ENTERCLAIMS

DOCUMENTATION AND BILLING MANUAL

9.1.2023

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AAK ENTERCLAIMS DOCUMENTATION & BILLING MANUAL

ENTERCLAIMS: INTRODUCTION FOR AAK PROVIDERS

- EnterCLAIMS is a simple web application designed to efficiently document therapy sessions, collect guardian signatures and facilitate a paperless billing process.
- It allows for an efficient and seamless documentation process
- It is HIPAA & FERPA compliant

EnterCLAIMS is utilized in the following AAK programs/regions:

- Early Intervention- ALL counties
- Preschool (CPSE)-ALL regions
- School Age (CSE)- Long Island
    - Please note AAK DOE Providers do NOT use EnterCLAIMS for documentation and billing.

WHAT IS NEEDED TO ACCESS ENTERCLAIMS?

- EnterCLAIMS website, **EnterCLAIMS.com,** can be accessed on any device with internet capability, including your desk top computer, lap top computer, smart phone, IPad, tablet, etc.
- AAK is here to help! However, please note should you encounter an issue with your personal device or internet service, AAK will not be able to assist you. You may need to find a computer or internet service vendor that can bring you up to the minimum requirements.

USEFUL IT DOCUMENTS

Basic Home Troubleshooting Steps for Providers.pdf

Hardware Recommendations and Guidelines for Providers.pdf

Browser Clearing Temp Files and Cookies.pdf

Troubleshooting Flow Chart.pdf

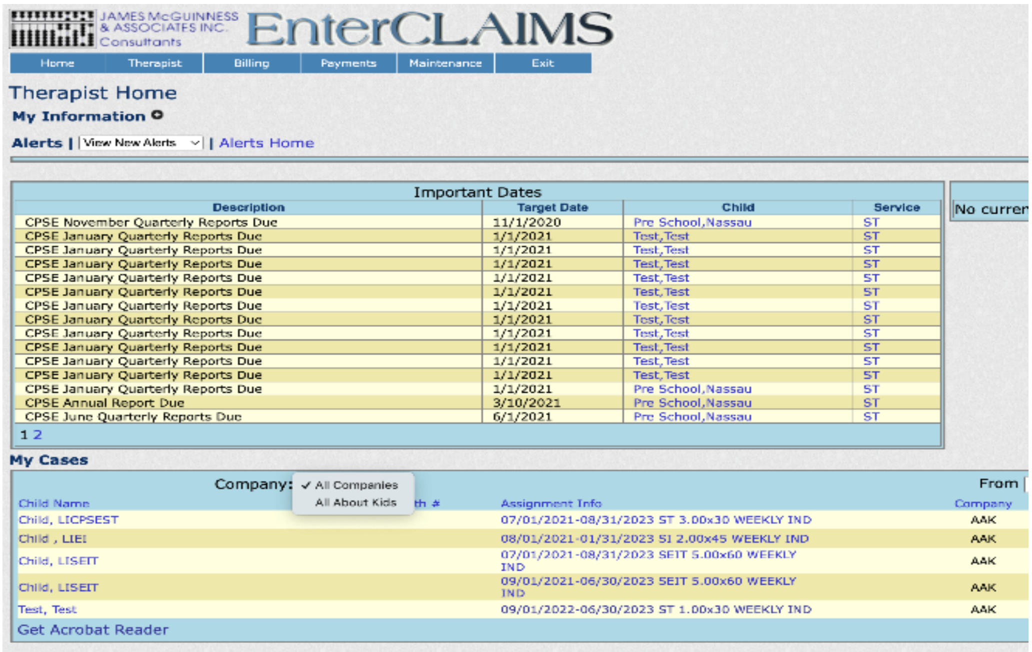
Checking Internet Speed Requirements.pdf

INITIAL ENTERCLAIMS ACCOUNT SETUP

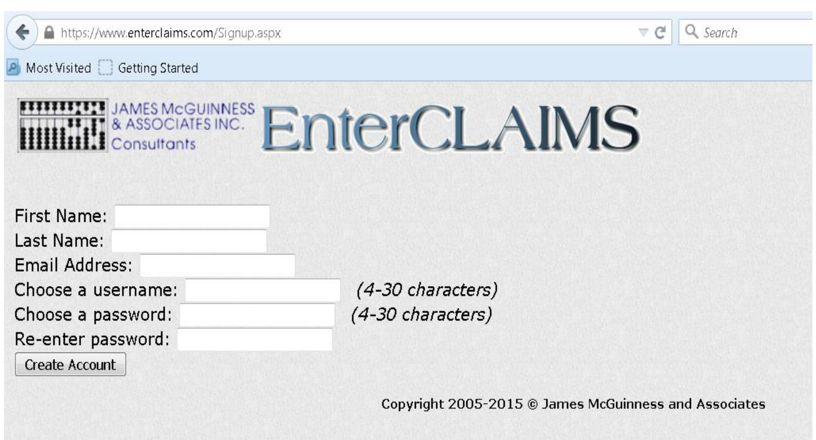
- Go to https://www.EnterCLAIMS.com
- The first time you go onto the website, you will have to select "**Click here first**"

ALREADY HAVE AN ACCOUNT?

- If you would prefer to have a separate account, you may create a new account with a different email address than your existing account.
- If you prefer to have one account for multiple agencies, please contact All About Kids with your current username and email associated with your existing account and AAK will request that All About Kids be added onto your current account.
- To view All About Kids cases from your Home Page, ensure that you choose "**All About Kids**" or "**All Companies**" from the Company drop down under My Cases.



ENTER YOUR INFO



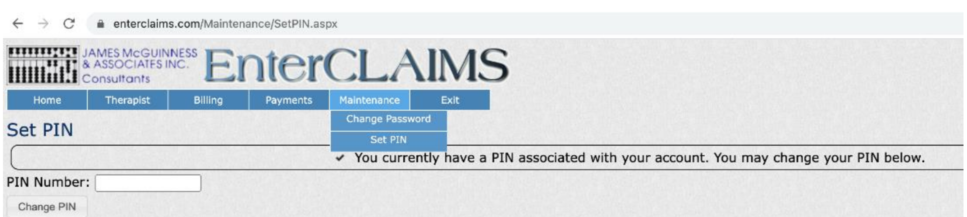
- Enter your information and select "**Create Account**"
- Please be aware that the email you use must match the email AAK has on file for you. Please be sure to check SPAM account if it does not appear in your inbox.
- If you receive an "**Email Address Not Found**" error when creating your account, please contact ProviderCompliance@aakcares.com to confirm your email address on file with AAK.
- If you would like to request an updated email be added to your file, please log in into your HR Cloud account and submit a Request to Update/Change your Personal Information.

ACTIVATION EMAIL

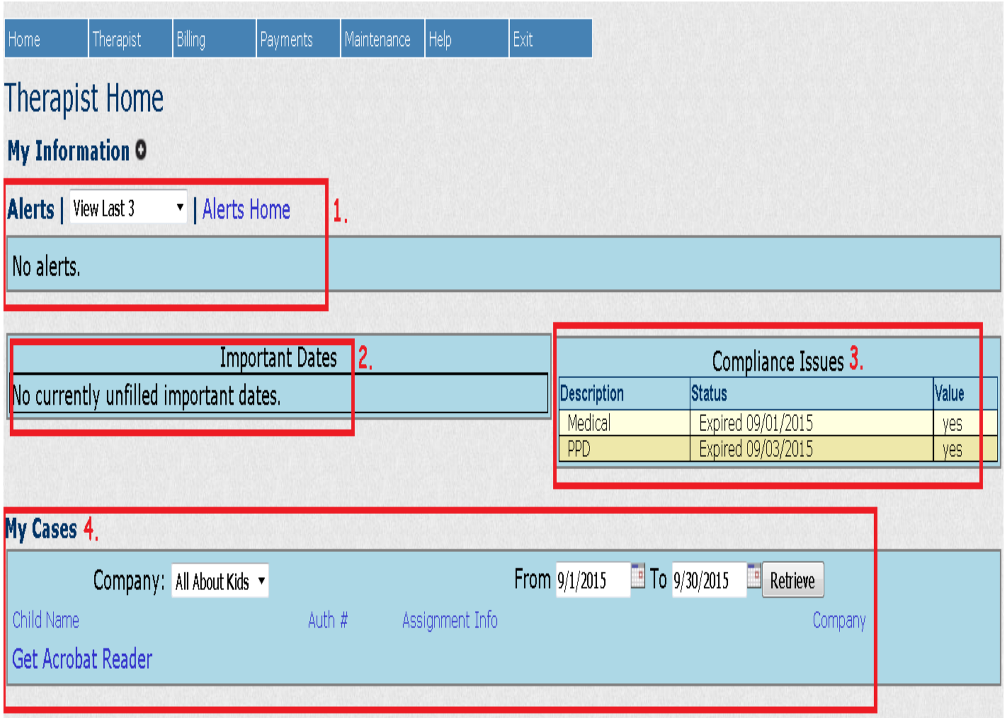
- Once completed you will receive an **Activation Email**. (If you don't see it in your inbox, please check your Junk/Spam mailbox)
- If you do not receive the activation email, please use the **"Click Here"** on the login screen to resend an activation email.

CREATE YOUR PIN

- Enter a 4 digit number as your PIN. ***This PIN will serve as your digital signature***
- You will need to enter your PIN regularly. Please do not share your PIN with others!
- All About Kids does not have access to your PIN.
- You can change your PIN and/or Password by going to the "**Maintenance"** Tab.



ENTERCLAIMS HOME SCREEN



Your **Home** screen will show you the following information:

1. Alerts – Attendances that have been returned for corrections. Other Alerts sent to you from AAK.
2. Important Dates – Progress reports, annual reports due dates for your current cases
3. Compliance Issues – Compliance attributes coming due or past due
   *Please disregard outdated Compliance Issues. AAK compliance is now monitored in HR Cloud.
4. My Cases – The children that are on your caseload.
   Indicate the Company from the drop-down menu:
   AAK- Early Intervention and Preschool cases
   AAKPLLC for Long Island School Age Cases

*Please note that if you work for multiple agencies, the information on your Home Screen will show everything. Items 1-3 don't decipher which agency the outstanding items belong to.

THERAPIST INFORMATION SETTINGS

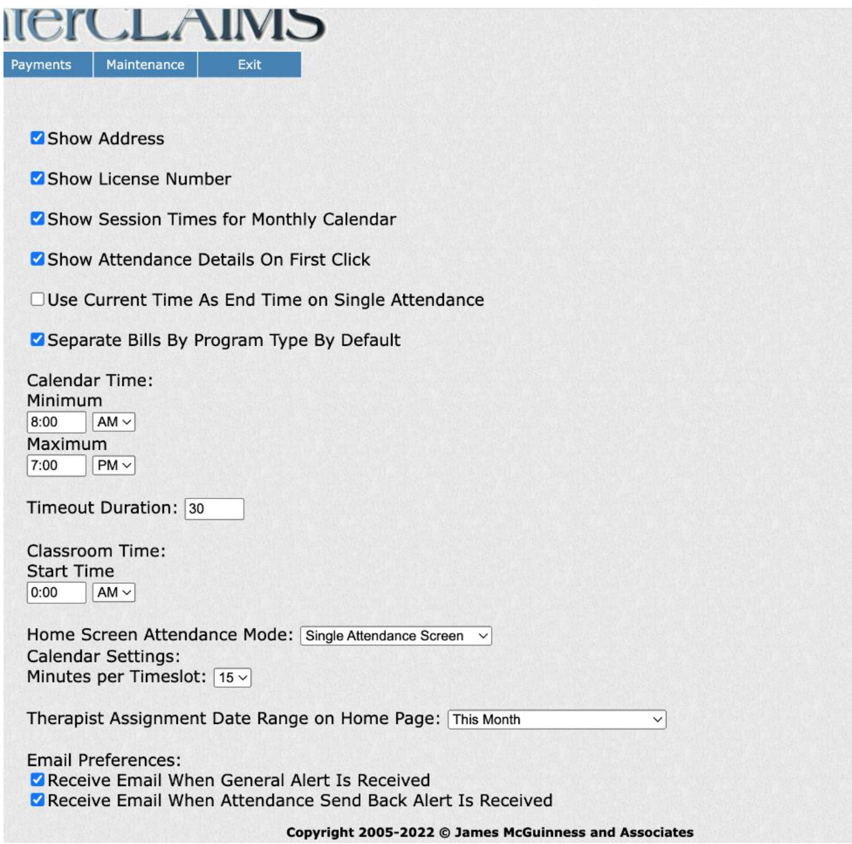
- On Home Screen under Therapist Home, Click on the little "**+** " sign next to My Information.

- Please check the following information for accuracy:

THERAPIST PREFERENCE SETTINGS

From the **Home Screen**, hover over the **Therapist tab** on the top blue task bar. Scroll down and click **"Preferences"**

Be sure to check off the following:



To note:

Calendar Times: The times you select are what will appear as available times to schedule sessions on your weekly and daily calendars. Be sure your computer time zone is set to Eastern Time.

Timeout Duration: For security Purposes, you should not have it longer than 15 minutes. If you feel you need it to be longer, be sure to SIGN OUT and EXIT the webpage each time you are done using it.

Home Screen Attendance Mode: MUST indicate Single Attendance for guardian signatures to be obtained from the Home Page

THERAPIST APPROVAL NOTICE

Therapist Approval Notice (TANs): After you accept a case and a schedule is confirmed, the Provider will be emailed the Therapist Approval Notice, which contains the following information:

- The Child and Parent's Name, address and phone number
- School District/EI County of Residence (EIOD name, OSC name and phone number)
- Authorized start and end dates, EI Authorization #, Approved # Units
- Frequency, duration and location of services
- Approved rate for service

The Therapist Approval Notice serves as the formal contract that the therapist has accepted the case at the rate listed for the authorized start to end date.

The TANS **MUST** be completed and securely emailed to AAK **within 48 hours** and include the following information:

- Your signature and date
- anticipated start date (Please note start dates should occur within 14 days of case assignment).

If this form is not received within two days of receipt, the case may be reassigned. **<u>Please notify AAK of any changes or delays in start date.</u>**

REVIEWING CASE INFORMATION

When you receive access to your case on EnterCLAIMS, it is important to review all of the information for accuracy. This will make entering notes, obtaining signatures and billing much easier prior to starting. The following sections detail what and where you should review prior to beginning services.

- **<u>Access to Case</u>:** When a case is assigned to you, that child's information will be displayed on your EnterCLAIMS. It will also indicate what other therapies the child is receiving, the frequency/duration of the therapy, and the other therapists assigned to the case through AAK.
- For EI cases, obtain contact information for Service Coordinator and determine if case is within AAK or with an outside agency.

***If you do **NOT** see a child that is supposed to be on your caseload listed, notify AAK Data Entry immediately.

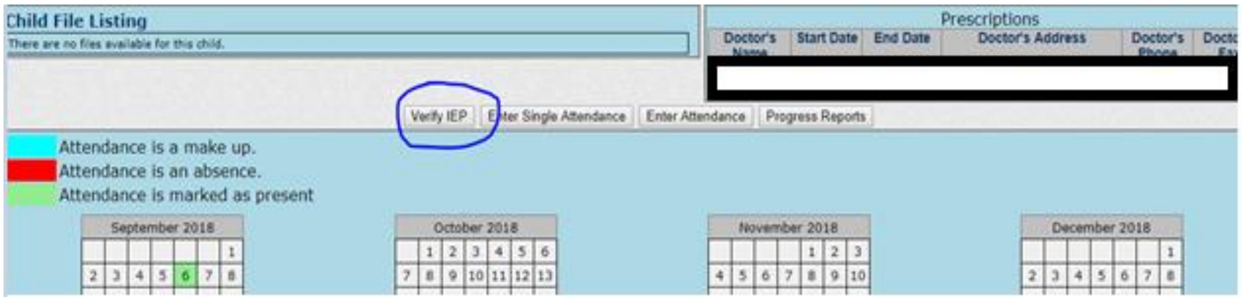
- **Under My Cases, Click on "Assignment Info" dates or "Auth #" to bring you to Child's Therapy Details page**
- **<u>Identifying Information</u>** is based on AAK Data Entry prior to case starting: Child Name, Date of Birth, Agency Name, ICD10 Code, Authorization Number, Month of Service, CPT Code Default, Date of Session, Frequency, Location.
- Please be sure to review the Therapy Details Screen information for accuracy and notify AAK of any errors.

IEP/IFSP/SERVICE AUTHORIZATION VERIFICATION

Confirmation that you have received and read the child's IEP/IFSP/Service Authorization.

