Clarification on Documentation Requirements for Supports Coordination (SC) Service Activities and the Home and Community Services Information System (HCSIS) Service Notes
ODP Announcement 21-041

AUDIENCE:

Intellectual Disability/Autism (ID/A) Waivers and Adult Autism Waiver (AAW) Supports Coordination Organizations (SCO), Targeted Support Management (TSM) organizations and Base-Funded Supports Coordination Providers, Administrative Entities (AEs)

Administrative Entities

PURPOSE:

This communication is intended to provide clarification on documentation requirements for service activities and service notes funded through the Office of Developmental Programs' (ODP) home and community-based waivers and TSM.

DISCUSSION:

The Office of Developmental Programs (ODP) has received questions about documentation requirements for SC and TSM services related to Home and Community Services Information System (HCSIS) service notes and documentation requirements indicated in **Bulletin 00-18-04, Interim Technical Guidance for Claim and Service Documentation**.

SCs and TSMs must document service activities that occur with or on behalf of individuals within one business day of the activity and have 7 calendar days from the date the service activity occurred to then enter their service notes into HCSIS.

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Documentation completed within one business day of the activity should contain sufficient detail to complete the HCSIS service note. This documentation should include start and end times, information about where the SC or TSM was, what the SC or TSM did and needs to support or provide the basis for the service note. If a person other than the SC or TSM who rendered the service completes the HCSIS service note, documentation must be retained that verifies the service activities that occurred and who rendered the activities.

ODP is aware that various methods are used to document these activities such as logs, electronic notes, Outlook, or notes on an Individual Support Plan (ISP) or Individual Monitoring tool. This documentation is used to generate the HCSIS service note if it is not entered immediately and can serve as a source document.

The HCSIS service note must include all information necessary to substantiate a claim, including the start and end times of service.

There are 3 options that SCOs can choose from to track start and end times:

1. Use the start and end time fields on the Service Note screen only if entering documentation on the same date that service was provided.
2. Document start and end times within the body of the Service Note
3. Maintain documentation that verifies start and end times for the activity (in logs, some other type of electronic notes, etc.)

The amount of time spent documenting SC waiver or TSM eligible billable activities in HCSIS can be included as time spent in performing a SC or TSM compensable function and can be included in the number of units recorded and billed. Records must be maintained to substantiate the amount of time spent in entering information in HCSIS if this time is billed.

If you have any questions, please reach out to your regional ODP office.

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