

**Commonwealth of Pennsylvania  
Department of Human Services  
Office of Developmental Programs**

**Attachment 1:  
Technical Guidance for Claim and Service  
Documentation**

*For providers and Supports Coordination Organizations of Consolidated, Community Living, and Person/Family Directed Support Waiver services as well as Targeted Support Management and Base-funded Services.*

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## Introduction

This technical guide is an attachment to Bulletin 00-22-03. In order to fully understand the requirements and expectations of claim and service documentation, this document must be used in conjunction with Bulletin 00-22-03.

Documentation to provide a record of services delivered to an individual must be prepared and kept by the provider, Supports Coordination Organization (SCO), or common-law employer for the purposes of substantiating a claim and documenting service delivery. This document is intended to provide specific guidance on the documentation that must be on record for each service in order to support a claim and service delivery.

This attachment applies to providers and SCOs of Consolidated, Community Living and Person/Family Directed Support Waiver services as well as Targeted Support Management (TSM) and base-funded services. For guidance on services provided through the Adult Autism Waiver, refer to Attachment 2. This document applies to services rendered by providers that have enrolled directly with ODP, organized health care delivery systems (OHCDS), and to services delivered through both self-directed services models, Agency with Choice and Vendor Fiscal/Employer Agent.

### How to Use this Technical Guide:

**Column 1:** Identifies the name of the service.

**Column 2:** Specifies for each service the required content of service notes, invoices, receipts, mileage logs, etc. that are used to substantiate billing for a service. Each of the items listed in column 2 must be completed and on record for each individual prior to submitting a claim for payment of service to that individual. This list is not exhaustive, as some services require other documentation to be present prior to service authorization or delivery and therefore prior to billing for a service. The elements of each service note are further defined, and examples of acceptable documentation are included on page 4 of the bulletin.

**Column 3:** Specifies for each service whether progress notes are required and other documentation requirements that need to be completed. Further guidance on the timeframes for completion of the progress notes can be found on page 9 of the bulletin. The timeframe by which the other documentation must be completed varies by service.

For the purpose of using this technical guide, the term “staff” applies to any full or part-time staff person, contractor, or consultant that provides a service funded through a Waiver, TSM, or base-funding.

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Behavioral Support <sup>1</sup>	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Behavioral Specialist's name and signature;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Conducting a Functional Behavioral Assessment and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed;</li> <li>- Collection and evaluation of behavioral data;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>In addition to the requirements in the bulletin, progress notes for Level 1 Behavioral Support provided by a behavioral specialist with a bachelor's degree must include a signature by their supervisor who is either licensed or has a Master's Degree.</p> <p><b><u>Other Documentation:</u></b></p> <p>The Functional Behavioral Assessment used to determine behavior(s) to be targeted.</p> <p>The Behavioral Support Plan (BSP) and Crisis Intervention Plan (CIP).</p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the Individual Support Plan (ISP). For individual providers, the service note is acceptable documentation.</p>

<sup>1</sup> Refer to the Residential Habilitation section of this document when an individual receives Residential Habilitation and is receiving Behavioral Support services.

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Collaboration with the individual, the individual's family, and the individuals' service plan team for developing a behavior support plan;</li> <li>- Completion of comprehensive assessment of presenting issues;</li> <li>- Development, updating and maintenance of an individualized, comprehensive behavior support plan;</li> <li>- Development of a crisis intervention plan;</li> <li>- Development of a fading plan for restrictive interventions;</li> <li>- Training and support related to the implementation of behavior support plans;</li> <li>- Implementation of activities and strategies identified in the individual's behavior support plan, which may include providing direct behavioral support, educating the individual and supporters regarding the underlying causes/functions of behavior and modeling and/or coaching of supporters to carry out interventions;</li> <li>- Monitoring implementation of the behavior support plan, and revising as needed;</li> <li>- For individuals requiring level 2 services, addressing the complex needs and/or risk of decreased stability that require a higher level of service.</li> </ul>	

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Shift Nursing – Registered Nurse (RN), Licensed Practical Nurse (LPN)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Nurse's name, signature, and license type – RN or LPN;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Speech and Language Therapy	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Therapist's name, signature, and license type;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.</li> </ul> <p>When applicable and at a minimum, service notes must address:</p> <ul style="list-style-type: none"> <li>- The results of the evaluation;</li> <li>- Treatment activities performed with the individual;</li> <li>- Development of a home program for caretakers to implement;</li> <li>- Training caretakers in the implementation of the home program;</li> <li>- Monitoring the effectiveness of the home program.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units that describes what the professional did in relation to the order or evaluation. Development of a treatment plan and activities performed in relationship to the treatment plan must be documented in the service notes.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p>
Occupational Therapy (OT)		<p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>
Physical Therapy (PT)		<p><b><u>Physical and Occupational Therapy:</u></b></p> <ul style="list-style-type: none"> <li>- Prescription for therapy by a physician.</li> </ul>
Orientation, Mobility, and Vision Therapy		<p><b><u>Orientation, Mobility, and Vision Therapy:</u></b></p> <ul style="list-style-type: none"> <li>- Evaluation and recommendation by a trained mobility specialist/instructor or a physician.</li> </ul>
Music Therapy		<p><b><u>Speech and Language Therapy:</u></b></p> <ul style="list-style-type: none"> <li>- Evaluation and recommendation by an American Speech-Language-Hearing Association (ASHA) certified and state licensed speech-language pathologist or a physician.</li> </ul>
Art Therapy		<p><b><u>Music, Art, and Equine Assisted Therapy:</u></b></p> <ul style="list-style-type: none"> <li>- Documentation of an assessment completed by a qualified therapist who meets the qualifications specified in the Waiver that shows the individual's need for the service.</li> </ul>
Equine Assisted Therapy		

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<ul style="list-style-type: none"> <li>- If additional sessions are indicated following the assessment of need, a treatment plan that reflects individualized, attainable goals to be achieved during the remaining sessions developed by the therapist providing services.</li> </ul>
Communication Specialist	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Review of the individual's communication needs;</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Assistance to establish environments that emphasize the use of visual cues and other appropriate communication methods as recommended by a Speech-Language pathologist or other qualified professional;</li> <li>- Assistance with the development and implementation of an action plan to remove communication barriers, evaluating the effectiveness of the plan following implementation, and modifying the plan based on the evaluation of its effectiveness;</li> <li>- Education for SCOs, Administrative Entities (Aes), and other appropriate entities about an individual's specific needs related to communication access, legal responsibilities and cultural and linguistic needs;</li> <li>- Participation in and assistance in the development of the individual's service plans.</li> </ul>	
Consultative Nutritional Services	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Dietitian-Nutritionist's name and signature;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Assessment, notes, and observations;</li> <li>- Development of a home treatment/service plan;</li> <li>- Training and technical assistance to carry out the home treatment plan;</li> <li>- Monitoring of the individual and the provider in the implementation of the home treatment plan.</li> </ul>	
Family/Caregiver Training and Support <sup>2</sup>	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Licensed social worker's, licensed psychologist's, licensed professional counselor's, or licensed marriage and family therapist's name and signature;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

<sup>2</sup> These requirements reflect the training and counseling provided by a licensed professional. The requirements for the training and registration fees to attend training events, workshops, seminars or conferences is contained on Page 58 of this document.

