



# Documenting Service Hours – Business Process Guide

There are several factors that will affect a provider’s completion of the Provider Service Log. These factors include the Type of Service Referral, the number of hours authorized vs. the number of direct hours documented and the date the reauthorization was approved, if applicable. In all examples, the case must be open to document service hours in the examples listed below. *Service Hours cannot be documented in a case that has been closed.*

Indirect and Direct services hours are documented on the Provider Service Log and cannot exceed the number of hours that have been authorized.

Service requests with the referral method of Crisis and Online Service Request must be reauthorized. Crisis services receive initial reauthorization after 30 days, and every 30 days thereafter. Online Service Request services receive initial reauthorization after 60 days, and every 30 days thereafter. There are several tiers of approval for a service reauthorization.

Caseworker Direct Referrals are NOT reauthorized and do not require to have a defined number of service hours that are authorized. These types of referrals can be limited to the number of hours that are authorized, if completed by the caseworker.

## Provider Service Log Screen

The *Provider Service Log* screen is used to document all of the direct services, indirect services and authorized After Care Hours that the providers give to the clients of CYF and JPO. This screen is used by all Non-Placement providers.

The process of documenting services starts with selecting the authorization period that the service falls within, based upon the start and end date of the period, from the *Provider Service Log List* screen.

### Provider Service Log List

\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    †Denotes AFCARS Fields

Service Episodes						
Type	Status	Period Start Date▲	Period End Date	Reauth Date	Close Date	
▶ Authorization	Approved	08/21/2015	10/19/2015	10/20/2015		

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## Reauthorized Hours

KIDS will permit the Provider Service Log screen to be saved based upon the number of service hours that have been documented within the current service authorization period. Only Crisis Non – Placement services and Online Service Requests for Non-Placement services are reauthorized. While all possible efforts should be made to document Provider Service Logs within 24 hours of giving the service, there are times that this is not possible.

A provider has a limited amount of time to document services that were given to the client and family in a prior authorization period.



Providers can document service logs up to the total amount of authorized hours in an authorization period, along with all other screens the provider has access to. The total number of hours cannot be exceeded; this is prohibited by the application. The number of authorized hours is reviewed during the Reauthorization Meeting, and may increase or decrease, if warranted.

If the number of service hours has been exhausted prior to the reauthorization date, but service is still being given, Interim Hours can be approved by CYF. Interim Hours are hours that, once approved, are used to bridge the gap between the current authorization period and the next authorization period.

The Reauthorization screen must be completed and fully approved before service hours can be logged in the new re-authorized period. Once the reauthorization is fully approved, the provider has a 7 day window in the new authorization period to document Service Logs for services that were provided in the previous authorization period.

**Documenting Service Hours After Reauthorization**

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1.	<b>Enter Proposed Hours</b>	The Level of Service and the number of authorized Hours can be modified (Increased or decreased) from the time of the original service request to the current reauthorization date by OCYF.
2.	<b>Service is Reauthorized</b>	The Reauthorization screen is completed and receives all levels of approval. (Resource Specialist and Casework Practice Specialist.) <i>i. TIP: The Service Reauthorization must receive all levels of approval before the newly authorized hours can be documented in the Provider Service Log screen.</i>
3.	<b>Documenting Service Hours</b>	The provider can now document hours in two (2) authorization periods. If service hours are available, the provider will have a 7 day window in the new authorization period to document Service Logs for services that were provided in the previous authorization period. <i>i. TIP: The prior authorization period must be selected from the Provider Service Log screen.</i> <i>ii. TIP: There must be Authorized Hours remaining in the prior authorization period.</i> <i>iii. TIP: The Date of the service(s) will be validated against the date of the reauthorization.</i> <b>EXAMPLE:</b> Provider has 30 hours authorized for authorization Period A and Period B. The Service is reauthorized on the 1 <sup>st</sup> of the month; this is the start of Period B. The provider has 4 hours not documented from Period A. The provider will have until the 7 <sup>th</sup> day of the month to document those 4 hours. The date of the service log for these hours must fall within the date range of Period A, and the prior authorization must be selected on the Provider Service Log List screen.



