

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

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

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

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Introduction

This technical guide is an attachment to Bulletin 00-26-04. To fully understand the requirements and expectations of claim and service documentation, this document must be used in conjunction with Bulletin 00-26-04. This attachment is intended to provide specific guidance on the documentation that must be kept in the record for each service to support a claim and service delivery.

This attachment applies to Supports Coordination Organizations (SCOs) that provide Targeted Support Management (TSM) and Supports Coordination and providers of Consolidated, Community Living and Person/Family Directed Support Waiver services 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 pages 2 through 8 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 pages 9 and 10 of the bulletin. The timeframe by which the other documentation must be completed varies by service.

The term “professional” in this attachment applies to any full or part-time direct support professional or support service professional that provides a service funded through a Waiver, TSM, or base-funding (including contractors or consultants).

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Behavioral Support ¹	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Behavioral Specialist's name and signature. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - 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. - Collection and evaluation of behavioral data.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. 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 their supervisor's signature who is either licensed or has a Master's Degree. <u>Other Documentation:</u> The Functional Behavioral Assessment (FBA) used to determine behavior(s) to be targeted. The behavior support plan and crisis intervention plan. The provider must retain a record of time that a professional worked that demonstrates the service was provided as specified in the Individual Support Plan (ISP). For individual providers, the service note is acceptable documentation.

¹ 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
	- Collaboration with the individual, the individual's family, and the individual's ISP team for developing, updating, and maintaining a behavior support plan. - Completion of comprehensive assessment of presenting issues. - Development of a crisis intervention plan. - Development of a fading plan for restrictive interventions. - Training and support related to the implementation of behavior support plans. - Monitoring implementation of the behavior support plan and revising as needed. - For individuals requiring level 2 services, addressing the complex needs and/or risk of decreased stability that require a higher level of service.	
Shift Nursing – Registered Nurse (RN), Licensed Practical Nurse (LPN)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Nurse's name, signature, and license type – RN or LPN. - Place(s) the service is rendered.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that a professional worked that demonstrates the service was provided as specified in the ISP. For individual

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- A description of activities performed in relationship to the nursing care plan.* A service note must be included for each continuous span of 15-minute units. *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 allowable activities provided as long as it includes all other elements listed above.	providers, the service note is acceptable documentation.
Speech and Language Therapy Occupational Therapy (OT) Physical Therapy (PT) Orientation, Mobility, and Vision Therapy Music Therapy	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Therapist's name, signature, and license type. - Place(s) the service is rendered. - A description of activities.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Art Therapy Equine Assisted Therapy	When applicable and at a minimum, service notes must address: - The results of the evaluation. - Treatment activities performed with the individual. - Development of a home program for caretakers to implement. - Training caretakers in the implementation of the home program. - Monitoring the effectiveness of the home program. 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.	<u>Physical and Occupational Therapy:</u> - Prescription for therapy by a physician. <u>Orientation, Mobility, and Vision Therapy:</u> - Evaluation and recommendation by a trained mobility specialist/instructor or a physician. <u>Speech and Language Therapy:</u> - Evaluation and recommendation by an American Speech-Language-Hearing Association (ASHA) certified and state licensed speech-language pathologist or a physician. <u>Music, Art, and Equine Assisted Therapy:</u> - 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. - 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.
Communication Specialist	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Review of the individual's communication needs and skills across settings, updated as necessary. - Assistance with the development and implementation of a communication plan to remove communication barriers, evaluating the effectiveness of the plan following implementation, and modifying the plan based on the evaluation of its effectiveness. - Assistance to empower the individual to be a more effective and independent communicator.	<u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Implementation of activities and strategies identified in the communication plan. - Monitoring implementation of the communication plan. - Training, modeling, and/or coaching of the support team to carry out the communication plan across all settings. - Education for SCOs, Administrative Entities (AEs), providers, and other appropriate entities about an individual's specific needs related to communication access, legal responsibilities and cultural and linguistic considerations. - Routine reporting of activities, data, and/or progress. - Identification of relevant resources for supporting effective communication. - Maintenance of communication support tool(s), in collaboration with a licensed Speech and Language Pathologist, when applicable.	
Consultative Nutritional Services	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Dietitian-Nutritionist's name and signature.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Assessment, notes, and observations. - Development of a home treatment/service plan. - Training and technical assistance to carry out the home treatment plan. - Monitoring the individual and the provider in the implementation of the home treatment plan.	was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.
Family/Caregiver Training and Support ²	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service

² 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 60 of this document.

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Licensed social worker's, licensed psychologist's, licensed professional counselor's, or licensed marriage and family therapist's name and signature. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Implementation of strategies and interventions that support the acquisition of coping skills, the improvement of communication, and the acquiring of healthy approaches to reducing stress and balancing responsibilities. - Supporting unpaid family members or caregivers to support the individual during times of difficulty, crisis, loss, change, and transition. - Instruction about treatment regimens and other services included in the ISP. - Assistance provided to safely maintain the individual at home and in the community.	was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.

Specialized Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Family Medical Support Assistance	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities. A service note must be included for each continuous span of 15-minute units. 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 service provision.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes.