- The IEP/IFSP/Service Authorization needs to be verified <u>BEFORE YOU ENTER ANY SESSION NOTES</u> for the child. This needs to be done for EACH child on your caseload. You will not be able to submit your first bill without this step being completed.
- This should only be done AFTER you have actually read and confirmed/verified the IEP/IFSP/Service Authorization to be correct and accurate.
- **Contact AAK immediately if you notice any discrepancies in information**

From the Home page, click on My Cases Assignment Info Dates Verify IEP/IFSP Click on this Click OK to confirm

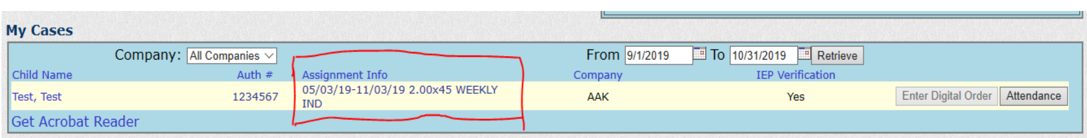


OT/PT/ST PRESCRIPTIONS

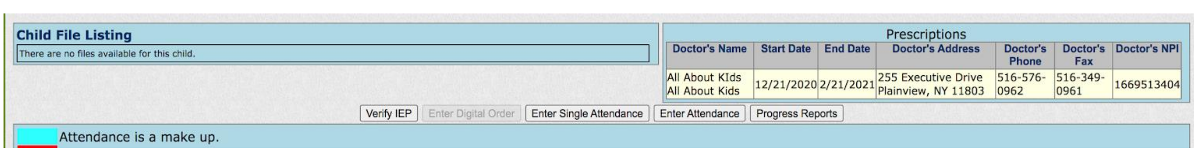
- For related services that require a prescription, you will need to ensure a current prescription is entered into EnterCLAIMS **PRIOR** to starting your case.
- Review the prescription to ensure it is Medicaid compliant. A valid prescription must contain the following:
    - Child's full name
    - Term of Service/Time Period of the Order
    - The Service being ordered (OT/PT/Speech), Including frequency/duration of the ordered service
    - Patient Diagnosis (selected/added by Ordering Practitioner)
    - Signature & Signature Date (of Ordering Practitioner)
    - Ordering Practitioner's NPI and/or License Number
    - Ordering Practitioner's Contact Information

<u>How to check prescription status in EnterCLAIMS:</u>

- From the home screen, click on the child's assignment info.



- On the right side towards the middle of the page, you will see a PRESCRIPTIONS section. This is where you should see the updated prescription information.



If you do NOT see current information, contact AAK immediately, PRIOR to starting your case. Medicaid Enrolled, Licensed SLPs may submit their own script via a digital speech order.

DIGITAL SPEECH ORDERS (FOR SPEECH PROVIDERS ONLY)

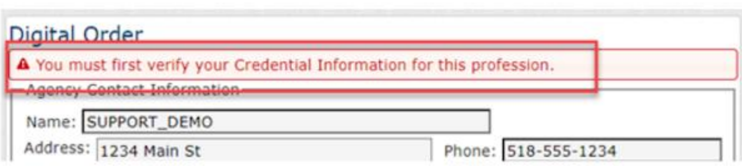
- Digital speech orders are written orders/recommendations for Speech Therapy Services that are created and digitally signed in EnterCLAIMS. It includes all Medicaid requirements to allow for Medicaid reimbursement for services.
    - The eight required elements of a speech recommendation:

1. Child’s full name (auto-filled)
2. Term of Service/Time Period of the Order (auto-filled)
3. The Service being ordered (Speech Therapy) (auto-filled) Including frequency/duration of the ordered service (auto-filled)
4. Patient Diagnosis (selected/added by therapist)
5. Signature (Digitally signed by therapist with PIN #)
6. Signature Date (Date the order is created becomes the signature date)
7. Ordering Practitioner’s NPI and/or License Number (auto-filled)
8. Practitioner’s Contact Information (auto-filled)

- Digital orders can be created for Early Intervention, Preschool and School-Aged children.
- Takes place of paper order/recommendation or "script".

WHO COMPLETES A DIGITAL ORDER?

- Digital Speech Orders are completed by NY State Licensed, Medicaid OPRA Enrolled (Ordering, Practicing, Referring, Attending) Speech Language Pathologists
- The SLP MUST have MET the child and reviewed necessary documentation (evaluations, IEP/IFSP) to ensure that the "ordered care and services will meet the client’s needs" and improve the client to the "best possible functional level".
- UDO/CF Supervisors will complete Digital Speech Orders for their Clinical Fellow's caseload.
- SLPs MUST verify their credentials in EnterCLAIMS BEFORE writing Digital Speech Orders
    - SLPs will need to go to Therapist > Credential Verification. On this screen you will see the status is “Requires Verification” Click on “Verify”.



- When select “save” on the Digital Order, if you have not yet verified your credentials, you will receive a “You must first verify your credential information for this profession” error message.

WHEN TO COMPLETE A DIGITAL ORDER?

- Digital Speech Orders MUST be completed **<u>ON or BEFORE</u>** the initiation of services **AND <u>ANY CHANGE</u>** in service.
- Medicaid has a written directive (Medicaid Q&A, #94) that states that SLPs cannot write a speech recommendation until “after” the child has been seen.
- SLPs can write a Speech recommendation “directly following” the initial session with the child under the following circumstances:
    - The SLP uses the results of the initial evaluation (which should be delineated in the IEP).
    - The SLP can be assured that the ordered services will meet the child’s needs.
    - The SLP can be assured that the child’s level of function can be increased to the best possible outcome.
    - If this criteria is met, the recommendation **can be written on the same day “after” the initial session** and the session will be Medicaid-eligible.
    - The date of the Speech Recommendation **<u>must be the same date as the initial session with the child</u>**.

8 Elements of a Digital Speech Order

1. Child's Name
2. Term of Service – The time period for which the service(s) are being ordered. (Defaults to enrollment dates (assignment info))
3. The Service(s) being ordered (including frequency & duration of the ordered service)
4. Patient Diagnosis and/or reason/need for ordered service(s).
5. Signature of a NYS Medicaid enrolled provider who is a NYS licensed, registered, and/or certified, as relevant, physician, physician assistant, or licensed nurse practitioner acting within the scope of their practice.
6. Signature Date – The complete date the order was written and signed – Entered automatically when created.
7. Practitioner's NPI and/or License number(s).
8. Practitioner's Contact Information (address and telephone number).

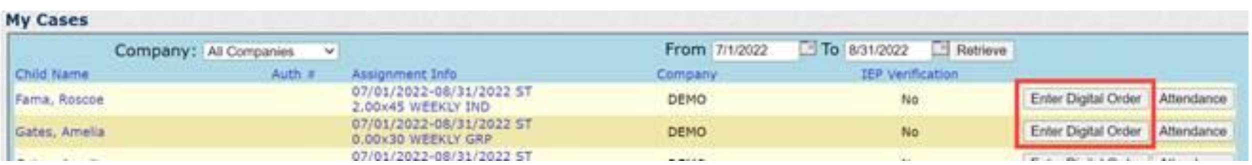
How to create a digital speech order in EnterCLAIMS

Entering Digital Scripts in EnterCLAIMS

Please keep in mind for Medicaid purposes, Digital Order Prescriptions will only cover from the signing date forward.

There are two screens that providers can enter their Digital Orders within EnterCLAIMS.

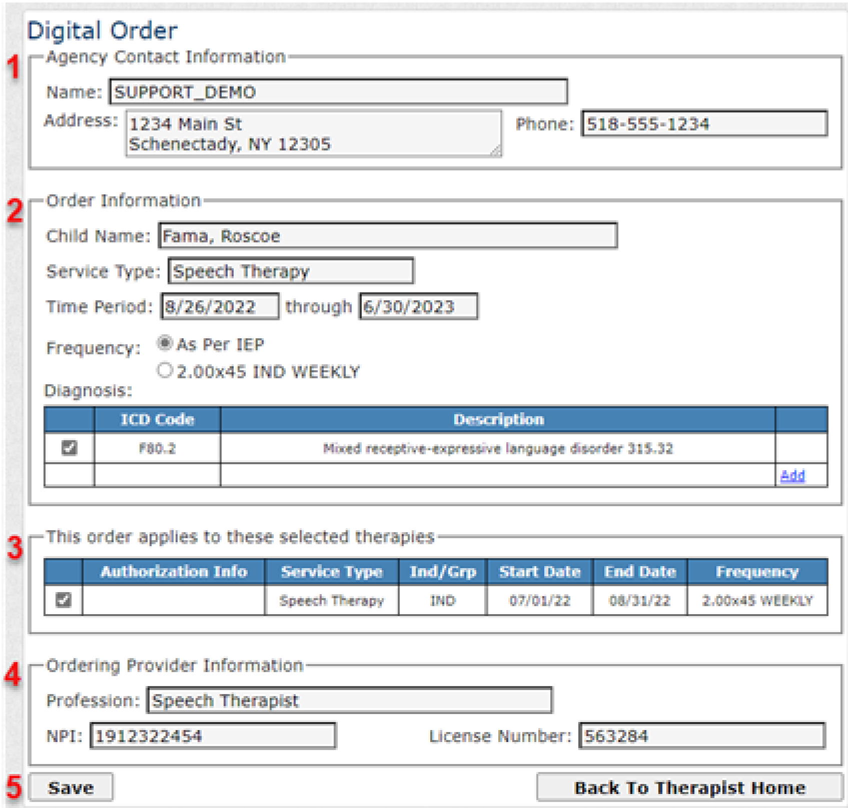
The first one is on the home page, in the "My Cases" section, as illustrated in the screenshot below.



The second way is by going to <u>Therapist > Digital Orders</u>.

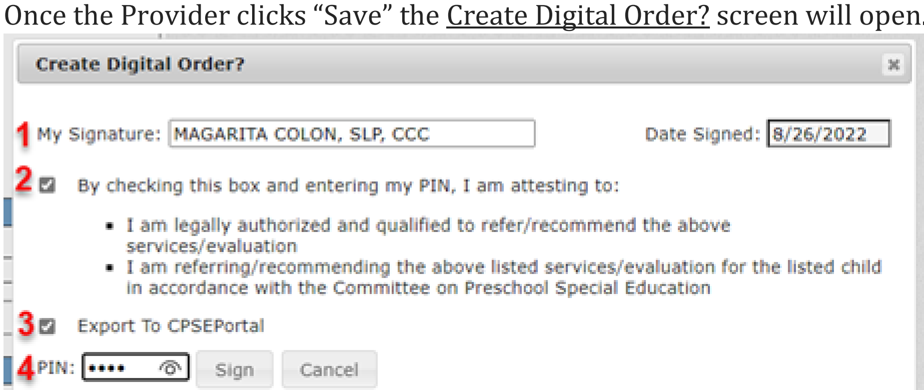
This will open the Digital Orders screen where providers can see the Digital Orders they've entered and any that still need to be completed.

Either way you choose to enter, your Digital Order will open the same screen where you will create the Digital Order. When you click "**Enter Digital Order**" on either page you will then open the screen to select the information that will be the Digital Order.



1. **The Agency Contact Information** – The Name, Address, and Phone number will automatically populate for the provider to review.
2. **Order Information** – This will have the Child's Name, Service Type, Time Period the Digital Order is for, the Frequency and Diagnosis.
   a. The ICD codes will need to be selected/added to attached the codes that are applicable for the Digital Order.
3. **This Order Applies to these selected therapies** – If there are multiple enrollments for a child that the Digital Order would cover they would need to be checked off and included in this section.
4. **Ordering Provider Information** – The Profession, NPI, and License Number will automatically populate for the provider to review.
5. **Save-** click "Save".

Once the Provider clicks "Save" the Create Digital Order? screen will open.



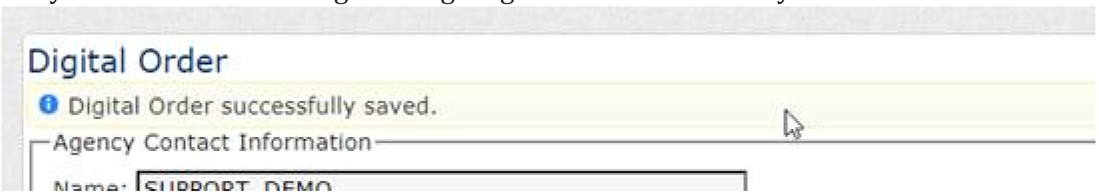
On this screen the provider will want to:

1. Ensure their "My Signature" is accurate that they will be signing with.
2. Check off the "By checking this box and entering my PIN, I am attesting to:"

a. Doing this they are stating that they are legally authorized and qualified to refer/recommend the above services/evaluation and they are referring/recommending the above listed services/evaluation for the listed child in accordance with the Committee on Preschool Special Education.

3. If the child has their authorization in place they can also check off “Export to CPSE Portal”.
4. Lastly, they will enter their PIN and click “Sign”.

They will then see a message stating “Digital Order successfully saved.”

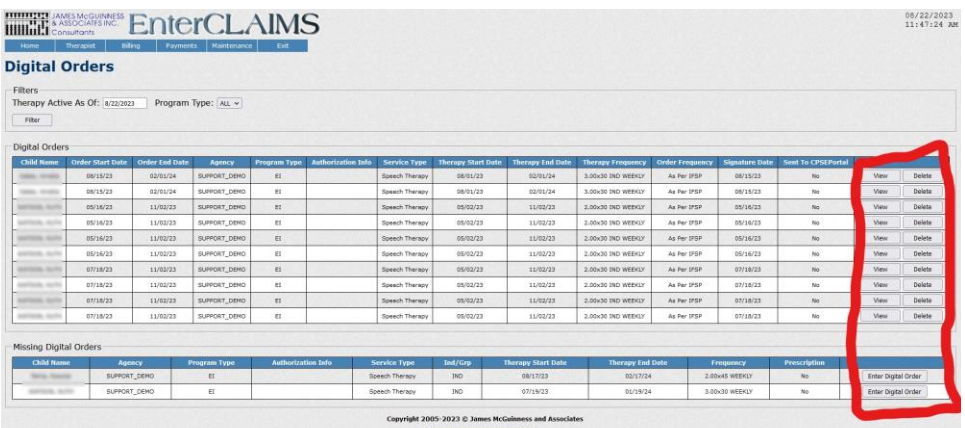


How to View/Print/Delete Digital Speech Order

- Go to “Therapist” > “Menu” > Digital Orders > Click “View” (you can print or save from this view) or “Delete” from the right column

How do you know if you are missing a prescription?

- Go to “Therapist”> “Menu”> Digital Orders>, scroll down to the second table, “Missing Digital Orders.” The children listed in this table have Missing Digital Orders. From here the SLP can click the “Enter Digital Order” button, to complete the missing digital order for the selected child



Digital Orders

Child Name	Order Start Date	Order End Date	Agency	Program Type	Authorization Info	Service Type	Therapy Start Date	Therapy End Date	Therapy Frequency	Order Frequency	Signature Date	Sent To CPSEPortal		
[illegible]	08/15/23	02/01/24	SUPPORT_DEMO	EI		Speech Therapy	08/01/23	02/01/24	3.00x30 IND WEEKLY	As Per IFSP	08/15/23	No	View	Delete
[illegible]	08/15/23	02/01/24	SUPPORT_DEMO	EI		Speech Therapy	08/01/23	02/01/24	3.00x30 IND WEEKLY	As Per IFSP	08/15/23	No	View	Delete
[illegible]	05/16/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	05/16/23	No	View	Delete
[illegible]	05/16/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	05/16/23	No	View	Delete
[illegible]	05/16/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	05/16/23	No	View	Delete
[illegible]	05/16/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	05/16/23	No	View	Delete
[illegible]	07/18/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	07/18/23	No	View	Delete
[illegible]	07/18/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	07/18/23	No	View	Delete
[illegible]	07/18/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	07/18/23	No	View	Delete
[illegible]	07/18/23	11/02/23	SUPPORT_DEMO	EI		Speech Therapy	05/02/23	11/02/23	2.00x30 IND WEEKLY	As Per IFSP	07/18/23	No	View	Delete

Missing Digital Orders

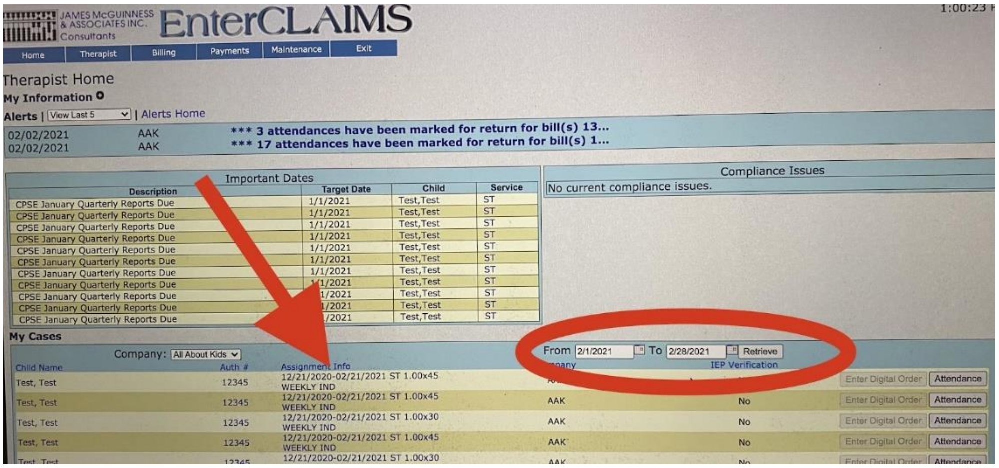
Child Name	Agency	Program Type	Authorization Info	Service Type	Ind/Grp	Therapy Start Date	Therapy End Date	Frequency	Prescription	
[illegible]	SUPPORT_DEMO	EI		Speech Therapy	IND	08/17/23	02/17/24	2.00x45 WEEKLY	No	Enter Digital Order
[illegible]	SUPPORT_DEMO	EI		Speech Therapy	IND	07/19/23	01/19/24	3.00x30 WEEKLY	No	Enter Digital Order

Continued Additional Information under Assignment Info:

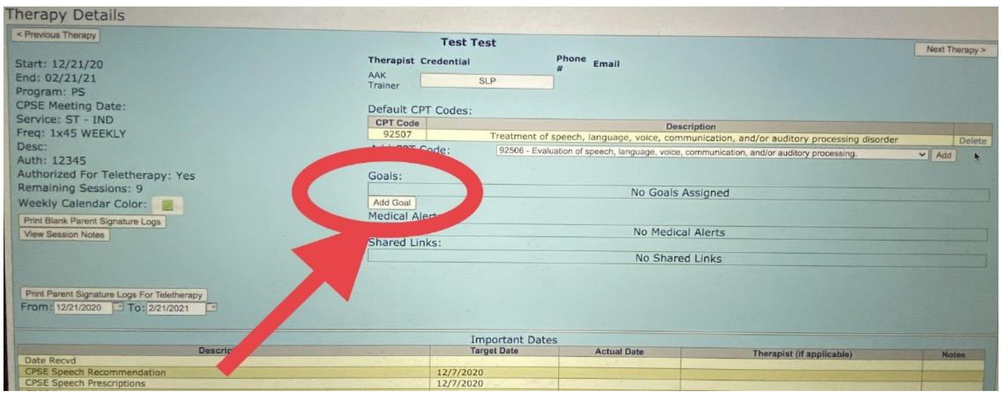
Entering Goals

You can add or delete goals at any time during the specified date range of service. You must ensure that the session note template for your region/county and program includes a goals section in order for them to populate using this feature. Not every region requires this. If your region does, then you MUST enter goals.

