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## [Policy Number]: Documentation of Services

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Category: Corporate Compliance      Effective Date: 6/11/2020  
Department: XXXXXXXXXXXXXXXXXXXXXXXX      Last Revision Date(s): XXXXX

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### **POLICY STATEMENT**

The [Chapter] requires that all employees accurately and completely document the services that they provide to clients.

This policy applies to all employees of the [Chapter], particularly those who provide client services and prepare documentation for the submission of claims and those who prepare claims to be submitted to third party payors.

### **PROCEDURE**

All documentation prepared by [Chapter] employees and independent contractors shall be accurate and complete. Employees should not falsify any document related to client services or referrals.

Documentation should be prepared contemporaneously with the provision of client services and should be consistent with the applicable third party payors' requirements for documentation.

Employees who create documentation related to the provision of services to clients shall be adequately trained to do so and will have the necessary skills to perform their jobs.

The [Chapter] shall periodically audit documentation practices to evaluate whether employees are accurately and completely documenting the services provided to clients. The results of an audit should be evaluated carefully and corrective action implemented, as needed.

Inaccurate documentation may subject the [Chapter], involved employees and other representatives to civil or criminal penalties. Any employee or other individual who



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presents or otherwise is involved in the documentation of a false, fraudulent or fictitious claim for payment may be subject to immediate termination.