

NPC Code FAQs

1. Why are these changing? They have been the same for years.

A: This is part of a year long simplification and streamlining of Net Health and invoicing processes. These changes will help to align all sites of the same contract type to the same NPC categories. There will be standardization so that new contracts receive the same NPCs as existing sites with the same contract type.

2. My Administrator or Billing Office Manager wants to see what type of meeting we are attending, so combining all the NPCs into the one Billable Facility Meetings isn't going to work.

A: If your site requests details, the recommendation is to utilize the "Invoice Notes" section in the Daily Activity Log to add any details needed. The Invoice Notes will show on the report that comes with the end-of-the-month invoice. The section in the DAL called "Notes" doesn't show up on any reports.

3. My building has used Mentor for students and their clinical instructors, why does the code now say, "assigned to a new grad or CF"?

A: The Mentor code should only be used by the designated mentor assigned to a new grad during the initial 30 days of their employment and to speech therapists in their first clinical fellowship year only. This is in the DIG into Mentorship FAQs on the Springboard as well as in the associated policy. Clinical instructors and students should allocate their time to the code Non-Patient Care Time or the Documentation code assigned to the building.

How do I allocate my time for mentoring?

The mentor will clock-in to the facility of the mentee (even if this is remote) and use the "Mentor" Billable NPC tab. The mentor is designated up to 10 hours the first month. The mentee's time is logged as "training" and is non-productive time

~from FAQs

4. For DORs / Back Up DORs: If we are completing documentation at home, is it documented as offsite DOR or straight documentation?

A: The DOR Offsite Management (non PBJ) code is intended to capture the time that a DOR (or other approved offsite employee) is not available to care for a patient in the building. The PBJ report (PBJ=Payroll Based Journal) is a CMS directed guideline that is meant to capture the amount of time staff is available for direct patient care.