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Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supported Living	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - The total amount of time direct services were provided to the individual. - The total amount of time indirect services, such as on-call support or remote support, were provided to the individual. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each day that services are provided and billed. *The provider may choose to create and use a checklist to document allowable activities delivered, as long as it includes all other elements listed above. <u>Additional Required Claim Documentation:</u> The Approved Program Capacity and Noncontiguous Clearance Form.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all of the elements required by 55 Pa. Code § 6100.227 related to the provision of these supports. <i>For the Behavioral Specialist component, the progress notes must be signed by either:</i> - The Behavioral Specialist who is licensed or has a Master's Degree, or - A supervisor who is licensed or has a Master's Degree <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes: - The date of service delivery. - Behavioral Specialist's name and signature.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<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.	- A description of activities.* *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Conducting a FBA and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed. - Collection and evaluation of behavioral data. - Collaboration with the individual, the individual's family, and the individual's ISP team for developing, updating, and maintaining a behavior support plan. - Completion of comprehensive assessment of presenting issues. - Development of a crisis intervention plan. - Development of a fading plan for restrictive interventions - Training and support related to the implementation of behavior support plans. - Monitoring implementation of the behavior support plan and revising as needed. The FBA used to determine behavior(s) to be targeted.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		The behavior support plan and crisis intervention plan. On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes: - The date of service delivery. - Nurse's name, signature, and license type – RN or LPN. - A description of activities performed in relationship 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. The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. When rendering remote supports to individuals, there must be documentation of an evaluation plan that, at a minimum, includes: • The need(s) of the individual that will be met by the remote supports. • How remote supports will ensure the individual's health, welfare and independence. • The training needed to successfully utilize the technology and the back-up plan that will be

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Licensed Residential Habilitation With Day Licensed Residential Habilitation Without Day	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Time the individual left or returned from therapeutic or medical leave, if applicable. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered, - A description of activities.* A service note must be included for each day that services are provided and billed. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. <u>Additional Required Claim Documentation:</u> 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	implemented should there be a problem with the remote supports. <u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all the elements required by 55 Pa. Code § 6100.227 related to the provision of these supports. <i>For the Behavioral Specialist component, the progress notes must be signed by either:</i> - The Behavioral Specialist who is licensed or has a Master's Degree, or - A supervisor who is licensed or has a Master's Degree <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. Documentation that is required by the appropriate licensing chapter.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	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. The provider must have documentation that supports the “with day” or “without day” claim. The Approved Program Capacity and Noncontiguous Clearance Form. <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.	On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes: - The date of service delivery; - Behavioral Specialist’s name and signature; and - A description of activities.* *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Conducting a FBA and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed. - Collection and evaluation of behavioral data. - Collaboration with the individual, the individual’s family, and the individual’s ISP team for developing, updating, and maintaining a behavior support plan. - Completion of comprehensive assessment of presenting issues. - Development of a crisis intervention plan. - Development of a fading plan for restrictive interventions. - Training and support related to the implementation of behavior support plans. - Monitoring implementation of the behavior support plan and revising as needed.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		For individuals receiving support from a Behavioral Specialist, the provider must maintain the FBA used to determine behavior(s) to be targeted as well as the behavior support plan and crisis intervention plan. On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes: - The date of service delivery. - Nurse's name, signature, and license type –RN or LPN. - A description of activities performed in relationship 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. The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. When rendering remote supports to individuals, there must be documentation of an evaluation plan that, at a minimum, includes: • The need(s) of the individual that will be met by the remote supports.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		• How remote supports will ensure the individual's health, welfare and independence. • The training needed to successfully utilize the technology and the back-up plan that will be implemented should there be a problem with the remote supports.
Unlicensed Residential Habilitation	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Time the individual left or returned from therapeutic or medical leave, if applicable. - The total amount of time direct services were provided to the individual. - The total amount of time indirect services, such as on-call support, remote support, etc., were provided to the individual. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each day that services are provided and billed.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all of the elements required by 55 Pa. Code § 6100.227 related to the provision of these supports. <i>For the Behavioral Specialist component, the progress notes must be signed by either:</i> - The Behavioral Specialist who is licensed or has a Master's Degree, or - A supervisor who is licensed or has a Master's Degree. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. <u>Additional Required Claim Documentation:</u> The Approved Program Capacity and Noncontiguous Clearance Form. <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.	On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes: - The date of service delivery. - Behavioral Specialist's name and signature. - A description of activities. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Conducting a FBA and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed; - Collection and evaluation of behavioral data; - Collaboration with the individual, the individual's family, and the individual's service plan team for developing, updating, and maintaining a behavior support plan. - Completion of comprehensive assessment of presenting issues. - Development of a crisis intervention plan. - Development of a fading plan for restrictive interventions. - Training and support related to the implementation of the behavior support plan. - Monitoring implementation of the behavior support plan and revising as needed.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		For individuals receiving support from a Behavioral Specialist, the provider must maintain the FBA used to determine behavior(s) to be targeted as well as the behavior support plan and crisis intervention plan. On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes: - The date of service delivery. - Nurse's name, signature, and license type –RN or LPN. - A description of activities performed in relationship 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. The provider may choose to create and use a checklist to document allowable activities provided as long as it includes all other elements listed above. When rendering remote supports to individuals, there must be documentation of an evaluation plan that, at a minimum, includes: • The need(s) of the individual that will be met by the remote supports.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		• How remote supports will ensure the individual's health, welfare and independence. • The training needed to successfully utilize the technology and the back-up plan that will be implemented should there be a problem with the remote supports.
Life Sharing – over 30 hours per week on average Life Sharing – under 30 hours per week on average Medically Complex Life Sharing	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Time the individual left or returned from therapeutic or medical leave, if applicable. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each day that services are provided and billed. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all of the elements required by 55 Pa. Code § 6100.227 related to the provision of these supports. <i>For the Behavioral Specialist component, the progress notes must be signed by either:</i> - The Behavioral Specialist who is licensed or has a Master's Degree, or - A supervisor who is licensed or has a Master's Degree. <u>Other Documentation:</u> Documentation that is required by the appropriate licensing chapter, if applicable.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	<u>Additional Required Claim Documentation:</u> 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 provided, an attendance record, an MR, activity log, etc. The provider must have documentation that supports the “with day” or “without day” claim. If additional professionals are providing services as part of the Life Sharing service, there must be a record of time worked. The Approved Program Capacity and Noncontiguous Clearance Form. <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.	On days that a <i>Behavioral Specialist</i> provides support to the person and/or staff, there must be documentation that includes: - The date of service delivery. - Behavioral Specialist’s name and signature. - A description of activities.* *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Conducting a FBA and an analysis of assessment findings of the behavior(s) to be targeted so that an appropriate behavior support plan may be designed. - Collection and evaluation of behavioral data. - Collaboration with the individual, the individual’s family, and the individual’s service plan team for developing, updating, and maintaining a behavior support plan. - Completion of comprehensive assessment of presenting issues. - Development of a crisis intervention plan. - Development of a fading plan for restrictive interventions. - Training and support related to the implementation of behavior support plans. - Monitoring implementation of the behavior support plan and revising as needed.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		For individuals receiving support from a Behavioral Specialist, the provider must maintain the FBA used to determine behavior(s) to be targeted as well as the behavior support plan and crisis intervention plan. On days that <i>Nursing</i> is provided as part of the Supported Living services, there must be documentation that includes: - The date of service delivery. - Nurse's name, signature, and license type –RN or LPN. - A description of activities performed in relationship 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. The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. When rendering remote supports to individuals, there must be documentation of an evaluation plan that, at a minimum, includes: • The need(s) of the individual that will be met by the remote supports.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		• How remote supports will ensure the individual's health, welfare and independence. • The training needed to successfully utilize the technology and the back-up plan that will be implemented should there be a problem with the remote supports.
Supplemental Habilitation for Residential Habilitation, Life Sharing, and Supported Living	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. <u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for requirements for progress notes. 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. <u>Other Documentation:</u> The provider must retain a record of time that staff worked that demonstrates the service was provided as specified in the ISP.

