



The Human Development Center, Inc. Policy & Procedure	Policy#215	
<input checked="" type="checkbox"/> Milw County <input type="checkbox"/> T19	Effective Date: 10/03/2014 Updated 7/27/2018	Subject: Phone Call, Travel Time, and Documentation Billing Time

I. POLICY

It is the policy of The Human Development Center, Inc to adhere to best practices. In so doing, the development of this policy is to prevent questionable billing times for travel and documentation.

The maximum billing time allowable for travel is 0.5 hours for travel within the city. Any travel time beyond 0.5 hours for travel within the Metropolitan area will be reduced by the reviewing supervisor. Travel times of more than 0.5 hours must be justified by the note and indicating the reasons for the extended length such as traveling to a facility outside of the city.

Additionally, the maximum time allowable for documentation is 0.3 hours. Note length should justify the time billed for documentation.

Further, allowable time for phone calls is not to exceed 10 minutes.

Please note, billing above these allowances will result in times being reduced by team leads and/or the clinical director.

II. CONSEQUENCES OF NOT ADHERING TO THE POLICY

Not adhering to this policy will result in HDC not being in compliance with Medicaid Law. Therefore, providers who do not follow this policy will receive an infraction and the appropriate course of action on the continuum of discipline will be taken e.g. either a documented verbal warning, written warning, or termination depending on the number of infractions the provider has received. This purpose of this policy is to protect the interests of the provider, client, and agency.

 Provider

 Date

 Supervisor

 Date