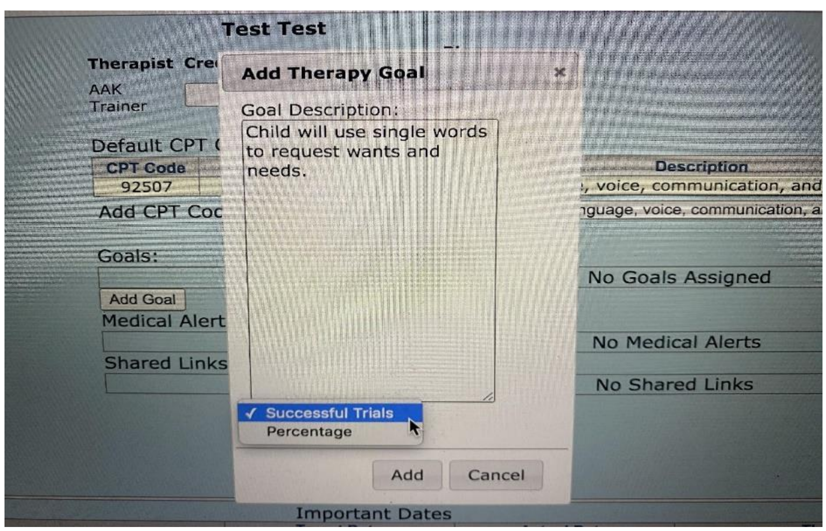
- First, click on the Assignment Info (Dates and Mandate) of the child in which you want to enter goals.



- The Therapy Details page will then display, which includes a section for goals. Click ADD GOALS.



- A pop-up window will then display where you can type in goals/objectives from the IFSP or IEP and choose the corresponding criteria measurement.



- Click ADD to save goal into child Therapy Details for that date range of service. Repeat these steps for all goals/objectives to be ADDED into the child's therapy details. Goals will need to be added for every new IEP or IFSP.

Reviewing CPT codes:

You are responsible to ensure the correct CPT code(s) is used for every service provided.

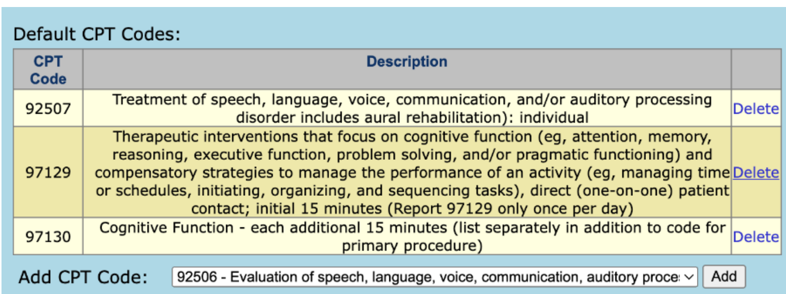
- The codes for the enrollment are the *SUGGESTED CODES*. You must *CHOOSE THE APPROPRIATE CODES* for the service you are doing and the duration of the session.

- The total duration of the CPT codes used MUST match the duration/time on each attendance prior to signing and submitting your session notes. **If codes are timed, please make sure you assign the appropriate number of timed codes to equal the length of the session. Example:** OT 30-minute session can use 97530 but needs to enter it TWICE as this code is broken down into 15 minutes.
- Untimed Codes cannot be combined with timed codes.

CPT codes are ONLY for Related Services (OT, PT, ST) cases. HCPCS Codes are ONLY for Early Intervention-Special Instruction and Family Training.

You have the ability to add/modify/delete the default CPT codes to your own preference.

- On your Home Page under My Cases, click on the Assignment Info (dates) which brings you to the Therapy Details page.
- Review the default CPT codes and choose what is clinically appropriate.
- Delete any codes that are not needed. Add codes from the drop down menu as needed.
- You have the ability to edit this at any time both under assignment info or on an individual note.
- NOCPT code is also available for use when service type is not Medicaid eligible (For example-CPSE SEIT, Parent Training and Related Service Coordination and CSE Parent Training).


Default CPT Codes:

CPT Code	Description	
92507	Treatment of speech, language, voice, communication, and/or auditory processing disorder includes aural rehabilitation): individual	Delete
97129	Therapeutic interventions that focus on cognitive function (eg, attention, memory, reasoning, executive function, problem solving, and/or pragmatic functioning) and compensatory strategies to manage the performance of an activity (eg, managing time or schedules, initiating, organizing, and sequencing tasks), direct (one-on-one) patient contact; initial 15 minutes (Report 97129 only once per day)	Delete
97130	Cognitive Function - each additional 15 minutes (list separately in addition to code for primary procedure)	Delete

Add CPT Code: 92506 - Evaluation of speech, language, voice, communication, auditory proce Add

Documentation and Billing- a Step-By- Step process

Documentation and billing go hand in hand; you can't do one without the other. EnterCLAIMS allows you to easily do both simultaneously.

The **documentation** process includes entering attendances and completing daily session notes. **Creating and submitting your bill** allows AAK to access your session notes not only for billing purposes *but also for compliance and audit purposes*. Without this step AAK cannot see or retrieve your notes.

Remember: EnterCLAIMS Documentation and Billing is
a Step-By- Step process

Step 1- Enter Attendance
- Check that attendances are entered under the correct child/enrollment and according to the mandate
- Confirm Time/Date/Attendance Code are accurate and SAVE attendance

Step 2- Obtain Parent/Guardian Signature
- Obtain through EnterCLAIMS on your device OR through Parent Portal
- Choose Parent/Guardian name or Other from drop-down menu before signing

Step 3- Provider Complete Session Note Details & Enter PIN to Sign
- Ensure CPT codes are entered and are accurate
- Add Goals (where appropriate) and that all responses/boxes are completed as necessary
- Enter PIN as digital signature once complete to be able to add to bill

Step 4- Create & Submit Bill
- Confirm attendance is entered for each mandate
- Ensure both Provided AND Cancelled sessions are included on bill

Step 5- Securely Email Bill to billing@aakcares.com
- Follow your region/program procedures to complete all necessary steps

These steps must be done in order. Completion of each step moves the process forward.

Each step must be completed and requires verification before saving, signing or creating a bill to avoid errors and returned bills.

Tip: Do not forget to click "Update" or "Save" whenever possible to ensure you don't lose your work.

Entering Attendances

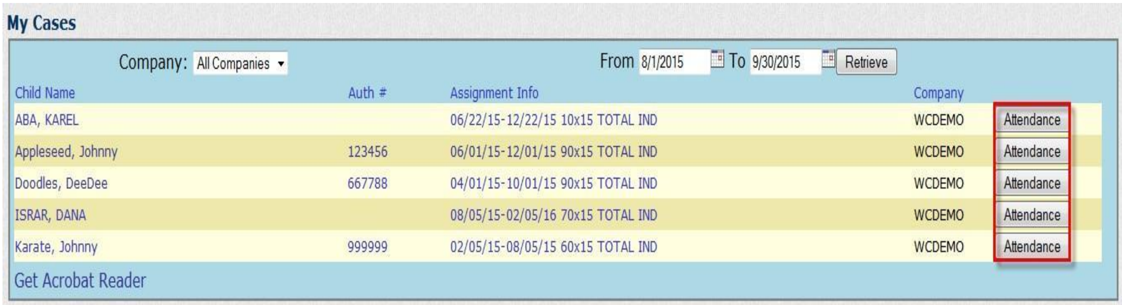
There are several ways to enter attendances. Choose one method to use consistently that works best for you.

These are the most commonly used methods for entering attendances. *Please use only one method to enter your attendance so that you will not create duplicate entries.

1. **Single Screen Attendance-"My Cases"**- Attendance by child.

This method adds an attendance for the live date and estimated session time (within 15 minutes).

Access from the **"Home"** page under **"My Cases"** and scroll to the right and click **"Attendance".**



The attendance can then be adjusted for accuracy and saved.

Please note you must modify your Therapist Preference setting to Single Attendance to use this method. Please refer to the previous Therapist Preference Settings section for more detail.

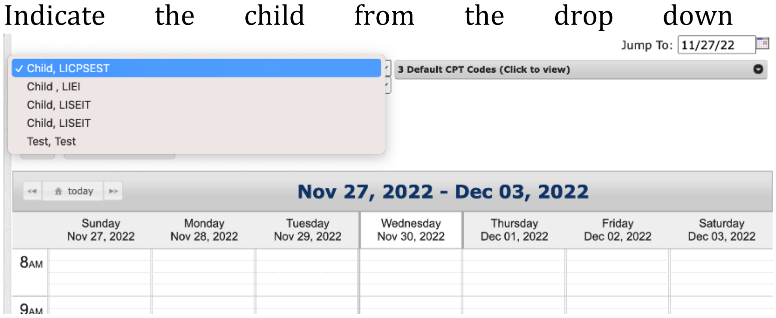
*This is the only method of entering attendance where you can also obtain parent/guardian signatures.

2. **Weekly Attendance Calendar** - Attendance by week.

This method allows you to enter one or multiple attendances for each case per week.

Access from the **"Therapist"** tab **"Weekly Attendance Calendar".**

Indicate the child from the drop down you wish to add to calendar.

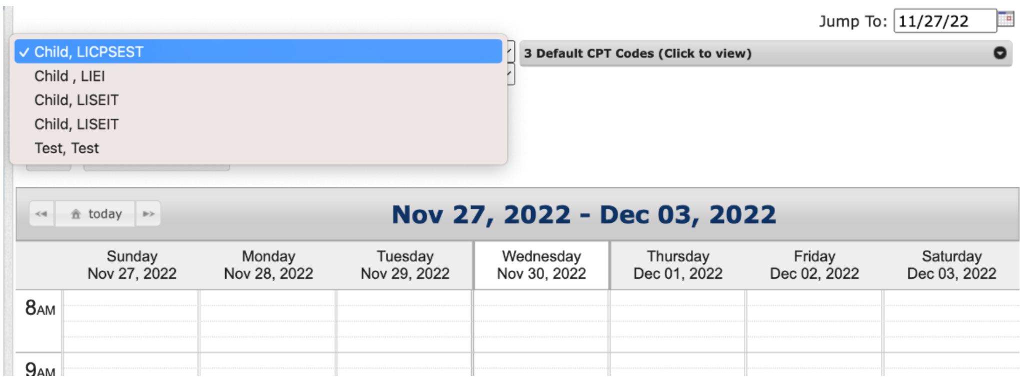


- Click on the date and time of the session. The number of minutes designated on the IEP/IFSP will populate. Please be sure AM/PM is accurate.
- Through this method, you can enter the days/times that the anticipated services are scheduled as per the mandated frequency.
- You must then click **"Update"** to the calendar and then click **"Save"**.
- This attendance can then be accessed individually by date in "My Day"-> "Today's Schedule"-> to obtain parent/guardian signatures.

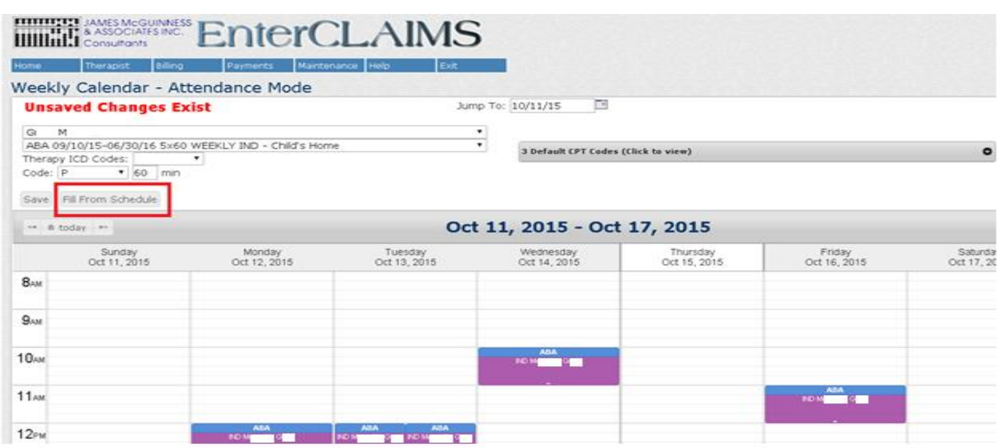
3. **Weekly Schedule Calendar** - Auto-fills attendances from your pre-set schedule. (Optional)

- This method allows you to add attendances from your pre-set weekly schedule instead of entering attendances manually per week on to your Weekly Attendance Calendar.
- Access from the **"Therapist"** tab **"Weekly Schedule Calendar"** and indicate the child from the drop down you wish to add to calendar.

- Click on the date and time of the session. The number of minutes designated on the IEP/IFSP will populate. Please be sure AM/PM is accurate.
- Ensure you enter your attendances as per the mandated frequency.



- You must then click **"Update"** to the calendar and then click **"Save"**. Repeat for every child on your AAK caseload until your set schedule for the week is completed.
- At the beginning of each week, you must then go to **"Therapist"** tab **"Weekly Attendance Calendar"** and in the top left corner click **"Fill From Schedule"**. This populates all the attendances previously entered in your "**Weekly Schedule Calendar"**. You must then click **"Update"** to the calendar and then click **"Save"**.
- The attendance can later be adjusted for accuracy if needed. Please note-when using **"Fill from Schedule"** feature, the attendance code will automatically be "P" (provided). Be sure to adjust the code as needed.
- These attendances can then be accessed individually by date in "My Day"- "Today's Schedule" to obtain parent/guardian signatures.
- Please note that your Weekly Schedule Calendar is almost like your permanent schedule. If a child makes a change permanently, then you will need to modify the schedule section to edit it as of the date of the change.



ACCESSING ATTENDANCES TO COMPLETE SESSION NOTE

Once your attendance has been entered, you can access the note at any time prior to signing and billing. Any of the methods listed above can be used to enter details of the session and complete the session note, even after the parent or guardian has signed.

However, if you alter the **DATE, TIME,** or **SESSION CODE**, the parent/guardian signature will be void and it will need to be re-signed.

Please see the section on Session Notes for detailed information on what is required to be included on a session note to make it complete and compliant.

ACCESSING ATTENDANCES TO OBTAIN PARENT/GUARDIAN SIGNATURE

Parent/Guardian Signatures for BOTH **in-person** and **telehealth** services will ONLY be collected and accepted online electronically via EnterCLAIMS for the following regions and programs:

- Early Intervention services through **ALL** regions
- CPSE in **ALL** regions
- CSE on Long Island (in most cases)

In-Person Services- Signatures may be collected on a device or/and through the Parent Portal.

Telehealth Services- Signatures must be collected through the Parent Portal.

- **Paper Signature Logs will NOT be accepted.**
- An EnterCLAIMS Alert for Missing Parent/Guardian Signatures without the ability to bypass will prevent you from creating your EnterCLAIMS bill.
- **ALL signatures MUST be obtained from the parent contemporaneously** (as close to the end of the session as possible) and must be submitted to AAK by the billing submission deadlines.

Service providers are required to obtain a signature after every session to confirm their service was delivered in accordance with the mandate, as well as to prevent fraud. The Parent/Guardian signature confirms that the date, start time and end time of the session is accurate.

Obtaining Online Parent/Guardian Signatures on a Device

To obtain parent/guardian signatures on a device (in-person services), you must use one of the following ways to access the single attendance screen.

1) Obtaining signatures through My Day - Single Attendance

Session date must first be entered into EnterCLAIMS weekly attendance calendar on the date and time of the scheduled session or previously filled from schedule.

1. Go to “My Day” under the Home tab

2. On the “My Day” screen click on “Today’s Schedule”

3. Enter the Date of the session that you want and click “Retrieve”

4. Once the child name appears, click on “Attendance”

5. Choose the correct Attendance Code for your session. (P, CA, TA, MU etc).

6. Confirm the date and time is accurate or make any adjustments.

7. Scroll to bottom and click on “Guardian Signature” to open.

8. Have the Guardian sign with finger or stylus and indicate from drop down the name of the person signing.

9. Make sure to SAVE after obtaining the Guardian Signature. You may need to click off warnings. Be sure to confirm “Attendance was saved successfully”.