Residential Services

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	as long as it includes all other elements listed above. <u>Documenting Services Delivered by Multiple Professionals at the Same Time:</u> When multiple professionals deliver services to the same individual at the same time, only one service note is required. Documentation must be maintained that verifies the staffing ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately. To minimize the need for individual service notes from each professional involved in providing the service, a provider has the following options: • A single service note can be used but contain multiple entries based on information provided by each professional involved in service delivery. • The provider can create a checklist for professionals to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.	

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)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities. - <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 professional provided. A service note must be included for each continuous span of 15-minute units. <u>Documenting Services Delivered by Multiple Professionals at the Same Time:</u> When multiple professionals deliver services to the same individual at the same time, only one service note is required.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	Documentation must be maintained that verifies the staffing ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately. To minimize the need for individual service notes from each professional involved in providing the service, a provider has the following options: • A single service note can be used but contain multiple entries based on information provided by each professional involved in service delivery. • The provider can create a checklist for professionals to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.	
Day unit Respite (In-Home Respite and Unlicensed Out-of-Home Respite Services)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date(s) of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u>

Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities. - <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 professional 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. <u>Documenting Services Delivered by Multiple Professionals at the Same Time:</u> When multiple professionals deliver services to the same individual at the same time, only one service note is required. Documentation must be maintained that verifies the staffing ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.	The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	To minimize the need for individual service notes from each professional involved in providing the service, a provider has the following options: • A single service note can be used but contain multiple entries based on information provided by each professional involved in service delivery. • The provider can create a checklist for professionals to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios. <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.	
Day unit Respite (Licensed Respite Group Homes) and Day unit Respite (Respite Only Home)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u>

Respite

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities. - <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 professional provided. A service note must be included for each day services are provided and billed. <u>Additional Required Claim Documentation:</u> The Approved Program Capacity and Noncontiguous Clearance Form. <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.	The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Community Participation Support (CPS)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities.* • <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. • <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.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. In addition, Progress Notes for this service must: - Document that services resulted in active, valued participation in a broad range of integrated activities. - Document that activities were chosen based on the individual's interests, preferences, talents, and strengths. - Document that the activities reflect the individual's desired outcomes related to employment, community involvement, and membership. <u>Other Documentation:</u> 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.

Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Developing skills and competencies necessary to pursue competitive integrated employment. - Promoting a spirit of personal reliance and contribution to the community. - Developing mutual support and community connection. - Developing social networks and connections within local communities. - Emphasizing, promoting, and coordinating the use of unpaid supports to address individual and family needs in addition to paid services. - Implementation of the behavior support plan or communication plan when applicable. - Planning and coordinating the daily/weekly schedule for CPS with the individual. <u>Transitioning Between Settings:</u> A separate service note must be completed for each separate procedure code billed. Multiple service notes for the same individual for services	The provider must retain an attendance roster that records the individuals who receive services each day, including individuals who meet at a hub. • A roster is not required for individuals who received CPS for 100% of time in the community. Providers must maintain documentation of quarterly conversations with each individual about preferred community participation and activities in accordance with ODP Announcement 24-061. There is no required format for this documentation.

Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	delivered on the same day may be documented on one form if 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 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 fading support. In each of these scenarios, the service notes can be combined into one document. If multiple service notes from the same professional for the same 24-hour period are captured on one document, the professional only needs to sign the document once. <u>Documenting Services Delivered by Multiple Professionals:</u> When multiple professionals deliver services to the same individual at the same time, only one service note is required. Documentation must be maintained that verifies the staffing ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately.	

Community Participation Support

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	To minimize the need for individual service notes from each professional involved in providing the CPS service, a provider has the following options: • A single service note can be used but contain multiple entries based on information provided by each professional involved in service delivery. • 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 reports from professionals 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. • The provider can create a checklist for professionals to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.	

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Companion	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Supervision during awake hours for non-habilitative activities when necessary to ensure the individual's safety. - Supervision during asleep hours in which non-medical or non-habilitative care is needed to protect the safety of the individual. - Supervision and assistance during awake hours with daily living activities, including grooming,	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. 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.

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	health care, household care, meal preparation and planning, and socialization. - For agency-based providers only, transportation services necessary to enable the individual to participate in the Companion Service.	
Homemaker	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of one-hour units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to:	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> For non-Participant Directed Services (PDS), the individual or representative should sign the invoice, time sheet or service note to confirm receipt of services, which could be a signature on the homemaker/chore time sheet. The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Cleaning including washing floors, windows, or walls. - Laundry. - Meal preparation.	
Chore	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of one-hour units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Tacking down loose rugs and tiles. - Moving heavy items of furniture to provide safe access and egress.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> For non-PDS, the individual or representative should sign the invoice, time sheet or service note to confirm receipt of services, which could be a signature on the homemaker/chore time sheet. The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Ice, snow, or leaf removal or yard maintenance. - Other general tasks to maintain the home in a clean, sanitary and safe condition.	
In-Home and Community Support	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities.* • <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. • <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	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	assessment, intervention, response, and any planned next steps. A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Grooming, dressing and hygiene activities. - Maintaining health and wellness through general exercise, completing recommended therapeutic activities, or taking medications. - Scheduling/attending medical appointments. - Managing emotional wellness through activities, counseling, or implementing behavioral support interventions. - Managing the home including maintenance, cleaning, doing laundry, meal planning, grocery shopping, and meal preparation. - Managing personal finances including budgeting and banking. - Developing and maintaining relationships in the community including family, friends, coworkers and others and participating in community activities.	

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Exercising rights and fulfilling civic duty through participation in events, volunteering with civic groups, or voting. - Developing personal interests or personal growth activities. - Identifying risk and responding to events through reporting incidents and using advocacy and protective services. - Companion activities if these activities comprise no more than half of the In-Home and Community Support provided. <u>Documenting Services Delivered by Multiple Professionals at the Same Time:</u> When multiple professionals deliver services to the same individual at the same time, only one service note is required. Documentation must be maintained that verifies the staffing ratio that was used to support the individual. This may be completed as part of the service note or may be documented separately. To minimize the need for individual service notes from each professional involved in service delivery, a provider has the following options: • A single service note can be used but contain multiple entries based on	

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	information provided by each professional involved in service delivery. The provider can create a checklist for professionals to document the service provided. In all cases, the documentation provided must include information regarding the specific activities and staffing ratios.	
Housing Transition and Tenancy Sustaining	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document the allowable activities delivered as long as it includes all other elements	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For Housing Transition, the individualized housing support plan that is developed based upon the housing assessment.

Home Supports

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	listed above. The checklist may include, but is not limited to: - Tenant screening and housing assessment that identifies the individual's preferences and barriers related to successful tenancy. - Developing an individualized housing support plan based on the housing assessment. - Assistance with the process of searching for a home in an integrated setting that is dispersed in the community in a noncontiguous location not located on a campus setting. - Assistance with the housing application process, including assistance with applying for housing vouchers. - Identifying resources to cover housing expenses. - Ensuring the living environment is safe and ready for move-in. - Assistance with arranging for and supporting the details of a move, finding and establishing a relationship with a housemate, or identifying and obtaining financial education resources for the individual. - Working with the Supports Coordinator and ISP team to identify needed assistive technology.	

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Small Group Employment	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.
Supported Employment	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When compiling the information from the service notes to complete a progress note, if multiple supported employment components (Career

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist for Career Assessment may include, but is not limited to: - Reviewing the individual's interests, skills, and work or volunteer history. - Conducting situational assessments to assess the individual's interest in and aptitude for a particular type of job. - Conducting informational interviews. - Identifying types of jobs in the community that match the individual's interests, strengths, and skills. - Developing a career assessment report. The checklist for Job finding and Development may include, but is not limited to:	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. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation. For Career Assessment, the final career assessment report. For ongoing Job Coaching and Support, the fading plan or fading schedule.

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Employer outreach and orientation. - Job searching. - Job development. - Resume preparation. - Interview assistance. - Development of job skills specific to a job being sought. - Job analysis. - Consultation with employment-related agencies on behalf of an individual. - Self-employment assistance. The checklist for Job Coaching and Support may include, but is not limited to: - Training the individual on job assignments. - Ongoing support of the individual and the individual's employer. - Supporting the individual to maintain acceptable job performance and work habits. - Assistance with learning new work assignments. - Maintaining job skills. - Assisting the individual with achieving the employer's performance expectations.	