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Implementation of strategies and interventions that support the acquisition of coping skills, the improvement of communication, acquiring healthy approaches to reducing stress and balancing responsibilities.</li> <li>- Supporting unpaid family members or caregivers to support the individual during times of difficulty, crisis, loss, change, and transition;</li> <li>- Instruction about treatment regimens and other services included in the ISP;</li> <li>- Assistance provided to safely maintain the individual at home and in the community.</li> </ul>	
Family Medical Support Assistance	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p>

## Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>If the family support assistant and nurse are delivering the service simultaneously, a single service note can be used if it contains the activities provided by both the family support assistant and nurse during the course of service provision.</p>	

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supported Living	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- The total amount of time direct services were provided to the individual.</li> <li>- The total amount of time indirect services, such as on-call support, remote support, etc., were provided to the individual;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p> <p><b><u>Additional Required Claim Documentation:</u></b> The Approved Program Capacity and Noncontiguous Clearance Form.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the required elements under Pa. Code 6100.227 related to the provision of those supports.</p> <p><i>For the Behavioral Specialist component, the progress notes must be signed by either:</i></p> <ul style="list-style-type: none"> <li>- The Behavioral Specialist who is licensed or has a Master's Degree, or</li> <li>- A supervisor who is licensed or has a Master's Degree</li> </ul> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p> <p>On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Behavioral Specialist's name and signature; and</li> <li>- A description of activities.*</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	<p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Conducting a Functional Behavioral Assessment and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed;</li> <li>- Collection and evaluation of behavioral data;</li> <li>- Collaboration with the individual, the individual's family, and the individual's service plan team for developing a behavior support plan;</li> <li>- Completion of comprehensive assessment of presenting issues;</li> <li>- Development, updating and maintenance of an individualized, comprehensive behavior support plan;</li> <li>- Development of a crisis intervention plan;</li> <li>- Development of a fading plan for restrictive interventions;</li> <li>- Training and support related to the implementation of behavior support plans;</li> <li>- Implementation of activities and strategies identified in the individual's behavior support plan, which may include providing direct behavioral support, educating the individual and supporters regarding the underlying</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<p>causes/functions of behavior and modeling and/or coaching of supporters to carry out interventions;</p> <ul style="list-style-type: none"> <li>- Monitoring implementation of the behavior support plan, and revising as needed.</li> </ul> <p>The Functional Behavioral Assessment used to determine behavior(s) to be targeted.</p> <p>The BSP and CIP.</p> <p>On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Nurse's name, signature, and license type – RN or LPN; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
<p>Licensed Residential Habilitation With Day</p> <p>Licensed Residential Habilitation Without Day</p>	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Time the individual left or returned from therapeutic or medical leave, if applicable;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p> <p><b><u>Additional Required Claim Documentation:</u></b> The provider must have documentation that substantiates that an individual was provided support for at least 8 hours for each date that is billed. This documentation may be in a service note or through other documentation such as a record of start and end times when service was</p>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the required elements under Pa. Code 6100.227 related to the provision of those supports.</p> <p><i>For the Behavioral Specialist component, the progress notes must be signed by either:</i></p> <ul style="list-style-type: none"> <li>- The Behavioral Specialist who is licensed or has a Master's Degree, or</li> <li>- A supervisor who is licensed or has a Master's Degree</li> </ul> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p> <p>Documentation that is required by the appropriate licensing chapter.</p> <p>On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>provided, an attendance record, a Medication Record (MR), activity log, etc.</p> <p>The provider must have documentation that supports the “with day” or “without day” claim.</p> <p>The Approved Program Capacity and Noncontiguous Clearance Form.</p> <p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	<ul style="list-style-type: none"> <li>- Behavioral Specialist’s name and signature; and</li> <li>- A description of activities.*</li> </ul> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Conducting a Functional Behavioral Assessment and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed;</li> <li>- Collection and evaluation of behavioral data;</li> <li>- Collaboration with the individual, the individual’s family, and the individual’s service plan team for developing a behavior support plan;</li> <li>- Completion of comprehensive assessment of presenting issues;</li> <li>- Development, updating and maintenance of an individualized, comprehensive behavior support plan;</li> <li>- Development of a crisis intervention plan;</li> <li>- Development of a fading plan for restrictive interventions;</li> <li>- Training and support related to the implementation of behavior support plans;</li> <li>- Implementation of activities and strategies identified in the individual’s behavior support plan, which may include providing direct</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<p>behavioral support, educating the individual and supporters regarding the underlying causes/functions of behavior and modeling and/or coaching of supporters to carry out interventions;</p> <ul style="list-style-type: none"> <li>- Monitoring implementation of the behavior support plan, and revising as needed;</li> </ul> <p>The Functional Behavioral Assessment used to determine behavior(s) to be targeted.</p> <p>The BSP and CIP.</p> <p>On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Nurse's name, signature, and license type –RN or LPN; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of</p>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		activities, as long as it includes all other elements listed above.
Unlicensed Residential Habilitation	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Time the individual left or returned from therapeutic or medical leave, if applicable.</li> <li>- The total amount of time direct services were provided to the individual.</li> <li>- The total amount of time indirect services, such as on-call support, remote support, etc., were provided to the individual.</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the required elements under Pa. Code 6100.227 related to the provision of those supports.</p> <p><i>For the Behavioral Specialist component, the progress notes must be signed by either:</i></p> <ul style="list-style-type: none"> <li>- The Behavioral Specialist who is licensed or has a Master's Degree, or</li> <li>- A supervisor who is licensed or has a Master's Degree</li> </ul> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p> <p>On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p><b><u>Additional Required Claim Documentation:</u></b> The Approved Program Capacity and Noncontiguous Clearance Form.</p> <p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	<ul style="list-style-type: none"> <li>- Behavioral Specialist's name and signature; and</li> <li>- A description of activities.*</li> </ul> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Conducting a Functional Behavioral Assessment and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed;</li> <li>- Collection and evaluation of behavioral data;</li> <li>- Collaboration with the individual, the individual's family, and the individual's service plan team for developing a behavior support plan;</li> <li>- Completion of comprehensive assessment of presenting issues;</li> <li>- Development, updating and maintenance of an individualized, comprehensive behavior support plan;</li> <li>- Development of a crisis intervention plan;</li> <li>- Development of a fading plan for restrictive interventions;</li> <li>- Training and support related to the implementation of behavior support plans;</li> <li>- Implementation of activities and strategies identified in the individual's behavior support plan, which may include providing direct</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<p>behavioral support, educating the individual and supporters regarding the underlying causes/functions of behavior and modeling and/or coaching of supporters to carry out interventions;</p> <ul style="list-style-type: none"> <li>- Monitoring implementation of the behavior support plan, and revising as needed;</li> </ul> <p>The Functional Behavioral Assessment used to determine behavior(s) to be targeted.</p> <p>The BSP and CIP.</p> <p>On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Nurse's name, signature, and license type –RN or Licensed Practical Nurse LPN; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of</p>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
<p>Life Sharing – over 30 hours per week on average</p> <p>Life Sharing – under 30 hours per week on average</p> <p>Medically Complex Life Sharing</p>	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Time the individual left or returned from therapeutic or medical leave, if applicable.</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p> <p><b><u>Additional Required Claim Documentation:</u></b> The provider must have documentation that substantiates that an individual was provided support for at least 8 hours for each date that is billed. This documentation may be in a service</p>	<p>activities, as long as it includes all other elements listed above.</p> <p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the required elements under Pa. Code 6100.227 related to the provision of those supports.</p> <p><i>For the Behavioral Specialist component, the progress notes must be signed by either:</i></p> <ul style="list-style-type: none"> <li>- The Behavioral Specialist who is licensed or has a Master's Degree, or</li> <li>- A supervisor who is licensed or has a Master's Degree</li> </ul> <p><b><u>Other Documentation:</u></b> Documentation that is required by the appropriate licensing chapter, if applicable.</p> <p>On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Behavioral Specialist's name and signature; and</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>note or through other documentation such as a record of start and end times when service was provided, an attendance record, a Medication Record (MR), activity log, etc.</p> <p>If additional staff is providing services as part of the Life Sharing service, there must be a record of time worked.</p> <p>The Approved Program Capacity and Noncontiguous Clearance Form.</p> <p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	<ul style="list-style-type: none"> <li>- A description of activities.*</li> </ul> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Conducting a Functional Behavioral Assessment and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed;</li> <li>- Collection and evaluation of behavioral data;</li> <li>- Collaboration with the individual, the individual's family, and the individual's service plan team for developing a behavior support plan;</li> <li>- Completion of comprehensive assessment of presenting issues;</li> <li>- Development, updating and maintenance of an individualized, comprehensive behavior support plan;</li> <li>- Development of a crisis intervention plan;</li> <li>- Development of a fading plan for restrictive interventions;</li> <li>- Training and support related to the implementation of behavior support plans;</li> <li>- Implementation of activities and strategies identified in the individual's behavior support plan, which may include providing direct behavioral support, educating the individual and</li> </ul>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<p>supporters regarding the underlying causes/functions of behavior and modeling and/or coaching of supporters to carry out interventions;</p> <ul style="list-style-type: none"> <li>- Monitoring implementation of the behavior support plan, and revising as needed;</li> </ul> <p>The Functional Behavioral Assessment used to determine behavior(s) to be targeted.</p> <p>The BSP and CIP.</p> <p>On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes:</p> <ul style="list-style-type: none"> <li>- The date of service delivery;</li> <li>- Nurse's name, signature, and license type –RN or Licensed Practical Nurse LPN; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
<p>Supplemental Habilitation for Residential Habilitation, Life Sharing, and Supported Living</p>	<p>When providing Supplemental Habilitation, the provider must document service notes specifically regarding Supplemental Habilitation separately from the service notes for Residential Habilitation, Life Sharing, or Supported Living.</p> <p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p> <p><b><u>Documenting Services Delivered by Multiple Staff at the same time:</u></b></p>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for requirements for progress notes.</p> <p>If Supplemental Habilitation is provided, the progress notes and other documentation listed below must specifically address the provision of Supplemental Habilitation separately from the documentation for Residential Habilitation, Life Sharing, or Supported Living. Progress notes must include the reason that Supplemental Habilitation is being provided. In addition, progress notes must include information about other supports, assessments or consultations that impact the provision of the Supplemental Habilitation service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>When multiple staff are delivering services to the same individual at the same time, only one service note is required.</p> <p>Documentation must be maintained that verifies the staff ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.</p> <p>In order to minimize the need for individual service notes from each staff person involved in providing the service, a provider has the following options:</p> <ul style="list-style-type: none"> <li>• A single service note can be used but contain multiple entries based on information provided by each staff person involved in providing the service.</li> <li>• The provider can create a checklist for staff to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.</li> </ul>	

## Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
15-Minute Unit Respite (In-Home Respite and Unlicensed Out-of-Home Respite Services)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities; and</li> <li>- <i>For enhanced service levels only</i>, also include a description of the enhanced level of services provided to support the behavioral or medical needs of the individual and the activities each staff provided.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p><b><u>Documenting Services Delivered by Multiple Staff at the same time:</u></b> When multiple staff are delivering services to the same individual at the same time, only one service note is required.</p>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>Documentation must be maintained that verifies the staff ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.</p> <p>In order to minimize the need for individual service notes from each staff person involved in providing the service, a provider has the following options:</p> <ul style="list-style-type: none"> <li>• A single service note can be used but contain multiple entries based on information provided by each staff person involved in providing the service.</li> <li>• The provider can create a checklist for staff to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.</li> </ul>	
Day unit Respite (In-Home Respite and Unlicensed Out-of-Home Respite Services)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date(s) of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities; and</li> <li>- <i>For enhanced service levels only</i>, also include a description of the enhanced level of services provided to support the behavioral or medical needs of the individual and the activities each staff provided.</li> </ul> <p>A service note must be included for each day unit that services are provided and billed. Please note that one day unit of Respite may cover two consecutive calendar days.</p> <p><b><u>Documenting Services Delivered by Multiple Staff at the same time:</u></b> When multiple staff are delivering services to the same individual at the same time, only one service note is required.</p> <p>Documentation must be maintained that verifies the staff ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.</p> <p>In order to minimize the need for individual service notes from each staff person involved in providing the service, a provider has the following options:</p>	

## Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>• A single service note can be used but contain multiple entries based on information provided by each staff person involved in providing the service.</li> <li>• The provider can create a checklist for staff to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.</li> </ul> <p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	
Day unit Respite (Licensed Respite Group Homes) and Day unit Respite (Respite Only Home)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities; and</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- <i>For enhanced service levels only, also include a description of the enhanced level of services provided to support the behavioral or medical needs of the individual and the activities each staff provided.</i></li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p><b><u>Additional Required Claim Documentation:</u></b> The Approved Program Capacity and Noncontiguous Clearance Form.</p> <p><i>Note:</i> In certain circumstances a claim cannot be submitted regardless of documentation completed by the provider. Please see the Billing Guidance at the end of this document for details.</p>	

## Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Community Participation Support (CPS)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*               <ul style="list-style-type: none"> <li>• <i>For enhanced service levels</i>, the description must include the activities that were delivered to meet the behavioral and/or medical needs of the individual.</li> <li>• <i>For enhanced services levels provided by a nurse</i>, the activities performed must be relative to the nursing care plan. Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps.</li> </ul> </li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>In addition, Progress Notes for this service must:</p> <ul style="list-style-type: none"> <li>- Include a comprehensive analysis of the following:           <ul style="list-style-type: none"> <li>• The individual's strongest interests and personal preferences,</li> <li>• The individual's skills, strengths, and other contributions likely to be valuable to employers or the community,</li> <li>• The conditions necessary for successful community inclusion and/or competitive integrated employment of the individual;</li> </ul> </li> <li>- Document the services resulted in active, valued participation in a broad range of integrated activities;</li> <li>- Document that activities were chosen based on the individual's interests, preferences, talents, and strengths; and</li> <li>- Document that the activities reflect the individual's desired outcomes related to employment, community involvement, and membership.</li> </ul>

## Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Developing skills and competencies necessary to pursue competitive integrated employment;</li> <li>- Promoting a spirit of personal reliance and contribution to the community;</li> <li>- Developing mutual support and community connection;</li> <li>- Developing social networks and connections within local communities;</li> <li>- Emphasizing, promoting, and coordinating the use of unpaid supports to address individual and family needs in addition to paid services;</li> <li>- Planning and coordinating of the daily/weekly schedule for CPS with the individual.</li> </ul> <p><b><u>Transitioning Between Settings:</u></b> A separate service note must be completed for each separate procedure code billed. Multiple service notes for the same individual for services delivered on the same day may be documented on one form as long as all required information listed above is included for each service. For instance, a new service note would be needed when an individual transitions from services in a licensed</p>	<p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service (including enhanced levels) was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p> <p>The provider must retain an attendance roster that records the individuals who receive services each day, including individuals who meet at a hub.</p> <ul style="list-style-type: none"> <li>• A roster is not required for individuals who received CPS for 100% of time in the community</li> </ul> <p>Note: To verify compliance with program requirements, the provider needs to review documentation for each month services are rendered to determine and document the average percent of time the individual spent in the community and in a facility.</p>

## Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>facility to services in the community. A new service note would be needed if there is a ratio change in the community or facility that affects the procedure code billed. A new service note would be needed if an individual transitions from direct supports to on-call or remote supports. In each of these scenarios, the service notes can be combined into one document.</p> <p>If multiple service notes from the same staff person for the same 24-hour period are captured on one document, the staff person only needs to sign the document once.</p> <p><b><u>Documenting Services Delivered by Multiple Staff:</u></b> When multiple staff are delivering services to the same individual at the same time, only one service note is required.</p> <p>Documentation must be maintained that verifies the staff ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.</p> <p>In order to minimize the need for individual service notes from each staff person involved in providing the CPS service, a provider has the following options:</p>	

## Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>• A single service note can be used but contain multiple entries based on information provided by each staff person involved in providing the service.</li> <li>• A supervisor or program specialist who is present for the entirety of the service provision on the day services were delivered can complete the service note based on their observations of service delivery and staff reports about the activities that were provided to or on behalf of the individual. This could include the provider developing a checklist to document the activities provided, making sure to include information regarding staffing ratios.</li> <li>• The provider can create a checklist for staff to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.</li> </ul>	

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Companion	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Supervision of individuals during awake hours for non-habilitative activities when necessary to ensure the individuals' safety;</li> <li>- Supervision during asleep hours in which non-medical or non-habilitative care is needed to protect the safety of the individual;</li> <li>- Supervision and assistance during awake hours with daily living activities, including grooming,</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p> <p>Beginning January 1, 2020, a live-in caregiver that provides Companion services during overnight hours must document that services were provided only when the individual was not sleeping 5 or more hours and did not require direct care or supervision during those asleep hours.</p>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>health care, household care, meal preparation and planning, and socialization;</p> <ul style="list-style-type: none"> <li>- For agency-based providers only, transportation services necessary to enable the individual to participate in the Companion Service.</li> </ul>	
Homemaker	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of one-hour units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Cleaning including washing floors, windows, or walls;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b></p> <p>For non-Participant Directed Services (PDS), the individual or representative should sign the invoice, timesheet or service note to confirm receipt of services, which could be a signature on the homemaker/chore time sheet.</p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Laundry; and</li> <li>- Meal preparation.</li> </ul>	
Chore	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of one-hour units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Tacking down loose rugs and tiles;</li> <li>- Moving heavy items of furniture to provide safe access and egress;</li> <li>- Ice, snow, or leaf removal or yard maintenance; and</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> For non-PDS, the individual or family should sign the invoice, timesheet or service note to confirm receipt of services, which could be a signature on the homemaker/chore time sheet.</p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Other general tasks to maintain the home in a clean, sanitary and safe condition.</li> </ul>	
In-Home and Community Support	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- <i>For enhanced service levels only, the degree/license/certificate of the staff providing services;</i></li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*               <ul style="list-style-type: none"> <li>• <i>For enhanced service levels, the description must include the activities that were delivered to meet the behavioral and/or medical needs of the individual.</i></li> <li>• <i>For enhanced services levels provided by a nurse, the activities performed must be relative to the nursing care plan. Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps.</i></li> </ul> </li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Grooming, dressing and hygiene activities including clothing care;</li> <li>- Maintaining health and wellness through general exercise, completing recommended therapeutic activities, or taking medications;</li> <li>- Meal planning and preparation;</li> <li>- Scheduling/attending medical appointments;</li> <li>- Managing emotional wellness through activities, counseling, or implementing behavioral support interventions;</li> <li>- Participating in Person Centered Planning including pre-planning;</li> <li>- Making choices and decisions including identifying and evaluating options;</li> <li>- Shopping in the community or online to purchase items for the home, for personal use, gifts, etc.;</li> <li>- Managing the home including, maintenance, cleaning, doing laundry;</li> <li>- Managing personal finances including budgeting and banking;</li> </ul>	

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Communicating and maintaining relationships with family, friends, co-workers and others through personal visits, phone contact, internet, etc.;</li> <li>- Travel or support with travel using any form of transportation;</li> <li>- Developing/maintaining relationships in the community (neighbors, community members, groups, or associations);</li> <li>- Exercising rights and fulfilling civic duty through participation in events, volunteering with civic groups, or voting;</li> <li>- Developing personal interests or personal growth activities (e.g., hobbies, educational programs, cooking classes, art);</li> <li>- Participating in community activities that are personally fulfilling and enjoyable (e.g. faith-based activities, movies, vacations, clubs, etc.);</li> <li>- Identifying risk and responding to events through reporting incidents and using advocacy and protective services;</li> <li>- Companion activities if these activities comprise no more than half of the In-Home and Community Support provided;</li> </ul> <p><b><u>Documenting Services Delivered by Multiple Staff at the same time:</u></b> When multiple staff are delivering services to the same individual at the same time, only one service note is required.</p>	

