

## Education and Counseling

The Family PACT Program Standards\* include provision of client-centered family planning reproductive health education and counseling services for all clients to clarify personal family planning goals and to promote optimal reproductive health.

The term “education and counseling” is used in two ways in Family PACT:

1. To describe the client-centered education and counseling content that must be provided in the context of *every* Family PACT visit
2. To describe a type of office visit that is performed for the sole purpose of education and counseling.

***Education and counseling is a benefit of Family PACT in order to achieve the following objectives:***

- Allow the individual client and/or couple to make informed choices about family planning methods
- Promote individual client assessment and ongoing reassessment of the client’s reproductive health education needs
- Provide the opportunity to deliver sensitive health care messages in a way that is understandable to the client and supplemented with written materials
- Present an opportunity to address psychosocial issues that affect decisions about contraception and high-risk behavior
- Afford an opening for clients to ask questions and enter discussions of personal concerns. Provide referrals to local resources for medical and psychosocial services beyond the scope of Family PACT.

***Education and counseling office visits are a distinctly reimbursable service by Family PACT:***

Providers may submit claims for office visits using either Current Procedural Terminology (CPT)-defined Evaluation and Management (E&M) codes, Education and Counseling (E&C) codes, and in some cases, both types on the same date of service. Both sets of codes are available for female and male visits. The E&C codes used in Family PACT are Healthcare Common Procedure Coding System (HCPCS) III interim codes defined by the program. The clinician is responsible for coding a visit as E&M or E&C.

### **Evaluation and Management office visit codes**

- Must be performed by a clinician, although the computation of the E&M level of the visit also may include services provided by non-clinician counselors
- Selection of the appropriate level of E&M code (as defined by CPT and Medi-Cal policy) is determined ***either*** by the content of the client’s history, the number of elements in the physical examination, and the complexity of medical decision-making, ***or***, if at least 50 percent of the visit time was spent in counseling, by the time interval of face-to-face client interaction provided by both the clinician and counselor
- An exception is an E&M visit with level 99211 (office or other outpatient visit, established patient, approximately 5 minutes), which typically is performed by a nurse or other clinical staff, but does not require the involvement of a clinician

\*Source: *Family PACT Program Policies, Procedures and Billing Instructions (PPBI)* manual.

### Education and Counseling office visit codes

- Should be used when the purpose of the visit is to provide family planning reproductive health counseling and education.
- Selection of the appropriate code is based upon the documented amount of face-to face time spent with the client that is provided by clinicians, non-clinician counselors, or both at the same visit.
- Services must be performed at the site of clinical service delivery in order to be reimbursed.

### Deciding when to use an E&M or E&C code

Code Type	Code Source	Service Provided by	Level of Visit Computed by
E&M	CPT	Clinician, <u>with or without</u> counselor services	Documented history, exam, and medical decision making, <b>OR</b> Clinician time plus counselor time*
E&C	HCPCS	Clinician and/or counselor	Clinician time plus counselor time

\*If greater than 50% of total face-to-face time is spent in counseling.

### Choosing a Family PACT Education and Counseling Code

#### Education & Counseling Codes, one time only, either group or individual

**Z9750** Group family planning education (including orientation to Family PACT)  
Group setting with 2 or more enrolled clients

**Z9751** Individual orientation to Family PACT

- Designed mainly for the purpose of orienting a new client to your practice and to Family PACT
- Use of one of these codes is limited to once per client, per provider
- Either code may be used alone or in addition to an E&M code (99201-99204, 99211-99214) or a higher level E&C code (Z9752, Z9753, or Z9754) on the same date of service

#### Education & Counseling Codes, Periodic

**Z9752** Family planning counseling, up to 15 minutes

**Z9753** Family planning counseling, 16 to 30 minutes

**Z9754** Family planning counseling, 31 to 45 minutes

- Any combination of these codes may be used up to two times in 30 days, same client, same provider.
- No more than one of these codes may be billed on the same date of service and they cannot be claimed with an E&M code on the same date of service
- The codes may be used in conjunction with procedure (CPT) codes, laboratory codes, and with dispensing of medications and contraceptive supplies.
- The medical record documentation must support services claimed for reimbursement.

### Non-clinician counselors as providers of E&C visits

Providers may choose to include non-clinician counselors in the process of client education and counseling. These services are subject to onsite direct supervision by health care professionals who themselves are qualified to provide counseling and education services.

Providers must ensure that all counselors have been trained in all family planning methods, are knowledgeable about the Family PACT Standards and program benefits and have the essential core competence to deliver education and counseling services including individual client history and assessment of health education and counseling needs.