



# DIRECT IMPACT

*Information That Directly Impacts YOU!*

*February 5, 2021*



## What YOU Need To Know

- Paycheck Protection Program (PPP) Resumes
- Acceptable Signatures and EHR Systems
- Medicare G-Codes & UPMC/Highmark Insurance Issues
- Upcoming Continuing Education
- Practice Resources & Mini-Convention Information

## Paycheck Protection Program Resumes

As a result of congressional action last month, the U.S. Small Business Administration (SBA), in consultation with the U.S. Department of the Treasury, **re-opened the Paycheck Protection Program (PPP) loan portal.**

You can apply for a PPP loan through any existing SBA 7(a) lender or through any federally insured depository institution, federally insured credit union, and Farm Credit System institution that is participating. Other regulated lenders will be available to make these loans once they are approved and enrolled in the program. You should consult with your local lender as to whether it is participating in the program. **\*Please note that PCA cannot offer any financial advice or guidance\***

## SIGNATURE REQUIREMENTS FOR MEDICAL RECORD DOCUMENTATION

Jason Martin - PCA General Counsel

Services that are provided or ordered by a chiropractor must be authenticated in the medical record. The method used shall be a hand-written or an electronic signature. Hand-written or electronic signatures need to be dated in order to be in compliance with payer requirements.

**Handwritten** signatures that **are acceptable** include the following:

- Legible full signature
- Legible first initial and last name
- Illegible signature over a typed or printed name
- Illegible signature where the letterhead or other information on the page indicates the identity of the signatory (e.g. an illegible signature appears on a prescription. The letterhead of the prescription lists 3 physician names. One of the names is circled.)
- Illegible signature accompanied by a signature log or an attestation statement
- Initials over a typed or printed name
- Initials not over a typed/printed name but accompanied by a signature log or an attestation statement.
- Unsigned handwritten note where other entries on the same page in the same handwriting are signed

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## SIGNATURE REQUIREMENTS FOR MEDICAL RECORD DOCUMENTATION - Continued

Handwritten signatures that **are not acceptable** include the following:

- Illegible signature not over a typed or printed name
- Illegible signature not on letterhead or other information on the page indicating the identity of the signatory
- Illegible signature that is not accompanied by a signature log or an attestation statement
- Initials not over a typed/printed name

Other forms that **are not acceptable**:

- Unsigned typed note with provider's typed name
- Unsigned typed note without the providers typed/printed name
- Unsigned handwritten note, the only entry on the page
- A notation of "Signature on File"
- Rubber stamps



Electronic or digital signatures, on the other hand, are part of most, if not all, electronic health record (EHR) systems. Electronic signatures are acceptable when they contain printed statements such as "electronically signed by", "verified by", or "accepted by", followed by the chiropractor's name, date and preferably a professional designation (D.C. or Chiropractor) and time stamp.

Chiropractors who use an EHR system must recognize that there is a potential for misuse or abuse; therefore, chiropractors should only use an EHR system that is protected against modification. The EHR system should have adequate safeguards that correspond to recognized standards and laws. For example, electronic signatures which do not mandate or permit the provider to review an entry before signing or indications that a document has been "signed but not read" are not acceptable. Chiropractors should always check with their attorney and their malpractice insurers concerning the use of electronic/digital signature methods.

If the services are not properly authenticated, meaning the medical record does not have an acceptable signature, adding a late signature is prohibited. Instead, the chiropractor should submit an attestation statement from the author of the medical record entry. An attestation statement must be signed and dated by the author of the medical record entry and contain enough information to identify the patient and the date of service. Here is a sample attestation statement:

*"I, \_\_\_\_\_[print full name of the chiropractor]\_\_\_\_, hereby attest that the medical record entry for \_\_\_\_\_ [date of service]\_\_\_\_ accurately reflects signatures/notations that I made in my capacity as \_\_\_\_\_[insert provider credentials]\_\_\_\_ when I treated/diagnosed the above listed patient. I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability."*

To avoid unnecessary payment denials, rejections or overpayment situations, chiropractors are urged to check with their staff and software vendors to verify their current record-keeping and signature processes comply with laws, regulations and payer policies. The EHR system should meet or exceed industry standards to avoid compromising the integrity of documentation and signatures.