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Advanced Supported Employment Modifier UD must be used when claiming for this service	<u>Outcome-Based Documentation:</u> - For Discovery, a Discovery Portfolio is required. A Discovery Portfolio includes a detailed written 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. - 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. - 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: • Paystubs. • A letter from the individual's employer. • The individual's work schedule. 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	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	purpose of review during the completion of the quarterly progress note.	
Benefits Counseling	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Providing information about work incentives, essential benefit programs, and reporting requirements. - Completion of billable indirect activities such as writing a benefits summary/analysis, contacting	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.

Employment

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	employers for relevant information, or requesting a Benefits Planning Query.	

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
American Sign Language – English Interpreter	<u>Invoice That Includes:</u> - Identifying information for the individual. - Identifying information for the provider (if different than the interpreter). - Name and contact information of the interpreter(s) that delivered the service. - Date(s), start and end times, and total amount of time for service delivery. - The 15-minute rate charged for the service. - Location where services were performed. - Information about whether service delivery was in-person or virtual. Service notes are not required for American Sign Language – English Interpreter.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Direct Payment to Vendor Through an OHCDs</u> - Invoice must be provided to the SCO or AE. <u>PDS (receiving payments through an Agency with Choice (AWC) or a Vendor Fiscal/Employer Agent (VF/EA))</u> - AWC- Invoice must be provided to the managing employer and kept in the individual's record by the AWC. - VF/EA- Invoice must be provided to the common law employer and provided to VF/EA. • The common law employer and VF/EA must retain the invoice in the individual's record.
Assistive Technology-- Non-Medical or Medical	<u>Invoice That Includes:</u> - An itemized list of assistive technology purchased or leased (short term). - The date the device was purchased.	<u>Progress Notes:</u> The invoice and independent evaluation (when required) in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- The date(s) and total amount of time for service delivery that includes designing, fitting, customizing, adapting, installing, maintaining, repairing, or replacing assistive technology devices, if applicable. - 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, professionals or authorized representative), if applicable. When an independent evaluation is paid through Assistive Technology an invoice documenting the cost of the evaluation and a copy of the evaluation of the individual's assistive technology needs, including a functional evaluation and a list of all devices, supplies, software, equipment, product systems and/or systems that would be most effective to meet the needs of the individual, if applicable must be submitted to substantiate the claim. Service notes are not required for Assistive Technology.	<u>Other Documentation:</u> When an independent evaluation of the individual's assistive technology needs is required and not covered through Assistive Technology (the evaluation was covered through another funding source such as Medical Assistance or another service such as the Therapy service) the independent evaluation must be submitted with the invoice for the assistive technology purchased or leased (short term). The independent evaluation must include a functional evaluation and a list of all devices, supplies, software, equipment, product systems, and/or systems that would be most effective to meet the needs of the individual. <u>Direct Payment to Vendor Through an OHCDs</u> - Invoice and independent evaluation (when required) must be provided to the SCO or AE. <u>PDS (receiving payments through an Agency with Choice (AWC) or a Vendor Fiscal/Employer Agent (VF/EA))</u> - AWC- Invoice must be provided to the managing employer and kept in the

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		individual's record by the AWC. The independent evaluation (when required) must be provided to the SCO. - VF/EA- Invoice must be provided to the common law employer and provided to VF/EA. The independent evaluation (when required) must be provided to the SCO. • The common law employer and VF/EA must retain the invoice in the individual's record.
Remote Supports	<u>Invoice that Includes</u> An itemized invoice must be submitted monthly (or more frequently if chosen by the provider) and include all of the following: - Identifying information for the individual. - Identifying information for the provider. - The technology/equipment used and costs for purchasing or leasing technology/equipment. - The costs for the equipment necessary to operate the technology and the costs for delivery, installation, adjustments, monthly testing, monitoring, maintenance and repairs to the technology equipment (this may be included in the costs for technology/equipment referenced above).	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation for Remote Supports:</u> A Remote Supports Implementation Plan that must include: - How the individual's rights, including the individual's right to privacy of person and possessions, will be protected. - 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.

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- The dates and times that professionals will be rendering Remote Supports (check-ins, monitoring of individual through technology/equipment). - The cost for rendering Remote Supports. Service notes are not required for Remote Supports.	- The training individuals and any other designated persons will receive to enable the individual and others to successfully utilize the technology and equipment. - How Remote Supports are more cost effective than other Waiver services.
Specialty Telehealth and Assessment Team	<u>Invoice That Includes:</u> - Identifying information for the individual. - Identifying information for the provider. - Date(s)/month the service was billed. The invoice may cover one month at a maximum. - Whether the individual contacted the provider during the timeframe covered by the invoice.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.
Home or Vehicle Accessibility Adaptations	<u>Invoice That Includes:</u> - Itemized list of provided/delivered goods. - Date(s) the service was rendered. - Services that were utilized. - Detailed costs for products and services. - For Home Accessibility Adaptations, as appropriate, original bid that includes before and after floor plans. Service notes are not required for this service.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Direct Payment to Vendor Through an OHCDs</u> - The invoice must be provided to the SCO or AE.

