

Provider Instructions for Obtaining Parent/Guardian Signatures through Parent Portal in EnterClaims

Instructions:

You are required to obtain a signature after every session to confirm your service was delivered in accordance with the mandate, as well as to prevent fraud. Parent/Guardian 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).

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

- 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

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.



0 Assigned Goals (Click to view)

Response: Session Progress:

Covisiting Therapist:

Attendance Is Medicaid Eligible: Override Group Size:

Request Online Signature: Guardian:

*****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.

0 Assigned Goals (Click to view)

Response: Session Progress:

Covisiting Therapist:

Attendance Is Medicaid Eligible: Override Group Size:

Request Online Signature: Guardian:

*****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.

