

Reasons Progress Notes Get Denied

- Progress note is a **duplicate note** (same author, same client, same date and time of service, same service billed).
- Progress note date/time **overlaps** with another progress note date/time from *same author*.
- Progress note date/time **overlaps** with another progress note date/time for the same client from *different author*.
- Progress note date/time has been **forward dated/timed** to future date/time from original signature date/time after an unlock request.
- Service provided is **not a billable service**, but was identified as a billable service by the author (i.e. leaving voicemails).
- Note is identified as an individual service, but the narrative indicates **group service**.
- Author is **not qualified** to provide identified service.
- Author is **not authorized** to provide identified service.
- **No** indication of actual **PSR (psychosocial rehabilitation) service** was provided in note.
- Service is **not authorized** in recovery plan.
- Client is **out of state**.
- Note entered **in the wrong client chart** (QA voids these progress notes).

How can I avoid my progress notes being denied?

- Know what services you are qualified to provide.
- Ensure your services are identified in the recovery plan.
- Ensure progress notes are entered and signed within 2 business days of the service [[Timely Exchange of Information](#)].
- Monitor your progress note entries by running your case note time report in the module.
- Know [Forward Health rules](#) about what can be billed and what is not billable.
- Ensure you document interventions you utilized during your services.
- **Utilize the unlock process and then opportunity QA Staff give you when they unlock your notes for fixes. After 2 unlock requests from QA Staff – if no fixes have been offered, the note will be denied.**
 - Reminder – QA Staff are unable to unlock notes once they have gone through the billing cycle (8th of the month) and may result in denials if fixes are unable to happen.

Other Helpful Hints:

- Our system automatically rejects claims for services provided when there is:
 - No current Physician Rx
 - No current Recovery Plan
 - Authorized services have reached their limit
- **Progress Notes** (therapies or other treatments administered) must provide data relative to accomplishment of the treatment goals in measurable terms. Progress notes also must document significant events that are related to the person's treatment plan and assessments and that contribute to overall understanding of the person's ongoing level and quality of functioning. [[Forward Health](#)]