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<u>PDS (receiving payments through an AWC or a VF/EA):</u> - AWC- The invoice must be provided to the managing employer and kept in the individual's record by the AWC. - VF/EA- The invoice must be provided to the common law employer and provided to VF/EA. • The common law employer and the VF/EA must retain the invoice in the individual's record.
Respite, Day Camp (15-minute units)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Information about transportation provided to enable the individual to participate in the respite service. - Place(s) the service is rendered. - A description of activities.	<u>Progress Notes:</u> Service notes and claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Direct Payment to Vendor Through an OHCDs</u> - Service notes and claim documentation must be maintained by the OHCDs and provided to the SCO or AE upon request. <u>PDS (receiving payments through an AWC or a VF/EA)</u>

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	A service note must be included for each continuous span of 15-minute units. <i>Note:</i> Respite, Day Camp is provided in segments of 16 hours or less in day camp settings. <u>Claim Documentation</u> An invoice with the cost for the camp and a cost for the room and board, if applicable. <i>Note:</i> Waiver funds can be used to pay for room and board only if the camp is licensed or accredited. If the invoice requests reimbursement for room and board, a copy of the license or accreditation must be obtained.	- AWC- Service notes and claim documentation must be kept in the individual's record by the AWC. - VF/EA- Service notes and claim documentation must be provided to the common law employer. • The common law employer and VF/EA must retain the documentation in the individual's record.
Respite, Overnight Camp (Day unit)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Information about transportation provided to enable the individual to participate in the respite service. - Place(s) the service is rendered. - A description of activities.	<u>Progress Notes:</u> Service notes and claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Direct Payment to Vendor Through an OHCDs:</u> - Service notes and claim documentation must be maintained by the OHCDs and provided to the SCO or AE upon request.

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	A service note must be included for each day that services are provided and billed. <u>Claim Documentation</u> An invoice with the cost for the camp and a cost for the room and board, if applicable. Note: Waiver funds can be used to pay for room and board only if the camp is licensed or accredited. If the invoice requests reimbursement for room and board, a copy of the license or accreditation must be obtained.	<u>PDS (receiving payments through an AWC or a VF/EA):</u> - AWC- Service notes and claim documentation must be kept in the individual's record by the AWC. - VF/EA- Service notes and claim documentation must be provided to the common law employer. • The common law employer and VF/EA must retain the documentation in the individual's record.
Exceptional Day Respite (Private ICF/ID, Skilled Nursing Facility, or Non-Waiver Licensed Facility)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Information about transportation provided to enable the individual to participate in the respite service. - Place(s) the service is rendered.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> Documentation that is required by the applicable licensing regulations. The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- A description of activities. 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.	
Education Support Services	<u>Post-Secondary Education Invoice That Includes:</u> - Signature of service provider or invoice on authorized letterhead. - Classes/credit hours. - Description of general fees as applicable. - On-campus peer support if applicable. <u>Communication Class (ASL or another form of communication) or Math or Reading Instruction Invoice That Includes:</u> - Signature of service provider or invoice on authorized letterhead. - Class description. Service notes are not required for this service.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation for Post-Secondary Education:</u> If direct providers are enrolled as an ID/A provider of Waiver services, the provider must provide a curriculum summary or course catalogue. <u>Other Documentation for Post-Secondary Education, Communication Class, and Math or Reading Instruction:</u> <u>Direct Payment to Vendor Through an OHCDs:</u> - The invoice must be provided to the SCO or AE

Vendor

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<u>PDS (receiving payments through an AWC or a VF/EA):</u> - AWC- The invoice must be provided to the managing employer and kept in the individual's record by the AWC. - VF/EA- The invoice must be provided to the common law employer and be retained in the individual's record. • The common law employer and VF/EA must retain the invoice in the individual's record.
Family/Caregiver Training and Support (Registration and Training and Fees)³	<u>Invoice That Includes:</u> - The names of all unpaid family members or caregivers who attended the training. - Cost of seminar, training event, or conference - Signatures of an authorized representative of the agency offering the training, or the invoice should be on authorized letterhead. If applicable, cost of lodging, meals, or transport must be documented separately and cannot be funded through the waivers. Service notes are not required for this service.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.

³ 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
Participant-Directed Goods and Services	<u>Invoice That Includes:</u> - Identifying information for the individual. - Equipment and/or supplies provided/delivered. Service notes are not required for this service.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.
Specialized Supplies	<u>Invoice That Includes:</u> - Cost of diapers, incontinence pads, cleansing wipes, under pads, vinyl or latex gloves, or personal protective equipment purchased. - Identifying information for the individual. Service notes are not required for this service.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.

Case Management

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supports Coordination through the Consolidated, Community Living, and P/FDS Waivers Targeted Support Management	Service Notes Must Include: - Identifying information for the individual (pre-populated in HCSIS). - Identifying information for the provider (pre-populated in HCSIS). - Date of service delivery. - The date the service note is completed (pre-populated in HCSIS). - 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. - The location of service. - The service type, category, and sub-category if applicable, which will be used to identify if an activity in List A or List B of Attachment 3 has been completed. - If the service is billable or non-billable. - A description of activities. For Initial Plan Development (codes T1023 or W1705), there must be documentation that the following occurred:	Progress notes are not required for Supports Coordination or Targeted Support Management. <u>Other Documentation:</u> Individual monitoring results maintained in HCSIS at the required monitoring frequency including: - Any identified concerns and status of the concern. - Progress toward, maintenance of, or lack of progress toward action and outcomes. - Required follow up.