**Jason B. Martin, Esquire is the founder of The Martin Law Firm, P.C. Mr. Martin serves as outside general counsel for the PCA and he also represents chiropractors and other health care providers in the areas of compliance, insurance audits and recoupment, Act 6 peer reviews, Medicare audits and appeals, licensure and disciplinary matters, and other related areas. Mr. Martin can be reached at 215-646-3980 or [jbmartin@jbmartinlaw.com](mailto:jbmartin@jbmartinlaw.com). You can also visit his website at [jbmartinlaw.com/healthcare-law/](http://jbmartinlaw.com/healthcare-law/)**

# PCA INSURANCE COMMITTEE COVERS YOUR ISSUES

Mary Rutkowski, DC, DABCO,  
Insurance Committee Chair

The Insurance Committee has continued to meet each week to answer member questions about insurance and billing.

**Not being paid for exams on the same date as manipulation is the biggest issue we have been dealing with.** Our recommendation is to send the supporting

documentation with the claim for the initial claim submission when doing an exam and manipulation on the same day. If you are still getting denials, please appeal with your notes. **It is also important to note that if you are participating provider with the insurance plan, you cannot bill the patient for these denied services.**

Another common question is based around multiple copays. This happens with self-funded policies, the company employs Highmark or other carriers to provide claims administration only. The company writes the plan and thus makes their own rules. You can suggest the patient get involved and call their company HR office or whomever makes those decisions, to complain.

## Physician Fee Schedule Update

On December 27, the Consolidated Appropriations Act, 2021 modified the Calendar Year (CY) 2021 Medicare Physician Fee Schedule (MPFS). The Medicare Physician Fee Schedule does have an overall increase in fees however because Chiropractors are paid only for spinal manipulation the overall increase does not apply. In fact Medicare allowable amounts for all three spinal manipulation cpt codes has been reduced for CY 2021

**Medicare also discontinued the use of many G codes as of 12/31/2020** - including the pain assessment codes used on most chiropractic visits.

**The following codes are no longer used by Medicare and may result in claim denial**

- G8730:** Positive pain
- G8731:** Pain Assessment negative, no follow up
- G8939:** Pain Assessment no follow up, not eligible
- G8442:** Patient not eligible for pain assessment
- G8732:** NO documentation of pain assessment, no reason given
- G8509:** Pain Assessment Positive no follow up, reason not given

If you use these codes your claims may be denied.

The following link which will provide the allowable codes as well as the deleted codes for 2021, it is important to understand that these codes are NOT to be used with Medicare Advantage Plans, they are CMS related codes only.

<https://hcpcs.codes/new-codes/>

Also, PCA has been in contact with Highmark and UPMC and will be resuming talks soon to hopefully have a resolution to those issues coming. We will keep you informed once we have that information.



**QUESTIONS FOR THE INSURANCE COMMITTEE?**

email: [pca@pennchiro.org](mailto:pca@pennchiro.org)

The Insurance Committee meets weekly on Tuesday mornings and are always looking for new members to join the committee. If you are interested in learning more please contact Linda Hoffman at [pca@pennchiro.org](mailto:pca@pennchiro.org) for more information.

Happy New Year to you all!