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>Documentation must be maintained that verifies the staff ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.</p> <p>In order to minimize the need for individual service notes from each staff person involved in providing the service, a provider has the following options:</p> <ul style="list-style-type: none"> <li>• A single service note can be used but contain multiple entries based on information provided by each staff person involved in providing the service.</li> <li>• The provider can create a checklist for staff to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.</li> </ul>	
Housing Transition and Tenancy Sustaining	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Tenant screening and housing assessment that identifies the individual's preferences and barriers related to successful tenancy;</li> <li>- Developing an individualized housing support plan based on the housing assessment;</li> <li>- Assistance with the process of searching for a home that is located in an integrated setting that is dispersed in the community in a noncontiguous location not located on a campus setting;</li> <li>- Assisting with the housing application process, including assistance with applying for housing vouchers;</li> <li>- Identifying resources to cover housing expenses;</li> <li>- Ensuring the living environment is safe and ready for move-in;</li> <li>- Assistance with arranging for and supporting the details of a move;</li> <li>- Developing a housing support crisis plan;</li> </ul>	<ul style="list-style-type: none"> <li>- For Housing Transition, the individualized housing support plan that is developed based upon the housing assessment.</li> </ul>

## Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"><li>- Assistance with finding and establishing a relationship with a housemate;</li><li>- Assistance with obtaining and identifying resources to assist the individual with financial education and planning for housing;</li><li>- Working with the supports coordinator and ISP team to identify needed assistive technology;</li><li>- Working collaboratively with other service providers and unpaid supports.</li></ul>	

## Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Small Group Employment	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>
Supported Employment	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When compiling the information from the service notes to complete a progress note, if multiple</p>

## Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p> <p>The checklist for Career Assessment may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Gathering and conducting a review of the individual's interests, skills, and work or volunteer history;</li> <li>- Conducting situational assessments to assess the individual's interest in and aptitude for a particular type of job;</li> <li>- Conducting informational interviews;</li> <li>- Identifying types of jobs in the community that match the individual's interests, strengths, and skills;</li> <li>- Developing a career assessment report.</li> </ul> <p>The checklist for Job finding and Development may include, but is not limited to:</p>	<p>supported employment components (Career Assessments, Job Finding and Development, Job Coaching and Support) were provided, one progress note is sufficient as long as it includes the required elements of a progress note for each component of Supported Employment that was provided.</p> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p> <p>For Career Assessment, the final career assessment report.</p> <p>For ongoing Job Coaching and Support, the fading plan or fading schedule.</p>

## Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Employer outreach and orientation;</li> <li>- Job searching;</li> <li>- Job development;</li> <li>- Resume preparation;</li> <li>- Interview assistance;</li> <li>- Assistance with planning for employment;</li> <li>- Development of job skills specific to a job being sought;</li> <li>- Job analysis;</li> <li>- Consultation with employment-related agencies on behalf of an individual;</li> <li>- Self-employment assistance.</li> </ul> <p>The checklist for Job Coaching and Support may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Training the individual on job assignments;</li> <li>- Ongoing support of the individual and the individual's employer;</li> <li>- The service must be necessary for the individual to maintain acceptable job performance and work habits;</li> <li>- Assistance with learning new work assignments;</li> <li>- Maintaining job skills;</li> <li>- Assisting the individual with achieving the employer's performance expectations.</li> </ul>	
Advanced Supported Employment	<p><b><u>Outcome-Based Documentation:</u></b></p> <ul style="list-style-type: none"> <li>- For Discovery, a Discovery Portfolio is required. A Discovery Portfolio includes a detailed written</li> </ul>	<p><b><u>Progress Notes:</u></b></p>

## Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
<p>Modifier UD must be used when claiming for this service</p>	<p>Discovery Profile that summarizes the process, learning, and recommendations to identify the individual's goal(s) and strategies to be used in securing competitive integrated employment, a visual resume, and an individualized plan for employment.</p> <ul style="list-style-type: none"> <li>- For Job Acquisition, evidence that the individual has secured a job such as an offer letter, email, documented phone call, or other documentation from an employer offering the individual employment that meets the definition of competitive integrated employment or evidence of self-employment.</li> <li>- For Job Retention, evidence that the individual has been working a minimum of 5 hours per week for at least 4 months. Documentation that is acceptable includes but is not limited to:               <ul style="list-style-type: none"> <li>• Paystubs;</li> <li>• A letter from the individual's employer;</li> <li>• The individual's work schedule.</li> </ul> </li> </ul> <p>Service notes are not required to support a claim; however, documentation of service delivery does need to be completed and kept on file for the purpose of review during the completion of the quarterly progress note.</p>	<p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>
<p>Benefits Counseling</p>	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a</p>

## Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Providing information and education about work incentives, essential benefit programs, and reporting requirements.</li> </ul>	<p>separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Assistive Technology-- Non-Medical or Medical	<p><b><u>An Invoice that Includes:</u></b></p> <ul style="list-style-type: none"> <li>- An itemized list of provided/delivered goods;</li> <li>- The date the device was purchased;</li> <li>- The date(s) and total amount of time for service delivery that includes selecting, designing, fitting, customizing, adapting, installing, maintaining, repairing, or replacing assistive technology devices, if applicable; and</li> <li>- The date(s) and total amount of time for service delivery that includes training or technical assistance on how to use and/or care for the assistive technology. This includes to whom the training or technical assistance was provided (for example, the individual, the individual's family members, guardian, advocate, staff or authorized representative), if applicable.</li> </ul> <p>Service notes are not required for an Assistive Technology device.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Direct Payment to Vendor Through an OHCD</u></b></p> <ul style="list-style-type: none"> <li>- Invoice must be provided to the SCO or AE.</li> </ul> <p><b><u>Vendor Pay/PDS (receiving payments through an Agency with Choice (AWC) or a Vendor Fiscal/Employer Agent (VF/EA))</u></b></p> <ul style="list-style-type: none"> <li>- AWC- Invoice must be provided to the managing employer and kept in the individual's record by the AWC.</li> <li>- VF/EA- Invoice must be provided to the common-law employer and provided to VF/EA. <ul style="list-style-type: none"> <li>• The common law employer and VF/EA must retain the invoice in the individual's record.</li> </ul> </li> </ul>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Remote Supports	<p>An itemized invoice must be submitted monthly (or more frequently if chosen by the provider) and include all of the following:</p> <ul style="list-style-type: none"> <li>- The technology/equipment used and costs for purchasing or leasing technology/equipment;</li> <li>- The costs for the equipment necessary to operate the technology and the costs for delivery, installation, adjustments, monthly testing, monitoring, maintenance &amp; repairs to the technology equipment (this may be included in the costs for technology/equipment referenced above);</li> <li>- The dates and times that staff will be rendering Remote Supports (check-ins, monitoring of individual through technology/equipment); and</li> <li>- The cost for rendering Remote Supports.</li> </ul> <p>Service notes are not required for Remote Supports.</p>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation for Remote Supports:</u></b> A Remote Supports Implementation Plan that must include:</p> <ul style="list-style-type: none"> <li>- How the individual's rights, including the individual's right to privacy of person and possessions, will be protected.</li> <li>- How the individual's health, welfare, and safety needs will be met, including completion of a back-up plan that will be implemented if there is a problem with Remote Supports;</li> <li>- The training individuals and any other designated persons will receive to enable the participant and others to successfully utilize the technology and equipment; and</li> <li>- How Remote Supports are more cost effective than other waiver services.</li> </ul> <p>Terms of the agreement and warranty information, if applicable.</p>
Home or Vehicle Accessibility Adaptations	<p><b><u>Invoice that Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Itemized list of provided/delivered goods;</li> <li>- Date(s) the service was rendered;</li> <li>- Services that were utilized;</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a</p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Detailed costs for products and services; and</li> <li>- For Home Accessibility Adaptations, as appropriate, original bid that includes before and after floor plans.</li> </ul> <p>Service notes are not required for this service.</p>	<p>separate progress note is not needed for this service.</p> <p><b><u>Vendor Pay/Non PDS (receiving payments through OHCDs)</u></b></p> <ul style="list-style-type: none"> <li>- The invoice must be provided to the SCO or AE.</li> </ul> <p><b><u>Vendor Pay/PDS (receiving payments through an AWC or a VF/EA):</u></b></p> <ul style="list-style-type: none"> <li>- AWC- The invoice must be provided to the managing employer and kept in the individual's record by the AWC.</li> <li>- VF/EA- The invoice must be provided to the common-law employer and provided to VF/EA. <ul style="list-style-type: none"> <li>• The common-law employer and the VF/EA must retain the invoice in the individual's record.</li> </ul> </li> </ul>
Respite, Day Camp (15-minute units)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Vendor Pay/Non PDS (receiving payments through OHCDs):</u></b></p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Information about transportation provided to enable the individual to participate in the respite service.</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p><i>Note:</i> Respite, Day Camp is provided in segments of 16 hours or less in day camp settings.</p> <p><b><u>Claim Documentation</u></b> An invoice with the cost for the camp and a cost for the room and board, if applicable.</p> <p><i>Note:</i> room and board can only be reimbursed by the waiver if the camp is licensed or accredited</p> <p>If the invoice is requesting reimbursement for room and board, a copy of the license or accreditation must be obtained.</p>	<ul style="list-style-type: none"> <li>- Service notes and claim documentation must be maintained by the OHCDs and provided to the SCO or AE upon request.</li> </ul> <p><b><u>Vendor Pay / PDS (receiving payments through an AWC or a VF/EA)</u></b></p> <ul style="list-style-type: none"> <li>- AWC- Service notes and claim documentation must be kept in the individual's record by the AWC.</li> <li>- VF/EA- Service notes and claim documentation must be provided to the common-law employer. <ul style="list-style-type: none"> <li>• The common-law employer and VF/EA must retain the documentation in the individual's record.</li> </ul> </li> </ul>
Respite, Overnight Camp (Day unit)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Vendor Pay/Non PDS (receiving payments through OHCDs):</u></b></p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Information about transportation provided to enable the individual to participate in the respite service.</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.</li> </ul> <p>A service note must be included for each day that services are provided and billed.</p> <p><b><u>Claim Documentation</u></b> An invoice with the cost for the camp and a cost for the room and board, if applicable.</p> <p>Note: room and board can only be reimbursed by the waiver if the camp is licensed or accredited If the invoice is requesting reimbursement for room and board, a copy of the license or accreditation must be obtained.</p>	<ul style="list-style-type: none"> <li>- Service notes and claim documentation must be maintained by the OHCDs and provided to the SCO or AE upon request.</li> </ul> <p><b><u>Vendor Pay/PDS (receiving payments through an AWC or a VF/EA)</u></b></p> <ul style="list-style-type: none"> <li>- AWC- Service notes and claim documentation must be kept in the individual's record by the AWC.</li> <li>- VF/EA- Service notes and claim documentation must be provided to the common-law employer. <ul style="list-style-type: none"> <li>• The common-law employer and VF/EA must retain the documentation in the individual's record</li> </ul> </li> </ul>
Exceptional Day Respite (Private ICF/ID, Skilled Nursing Facility, or Non-Waiver Licensed Facility)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> Documentation that is required by the applicable licensing regulations.</p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Information about transportation provided to enable the individual to participate in the respite service;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.</li> </ul> <p>A service note must be included for each unit. The service note must be written by the person providing the respite and not by the caregiver to whom relief is being provided.</p>	<p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>
Education Support Services	<p><b><u>Post-Secondary Education Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Signature of service provider or invoice on authorized letterhead;</li> <li>- Classes/credit hours;</li> <li>- Description of general fees as applicable; and</li> <li>- On-campus peer support if applicable.</li> </ul> <p><b><u>Communication Class (ASL or another form of communication) or Math or Reading Instruction Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Signature of service provider or invoice on authorized letterhead; and</li> <li>- Class description.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation for Post-Secondary Education:</u></b> If direct providers are enrolled as an ID/A provider of Waiver services, the provider must provide a curriculum summary or course catalogue.</p> <p><b><u>Other Documentation for Post-Secondary Education, Communication Class, and Math or Reading Instruction:</u></b></p> <p><b><u>Vendor Pay/Non PDS (receiving payments through an OHCD):</u></b></p>

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<ul style="list-style-type: none"> <li>- The invoice must be provided to the SCO or AE</li> </ul> <p><b><u>Vendor Pay/PDS (receiving payments through an AWC or a V/FEA):</u></b></p> <ul style="list-style-type: none"> <li>- AWC- The invoice must be provided to the managing employer and kept in the individual's record by the AWC.</li> <li>- VF/EA- The invoice must be provided to the common-law employer and be retained in the individual's record.               <ul style="list-style-type: none"> <li>• The common-law employer and VF/EA must retain the invoice in the individual's record</li> </ul> </li> </ul>
Family/Caregiver Training and Support (Registration and Training and Fees) <sup>3</sup>	<p><b><u>Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- The names of all unpaid family members or caregivers who attended the training;</li> <li>- Cost of seminar, training event, or conference; and               <ul style="list-style-type: none"> <li>• If applicable, cost of lodging, meals, or transport must be documented separately, not part of the invoice.</li> </ul> </li> <li>- Signatures of an authorized representative of the agency offering the training, or the invoice should be on authorized letterhead.</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>

<sup>3</sup> Family/Caregiver Training and Support fee schedule service is found on page 12.

## Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	Service notes are not required for this service.	
Participant-Directed Goods and Services	<p><b><u>Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual; and</li> <li>- Equipment and/or supplies provided/delivered.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>
Specialized Supplies	<p><b><u>Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Cost of diapers, incontinence pads, cleansing wipes, under pads, vinyl or latex gloves purchased, or personal protective equipment; and</li> <li>- Identifying information for the individual.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>

## Case Management

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supports Coordination  Base-Funded Supports Coordination  Targeted Support Management	<p><i>Supports Coordinators and Targeted Support Managers should reference page 7 of the bulletin for specific information.</i></p> <p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual (<i>pre-populated in HCSIS</i>);</li> <li>- Identifying information for the provider (<i>pre-populated in HCSIS</i>);</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- Number of units;</li> <li>- The date the service note is completed (<i>pre-populated in HCSIS</i>)</li> <li>- Name of the person completing the service note. In HCSIS, this name is recorded electronically. If the person entering the service note in HCSIS is different than the Supports Coordinator rendering the service, the name of the Supports Coordinator that rendered the service must be documented in HCSIS or in source documentation;</li> <li>- The location of service;</li> <li>- The service type, category, and sub-category;</li> <li>- If the service is billable or non-billable; and</li> <li>- A description of activities.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p>	<p>Progress notes are not required for Supports Coordination, Base-Funded Supports Coordination, or Targeted Support Management.</p> <p><b><u>Other Documentation:</u></b></p> <p>Individual monitoring results maintained in HCSIS at the required monitoring frequency including:</p> <ul style="list-style-type: none"> <li>- Any identified concerns and status of the concern;</li> <li>- Progress toward, maintenance of, or lack of progress toward action and outcomes; and</li> <li>- Required follow up.</li> </ul>

## Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Transportation-Mile	<p><b><u>Mileage Log That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Address from point of pickup to destination;</li> <li>- Total miles;</li> <li>- Purpose of trip; and</li> <li>- Driver's signature to document that mileage was provided for activities identified in the ISP.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b></p> <p>The mileage log described in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b></p> <p>When Transportation (Mile) is provided to more than one individual at a time, documentation is needed of how mileage was allocated to each individual.</p> <p>When appropriate, the vendor shall provide documentation to the provider, common-law employer or managing employer.</p> <p><b><u>Direct Payment to Vendor Through an OHCDS</u></b></p> <ul style="list-style-type: none"> <li>- Provide mileage logs to the individual's SCO</li> </ul> <p><b><u>Vendors Receiving Payments from an AWC:</u></b></p> <ul style="list-style-type: none"> <li>- Provide the mileage log to the managing employer and retain in the individual's record.</li> </ul>

## Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<p><b><u>Vendors Receiving Payments from a VF/EA:</u></b></p> <ul style="list-style-type: none"> <li>- Provide the mileage log to the common-law employer and retain in the individual's record.</li> </ul>
Transportation-Public Vendor	<p><b><u>Claim Documentation:</u></b></p> <ul style="list-style-type: none"> <li>- Receipt or verification that the item was purchased. If purchases for multiple individuals are made together, the agency or OHCDs must document the identifying information for whom the purchase was made. For example, a receipt for 50 monthly bus passes could have an attachment with the names of the 50 individuals for whom the passes were purchased or the agency could utilize a log.</li> <li>- A receipt is required when the individual is using a Taxi, Uber or Lyft. A printed, downloaded or emailed version of the receipt is acceptable.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>
Transportation Zone 1, 2, and 3 -Trip	<p><b><u>Trip Log That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual(s) transported;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Address for point of pickup and address for destination;</li> <li>- Total miles for the trip;</li> </ul>	<p><b><u>Progress Notes:</u></b></p> <p>The trip log described in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>

## Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Purpose of trip; and</li> <li>- Signature of the transportation coordinator, driver, or aide to document that transportation was provided for activities identified in the ISP.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Other Documentation:</u></b>            If more than six riders are listed in the record for the same time period, there must be a time sheet to document the presence of an aide.</p>

## Supports for Participant Direction

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supports Broker Services	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of the person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Explaining and providing support in completing employer or managing employer related paperwork;</li> <li>- Participating in Financial Management Services (FMS) orientation and other necessary trainings and interactions with the FMS provider;</li> <li>- Developing effective recruiting and hiring techniques;</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.</p>

## Supports for Participant Direction

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- Determining pay rates for workers;</li> <li>- Providing or arranging for worker training;</li> <li>- Developing worker schedules;</li> <li>- Developing, implementing or modifying a back-up plan for services, staffing for emergencies and/or worker absences;</li> <li>- Scheduling paid and unpaid supports;</li> <li>- Developing effective management and supervision techniques such as conflict resolution;</li> <li>- Developing proper procedures for termination of workers in the VF/EA FMS option or communication with the AWC regarding the desire for removal of the workers from working with the individual in the AWC FMS option;</li> <li>- Reviewing workplace safety issues and strategies for effective management of workplace injury prevention;</li> <li>- Assisting the individuals or their designated surrogates in understanding and/or fulfilling the responsibilities outlined in the common-law employer agreement form and the managing employer agreement form;</li> <li>- Facilitating a support group that helps to meet the individual's self-direction needs;</li> <li>- Expanding and coordinating informal, unpaid resources and networks within the community to support success with self-direction;</li> <li>- Identifying areas of support that will promote success with self-direction and independence</li> </ul>	

## Supports for Participant Direction

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>and sharing the information with the team and supports coordinator for inclusion in the ISP;</p> <ul style="list-style-type: none"> <li>- Identifying and communicating any proposed modifications to the individual's ISP;</li> <li>- Advising and assisting with the development of procedures to monitor expenditures and utilization of services;</li> <li>- Complying with the standards, regulations, policies, and the Waiver requirements related to self-direction;</li> <li>- Advising in problem-solving, decision-making, and achieving desired personal and assessed outcomes related to the self-directed services;</li> <li>- When applicable, securing a new surrogate and responding to notices for corrective action from the FMS, supports coordinator, AE or ODP.</li> </ul>	

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Support (Medical Environment)	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Nurse's name and signature and license type – RN or LPN;</li> <li>- Place(s) the service is rendered; and</li> <li>- A description of activities performed in relationship to the nursing care plan.*</li> </ul> <p>A service note must be included for each continuous span of 15-minute units.</p> <p>*Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps. The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above.</p>	<p><b><u>Progress Notes:</u></b></p> <p>Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p>When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the required elements under Pa. Code 6100.227 related to the provision of those supports.</p> <p><i>For the Behavioral Specialist component, the progress notes must be signed by either:</i></p> <ul style="list-style-type: none"> <li>- The Behavioral Specialist who is licensed or has a Master's Degree, or</li> <li>- A supervisor who is licensed or has a Master's Degree.</li> </ul> <p><b><u>Other Documentation:</u></b></p> <p>The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Respite Care, day unit	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date(s) of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities; and</li> <li>- <i>For enhanced service levels only</i>, also include a description of the enhanced level of services provided to support the behavioral or medical needs of the individual and the activities each staff provided.</li> </ul> <p>A service note must be included for each unit. The service note must be written by the person providing the respite and not by the caregiver to whom relief is being provided. A service note must be included for each day unit that services are provided and billed. Please note that one day unit of Respite may cover two consecutive calendar days.</p>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Family Aide Services	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- <i>For enhanced service levels only</i>, the degree/license/certificate of the staff providing services;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities.</li> <li>- <i>For enhanced service levels</i>, the description must include the activities that were delivered to meet the behavioral and/or medical needs of the individual.</li> <li>- <i>For enhanced services levels provided by a nurse</i>, the activities performed must be relative to the nursing care plan. Based upon the diagnosis of the individual, the nurse should document activities around assessment, intervention, response, and any planned next steps.</li> </ul> <p>A service note must be included for each continuous span of 15-minute units. The service note must be written by the person providing the</p>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<p>respite and not by the caregiver to whom relief is being provided.</p>	
Special Diet Preparation	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities.*</li> </ul> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Meal planning;</li> <li>- Meal Preparation.</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>
Recreation/Leisure Time Activities	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p>

