

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: Case Management Visits	Policy #: 5.16
Prepared by:	Revision #:
Approved by:	Effective Date: 7/24/2015

## 5.16 Case Management Visits

**OBJECTIVE:**

Good Samaritan Health & Wellness Center is committed to working with case management agencies to better the health of our patients. Meetings with case managers are essential to providing quality care. This policy addresses the scheduling, recording and documentation of case manager meetings.

**POLICY/PROCEDURE:**

When a case manager schedules a visit, the patient to be discussed should be added to the provider's schedule. If multiple patients are to be discussed, double book each slot necessary to accommodate the case management visit. When scheduling, please note in the appointment reason section that the visit is for case management.

The provider will create a superbill for the visit using CPT code designated for a zero charge encounter. This will be a zero charge encounter but will count toward the provider's productivity expectation. The case management visit will be documented in the patient's chart.