

CodingHelp@uchc.edu

What is it?

The Documentation and Coding Program of the Office of Audit, Compliance and Ethics (OACE) has instituted an email 'helpline' for all providers involved in clinical documentation and coding. Certified coders will respond to your questions, no longer than 24 hours after placing them (except weekends). We offer some scenarios for using this line.

- 1) What to do when a patient is scheduled for a nurse visit and other issues arise?
 - a. Example: Patient is here for a blood pressure check and the elevated BP requires the physician to see the patient.
 - b. Response: If this should occur and you have questions regarding which ICD -9 CM or CPT codes to use, please contact codinghelp@uchc.edu and describe the incident.

- 2) What do I do when the patient is scheduled for a particular type of visit and then has an additional problem?
 - a. Example: A "well-child visit" when the child is also sick and needs additional care or a follow-up routine visit when the patient has an acute problem such as an abscess needing to be drained.
 - b. Response: If this should occur and you have questions regarding which ICD-9 CM or CPT codes to use, please contact codinghelp@uchc.edu and describe the incident.

In cases where there is an issue regarding the accuracy and validity of the documentation and assignment of codes by a physician or mid-level provider, please contact Janice McDonnell, Compliance Specialist at jmcdonnell@uchc.edu

We hope that the new email 'helpline' will provide an efficient means to access our coding staff's expertise.