

**Department of Mental Health
Adult Community Clinical Services**

Frequently Asked Questions

**Rehab Option: Reporting a Rehabilitative Encounter for
Phone Contacts**

Question: What are the guidelines for reporting a Rehabilitative Encounter when the contact with the person served is by telephone?

Answer: When completing the Service Reporting Service Delivery Report (Service Reporting SDR) the ACCS provider may report a Rehabilitative Encounter for phone contacts with a person served if the staff provides an intervention as outlined in the Community Service Plan during the phone contact. ([See ACCS Billing Guidelines for coding](#))

For example, you may record a Rehabilitative Encounter for a phone contact in which you provide skills coaching (for instance, role play possible scenarios for an anticipated difficult situation) for a person who is working on overcoming anxiety at work. If, during your call however, your conversation is focused solely on connecting and reassuring the person or another interaction that is not consistent with an intervention in the Community Service Plan, this could not be recorded as a Rehabilitative Encounter as it does not reflect the provision of a rehabilitation intervention.

Phone contact cannot be the only means of providing interventions with the person; there must also be in-person contacts.

Assuming the phone contact meets the conditions outlined above; it does not have to be of certain duration in order to be reported as a Rehabilitative Encounter. The length of the phone contact is dictated by the staff intervention(s) as documented in the Community Service Plan.

Note: Contact by email or text messaging **can not** be reported as a Rehabilitative Encounter unless as an accommodation for persons served.