2020 has ended and we are looking forward to a, hopefully, more normal 2021! The PCA CE and Convention Committees want to let you know about some **CE programs, both virtual and in-person** that the

PCA will be offering in 2021. We want to have an impact on your practice in 2021 by offering classes and webinars that focus on practice management. We know that many of our PCA members enjoy our conventions at Kalahari Resorts, but unfortunately, due to COVID-19, our 2020 convention at Kalahari was cancelled. To allow our members to get together and enjoy Kalahari Resorts once more, the **PCA will be hosting an in-person “mini-convention” on May 1, 2021 at Kalahari.** Dr. Stu Hoffman will be presenting an in-person 4 CE presentation entitled, "Common Chiropractic Practice Triggers." We hope you will join us for some CE, camaraderie and fun at Kalahari!

**Mark it on your calendars!** Our 2021 Annual Convention will be taking place on **October 1-3, 2021 at The Penn Stater** in State College, PA. Our keynote speaker will be Dr. Jay Greenstein and our seminar speakers will be Dr. Nelson Marquina, Dr. Kurt Juergens and Dr. Elise Hewitt.

We will be offering a handful of online virtual CE webinars through the first half of 2021. We will be partnering with NYCC to bring you 3 online webinars (6 CE total) of programs that focuses on social injustice in healthcare and the impact of opioid abuse. We will also be offering webinars on chiropractic business ethics with Dr. Michelle Turk and HIPAA issues with Dr. Ty Talcott. In the second half of 2021 we hope to bring you more in-person seminars throughout the state. Be on the lookout for a postcard of courses coming to you soon.

We hope that you will take full advantage of the speaker bureau that we have put together for 2021 with new programs and new speakers. We will work to bring you informative and helpful seminars throughout this coming year.

CE Committee Chair:            Convention Committee Chairs:  
Jeff Snyder, DC                 Dan McCann, DC  
   Roy Love, DC

**[2021 Calendar is Available Now! CLICK TO DOWNLOAD](#)**



**2021 CONTINUING EDUCATION**

[VIEW COURSE INFO:](http://members.pennchiro.org/ce-calendar) [members.pennchiro.org/ce-calendar](http://members.pennchiro.org/ce-calendar)  
[PCA ONLINE UNIVERSITY COURSES:](http://pennchiro.myicourse.com) [pennchiro.myicourse.com](http://pennchiro.myicourse.com)

	<u>Seminar Title</u>	<u>Speaker/Sponsor</u>	<u>Location</u>	<u>CE</u>
<b>APRIL</b>				
1	HIPAA Investigations: How to manage and how to prevent	Dr. Ty Talcott	WEBINAR	1
3	ACRRT Prep Course-DC's & Staff	Dr. Victor Rizzo	State College	8
14	Professional Boundaries & Human Trafficking	Dr. Mario Fucinari	WEBINAR-NYCC	2
21	The Impact of Opioid Abuse on Special Populations	Dr. Kristina Petrocco-Napuli	WEBINAR-NYCC	2

# MEMBERSHIP COMMITTEE

Linda Smelser  
Membership Coordinator

Happy New Year to you all!

2020 has closed and we are looking forward to a fresh new year. The PCA Membership Committee wants you to take advantage of your benefits. We want to have an impact on your team by offering speedy replies to questions\*\* saving their time and energy. We

also want to have an impact on your practice by offering great coding education for you and your team.

A new year can mean new benefits. **Tell us what PCA can do to provide you and your team the best benefits and the most impactful service.**

Do you log into your PCA web account? If so, remember to check out the Resources section, we have saved many helpful documents, webinars and patient information graphics for your use. Keep your contact information updated so that patients can find you via the "Find a DC" search on their page of our website.



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## 2021 PCA Leadership

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Dan Schatzberg, DC

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# PRACTICE RESOURCES FOR YOU!



## Having Issues With Your Business?

Visit A PCA Business Affiliate To Get The  
Support You Need & Deserve!

[www.pennchiro.org/business-affiliates/](http://www.pennchiro.org/business-affiliates/)



Join the Members-Only Facebook Group for  
Real-Time Discussions on Important  
Information for PA DCs.

[www.facebook.com/groups/PennChiro](http://www.facebook.com/groups/PennChiro)