure Compliance. Although providers are ultimately responsible for knowing and complying with all applicable regulations, we proactively engage providers on an ongoing basis to make sure they are aware of compliance related requirements and expectations. Medicaid Program Integrity is truly a collaborative effort between our providers, county customers, Magellan, BPI and other oversight agencies. The monthly e-mail blast topics are generated from audit results and trends; however, are also sent in response to recent Magellan policy updates; newly released or relevant MA Bulletins and Policy Clarifications; or Regulation changes. The intention is to afford our providers with as many resources as possible to combat FWA and reduce overpayments.

Thank you for your ongoing hard work and dedication to our members!

Magellan of Pennsylvania's Compliance Team

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