

## Education and Counseling

*Client-centered family planning and reproductive health education and counseling services are provided to help Family PACT clients clarify personal family planning goals and 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; and
2. To describe a type of office visit that is performed for the sole purpose of education and counseling.

*Why do education and counseling at every Family PACT visit?*

- Allows the client to make informed choices about family planning methods
- Promotes individual client assessment and ongoing reassessment of the client’s reproductive health education needs
- Provides the opportunity to deliver sensitive health care information in a way that is understandable to the client and supplement the information with written materials
- Presents an opportunity to address psychosocial issues that affect decisions about contraception and high-risk behavior and offer referrals to local resources for medical and psychosocial services beyond the scope of Family PACT, if necessary
- Affords an opening for clients to ask questions and discuss personal health concerns

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

Providers may submit claims for office visits using either Evaluation and Management (E&M) codes, Education and Counseling (E&C) codes, and in some cases, both types on the same date of service. The clinician is responsible for coding a visit as E&M or E&C.

### 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-4	Clinician, <u>with or without</u> counselor services	Documented history, exam, and medical decision making, <b>OR</b> clinician and counselor time, if greater than 50% of total face-to-face time is spent counseling
E&C	HCPCS	Clinician and/or counselor	Clinician time plus counselor time

## E&C Codes

### One-Time Only E&C Codes (Either Group or Individual)

Designed mainly for the purpose of orienting a new client to your practice and to Family PACT

Family PACT Education and Counseling Services	HCPCS Codes	Restrictions
<p><b>Group</b> family planning education (including orientation to Family PACT):</p> <ul style="list-style-type: none"> <li>▪ Scope of Family PACT services</li> <li>▪ Information about family planning methods and select related conditions</li> <li>▪ A group setting of two or more clients</li> <li>▪ Provided by a clinician and/or counselor</li> </ul>	<p><b>Z9750:</b> May be billed with E&amp;M codes 99201 – 99204, 99211 – 99214, or with E&amp;C codes Z9752, Z9753 or Z9754.</p>	<p>This code may be reported only once per client, per provider.</p> <p>Each client may receive either group orientation or individual orientation (Z9751), but not both.</p>
<p><b>Individual</b> orientation to Family PACT:</p> <ul style="list-style-type: none"> <li>▪ Scope of Family PACT services</li> <li>▪ Information about family planning methods and select related conditions</li> <li>▪ Provided by a clinician and/or counselor</li> <li>▪ <b>Up to 10 minutes</b></li> </ul>	<p><b>Z9751:</b> May be billed with E&amp;M codes 99201 – 99204, 99211 – 99214, or with E&amp;C codes Z9752, Z9753 or Z9754.</p>	<p>This code may be reported only once per client, per provider.</p> <p>Each client may receive either individual orientation or group orientation (Z9750), but not both.</p>

### Periodic E&C Codes (Individual)

<p><b>Individual</b> family planning counseling:</p> <ul style="list-style-type: none"> <li>▪ <b>Lasting up to 15 minutes</b></li> <li>▪ Provided by a clinician and/or counselor</li> </ul>	<p><b>Z9752:</b> May <b>not</b> be billed with E&amp;M codes nor with Z9753 or Z9754.</p>	<p>Limited to two HCPCS Level III Interim code office visits (Z9752 – Z9754) per client, per <b>30 days</b>, per provider.</p> <p>Codes may be billed with Family PACT laboratory, surgical, medication and supply codes.</p>
<p><b>Individual</b> family planning counseling:</p> <ul style="list-style-type: none"> <li>▪ <b>Lasting 16 – 30 minutes</b></li> <li>▪ Provided by a clinician and/or counselor</li> </ul>	<p><b>Z9753:</b> May <b>not</b> be billed with E&amp;M codes, nor with Z9752 or Z9754.</p>	<p>These codes may be used to report counseling issues, including lifestyle and relationship issues, risk reduction interventions, method use and adherence, infertility, preconception counseling, pregnancy options and sexually transmitted infection (STI) prevention.</p>
<p><b>Individual</b> family planning counseling:</p> <ul style="list-style-type: none"> <li>▪ <b>Lasting 31 – 45 minutes</b></li> <li>▪ Provided by a clinician and/or counselor</li> </ul>	<p><b>Z9754:</b> May <b>not</b> be billed with E&amp;M codes, nor with Z9752 or Z9753.</p>	<p><u>Documentation Requirements:</u> Medical record documentation must support services claimed for reimbursement.</p>

- Services must be performed at the site of clinical service delivery in order to be reimbursed
- 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.

*For more information on Family PACT Program Standards, Evaluation and Management office visits, and Education and Counseling office visits, please refer to the Program Standards and Office Visits sections of the Policies, Procedures and Billing Instructions (PPBI) Manual.*