<u>2) Obtaining signatures through My Cases - Single Attendance</u>

Your therapist preferences for Home Screen Attendance must be set to “Single Attendance Screen” to use this method.

Session date must first be entered into EnterCLAIMS weekly attendance calendar on the date and time of the scheduled session or previously filled from schedule.

1. Go to “My Cases” under the Home tab

2. Click on the “Attendance” button to the right of the child’s name

3. Choose the correct Attendance Code for your session. (P, P-NOGS, CA, TA, MU etc).

4. Confirm the date and time is accurate or make any adjustments.

5. Scroll to bottom and click on “Guardian Signature”

6. Have the Guardian Sign with finger or stylus and indicate from drop down the name of the person signing.

7. Make sure to SAVE after obtaining the Guardian Signature. You may need to click off warnings. Be sure to confirm “Attendance was saved successfully”.

*****IMPORTANT**Once the parent/guardian signature is saved, any change of attendance code, date and time will delete the signature and require you to obtain a new signature.**

Provider Instructions for Obtaining Parent/Guardian Signatures through Parent Portal

Please note: Parent/Guardian **MUST** create an account in order to sign attendances through the Parent Portal. If you are obtaining signatures in-person on your device, parents do NOT need to create an account through the Parent Portal.
Prior to starting a new case with All About Kids, you must confirm who will be signing off on your session attendances and complete the following steps for each authorized signer (please note each guardian must have their own separate email address and account):

1. Confirm Parent/Guardian Email Address on File with AAK through your EnterCLAIMS Account
   - Log into to your EnterCLAIMS account.
   - Click on the child’s name under “My cases”

- You will now be on the Child Details page.
- Under Guardian Info, click on the + sign to the right of the guardian's name. This will open up the information where you can view the email address on file with AAK.

2. Confirm the email address on file with AAK matches the parent/guardian email address they will use to create their account. If the parent will not be using the same email address as what is on file, the provider must contact All About Kids with the correct updated email address. AAK will update email on file.

3. Provide Parent/Guardian Instructions and Clear Expectations of Signing Expectations:
It is the provider's responsibility to:

- Ensure parents have a clear understanding that they are expected to sign attendances contemporaneously.
- Parent Instructions handout provided in English and Spanish
- Offer parents assistance in setting up their account prior to your first session.
- At the end of your first completed session and each session following, ensure they receive the notice to sign attendances in their EnterCLAIMS account
- Verify in EnterCLAIMS that parent/guardian has signed prior to submission of billing/creating your bill
- Provide parent with instructions for using Parent Portal
    - Available here:
        - Parent_Guardian EnterClaims Instructions- Creating Account, Signing Consent and Signing Session Notes in EnterClaims (1) (2).pdf
        - Spanish Instructions- Parent.Guardian Signatures In EnterClaims- Creating Account, Signing Consent and Signing Attendances (2).pdf)

4. Obtaining Parent/Guardian Signatures through Online Parent Portal

- You must obtain parent/guardian signatures contemporaneously. The signature verifies the date, start time and end time of your session.
- Request online signatures through:
    - Single Attendance Screen-My Day or My Cases->Attendance
    - Weekly Attendance Calendar

To request parent/guardian signatures through the Parent Portal, you must use one of the following ways:

A) Requesting online signatures through My Day - Single Attendance

Session date must first be entered into EnterCLAIMS weekly attendance calendar on the date and time of the scheduled session or previously filled from schedule.

1. Go to "My Day" under the Home tab

2. On the "My Day" screen click on "Today's Schedule"

3. Enter the Date of the session that you want and click "Retrieve"

4. Once the child name appears, click on "Attendance"

5. Choose the correct Attendance Code for your session. (P, CA, TA, MU etc).

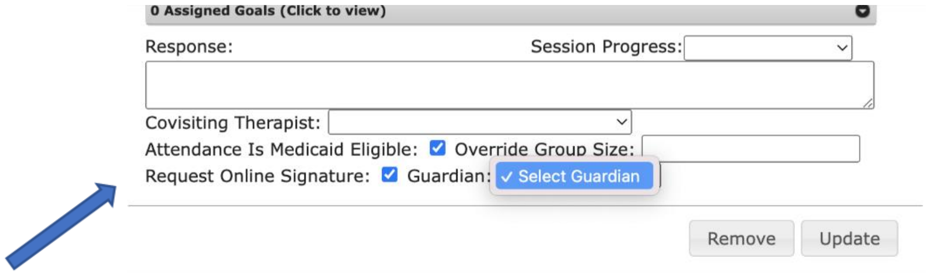
6. Confirm the date and time is accurate or make any adjustments.

7. Scroll to bottom and click on "Guardian Signature" to open.

8. Click on "Request Online Signature"

9. Indicate from drop down to the right the name of the person who will be signing.

10. Make sure to UPDATE and SAVE after requesting the online signature.



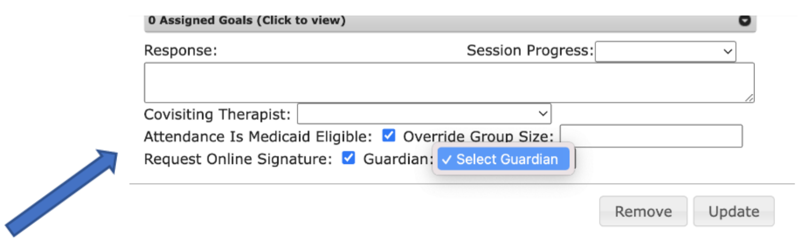
*****IMPORTANT**Once the parent/guardian signature is saved, any change of attendance code, date and time will delete the signature and require you to obtain a new signature.**

B) Requesting online signatures through My Cases - Single Attendance

Your therapist preferences for Home Screen Attendance must be set to "Single Attendance Screen" to use this method.

Session date must first be entered into EnterCLAIMS weekly attendance calendar on the date and time of the scheduled session or previously filled from schedule.

1. Go to "My Cases" under the Home tab
2. Click on the "Attendance" button to the right of the child's name
3. Choose the correct Attendance Code for your session. (P, CA, TA, MU etc).
4. Confirm date and time is accurate or make any adjustments.
5. Scroll to bottom and click on "Guardian Signature"
6. Click on "Request Online Signature"
7. Indicate from drop down to the right the name of the person who will be signing.
8. Make sure to UPDATE and SAVE after requesting the online signature.



*****IMPORTANT**Once the parent/guardian signature is saved, any change of attendance code, date and time will delete the signature and require you to obtain a new signature.**

C) Requesting online signatures through Weekly Attendance

Session date must first be entered into EnterCLAIMS weekly attendance calendar on the date and time of the scheduled session or previously filled from schedule.

1. Go to "Therapist" tab on top of Home Page
2. Click on "Weekly Attendance Calendar"
3. Click on the session you are requesting an online signature for from the parent/guardian

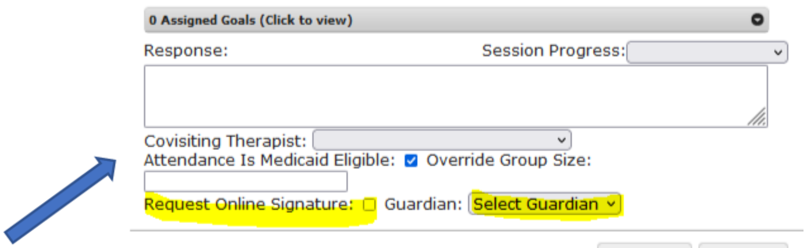
4. Choose the correct Attendance Code for your session. (P, CA, TA, MU etc).

5. Confirm the date and time is accurate or make any adjustments.

6. Click on “Request Online Signature”

7. Indicate from drop down to the right the name of the person who will be signing.

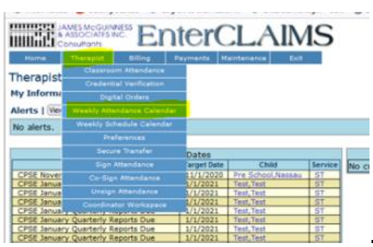
8. Make sure to UPDATE and SAVE after requesting the online signature.

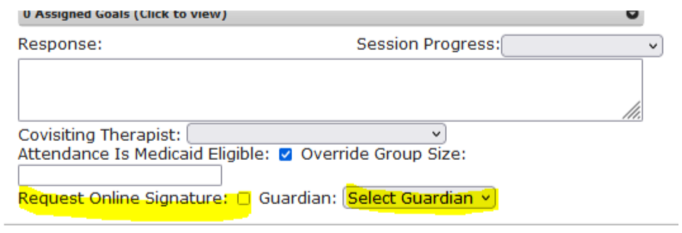


5. Once you Request Online Signature from the guardian, it will send them an email and/or alert notifying them they have sessions to sign. Then they log onto the system and sign the sessions.

6. Verify parent/guardian signatures were completed at the end of session or as close to the end of session as possible.

- Communicate with your families at the end of each session and verify they received the email request to sign.
- Confirm with parents that they signed the attendance in their EnterCLAIMS account at the end of the session.





*****IMPORTANT**Once the parent/guardian signature is saved, any change of attendance code, date and time will delete the signature and require you to obtain a new signature.**

7. In order to receive alerts in EnterCLAIMS and an Email to notify you when the parent/guardian signs, you must complete the following:

- Go to “Therapist” on the top of the Home Page
- Click on “Preferences”
- Scroll to the last choices and check off **BOTH** of the following boxes:

  “Receive email when general alert is received.”

  “Receive email when attendance send back alert is received.”

- You will now receive an alert on your Home page and an email to notify you when parent/guardian has signed.

Read	Posted	Expires	Company	Resolved	Message
New	10/20/2022	10/23/2022	All About Kids	No	[redacted] has signed an attendance for [redacted] on 10/20/22
New	10/20/2022	10/23/2022	All About Kids	No	[redacted] has signed an attendance for [redacted] on 10/20/22
New	10/20/2022	10/23/2022	All About Kids	No	[redacted] has signed an attendance for [redacted] on 10/20/22
New	10/20/2022	10/23/2022	All About Kids	No	[redacted] has signed an attendance for [redacted] on 10/20/22
New	10/19/2022	10/22/2022	All About Kids	No	[redacted] has signed an attendance for [redacted] on 10/18/22

8. Confirm online signature was obtained in your EnterCLAIMS account ***BEFORE*** creating your bill.

    1. Go to “Therapist” on top of Home Page

    2. Click on “Sign Attendances”

    3. Last column to the right Guardian Signature should read YES. If No, you must obtain parent/guardian signature.

Parent/Guardian EnterCLAIMS Portal Instructions- Creating an Account, Signing Consent and Signing Attendances

As the provider, it is <u>your</u> responsibility to ensure the parent/guardian receives the following information. It is your responsibility to assist parents when needed in creating and using a Parent Portal account.

Instructions: Your service provider is required to obtain a signature at the conclusion of every session to confirm their service was delivered in accordance with the mandate, as well as to prevent fraud. Your signature confirms that the date, start time and end time of the session is accurate. Parent/guardian signatures must be obtained contemporaneously (as close to the end of the session as possible). Don’t hesitate to discuss any date or time discrepancies with your provider and/or All About Kids.

Step 1 - Guardian will create and confirm their account

Step 2 - Guardian will Sign the Consent to Submit Online Signatures

Step 3 - Guardian will log in and sign for the requested attendances

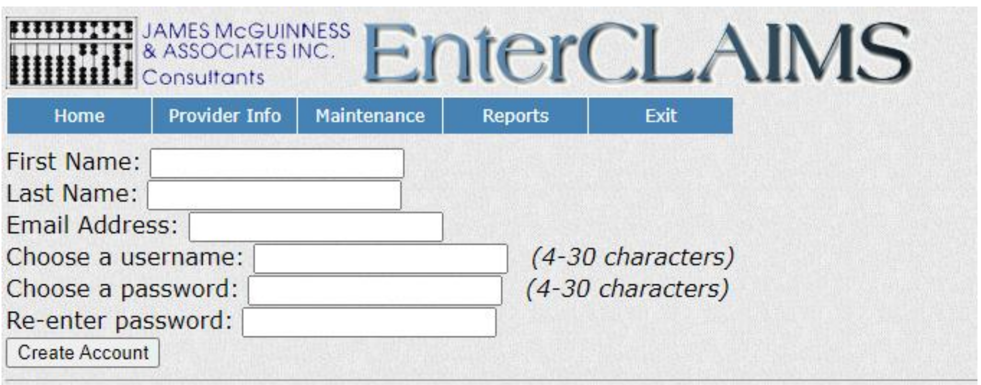
Step I: Create and Confirm Parent/Guardian Account

Go to https://www.EnterCLAIMS.com

Click on “Don’t have a username and password”

The Parent/Guardian will receive an email directing to the EnterCLAIMS signup screen to begin setting up their account. Check Spam/Junk folder if you do not receive the email. You can also "Click here" if you do not receive the activation email.

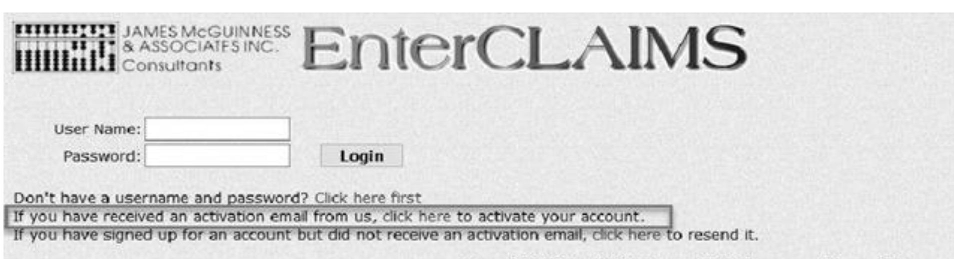
The Parent/Guardian needs to enter the information on the account creation screen to create their account.



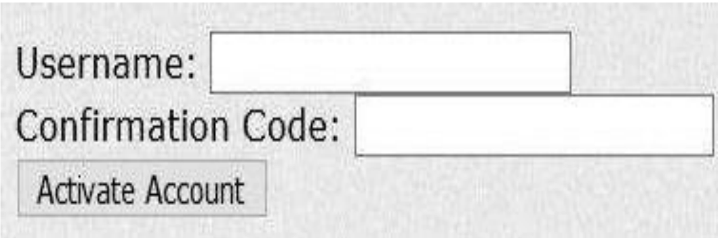
** The Parent/Guardian MUST use the email address that is on file with All About Kids

The Parent/Guardian will receive a confirmation email with a confirmation code.

The Parent/Guardian MUST then confirm their account by clicking the link on the email received, or by going to the second option on the EnterCLAIMS website "If you have received an activation email from us, click here to activate your account".



The Guardian will then be prompted to enter their username and the Confirmation code that was received to complete their account set up.



Step 2- Complete Online Signature Consent

After the account has been created and confirmed, the Parent/Guardian will log in with the username and password they chose and will be brought to the Parent/Guardian Home screen.

Guardian Home

Information
To submit online signatures for a therapy, you must first sign the consent form listed in the table to the left. Attendances awaiting signatures will then appear in the table below.

Consent Forms
Child Name
QUINN, EDMUN D

Attendances to Sign
Select Child Child:

Sign Consent Start Date End Date

Child Name	Service Date	Serv'ice Description	Company
MENTZINGER, SELA	7/21/2020	20.00x15 TOTAL COOR	4/11/202010/10/2020 CLAIMS Dev
IMENTZINGER, SELA	7/22/2020		

From 7/1/2020 To 8/31/2020 Retrieve

	Requested Date	'TherapiSt Name		
IMENTZINGER, SELA	7/27/2020	VILLON, SANUNU	7/21/2020	Sign Attendance
MENTZINGER, SELA	7/29/2020	VILLON, SANUNU	7/22/2020	Sign Attendance
IMENTZINGER, SELA	8/3/2020	VILLON, SANUNU	7/29/2020	Sign Attendance I
		VILLON, SANUNU	7/29/2020	Sign Attendance
		VILLON, SANUNU	8/3/2020	Sign Attendance I

On this screen there will be a "Consent Forms" notice at the top of the box. The Parent/Guardian will be required to select the "Sign Consent" button as a onetime consent per enrollment, to authorize your signature.

