

Information sheet for providers of inpatient care services

Contact details

For questions / brief info:	Contact Centre 0844 277 277
Correspondence / Queries:	info@css.ch
Invoices:	CSS, Postfach, 6002 Luzern
Classification forms:	dokumente.eingang@css.ch
Care documentation:	CSS, Vertrauensärztlicher Dienst Postfach 2568, 6002 Luzern or to avd.d@css.ch (if you have access to a protected channel e.g. HIN)

Invoicing CSS

1. Prescription/classification form

Doctor's prescriptions / classification forms with full details in accordance with the administrative agreement and Art. 7 KLV are to be submitted:

- when the (nursing) care starts
- if there is a significant change in status

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. We will do so on the basis of Art. 42 para. 3 and 4 KVG. Care services are assessed on an individual basis from the outset. Therefore, these assessments are conducted exclusively by nursing professionals with extensive expertise and practical experience. The nursing home to be assessed is chosen at random.

Audit/review of the submitted dossier

CSS conducts two kinds of checks. One is an on-site audit of the service provider, the other a dossier review, which requires the service provider to submit all documentation to the Medical Advisory Service (MAS – with appropriate data privacy certification). In both processes, the assessment is based on the care documentation (i.e. dossier). A personal exchange takes place after an audit, but not in the case of a dossier review. Service providers are informed of the decision in each case by means of a letter. Naturally, they may contact us by phone if they have any questions or submit a written request for reconsideration if they do not agree with the decision.

Care documentation

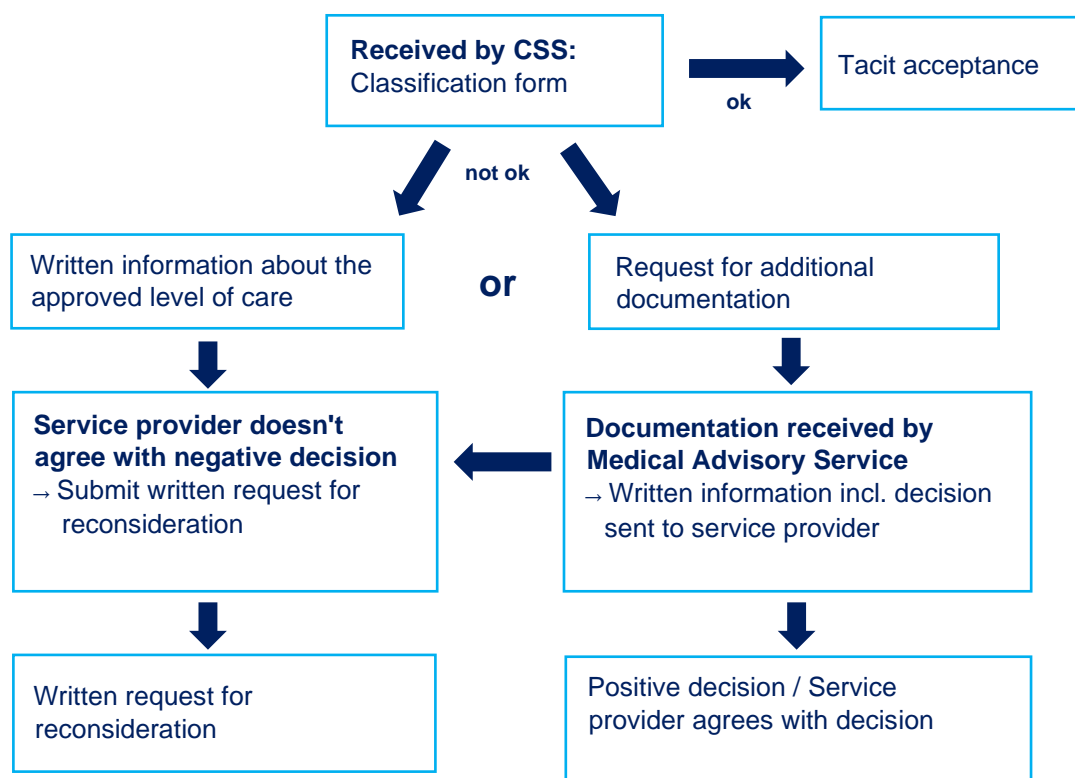
Service providers will be sent a letter detailing which documents they should submit to us. To enable us to make a proper assessment, we would ask service providers to send us the full documentation.

3. Invoice

- Monthly billing, including full details: insured person data, reason for treatment, invoice number incl. invoice date, ZSR no., level of care in accordance with Art. 7 KLV.
- If invoices are issued under the administrative agreement, the information set out in the agreement must be provided.

CSS process

Workflow: Review of classification form



Workflow: Nursing home invoices

