Information sheet for providers of outpatient care services

Contact

For queries / brief info:	Contact Centre 0844 277 777
Correspondence / Queries:	info@css.ch
Invoices:	CSS, Postfach, 6002 Luzern
Needs report (permanent, temporary):	dokumente.eingang@css.ch
Care documentation:	CSS, Vertrauensärztlicher Dienst, Postfach 2568, 6002 Luzern or to avd.d@css.ch (provided you have access to a protected channel, e.g. HIN)

Invoicing CSS

1. Prescription / needs report

Doctor's prescriptions / needs report forms featuring full details in accordance with the administrative agreement, including a list of the services provided or the RAI Home Care plan, list KLV mandatory and non-mandatory benefits separately and submit when:

- the (nursing) care starts
- the care continues after the prescription has expired
- there is a significant change in status (permanent)
- there is a (temporary) change in the need for care,
  or written notification stating number of hours, period of time and reasons

2. Other care-related documentation

Should CSS require further care-related documentation/a doctor's report to fulfil its statutory obligation under Art. 32 KVG (checking the effectiveness, appropriateness and cost-effectiveness of the care services), we will request it from the service providers.

Care documentation

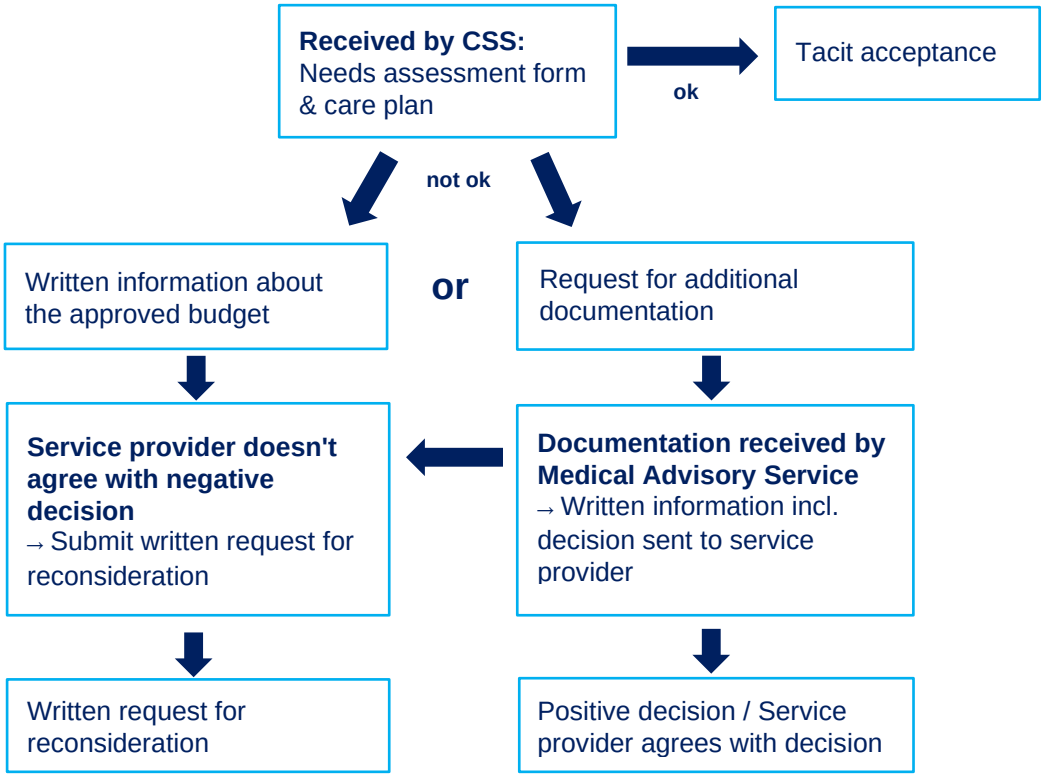
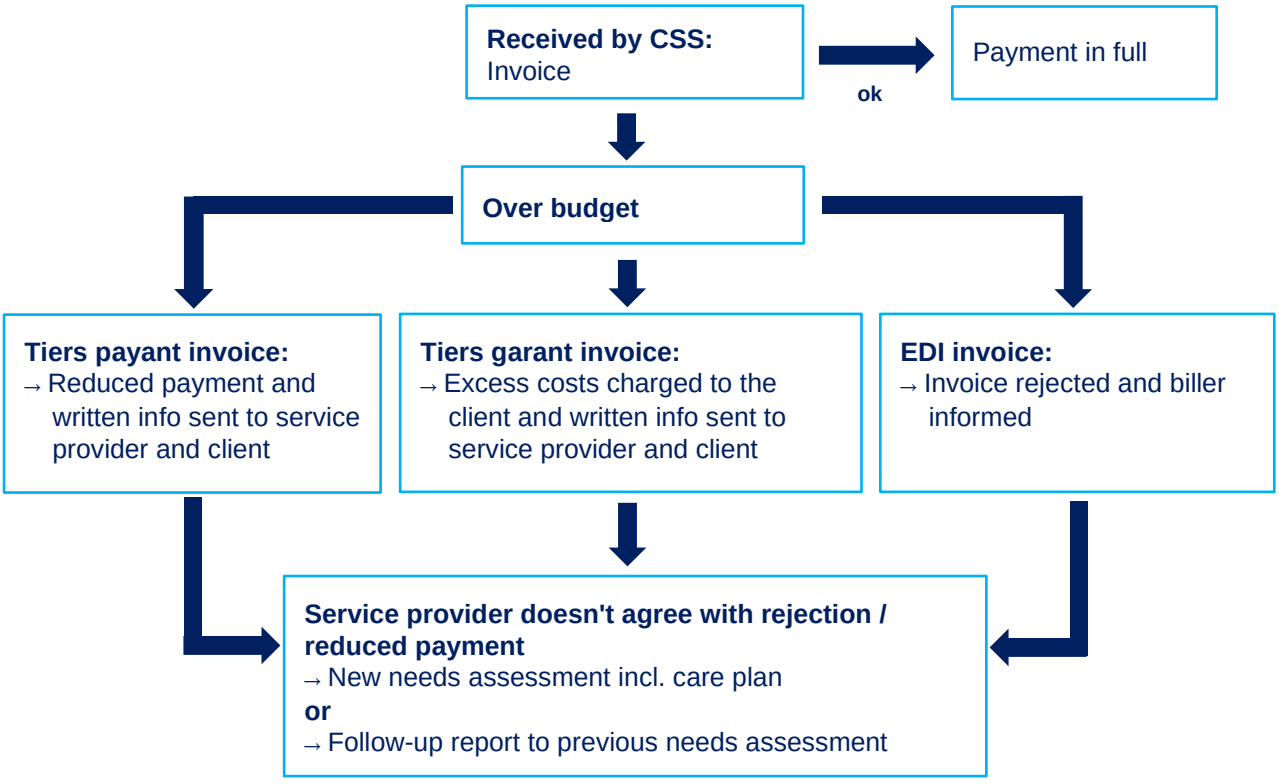
- Needs assessment (current situation incl. description of care and social situation)
- Individual care plan
  - Care problem description (PES format with resources)
  - Goal of care (SMART criteria)
  - Care measures
  - Evaluation
- If required, care progress report, wound documentation, monitoring sheet, falls history, etc.
- KLV mandatory and non-mandatory benefits should be listed separately
- Doctor's report will be requested directly from the doctor in question by CSS if necessary

3. Invoice

- Monthly billing, including full details: insured person data, reason for treatment, invoice number incl. invoice date, ZSR no., total minutes spent per type of service in accordance with Art. 7 KLV, calendar for each type of service
- If invoices are issued under the administrative agreement, the information set out in the agreement must be provided
- If the invoiced services exceed the budget, the service provider must provide a follow-up report

CSS process

Workflow: Spitex needs assessment and care plan



Workflow: Spitex invoices