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<ul style="list-style-type: none"> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered;</li> <li>- A description of activities.*</li> </ul> <p>A service note must be included for each service activity completed.</p> <p>*The provider may choose to create and use a checklist to document the activities provided to or on behalf of the individual that satisfies the requirement for a description of activities, as long as it includes all other elements listed above. The checklist may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>- Overnight Camp;</li> <li>- Day Camp;</li> <li>- Entrance and membership fees for recreation/leisure time activities.</li> </ul>	<p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p> <p>Documentation of the community integrated activities in which the individual expressed interest.</p>
Home Rehabilitation	<p><b><u>Invoice That Includes:</u></b></p> <ul style="list-style-type: none"> <li>- Itemized list of provided/delivered goods;</li> <li>- Services that were utilized;</li> <li>- Detailed costs for products and services; and</li> <li>- As appropriate, original bid that includes before and after floor plans.</li> </ul> <p>Service notes are not required for this service.</p>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p>

## Base-Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Family Support Services (FSS)/Individual Payment	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- Documentation of the indirect service that was provided to the individual in the employment and management of providers of the non-Waiver service of their choice.</li> </ul>	<p><b><u>Progress Notes:</u></b> Service notes/claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>
Base Service not Otherwise Specified	<p><b><u>Service Notes Must Include:</u></b></p> <ul style="list-style-type: none"> <li>- Identifying information for the individual;</li> <li>- Identifying information for the provider;</li> <li>- Date of service delivery;</li> <li>- Start and end times of service delivery;</li> <li>- The service delivered;</li> <li>- The date the service note is completed;</li> <li>- Name and signature of person completing the service note;</li> <li>- Place(s) the service is rendered; and</li> <li>- Documentation of the service provided that was designed to meet the unique needs of the individual.</li> </ul>	<p><b><u>Progress Notes:</u></b> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.</p> <p><b><u>Other Documentation:</u></b> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.</p>

### BILLING GUIDANCE

*Each procedure code has been assigned a service unit that is used for rate development and billing. Each service unit equals the amount of time that a provider must render the service to submit a claim to be paid for the service.*

<p>15 Minute Unit of Service</p>	<p>The 15-minute unit of service will be comprised of 15 minutes of continuous or non-continuous service. The full 15 minutes of service does not need to be provided consecutively, but must be rendered during the same dates of service indicated on the claim for the same individual, same 13-digit MPI and same service.</p> <p>The following national billing procedure codes correlate with services that only allow for billing 15-minute units of service comprised of 15 minutes of continuous or non-continuous service <b>within the same calendar day</b>. The full 15 minutes of service does not need to be provided consecutively, but must be rendered within the same calendar day in order to be billed. These include all procedure codes (and applicable modifiers, provider types and specialties) that DO NOT begin with a "W": 90846, 90847, G0176, H0043, H0045, H2023, H2025, S8940, S9470, T1013, T2028, T2029, and T5999.</p> <p>Please note that a claim (and thus the combination of partial units of service) cannot span multiple fiscal years. For example, if services were rendered from June 22<sup>nd</sup> to July 3<sup>rd</sup>, the provider would need to submit two claims. One from June 22<sup>nd</sup> to June 30<sup>th</sup> and another one from July 1<sup>st</sup> to July 3<sup>rd</sup>.</p>
<p>Day Unit of Service</p>	<p>For Residential Services (Residential Habilitation, Life Sharing, and Supported Living), a day is defined as a period of a minimum of 8 hours of non-continuous care rendered by a residential provider within a 24-hour period beginning at 12:00 a.m. and ending at 11:59 p.m.</p> <p>For Respite provided in licensed or unlicensed residential settings or other licensed settings (private ICFs/ID, or nursing homes), a day is defined as a period of a minimum of 8 hours of non-continuous care rendered by a residential provider within a 24-hour period.</p>

## Billing Guidance

For Respite services provided in private homes that are billed as a day unit, a day is defined as a period of more than 16 hours of support.

There are two exceptions to the day unit rule as follows:

1. When an individual is admitted to a hospital, the provider may not bill for the day the individual is admitted regardless of how many hours of care the provider has rendered during the 24-hour period. A residential provider may bill for 15-minute unit Supplemental Habilitation services rendered when the individual is admitted to an acute care hospital.

When the individual is discharged from a hospital, the provider may bill for Residential Habilitation, Life Sharing, Supported Living, or Respite on the discharge day of service regardless of how many hours of care the provider has rendered during the 24-hour period.

**NOTE:** Residential Habilitation, Life Sharing, Supported Living, Supplemental Habilitation, or Respite services may not be billed on the day of admission or the day of discharge when an individual is admitted to a nursing or rehabilitation facility. The provider may bill *one day after* the day the individual is discharged. In these circumstances, PROMISE will deny the claim if the provider attempts to bill on the day of admission or discharge.

2. When an individual is receiving residential or Respite services from one provider and is transitioning from that provider to a new residential or respite provider, only the current provider that the individual is transitioning away from can bill for the day that the transition occurs regardless of the number of hours of service rendered by either provider.

For unlicensed residential homes that serve individuals who need a yearly average of 30 hours per week of direct staff contact or less, and if an individual either does not require daily support or that some level of daily support is provided through natural supports, a day unit is defined as a period of a minimum of 8 hours of non-continuous care which may include on-call support or remote support.

## Billing Guidance

	<p>Licensed Residential Habilitation is authorized as day units either “with” or “without day.”</p> <p>“Without Day” is any day in which one of the following occurs:</p> <ul style="list-style-type: none"> <li>• An individual solely receives services that are part of the Residential Habilitation service; or</li> <li>• An individual receives fewer than 5 hours of services and/or unpaid supports that are not included in the Residential Habilitation service.</li> </ul> <p>“With Day” is any day in which an individual receives 5 or more hours of services and/or unpaid supports that are not included in the Residential Habilitation service. When the individual is independent in the home or community for five or more hours in a day and does not receive direct services from the Residential Habilitation provider during that time, this would also be considered “With Day.”</p>
Hour Unit of Service	The hour unit of service will be comprised of 60 minutes of continuous or non-continuous service. The full 60 minutes of service does not need to be provided consecutively, but must be rendered during the same dates of service indicated on the claim for the same individual, same 13-digit MPI and same service.
Vender Goods and Service-Based Units	A service unit tied to the actual cost of a purchased good. These services are reimbursed based on the cost charged to the general public and must be the most cost-effective to meet the individual’s needs.
Per Mile Unit of Service	Each unit of service equals one mile.
Per Trip Unit	A trip is defined as transportation to a Waiver service or resource specified in the individual’s ISP from a individual 's home, from the Waiver service or resource to the individual 's home, from one Waiver service or resource to another Waiver service or resource, or transportation to and from a job that meets the definition of competitive integrated employment. The Transportation Trip provider agency decides the geographical area that equals the per trip service unit based on the zones defined in the service definition.