Case Management

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	• The Supports Coordinator facilitated a person-centered team meeting with the individual, family/representative, other supports to inform the development of the initial ISP. • The initial ISP was submitted for AE review and approval. Additionally, a service note must be completed after the SC submits the initial ISP that summarizes the above activities occurred.	
Base-Funded Supports Coordination	<u>Service Notes Must Include:</u> - Identifying information for the individual (<i>pre-populated in HCSIS</i>). - Identifying information for the provider (<i>pre-populated in HCSIS</i>). - Date of service delivery. - Start and end times of service delivery if required by county contract. - Number of units. - The date the service note is completed (<i>pre-populated in HCSIS</i>). - 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	Progress notes are not required for Base-Funded Supports Coordination <u>Other Documentation:</u> Individual monitoring results maintained in HCSIS at the required monitoring frequency including: - Any identified concerns and status of the concern. - Progress toward, maintenance of, or lack of progress toward action and outcomes. - Required follow up.

Case Management

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	the Supports Coordinator that rendered the service must be documented in HCSIS or in source documentation. - The location of service. - The service type, category, and sub-category. - If the service is billable or non-billable. - A description of activities.	

Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Transportation-Mile	<u>Mileage Log That Includes:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Address from point of pickup to destination. - Total miles. - Purpose of trip. - Driver's signature to document that mileage was provided for activities identified in the ISP. Service notes are not required for this service.	<u>Progress Notes:</u> The mileage log described in column 2 satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> When Transportation (Mile) is provided to more than one individual at a time, documentation of how mileage was allocated to each individual is required. When appropriate, the vendor shall provide documentation to the provider, common law employer or managing employer. <u>Direct Payment to Vendor Through an OHCDS</u> - Provide mileage logs to the individual's SCO. <u>Vendors Receiving Payments from an AWC:</u> - Provide mileage logs to the managing employer and retain logs in the individual's record.

Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
		<u>Vendors Receiving Payments from a VF/EA:</u> - Provide mileage logs to the common law employer and retain logs in the individual's record.
Transportation-Public Vendor	<u>Claim Documentation:</u> - 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. - 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. Service notes are not required for this service.	<u>Progress Notes:</u> Claim documentation satisfies requirements for progress notes. Therefore, a separate progress note is not needed for this service.
Transportation Zone 1, 2, and 3 -Trip	<u>Trip Log That Includes:</u> - Identifying information for the individual(s) transported. - Identifying information for the provider.	<u>Progress Notes:</u> The trip log described in column 2 satisfies requirements for progress notes. Therefore, a

Transportation

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Date of service delivery. - Address for point of pickup and address for destination. - Total miles for the trip. - Purpose of trip. - Signature of the transportation coordinator, driver, or aide to document that transportation was provided for activities identified in the ISP. Service notes are not required for this service.	separate progress note is not needed for this service. <u>Other Documentation:</u> 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.

Supports for Participant Direction

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Supports Broker Services	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of the person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each continuous span of 15-minute units. *The provider or employer may choose to create and use a checklist to document allowable activities provided as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Assisting Common Law Employers (CLEs) and Managing Employers (MEs) to participate in orientation and trainings provided by the VF EA or the AWC. - Responding to questions from CLEs and MEs about information provided during orientation and training. - Providing education, guidance, and support in developing effective recruiting and hiring	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> Agency providers must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. For individual providers, the service note is acceptable documentation.

Supports for Participant Direction

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	techniques so that CLEs and MEs can perform such tasks independently. - Assisting CLEs and MEs with developing a process to recruit and retain Support Service Professionals. - Assisting CLEs and MEs in developing a process to determine pay rates for Support Service Professionals so that CLEs and MEs can perform such tasks independently. - Educating and supporting CLEs and MEs with managing service utilization such that overall expenditures do not exceed authorized units for services, and assisting in the development of a method to prevent overutilization on an ongoing basis.	

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Support (Medical Environment)	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Nurse's name and signature and license type – RN or LPN. - Place(s) the service is rendered. - A description of activities performed in relationship to the nursing care plan.* A service note must be included for each continuous span of 15-minute units. *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 allowable activities delivered as long as it includes all other elements listed above.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. When a provider delivers Behavioral Support or Nursing as part of the service, the progress note must include all of the elements required by 55 Pa. Code § 6100.227 related to the provision of these supports. <i>For the Behavioral Specialist component, the progress notes must be signed by either:</i> - The Behavioral Specialist who is licensed or has a Master's Degree, or - A supervisor who is licensed or has a Master's Degree. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Respite Care, day unit	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date(s) of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities. - <i>For enhanced service levels only</i>, a description of the enhanced level of services provided to support the behavioral or medical needs of the individual and the activities each professional provided. 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.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Family Aide Services	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - <i>For enhanced service levels only</i>, the degree/license/certificate of the professional providing services. - Place(s) the service is rendered. - A description of activities. - <i>For enhanced service levels only</i>, the description must include the activities that were delivered to meet the behavioral and/or medical needs of the individual. - <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.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	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 respite and not by the caregiver to whom relief is being provided.	
Special Diet Preparation	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - Place(s) the service is rendered. - A description of activities.* *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Meal planning. - Meal Preparation.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
Recreation/Leisure Time Activities	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - Place(s) the service is rendered. - A description of activities.* A service note must be included for each service activity completed. *The provider may choose to create and use a checklist to document allowable activities delivered as long as it includes all other elements listed above. The checklist may include, but is not limited to: - Overnight Camp. - Day Camp. - Entrance and membership fees for recreation/leisure time activities.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP. Documentation of the community integrated activities in which the individual expressed interest.
Home Rehabilitation	<u>Invoice That Includes:</u> - Itemized list of provided/delivered goods. - Services that were utilized.	<u>Progress Notes:</u> The invoice in column 2 satisfies requirements for progress notes. Therefore, a