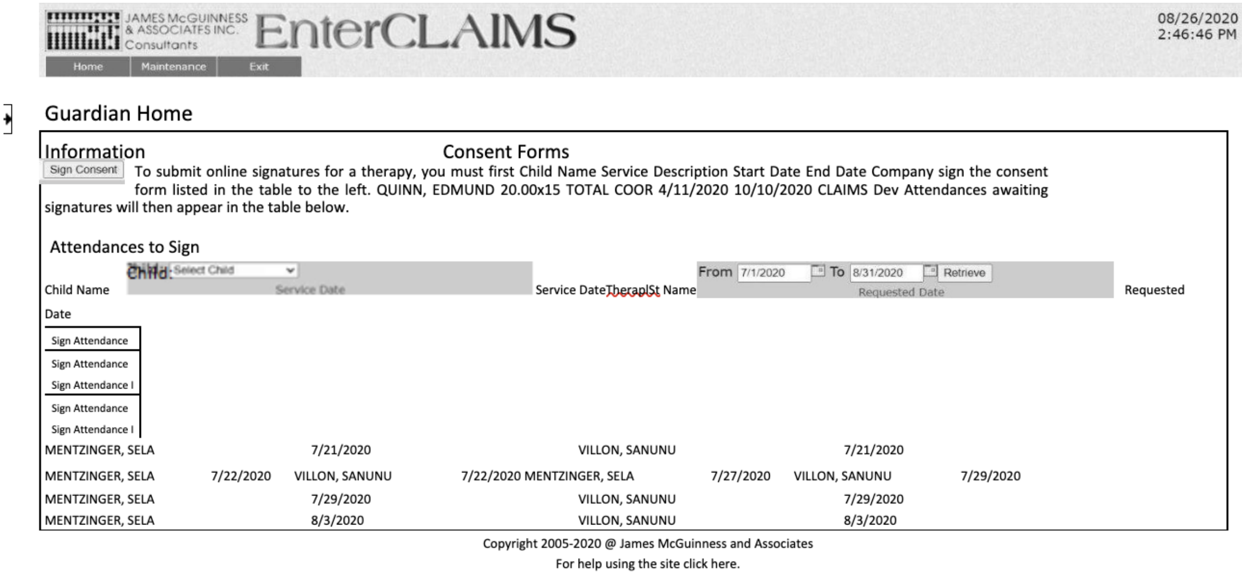
Sign Consent

The Guardian must check off the box to consent to the signature being collected online. The Services provided via Teletherapy is optional. They will then sign in the box and press the Sign Button and the Consent will be signed for the authorization.

Step 3 - Sign Attendance

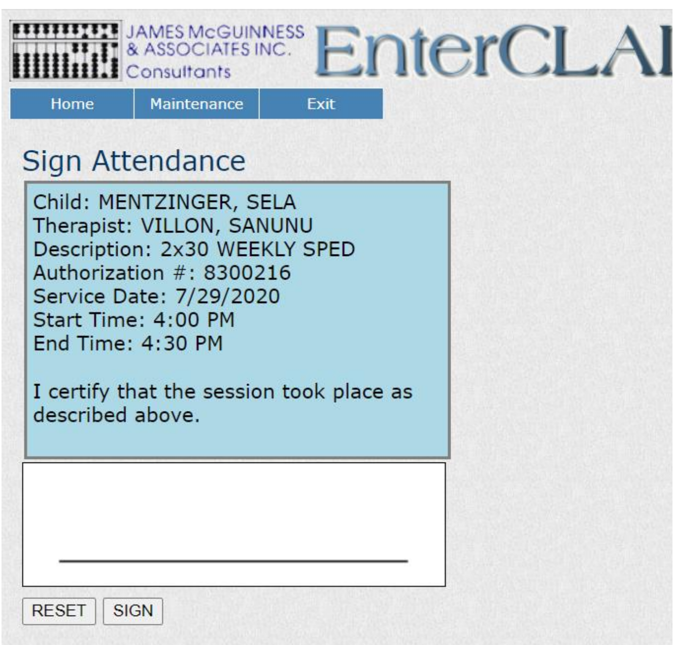
Once the Guardian has completed the "Sign Consent" step, they' Il be able to sign online for an attendance.

On the Guardian Home screen, they will see any attendances that are awaiting an online signature. There will be a "Sign Attendance" button off to the right-hand side on an enrollment line.



* * Note that the Guardian will not be able to view their pending signature requests until they have signed the consent for the Therapy.

Clicking the "Sign Attendance" button will bring up the below screen which displays identifying information about the Attendance in question.



The Guardian will sign in the box, press "sign" and the request to sign the attendance will be removed from their Guardian Home screen.

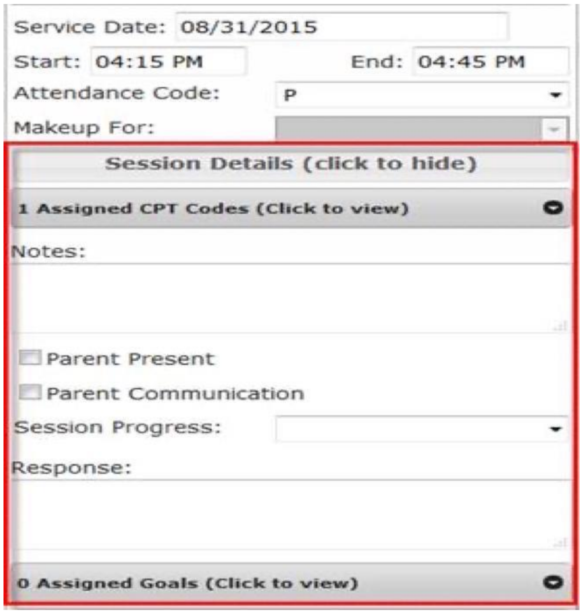
Verify with your Provider that the signature was received.

COMPLETING SESSION NOTES

Please remember you can go back into a note to fill out details regarding the session AFTER you have received a parent/guardian signature. However, the details should be completed contemporaneously to ensure accuracy and validity. Below sections details necessary parts of a complete and compliant session note as well as best practices.

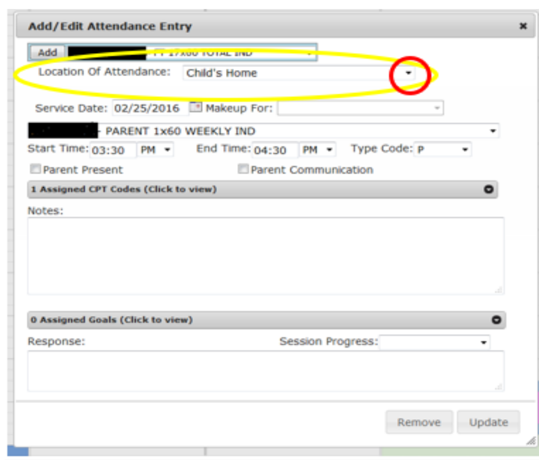
SESSION NOTE DETAILS

- Click on **Session Details** to enter your notes.



ATTENDANCE- LOCATION

- **<u>Location</u>:** As a reminder, please ensure the location for each child/enrollment matches what is listed in the IFSP/IEP. If it is incorrect, you must contact AAK immediately.



LOCATION FOR TELETHERAPY

As a reminder, telehealth MUST be approved for each individual case and must follow program regulations and guidance.

The following platforms represent that they provide HIPAA-compliant video communication products and that they will enter into a HIPAA (Health Insurance Portability and Accountability) BAA:

Skype for Business
Microsoft Teams
Updox
VSee
Zoom for Healthcare
Doxy.me
Google G Suite Hangouts Meet
Cisco Webex Meetings / Webex Teams
Amazon Chime
GoToMeeting
Spruce Health Care Messenger

For Early Intervention: Location will continue to display Home/Community and remain consistent to IFSP. No change.

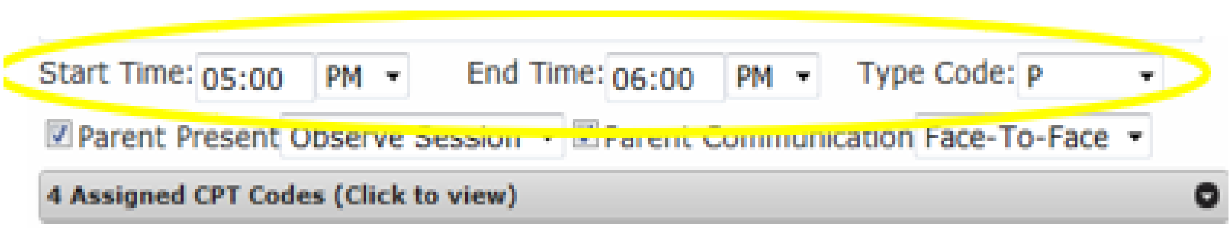
Preschool/School Age: In the dropdown menu under **Location**, select **“Teletherapy" or** for NYC **"Location of Temporary Childcare Arrangement Made by the Parent”**

*This step is in addition to the check box that indicates "Provided via Teletherapy"

ENTERING ATTENDANCE- TIMES

Start/End Time: Provider is responsible to enter Start and End Time. Session Note **MUST** reflect **ACTUAL** times the session took place not the scheduled time the session was planned to occur. You MUST review the start and end time for each session, modify and confirm for accuracy.

- If you are typically scheduled to see the child from 8:00 AM to 9:00 AM, but you arrived at 8:10 AM, then your note should indicate 8:10 AM to 9:10 AM.



Be sure to check your times for accuracy.

Overlapping times will not allow you to save your session notes and will cause billing errors.

Sessions are permitted between 6:30AM and 9:00PM for Early Intervention. CPSE & CSE sessions must adhere to contractual agreements between AAK & districts.

Any sessions scheduled outside of these times MUST be approved by AAK.

****Parental/Guardian signature will be lost if time is changed after signature was obtained.**

ENTERING ATTENDANCE CODES

Attendance Code: Provider is responsible to indicate the appropriate attendance code type for each session date, utilizing the drop down in EnterCLAIMS.

ATTENDANCE CODE KEY -

P	**Provided Service** (obtain Online Guardian Signature) **Provided Related Service Coordination CPSE** (no Guardian signature required)
CA **CV**	**Child Absence** **Child Vacation (for EI only)**
TA **TV**	**Therapist Absence** **Therapist Vacation (for EI only)**
MU	**Make-Up Session (must choose missed session date from drop down menu)** (obtain online guardian signature)
H	**Holiday**
SC	**School Closed-indicate reason in note session (weather, Election Day, etc)**
SA	**Attended CSE IEP Meeting**
NB	**Provided Non-Billable SEIT Related Service Coordination**

There may be times when you are asked to use a different Attendance Code where billing requires the use of a different code, not listed above. In these instances, you will be directly contacted by the billing department.

CO-VISITS

- Co-visits MUST be authorized and listed on IFSP
- Utilize the appropriate Attendance Code "**COVISIT"** or "**COVST**" for Co-Visit
- Choose the "Co-visiting Therapist" name from drop down if the other provider is from All About Kids

Request Online Signature: ☐ Guardian: Select Guardian

ABSENCES AND CANCELLATIONS

- Session notes for Cancellations/Absences/Vacations must be completed when the weekly mandate is not met.
- Utilize the appropriate Attendance Code (CA-Child Absent, TA- Therapist Absent)
- Every missed session MUST include a reason for absence in the Notes Section of the session note. Attendance Code alone is not sufficient documentation of reason.
    - Therapy family-driven reason
    - Therapist driven reason (illness, scheduled vacation)
    - circumstances such as illness, emergencies, hazardous weather or other circumstances beyond the provider's control

session and Mom was in agreement.

ATTENDANCE-MAKEUPS

Always refer to your region and program for specific make-up regulations.

When providing Make-Up sessions, utilize the code MU and <u>indicate the Date of Missed Session</u> in the Makeup For: section from the drop down. If you have not entered the missed session, you will not be able to enter the make-up session.

EI- Follow IFSP for # of make-ups allotted per IFSP period and ensure each make-up is provided according to make-up policy within the region.

CPSE: Please refer to the specific county policy guidelines for make-ups.

CSE: Please refer to the school district policy guidelines for make-ups.

NYC SEIT Absences: If session times do not match the mandated duration of session on IEP (child gets ill, therapist has emergency and needs to leave), please complete ONE note for time completed and ADD second note with Absence. Indicate date and reason of absence on your absence session note.

Total must match mandated duration of session (Mandate 60 minutes- P- 9:30-10:00 TA- 10:00-10:30).

CPSE SEIT ONLY absences must include Verification of Absence and Make-up Session Form as appropriate for program/service. ONLY use one date per form and indicate if make-up session was offered. Include make-up session date if occurs within the same month. If scheduled for following month, leave blank and include a copy of the COMPLETED form in the following months billing.

SESSION NOTE-PARENT COMMUNICATION

Communication: Provider is responsible to indicate how they communicate with the family regarding each session.

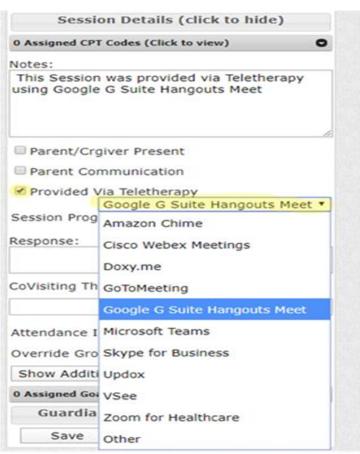
1) Parent/Caregiver Present Box: Provider indicates when a parent/caregiver is present by checking the box and indicating Observe Session, Parent Training or FBA/BIP Review.

2) Parent Communication Box: Provider checks box when in communication with parent/caregiver and indicating Face-to-Face, Phone, Email, Speech Notebook, or Agenda Book. Check the box next to parent communication on each session to indicate the type of communication that took place.

DOCUMENTING TELEHEALTH ON ATTENDANCE

Telehealth MUST be approved for each individual case and must follow program regulations and guidance.

Check the box "Provided Via Teletherapy" from My Day or Single Attendance Screen view and indicate which platform was used from the drop down.

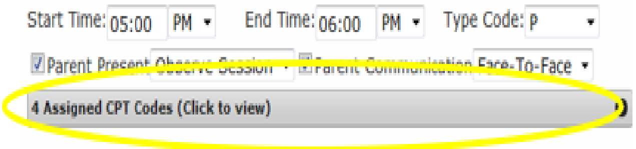


SESSION NOTES - CPT/HCPCS CODES

CPT/HCPCS Code: A Current Procedural Terminology (CPT) is a medical code set that is used to report medical, surgical, and diagnostic procedures and services to entities such as Medicaid physicians, health insurance companies and accreditation organizations. CPT codes are used in conjunction with ICD-10-CM numerical diagnostic coding during the billing process.

CPT codes are ONLY for Related Services (OT, PT, ST) cases. HCPCS Codes are ONLY for Early Intervention-Special Instruction and Family Training.

***For further information and clarification, please refer to Medicaid or your discipline licensing and credentialing board.**



- The default CPT Codes offered in EnterCLAIMS are *SUGGESTED* approved codes related to the assigned service type. You are responsible to <u>ensure the correct CPT code(s)</u> is used.
- The total duration of the CPT codes used MUST <u>match the duration/time</u> on each attendance prior to signing and submitting your session notes. **If codes are timed, please make sure you assign the appropriate number of timed codes to equal the length of the session. Example:** OT 30-minute session can use 97530 but needs to enter it TWICE as this code is broken down into 15min

You have the ability to add/modify/delete the default CPT codes to your own preference.

- On your Home Page under My Cases, click on the Assignment Info (dates) which brings you to the Therapy Details page.
- Review the default CPT codes and you can modify as needed so moving forward it will default to what you have chosen.
- Delete any codes that are not needed. Add Codes from the drop-down menu as needed.
- You have the ability to edit this at any time, both here and on each individual note.
- NOCPT code is also available for use when service type is not Medicaid eligible (For example-CPSE SEIT, Parent Training and Related Service Coordination and CSE Parent Training).

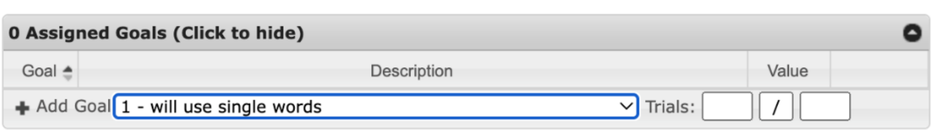
Default CPT Codes:

CPT Code	Description	
92507	Treatment of speech, language, voice, communication, and/or auditory processing disorder includes aural rehabilitation): individual	Delete
97129	Therapeutic interventions that focus on cognitive function (eg, attention, memory, reasoning, executive function, problem solving, and/or pragmatic functioning) and compensatory strategies to manage the performance of an activity (eg, managing time or schedules, initiating, organizing, and sequencing tasks), direct (one-on-one) patient contact; initial 15 minutes (Report 97129 only once per day)	Delete
97130	Cognitive Function - each additional 15 minutes (list separately in addition to code for primary procedure)	Delete

Add CPT Code: 92506 - Evaluation of speech, language, voice, communication, auditory proce Add

Session Notes – Adding Goals and Data to Note

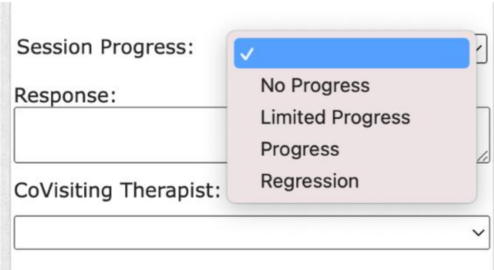
- On your session note, Click to open and choose the assigned goals. (*Goals must be entered on child's therapy details and be available on the session note template for the region and program as previously mentioned in this manual).
- Highlight goal from drop down.
- Include your data by trials or percentage in relation to child's performance on that goal.
- Click on "Add Goals" to add to your session note.



Session Notes--Progress Indicator

- <u>Session Progress Indicator</u>: Provider must choose one session progress indicator (No Progress, Limited Progress or Progress) from the drop down to describe overall session progress.

- In addition to the progress indication drop down, you need to include a statement of progress once every week or two depending on frequency of service. Also include statement for your continued plan of care/treatment/intervention.



SESSION NOTE--BEST PRACTICES

1) Provide a clear and accurate description of what occurred during the session.

2) Include information that is individualized and non-repetitious.

3) Describe materials (toys, songs, books) and activities (building blocks, coloring) utilized to target IEP/IFSP goals and objectives. The number of activities should be related to the duration of the session.

