

Essential Tips

Documenting Non-Reimbursable Activities



At times, activities which are beneficial to the individual, and connected to an individual's treatment plan may not be reimbursable by third party payors. However, these activities should still be documented as they are critical to the on-going care of the individual.

Some examples of non-reimbursable activities include (but are not limited to):

- Voicemail, texting, or email messaging
- Completing Incident Reports
- Completing referral paperwork
- Mandated reporting
- Writing letters or reports for court
- Utilization management, peer review, or other Quality Improvement activities

When documenting these activities, the note should include the following:

- ↻ Information about what activities the provider engaged in
- ↻ Explanation of how these activities connect to the individual's treatment plan
- ↻ Any follow up actions needed and the plan moving forward

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Example 1

Writer phoned public housing authority to gather information on the steps Mark will need to take to apply for and secure housing. Writer will review this information with Mark and provide support if needed.

Example 2

Received an email from Jelena stating she is currently out of food and would like to know where the local food pantries are. Writer provided Jelena with three options in her area. Jelena was told to phone back if she is unable to secure food. Writer will follow up with Jelena during our appointment later in the week.

Example 3

This writer received a request from Cory's probation officer to write a letter for Drug Court scheduled for 5/7. Writer wrote letter for Court and submitted the requested information to probation officer on 5/6.

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