

## Aveanna Therapy Scheduling Guidance

**Purpose:** To instruct on patient movement and actions on the Rolling Calendar within the Pointcare application to ensure efficient scheduling for Clinicians and timely delivery of services for our patients.

To start, certain Service Codes can be rescheduled by the Clinician alone and other Service Codes require back office scheduling prior to appearing again in the Clinician's Rolling Calendar. Below is a table of common service codes and how they behave in the system:

Service Code	Visit Type	Requires Back Office Scheduling
<b>00</b>	<b>OASIS Start of Care</b>	<b>Yes</b>
<b>01</b>	<b>Evaluation</b>	<b>Yes</b>
10	Supervision with Treatment	No
11	Routine Treatment	No
18	OASIS Agency Discharge	No
19	Discipline Discharge	No
<b>33</b>	<b>Reassessment</b>	<b>Yes</b>

**What this means:** Clinicians can move Service Codes 10, 11, 18, and 19 any day within the Medicare Week to reschedule with themselves – these visits will appear immediately in your Rolling Calendar after you **sync twice**. Conversely, Service Codes 00, 01, and 33 will be sent to the back office when a Therapist reschedules and syncs. **If a Reschedule is needed on Same Day for Service Codes 00, 01, or 33, please call the office after you Reschedule and Sync in Pointcare. This will ensure immediate resolution.** If not required Same Day, it is estimated that Service Codes that go to our Back Office Schedulers will take 2 business hours to be rescheduled and will require the Clinician to Sync again for them to appear after rescheduling is complete from the back office

## Actions on Visits – Today, Future, and Overdue

The buckets in which visits are scheduled to a Clinician can be separated into 3 categories: Today, Future, and Overdue. Each of these categories will have unique options to act on a visit. Below is guidance for each category and each action that can be completed.

### Today's Visits (Always start by 'accepting all visits')

- **Reschedule** - Patient will stay with the same Clinician, but move to requested date within the Medicare Week (Note - '00', '01', and '33' service codes go to back office to reschedule)
- **Reassign** – Patient needs to be seen, but not by the Clinician currently scheduled. Add a 'Scheduler Notification' note when using this option to let the office know who to schedule with, if known – such as 'please schedule with Max, PTA'.
- **Miss** - This is the last resort and will create a missed visit to notify the Provider that services were not completed as ordered. If it is known that another Clinician of your same discipline can complete the visit, please follow the **Reassign** process.

## Future Visits

- **Reschedule** - Patient will stay with the same Clinician, but move to requested date within the Medicare Week (Note - '00', '01', and '33' service codes go to back office to reschedule)
  - **Note** – call office if rescheduling a Future Visit to Today for Service Codes '00', '01', or '33' so that the visit can be addressed immediately by our back office.
- **Decline** - Patient will not be seen by currently scheduled Clinician within the Medicare Week. Add a 'Scheduler Notification' note when using this option to let the office know who to schedule with, if known – such as 'please schedule with Max, PTA'.

## Overdue Visits – Must be addressed by end of Medicare Week

- **Reschedule** - Patient will stay with the same Clinician, but move to requested date within the Medicare Week (Note - '00', '01', and '33' service codes go to back office to reschedule)
  - **Note** – call office if rescheduling a Past Visit to Today for Service Codes '00', '01', or '33' so that the visit can be addressed immediately by our back office.
- **Miss** - This is the last resort and will create a missed visit to notify the Provider that services were not completed as ordered.