4) Provide information regarding engagement, behavior, attending and overall performance.

5) Early Intervention notes must also include documentation that services are being delivered within the context of the family's natural routines and are functional for the child. Also specify parental concerns and coaching strategies used to help the family/caregivers within home or center-based program successfully support the child related to their IFSP outcomes.

6) CPSE/CSE notes should include communication with other IEP team members (teachers, related service provider, district).

7) Include quantitative and qualitative data directly related to the student's goals and objectives which should then be utilized to monitor progress for reporting to families and district.

8) Indicate strategies, techniques, type of prompts used, and level of support provided in order to elicit the desired response.

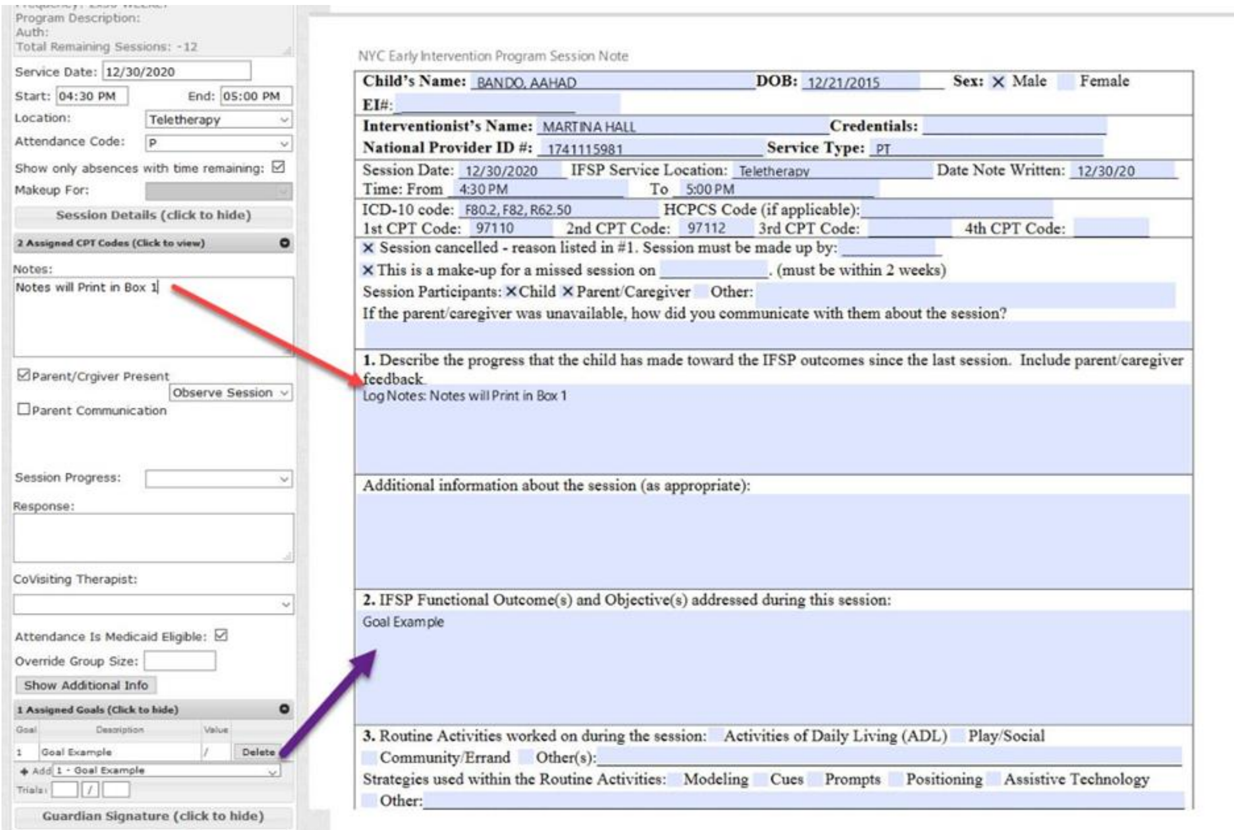
9) Any relevant information which may be affecting progress (avoidance, refusal, redirection to attend, absences).

10) Include a progress statement and statement for your continued plan of care/treatment/intervention.

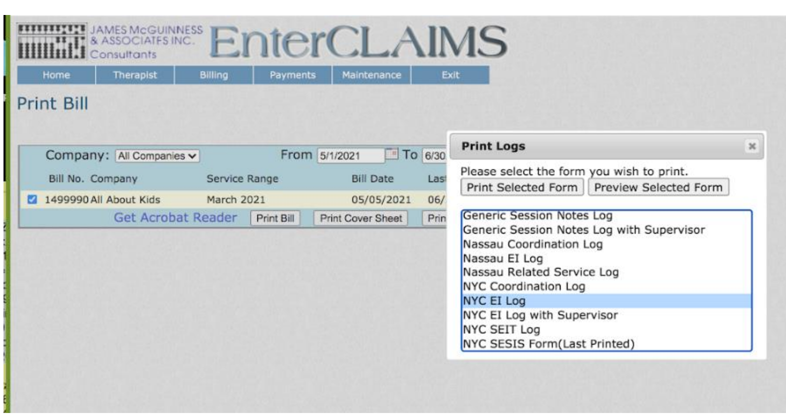
Session Notes-- Template Examples

The following pictures show examples of how each of the sections on the notes you fill out on EnterCLAIMS will autofill to region and program-specific templates when you choose to print or save.

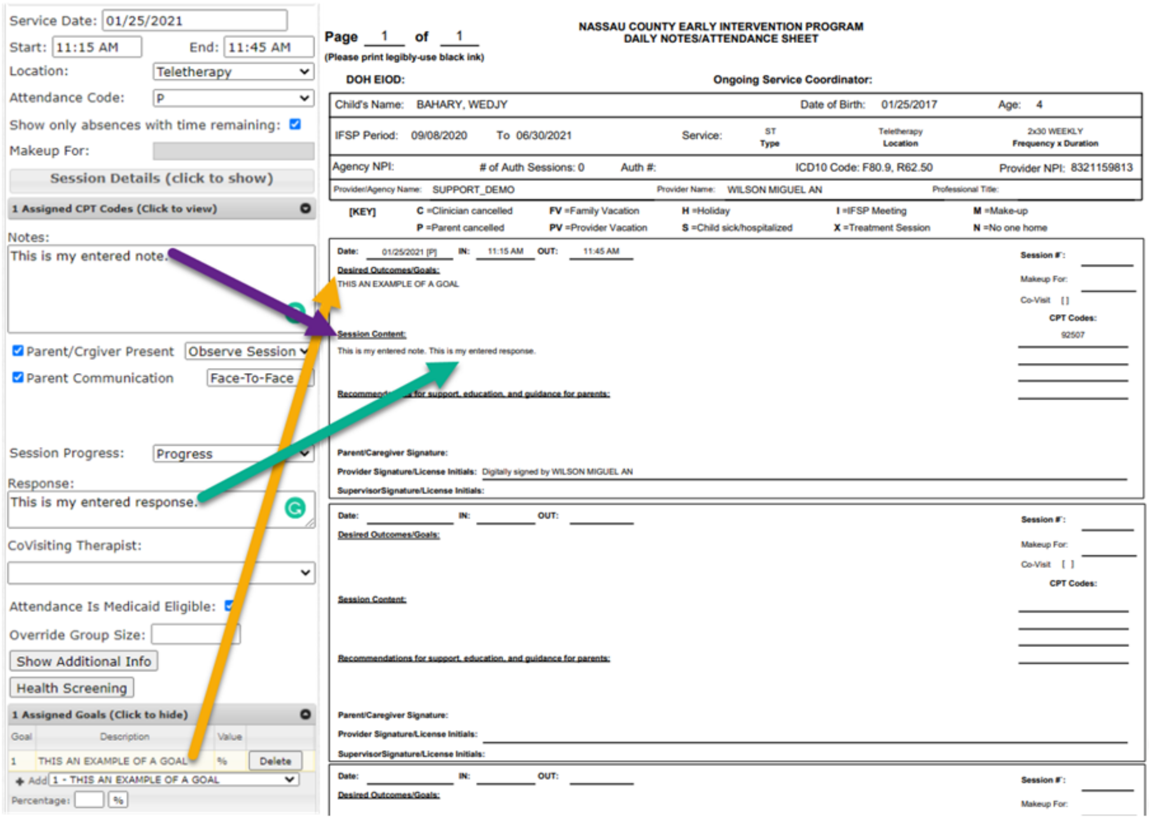
NYC EI Template



- Notes section populates to "Describe the progress of the child".
- Goals populate into "IFSP Outcome section".
- Must use "Additional Info" Button to include all required info.
- To print on this specific template, utilize NYC EI Log from drop down.

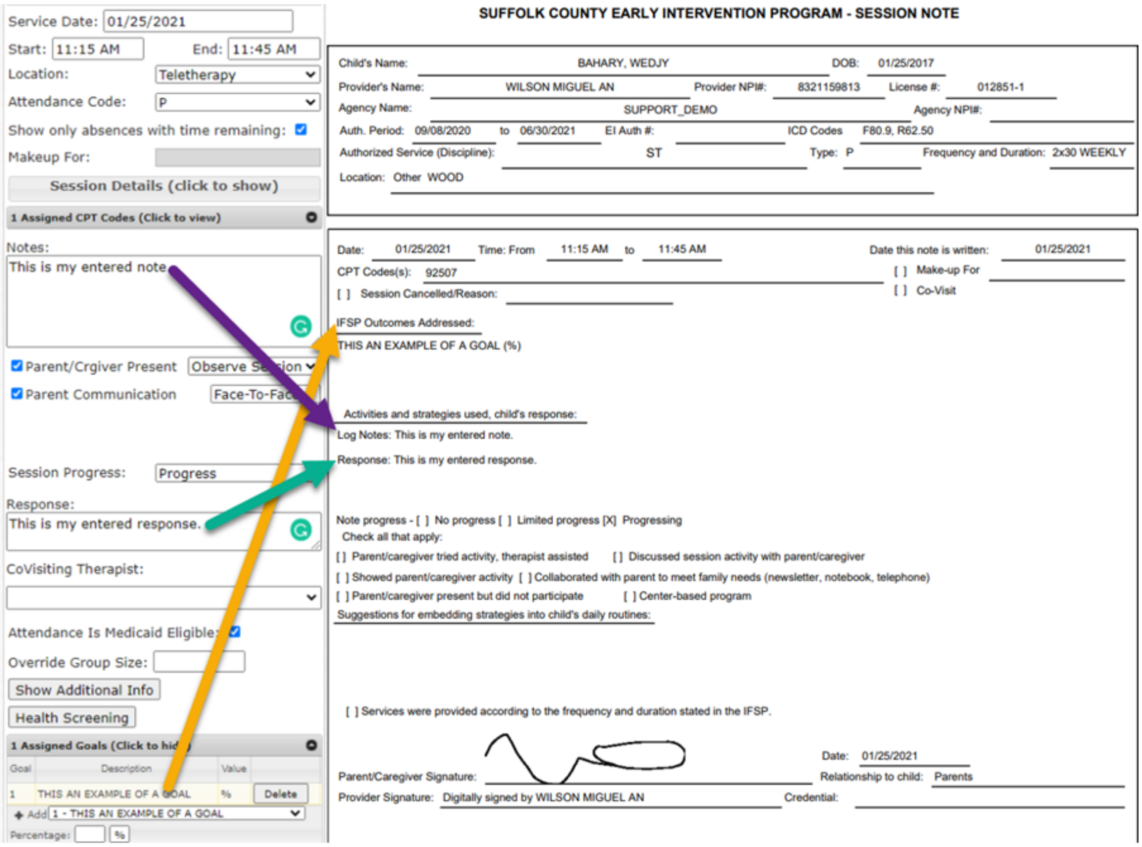


NASSAU COUNTY EI TEMPLATE



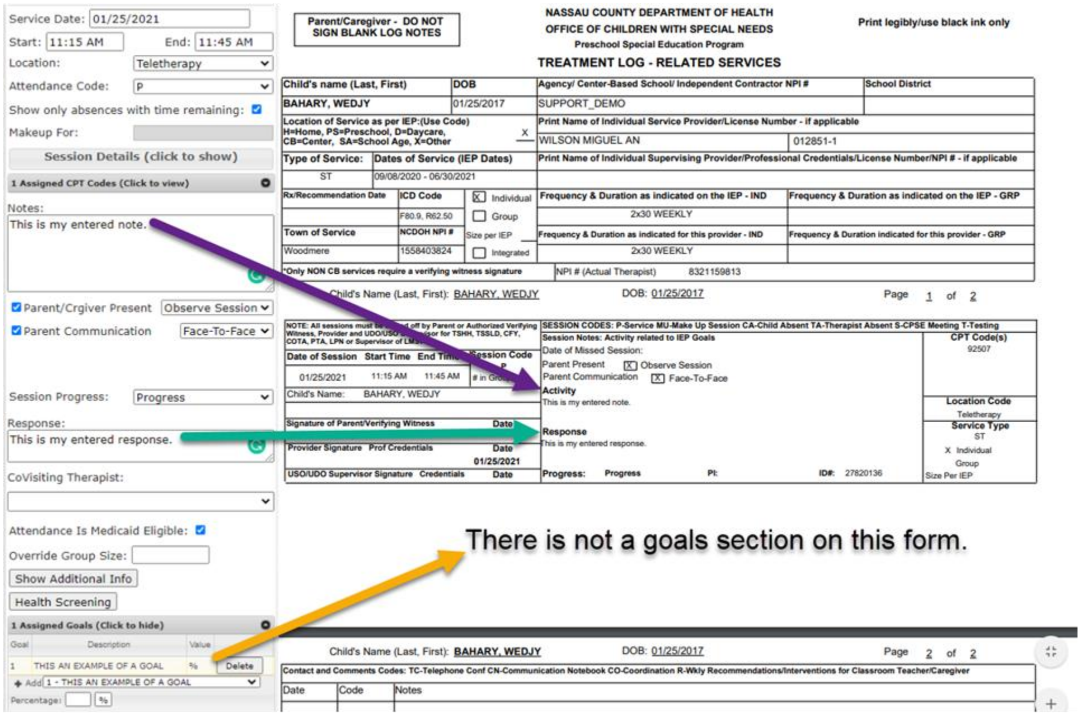
- To print on this specific template, utilize Nassau EI Log from drop down.

SUFFOLK COUNTY EI TEMPLATE



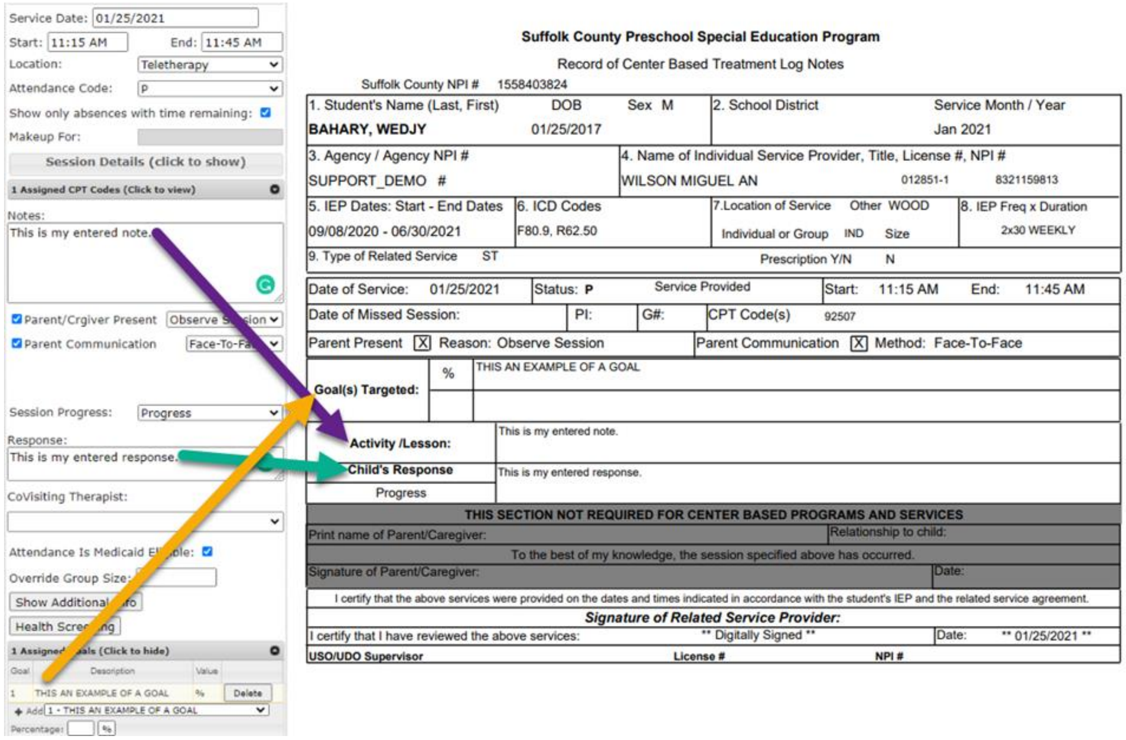
- Notes section populates to "Log Notes".
- Goals populate into "IFSP Outcome section".
- Response section populates into "Response"
- To print on this specific template, utilize Suffolk EI Log from drop down.