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Detailed costs for products and services. - As appropriate, original bid that includes before and after floor plans. Service notes are not required for this service.	separate progress note is not needed for this service.
Family Support Services (FSS)/Individual Payment	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed. - Name and signature of person completing the service note. - Place(s) the service is rendered. - 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.	<u>Progress Notes:</u> Service notes satisfy requirements for progress notes. Therefore, a separate progress note is not needed for this service. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates the service was provided as specified in the ISP.
Base Service not Otherwise Specified	<u>Service Notes Must Include:</u> - Identifying information for the individual. - Identifying information for the provider. - Date of service delivery. - Start and end times of service delivery. - The service delivered. - The date the service note is completed.	<u>Progress Notes:</u> Progress notes are required for this service. Please refer to the bulletin for the requirements for progress notes. <u>Other Documentation:</u> The provider must retain a record of time that each professional worked that demonstrates

Base Funded Services Only

Service	Required Elements of Service Notes and/or Claim Documentation	Progress Notes & Other Required Documentation
	- Name and signature of person completing the service note. - Place(s) the service is rendered. - Documentation of the service provided that was designed to meet the unique needs of the individual.	the service was provided as specified in the ISP.

Checklists in Service Notes Guidance

A separate service note is not required if the checklist includes all the information required by 55 Pa. Code § 6100.226(c) and as described in this Technical Guidance. Checklists may be developed broadly based on the service definition or specifically for the individual being served. When developed broadly, the list of activities that can be “checked off” on a provider’s checklist are full or abbreviated descriptions of activities as described in the service definitions. The description must include names of places in the community where the activity occurred or the community activity.

When a checklist is allowed, the checklist satisfies the requirement for the service note to include the nature or description of activities. A narrative of activities in addition to a checklist is not required but is recommended because checklists alone do not capture specific details of an individual’s everyday life.

Providers, common law employers, or managing employers should consider the following prior to using checklists:

- Can a checklist meet the documentation needs?
- Does a checklist provide enough information to substantiate billing and claims?
- Will the use of a checklist provide enough information to determine if the quality of the service provided meets expectations? This could include what works well and what does not work well and information about whether service provision meets the individual’s goals and outcomes identified in the ISP.
- Will the use of the checklist provide adequate documentation on the individual’s level of assistance, support, and guidance needed to enable the provider, common law employer, or managing employer to evaluate an individual’s progress towards a goal and develop a high-quality progress note?
- Should a narrative in addition to a checklist be used by direct support professionals/support service professionals?

The following are examples of checklists or information included on a checklist that are unacceptable because they do not meet the requirements for claim documentation included in 55 Pa. Code § 6100.226:

- Only listing the name of the service and not describing any activities that occurred during service delivery.
- A description of activities that are not included in the service definition.
- A listing of activities that are not compensable.
- The checklist does not support the amount of time billed on the claim.
- The checklist solely includes a list of outcomes or goals and does not include an additional description of the activities that were performed during service delivery. For example, “improve social skills” may be an outcome or goal for an individual but does not describe the activity that occurred to work towards that outcome or goal.

Billing Guidance

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.

15 Minute Unit of Service	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 including the same staffing ratios. 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 22nd to July 3rd, the provider would need to submit two claims. One from June 22nd to June 30th and another one from July 1st to July 3rd.
Day Unit of Service	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. On-call support or remote supports as a method of residential service delivery may be included as part of the 8 hours of care. 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. 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, nursing facility, or rehabilitation facility the residential provider may not bill for Residential Habilitation, Life Sharing or Supported Living the day the individual is admitted regardless of how many hours of care the residential provider has rendered during the 24-hour period. The 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, nursing facility or rehabilitation facility the residential provider may bill for Residential Habilitation, Life Sharing, or Supported Living on the discharge day of service regardless of how many hours of care the residential provider has rendered during the 24-hour period. Supplemental Habilitation may also be billed on the day of discharge from a hospital, nursing facility, or rehabilitation facility when needed by the individual.

2. When an individual receives residential services from one provider and is transitioning from that provider to a new residential services provider, only the current residential 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. The reason for this is because 2 day units of service may not be billed on the same day.

For unlicensed residential homes that serve individuals who need a yearly average of 30 hours per week of direct professional contact or less, and the individual does not require either daily support or 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.

Licensed Residential Habilitation and Life Sharing are authorized as day units either “with” or “without day.”

“Without Day” is any day in which one of the following occurs:

- An individual solely receives services that are part of the Residential Habilitation or Life Sharing service; or
- An individual receives fewer than 5 hours of services and/or unpaid supports that are not included in the Residential Habilitation or Life Sharing service.

“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 Life Sharing or Residential Habilitation service. When the individual is independent in the home or community for 5 or more hours in a day and does not receive direct services from the Life Sharing or Residential Habilitation provider during that time, this is also considered “With Day.”

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.
Vendor Goods and Services-Based Unit	A service unit is 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 service 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 an 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 decides the geographical area that equals the per trip service unit based on the zones defined in the service definition.
Bi-Annual/ Monthly Units/ Initial Plan Development	• Bi-Annual Supports Coordination procedure code is limited to 2 units per state fiscal year. Additionally, only one Bi-Annual Supports Coordination procedure code can be billed in one calendar month. • Monthly Supports Coordination procedure codes are limited to 1 claim per calendar month. • Initial Plan Development procedure code is limited to one unit per lifetime⁴.

⁴ Additional Initial Plan Development claims will only be processed for individuals whose case with ODP has been closed and reopened.