Level of Service (LOS) for Clinic Visits (Eff. 01/1/2021)

For Outpatient Providers Only

Clinic providers are required to add a level of service (LOS) to close outpatient encounters. The LOS Calculator suggests level of service codes based on new CMS guidelines. These guidelines take effect on January 1, 2021. LOS codes are calculated separately for medical decision-making and total time you spent on the encounter that day.

- **It is important for providers to use the New E&M EPIC system functionality as intended/instructed. Using the system correctly will ensure the correct level of service charge will be selected for our patients.**

- **To ensure all patients receive the appropriate level of services charge all providers must complete both templates (*Medical Decision-Making Template and the Time Template*) within the EPIC system. After completing both templates, the system will recommend the highest level of the two for the providers approval.**

- **It is LCMC's recommendation that all providers use the EPIC suggested Level of Service charge. This workflow establishes clear documentation to support the amount being charged by the provider.**

Access Level of Service and Charge Capture Sections

1. Open the LOS Calculator in the **Wrap-Up** activity >> **LOS** section.
2. Select a LOS by either clicking a **speed button** (like EST1, NEW3, or PostOp4) or use the **LOS Calculator** (the magic wand [ ]. The LOS Calculator is preferred LCMC workflow over the use of a speed button).
3. If additional professional charges are applicable to the visit, open **Charge Capture** section and either search for a new charge or use the Professional Charges preference list to make selection.
4. Ensure the Billing Provider is listed in the **Auth Prov** field. *If a resident, this MUST be the Attending*.

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Created/Revision Date: 12/17/2020

Document Using the LOS Calculator

As a clinic provider you are responsible for composing your note and placing charges for your patient visit. If you are unsure what level of service charge is applicable to a patient visit you can opt to use the LOS Calculator to help with calculating your level of service charge.

1. Go to the **Wrap-Up** activity to access the LOS Calculator: **LOS** section >> click the **magic wand** icon [ ].
   a. The calculator automatically determines whether the patient is new or established. You can manually edit this selection if needed.
   b. The **Medical Decision-Making tab** shows criteria that contribute to different levels of service.
   c. The **Time tab** allows you to calculate a level of service code based on the total time you spent on the encounter.
   d. The **List tab** displays a list of Level of Service codes for quick selection.
   e. The **Additional E/M** tab allows you to add additional E/M codes, if needed.
   f. The level of service is listed in the bottom left corner of the calculator just above the level of service code. The current level of service for medical decision-making is highlighted so you can easily see when changing criteria changes the level of service.

Documenting total time spent:

2. Use the **Time tab** to enter the time you spent on the visit—including pre-charting, seeing the patient, consulting with others, and completing documentation—in the Total Time field.

> To help you remember when you worked on the encounter, the calculator shows you when you had the patient's chart open on the encounter date and when the appointment was scheduled. Keep in mind that it doesn't show times when you worked on the encounter without the chart open, or times you might have had the patient's chart open but were working on something else.

3. The LOS calculator automatically compares calculated levels of service based on medical decision making and time and selects whichever is higher when calculating the recommended level of service code.
4. Click **Accept** to apply the code to be added to the visit or **Cancel** to enter a code manually.

5. After LOS is selected, add **Modifiers** as needed using your created Modifier speed buttons or using the green plus symbol.
6. Ensure the Billing Provider is listed in the **Auth Prov** field. If a resident, this must be the Attending.

> **HINT**: Use the LOS Calculator Attestation SmartLink (**.LOSCALCAMB**) to show the information you've entered into the Level of Service Calculator into your note.
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> **HINT: If using TIME when selecting E/M, insert the SmartPhrase (.TIMEEM2021) into your office note. This will help support time spent on activities OUTSIDE of EPIC.**

To add additional speed buttons, like Counseling Time or Psychotherapy with patient 30 minutes, select the **wrench** to customize your Level of Service options. Place mouse cursor into a blank field and select **Add**. Name the button by entering a **Caption** and search for or type the LOS charge in the **Level of Service** field. **Accept** when finished.