NASSAU COUNTY CPSE TEMPLATE



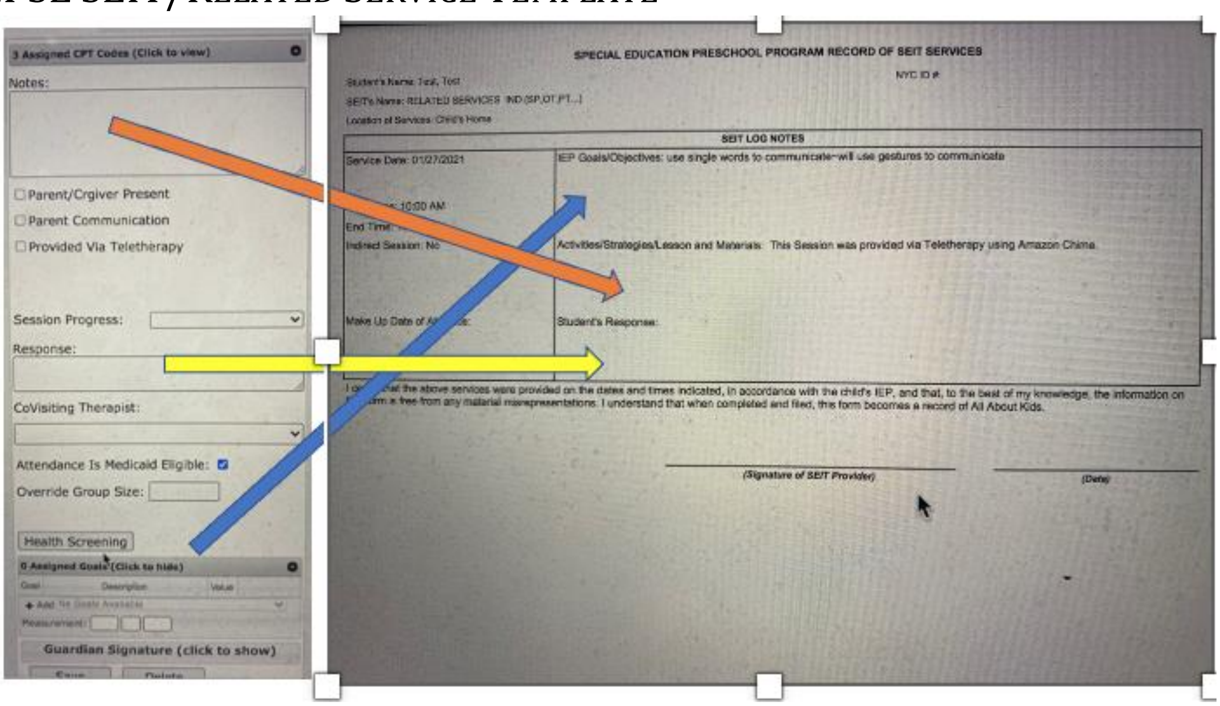
- Notes section populates to "Activity".
- Response section populates to "Response"
- Goals do not populate on form.
- To print on this specific template, utilize Nassau CPSE Log from drop down.

SUFFOLK COUNTY CPSE TEMPLATE



- Notes section populates to "Activity/Lesson".
- Response section populates to "Response"
- Goals populate to "Goals Targeted"on form.
- To print on this specific template, utilize Suffolk CPSE/SEIT Log from drop down.

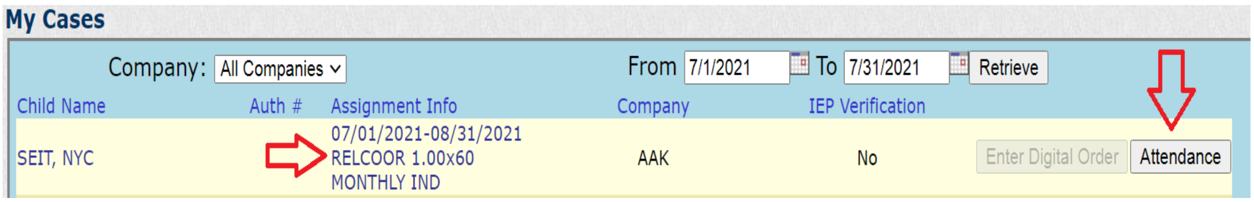
NYC CPSE SEIT/RELATED SERVICE TEMPLATE



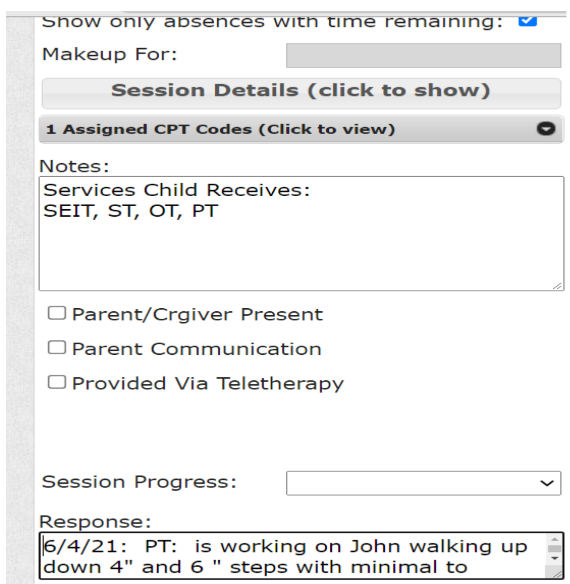
- Notes section populates to "Activity/Lesson".
- Response section populates to "Response"
- Goals populate to "Goals Targeted" on form.

- To print on this specific template, utilize NYC SEIT Log from drop down.

DOCUMENTING COORDINATION OF SERVICE



- For EVERY SEIT enrollment OR if you are the designated Related Service Coordinator on the IEP, a **RELCOOR enrollment** will appear in your Enter Claims for you to document your Coordination of Service each month.
- Create **ONE** Attendance for the last school day of the month to document all of your coordination activities for the entire month.
- This can be ongoing throughout the month, please make sure you **UPDATE & SAVE** each time you add new information.
- <u>**SEIT Attendance**</u> code will be **NB** for Provided Non-Billable Service.
- <u>**Related Service Attendance Code**</u> will be **P** for Provided Billable Service.
- Enter all the services the child receives as mandated on their IEP in "Notes" section.
- List by date all of your coordination activities in the "Response" section
- <u>Submit this attendance on your monthly EnterCLAIMS bill</u>, which will allow SEIT supervisor to review and co-sign your coordination log.
- You can print your log onto the AAK log template after creating your bill in Print Bill



<u>Services:</u>

In the Notes section, you must list all services as per IEP and include information regarding service start, delays, provider changes, or any necessary comments or concerns

<u>Coordination Activities must include:</u>

- Minimum 1 x monthly direct contact (via phone, text, email or video conference) with all members of the IEP team, including parent, classroom teacher, SEIT, ST, OT, PT, and Parent Trainer.

- Specifics regarding goals targeted, progress or regression, strategies used and collaborative efforts across disciplines.

Sample Service Coordination Note:

Notes:
Services Received: SEIT, ST, OT, Parent Training
Parent declined OT for ESY
ST started week late but confirmed make-ups

0 Assigned Goals (Click to view)

Response: Session Progress:

7/6/21: PT: is working on John walking up down 4" and 6 " steps with minimal to moderate assistance. John is also starting to control his own body more effectively (especially on the left side) and not dropping to the floor after about 10 walking feet forward (with support). Balance overall is improving. We discussed ways we can incorporate these skills into the classroom environment. PT is reporting that mom keeps changing the schedule last minute and it has been difficult meeting the mandate.

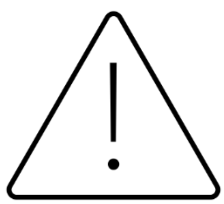
7/14/21: OT: John is no more consistent with his pincer grasp when verbally cued, however, he continues to fatigue quickly after fine motor tasks. He has also been a bit more self-directed during our sessions and throwing toys when frustrated. We spoke about the specific strategies that help reduce his frustration in the classroom (reinforcing items, frequent breaks).

7/26/20 ST: John is working on sound imitations of the phonemes /p/, /b/, /m/, /d/. There has been more progress this month. She is working on increasing his verbal sentence length. We spoke about how everything is being labeled for him before giving it to him with emphasis on the beginning sound in hopes of his imitation of that beginning sound (inconsistent progress).

7/30/21: Parent: Reviewed with parent what all related service providers are working on with John and what his progress is, including in the classroom. Spoke to mom about labeling all things in his environment before giving it to him with emphasis on the first sound to see if he will imitate it. It is reported by mom that she will begin taking John to a clinic for OT and PT to make it easier for her to schedule services. She also reported that ST is late often and will cancel last minute.

6/21/21: Classroom teacher: Provided strategies for negotiating stairs in school with support from PT and how to carry over working on his pincer grasp and incorporating a pencil grip from OT. Gave strategies on how to encourage him to imitate beginning sounds /p/, /b/, /m/, /d/ from ST.

ATTENDANCE-WARNINGS AND ALERTS



EnterCLAIMS has embedded warnings and alerts to assist you in accuracy of documentation.

When **SAVING** the session note you MAY **encounter conflicts and/or warning messages preventing you from saving attendances and signatures successfully. You MUST read and review each message in detail to determine if you can check off <u>Okay with Warnings</u> to bypass.**

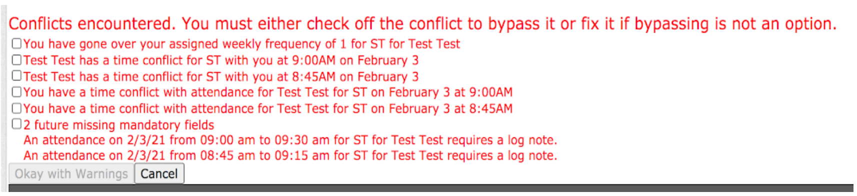
Please carefully read ALL warnings and alerts. Most warnings allow you to bypass and it is up to YOU to determine if it is appropriate to continue. Others will NOT allow you to bypass and will prompt you to fix the problem before you continue with documentation. *You will not be able to save your note in these instances!!!

Tip: You may want to copy and paste your note into another document to save and paste back into EnterCLAIMS when able.

Common Alerts & Warnings

TIME CONFLICTS

- Dates and times MUST be accurate and truthful.
- You SHOULD NOT be overlapping sessions with other providers unless you are conducting a co-visit (if permitted on IEP/IFSP).
- If you have any TIME CONFLICTS, you **will not** be able to bypass, and info will not be saved.
- You **will not** receive an alert warning if there is a time conflict with an **outside agency**. However, your session will get denied and your biller will contact you to resolve the time conflict in order to get reimbursed for the session. You must contact the NYEIS help desk at 518-640-8390 or email them at NYEIS@cma.com.
- You must review and modify your session times for accuracy and/or contact the other AAK provider causing the conflict to clarify times and fix it before saving and submitting.



- Once identified, you must correct your time and obtain a new parent signature **prior** to billing. If you have *already* created & submitted a bill with the WRONG time, you must contact AAK Billing Managers. Only they will be able to lift the bypass block for you to make this correction. They will advise you to enter a NEW session note with the correct information in EnterCLAIMS and resubmit bill. You must arrange a day and 30-minute time block that you are available to make the correction and confirm when completed.

Warning Code	Warning Description	Allow Bypass	How to Resolve?
Child Time Conflict	Time overlap for child	No	You should not add multiple sessions for same child on same date and time. Review your weekly attendance calendar and modify your session times for accuracy or delete duplicate attendances.
Over Covisit Frequency	Over CoVisits allowed in Visit Tracking per frequency	No	Refer to the IFSP or Therapy Details page of the child's enrollment in EnterCLAIMS. The IFSP dictates the number of Co-visits allowed during the IFSP period which is entered accordingly into the Therapy Details in EnterCLAIMS. You will not be able to save attendances for Co-visits if over the alloted amount is entered for the IFSP period.
Session X Days after Service Date	You are entering an attendance too far past the date of service	No	Session notes are to be completed contemporaneously (at end of session or as close to end of session as possible). Session notes entered too far past date of service will not be saved.
Therapist Time Conflict	Time overlap for therapist	No	You should not be overlapping sessions with yourself or other providers unless you are conducting a co-visit (if permitted on IEP/IFSP). Review your weekly attendance calendar and modify your session times for accuracy. Contact the other AAK provider causing the conflict to clarify times and fix it before saving and submitting. You will not receive an alert warning if there is a time conflict with an outside agency.
Two Untimed CPT Codes	Two or more untimed CPT Codes	No	Only one untimed CPT code may be used per session. Additionally, untimed and timed codes cannot be combined on one session.

Validate CPT Mintues	Total CPT Code minutes does not match attendance duration	No	The total duration of the CPT codes used MUST match the duration/time on each attendance prior to signing and submitting your session notes. If codes for your service are timed, please make sure you assign the appropriate number of timed codes to equal the length of the session. You cannot use both timed and untimed codes together. Example: OT 30 minute session can use 97530 but needs to enter it TWICE as this code is broken down into 15 min. If your service does not use CPT codes, you must use NOCPT as code. You have the ability to add/modify/delete the default CPT codes to child's Therapy Details Page.
Validate Makeup Time	More time entered for makeup date than was entered for absence	No	Ensure make-up session matches missed session duration.

Sign Attendance-- Provider Signatures

Once your attendance is accurate and you have obtained the guardian signature, it is time to create a bill. Before the bill can be created you will have to sign each session note using a PIN number that you've created when you first logged into EnterCLAIMS.

- Provider's Signature: Provider signs session notes electronically via EnterCLAIMS on your computer, phone or tablet. A Pin needs to be created and is used to sign in EnterCLAIMS electronically. Session notes must be signed with your Pin prior to creating a bill for the service.
- Your PIN is a digital signature and the last step before creating a bill.
- To sign your attendances using your PIN, go to:
- **Therapist > Sign Attendance**
- Check off the attendances you would like to submit and click "**Sign Attendance**" *****This screen also allows you to review your attendances prior to signing them and submitting them for Billing******
- A popup Requesting your PIN will display. Enter your PIN and click **"Sign Attendance"**

	Child	Type	Date	Start Time	End Time	Type	Setting	Location Address	CPT Codes	ICD 10 Codes	Log Notes	Expanded Log Notes	Medicaid Eligible	Credential	Guardian Signature
	Trainer, AAK	P	3/3/2021	9:00 AM	9:30 AM	Individual	Child's Home	queens, Queens NY 10452	92507	F80.9			y	SLP, ABA	No
	SEIT, NYC	NB	7/30/2021	9:00 AM	10:00 AM	Individual	OFFICE - BROOKLYN	67 35th Street Bldg 5 Ste B226 Brooklyn NY 11232	NOCPT		Services Received: SEIT, ST, OT, Parent Training Parent declined OT for ESY ST started week late but confirmed make-ups	Attendance Log Note: Services Received: SEIT, ST, OT, Parent Training Parent declined OT for ESY ST started week late but confirmed make-ups	y	SLP, ABA	No

Signing Attendance- Co-signatures

Supervisors must co-sign on the following:

- Speech Clinical Fellow Session Notes, Related Service Coordination Logs
- COTA Session Notes
- SEIT Coordination of Service Logs
- Service Coordinator Session Notes

Supervisors can review and sign off directly into EnterCLAIMS after you submit your documentation. To co-sign attendances, go to Therapist > CoSign Attendance

- To digitally sign attendances in EnterCLAIMS, you will need to set a PIN for your account.

To sign attendances:

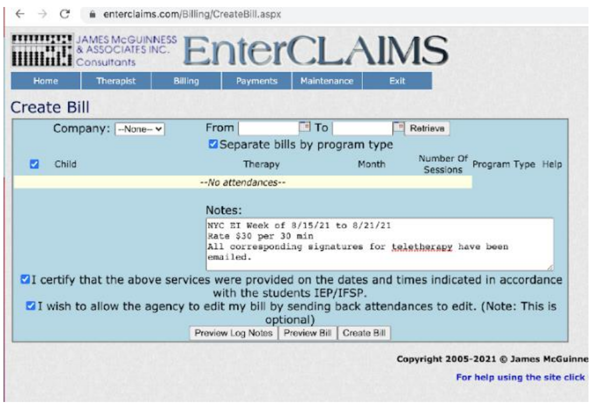
- Check the box next to all attendance that should be signed or click the check box to the left of the Child column for all attendances
- Enter your PIN and click "Sign Attendance" to finish signing

Creating And Printing A Bill

Once all previous steps have been completed (completing session notes, verifying accurate information, obtaining guardian signature, provider signature), you are ready to create a bill which will also automatically submit the session notes to AAK.

Session Note Submission/Creating a Bill: To submit your session notes to AAK, you MUST create a bill in EnterCLAIMS.

- To create a bill, go to: **- Billing > Create Bill**



- The list of sessions available to bill will open.
- Only **Signed Sessions** will appear.
- Be sure you are in the **correct date range**.
- Check off all sessions you wish to bill.
- Check off to Certify that the services are accurate and in accordance with IEP/IFSP.
- Check off allow agency to send back attendances (this is necessary in case corrections are needed).

In the Notes box, please enter (This is your services summary):

- Program Name (i.e., EI, CPSE etc.),
- The week or month of the services
- YOUR session rate.

Only sessions in **Black** can be billed. Sessions in **RED** are ***not bill ready***. Click the **(?)** to find out why and make the needed corrections.

FINAL CHECKPOINT

Click **"Preview Bill"**

Check that the number of services on the bill are the number of services you planned to bill.

