



## Documentation and Signature Requirements

May 2021

Because Wisconsin Diagnostic Laboratories (WDL) bills Medicare for laboratory services, our clients are required to obtain the treating provider's signed order (or progress note to support intent to order) and documentation to support medical necessity for ordered services.

If you order diagnostic services for Medicare patients, you must maintain documentation of the order or intent to order, as well as medical necessity of the services in the patient's medical record. **This information must be available upon request** for a Medicare claim review.

Please remember the following when submitting orders for laboratory services to WDL:

### Documentation Requirements

- The provider who treats a beneficiary must order all diagnostic laboratory tests for a specific medical problem. The provider uses the results to manage the beneficiary's specific medical problem, and may furnish a consultation. Tests not ordered by an eligible ordering provider are not considered reasonable and necessary.
- The provider should clearly indicate all tests to be performed when completing progress notes (for example, "run labs" or "check blood" by itself does not support intent to order).
- Documentation in the patient's medical record must support the medical necessity for ordering the service(s) per Medicare regulations and applicable Local Coverage Determinations (LCDs). Submit these medical records if they are requested.
- Keep these records available to submit upon request:
  - Progress notes or office notes
  - Provider order or intent to order
  - Laboratory results
  - Attestation or signature log for illegible signature(s)

### Signature Requirements

- Unsigned provider orders or unsigned requisitions alone do not support intent to order.
- Eligible ordering providers should sign all orders for diagnostic services to avoid potential denials.
- If the signature is missing on a progress note that supports intent, the ordering provider must complete an attestation statement and submit it with the response. If the signature is illegible, an attestation statement or signature log is acceptable.
- Attestation statements are unacceptable for unsigned provider orders or requisitions.

Cooperation between ordering and referring providers and facilities that perform diagnostic tests is crucial to avoiding errors and the resulting claim denials.

Please review the information contained in this document and contact the WDL Billing Department at (414) 805-7656, or 888-611-3904, if you have any questions or concerns.