If the number of services DO NOT MATCH, go back and check for unsaved and/or unsigned services.

Do NOT ignore any mismatches!

These are also *the number of services you will be paid for*.

To ensure accurate payment to you, your billing must be accurate.

Cancellation Notes and Absences must also be billed for audit documentation purposes (they will be listed as $0.00)

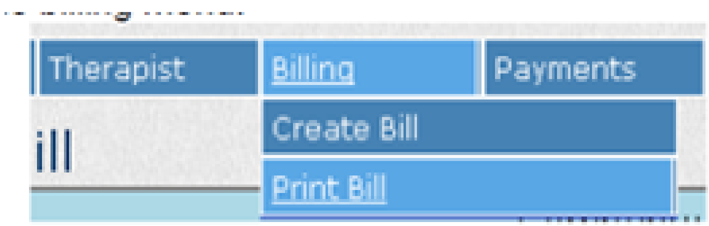
After previewing your bill, do not forget to click "Create Bill".

Please note that creating your bill on EnterCLAIMS is not the FINAL step of the billing process for AAK.

You then must "Print Bill" and save the PDF an email securely to billing@aakcares.com.

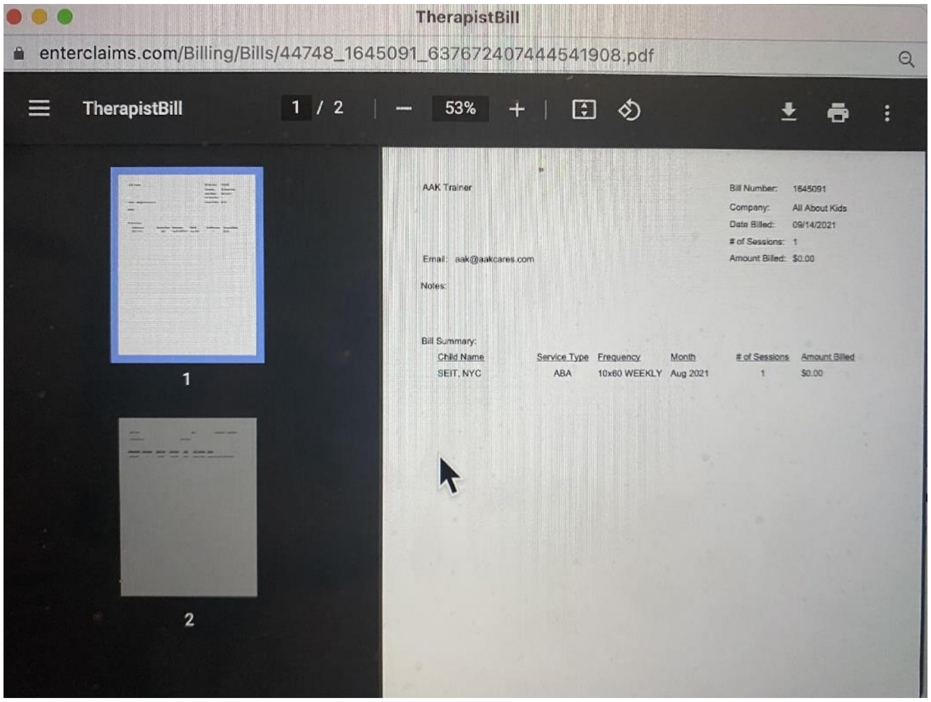
TO PRINT BILL AND SAVE PDF

To print bill, go to: **- Billing > Print Bill**



*Make sure your Pop-Up Blocker is disabled prior to clicking the **"Print Bill"** button

Download or Print to PDF and attach to email when submitting your billing.



EI BILLING REQUIRED DOCUMENTS AND PROCEDURE FOR ALL REGIONS:

The EI Service week is Sunday through Saturday.

EI Bills are due **Weekly on SUNDAY at 5pm** for the previous week of services.

Weekly billing submission MUST include:

1) EnterCLAIMS Bill attached to Email- To submit session notes to AAK, **you must CREATE YOUR BILL in EnterCLAIMS.** Your bill must include contemporaneous **session notes for EVERY MANDATED session including cancellations/absences.**You must Print Bill, save as a PDF and attach the EnterCLAIMS Bill PDF to the billing email below.

2) Email Personal Monthly Invoice (Independent Contractors) with amount due *per program serviced* at end of month. The TOTAL BILLABLE sessions on your EnterCLAIMS bills for each week **must match your monthly invoice**/pay for that month

Submit all required documentation to: Billing@aakcares.com

* In Subject line of email, include Provider Name, Program, Region/County of Service

    * Include all required documents as attachments in PDF format (not in body of email)

CPSE/LI CSE Required Documents and Procedures for ALL Regions:

CPSE/LI CSE service week is Monday through Friday (8am-6pm) starting the 1st of the month to the last day of the month.

CPSE Bills are due **MONTHLY on the 3rd** of the month by 5pm for the previous month of services.

Monthly billing submission MUST include:

1) EnterCLAIMS Bill attached to Email- To submit session notes to AAK, **you must CREATE BILL in EnterCLAIMS.** Your bill must include contemporaneous **session notes for EVERY MANDATED session including cancellations/absences.**

- You must Print Bill, save as a PDF and attach the EnterCLAIMS Bill PDF to the billing email below.

2) Corresponding Parent/Guardian Signatures for every session provided.

- Signatures MUST be obtained via EnterCLAIMS (on device or through Parent Portal)

3) Email Personal Monthly Invoice (Independent Contractors) with amount due *per program serviced* at end of month.

- The TOTAL BILLABLE sessions on your EnterCLAIMS bills for each week **must match your monthly invoice**/pay for that month.

Please note some LI CSE districts may require additional documentation to be submitted at time of billing.

Submit all required documentation to: Billing@aakcares.com

* In Subject line of email, include Provider Name, Program, Region/County of Service

* Include all required documents as attachments in PDF format (not in body of email)

NYC Preschool Billing Required Documents and Procedures

NYC CPSE/CSE Service week is Monday through Friday starting the 1st to the last day of the month.

CPSE/CSE Bills are due MONTHLY on the 3rd of the month by 5pm for the previous month of services.

1) Personal Invoice with Total Number of Sessions Provided and TOTAL AMOUNT DUE

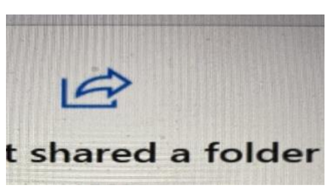
2) Fully completed and signed Special Education Itinerant Service Form per child per week. Session dates and times MUST match session notes completed in EnterCLAIMS

3) **Create Bill to submit Signed Daily Session Notes via EnterCLAIMS and Include Copy of Bill in File/Folder**

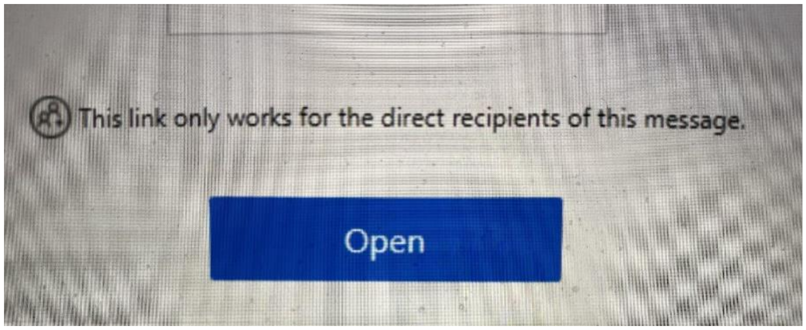
4)Upload ALL billing documents via Folder Share and to billing@aakcares.com

NYC CPSE Billing Submission

1) You will receive an email with a shared folder t the beginning of each month to the email address on file at AAK.



2) Click the link and you will be instructed to enter your email address.



3) A verification email will be sent to you. <u>Check your spam/junk folder if it is not found in your email.</u>

This email will grant your access to the folder.

4) You will then obtain access to electronic billing folders labeled by Month of Service.

5) Upload your required monthly billing documents (listed on previous page) to this folder.

Compliance Important Reminders

- Session notes are to be completed contemporaneously and are part of your mandated service provision.
- Session notes are legal documents under the New York State, Regional and County Education Department, and Medicaid Preschool/School Supportive Heath Services Program for which you hold responsibility.
- Providers are REQUIRED to follow ALL regulations as per their discipline license and certification.
- Session notes MUST be truthful and authentic.
- Session notes are monitored for compliance by our Billing Department and Quality Assurance Supervisors according to antifraud guidelines, as well as overall best practice and ethical guidelines.
- You may be contacted during Billing Cycles and/or Quality Assurance Reviews to resolve any identified concerns. Your immediate attention is required.
- Incomplete and unbilled (unsubmitted) notes are considered out of compliance.
- Noncompliance will be considered for continued and future staffing.

TROUBLESHOOTING

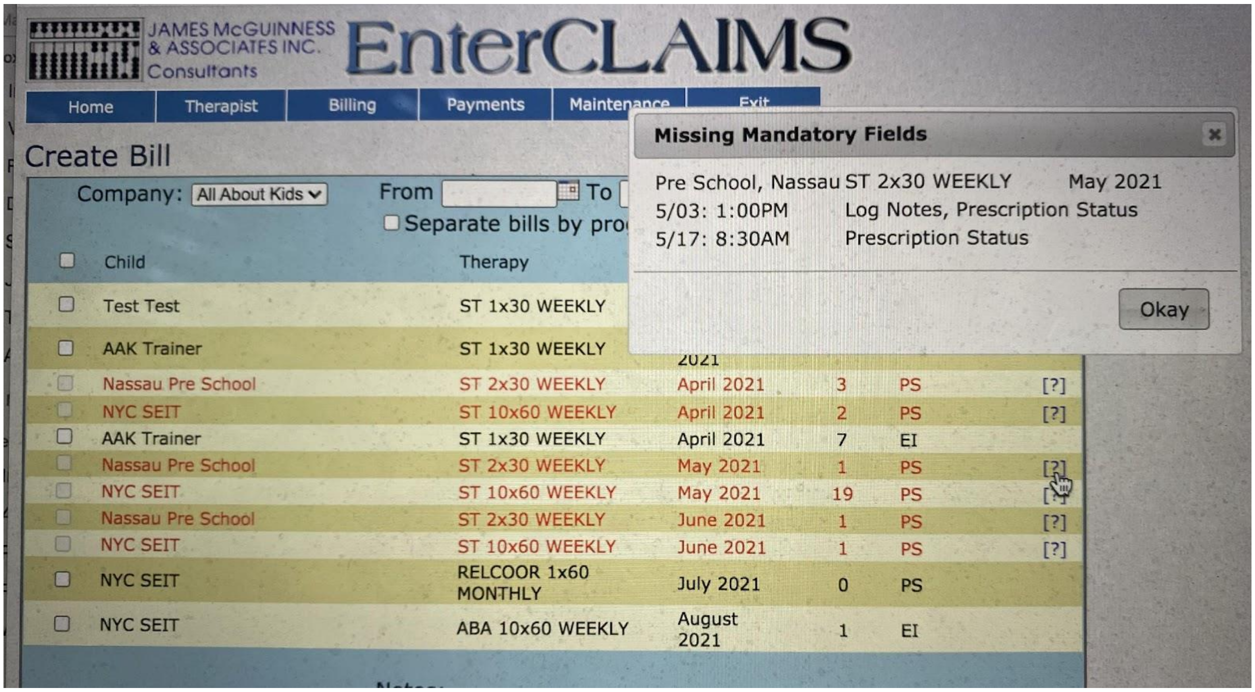
Please review the following when encountering problems with EnterCLAIMS. Most problems are due to user errors and can be easily fixed by using this manual.

Please refer to “Alerts & Warnings” section for additional detailed information.

If You are Unable to Create a Bill

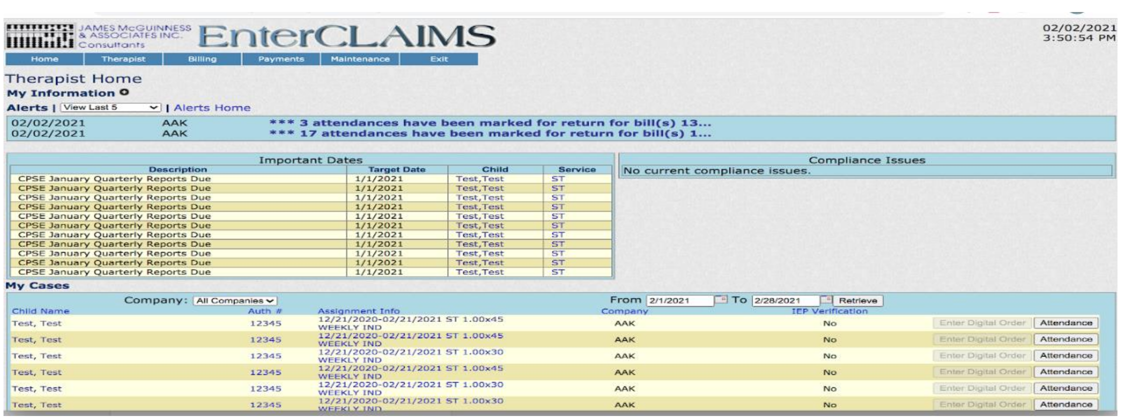
- If a child name appears in RED on the Create a Bill Screen, click on the **“?”** to determine the reason why.
- You will NOT be able to create a bill/submit your session notes to AAK if:
    - A Prescription or Speech Recommendation is not on file at AAK > Submit or Contact Data Entry/AAK Office
    - A Log Note is BLANK > Go back and complete your session note!!

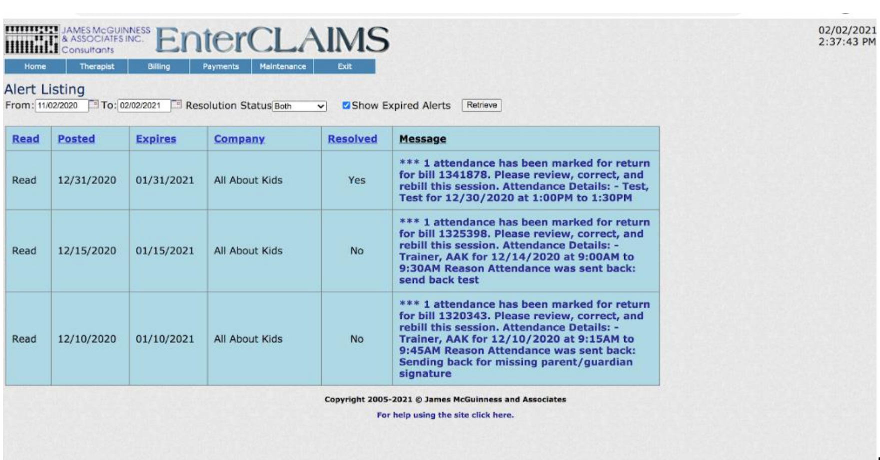
Missing Mandatory items must be corrected BEFORE you can create your bill.



RETURNED ATTENDANCE/ALERTS

- Session note attendances will be returned if corrections are needed.
- You will receive an ALERT on your Home Page.
- Included will be the following information: session date, reason for return





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Correcting Attendance Sent Back

1. Session notes **MUST be UNSIGNED** to make edits/corrections.

2. Your biller has **Unsigned** the attendances needing correction prior to sending the attendance back to you. If the session has not been unsigned, you must first UNSIGN.

3. To make the edit/correction, choose one of the following methods:

- Go to your Therapist Sign Attendance Screen, and "Edit" the date of service with the correct information.
- Go to your weekly attendance screen, "Jump to" the date or scroll to the week of service that needs correction.
- Go to "My Day" and enter the date that needs correction and edit with correct information.

4. Click to Open EVERY attendance needing correction to edit and press "update & save" on each session note

5. Re-sign EVERY attendance. (From Home Screen, click Therapist tab, then click Sign and sign using your pin).

6. Create a new bill with corrected attendances ONLY. In notes section, indicate correction with dates. This step will submit your corrected session to AAK. All Corrections must be billed. Send correction to biller who requested it.

7. You may now indicate "Alert Resolved" on your Home Page.

Attendances not on bill

- All attendances documented in EnterCLAIMS **must** be submitted on a bill.
- Attendances/Session Notes not on a bill WILL NOT get submitted to AAK.
- Some attendances may remain from the Weekly Attendance Screen or Sign Attendance screen to the Create a Bill Screen.
- You must ensure that ALL sessions get added to a bill or get DELETED.
- Regularly check your therapist Sign Attendance screen to ensure no attendances are lingering.
- Check that your Create a Bill screen has NO pending bills.
- If the session attendance is editable and NOT "greyed out", it has not been submitted.
- This will ensure successful documentation and compliance.

If you continue to have problems, you may submit an EnterCLAIMS Provider Support Ticket for individualized assistance through the following link:

[AAK EnterClaims Provider Support Ticket]

This link is for AAK Providers only; please do not share with families at this time.

AAK Website

All necessary forms can be accessed on the therapist login on the AAK website. You will also be able to access numerous other support documents and video tutorials on this page. Check back regularly for updates and new additions.

https://aakcares.com/therapist-login

Password is updated regularly and is distributed via email.

To access McGuinness EnterCLAIMS Video Tutorial:

https://register.gotowebinar.com/recording/5895232107402599426

For HR Cloud Set up and Support and/or Ongoing Compliance questions, please contact:

Support@aakcares.com and/or ProviderCompliance@aakcares.com