## Interim Hours

Interim Hours are authorized on an as needed base. These “emergency” hours are authorized when there is a needed for the provider to exceed their number of authorized hours in any given authorization period. The request for Interim Hours can be documented by CYF on the Interim Hours tab of the Reauthorization screen. These hours must be approved at all levels before they are fully authorized and available to be used by the Service Provider.

## Aftercare Hours

After Care Hours are supplemental service hours that the provider can use after the service has closed. These hours can be authorized at any time during an active Service Episode on the After Care tab of the Reauthorization screen, but cannot be used until the Service has closed. The Case must be open to be able to document After Care Hours. A Provider has 90 days from the Close Date of the service to use the authorized After Care Hours. The request for After Care Hours can be documented by CYF. These hours must be approved at all levels before they are fully authorized and available to be used by the Service Provider.

**Tip:** After Care Hours must be documented on the After Care tab of the Reauthorization screen.

### Documenting After Care Hours

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|---------------------------------------|---|
| 1. <b>Requesting After Care Hours</b> | <ol style="list-style-type: none"> <li>1. On the Reauthorization screen, complete the After Care Hours tab by entering the number of Authorized hours, saving and submitting for approval.</li> <li>2. The request for After Care Hours must be approved by CYF before these hours are fully authorized. This request for approval is made automatically when the first tier approves the additional hours.</li> </ol>  |
| 2. <b>Document After Care Hours</b>   | <p>After the request has received the second tier of approval and the <u>Service has closed</u>, the provider can document After Care Hours on the <i>Provider Service Log</i> screen.</p> <ol style="list-style-type: none"> <li>i. <i>TIP: Providers have 90 days from the <u>service close date</u> to document After Care Hours. Any After Care Hours not used in that 90 day period will be lost.</i></li> <li>ii. <i>TIP: After Care Hours cannot be documented after the case has closed.</i></li> </ol> |

**EXAMPLE:** The service episode has a Close Date of 1/1. The provider has 12 After Care hours that have been authorized. The Provider will have until 4/1 to document Service Logs for those hours. The Service Logs must have a date that falls within the After Care period (from 1/1 to 4/1), providing the case remains open.



**Documenting Hours after Close of Service**

The Caseworker is tasked with closing a service episode for non-placement services. This function cannot be completed by providers. The KIDS application will keep the Case/ Service Episode displayed in the Provider's *My Active Services* screen for 10 days from the Service Close Date.

**Tip:** *If the close date is greater than 10 days ago, the Case/Service Episode will be no longer be displayed on the My Active Services screen. The Case /Service Episode will be no longer displayed on the My Active Services screen if the Case has been closed.*

Any hours that a provider may have remaining in the authorization period, at the time of closure, can be used up to the end of the 7<sup>th</sup> day. Interim Hours cannot be used after a service has closed, or after the Case has closed.

**Documenting Hours after Close of Service:**

- |                                     |  |
|-------------------------------------|--|
| 1. <b>Close the Service Episode</b> | <p>1. On the Non-Placement Services screen, complete and save the Close Date field.</p> <p><i>i. TIP: The Service Episode cannot be closed by the provider.</i></p>  |
| 2. <b>Document Service Hours</b>    | <p>The Case will appear on the Providers' My Active Services screen for 10 days after the Service Close Date, but the Provider Service Log can be documented for only 7 days. During the remaining 3 day period, the Provider is able to document any other non-service log screens, such as Contacts, In-Home Service Plans and Progress Reports. After the 10<sup>th</sup> day, the provider will no longer see the Case on the <i>My Active Services</i> screen.</p> <p><i>i. TIP: Service hours can be documented as long the provider has hours still available to use, up to the end of the 7<sup>th</sup> day.</i></p> <p><i>ii. TIP: The Provider has until the end of the 10<sup>th</sup> day to document After Care Hours.</i></p> <p><i>iii. TIP: The Case/Service Episode cannot be accessed after the case has been closed.</i></p> |

**EXAMPLE:** The caseworker closed the Service Episode with a close date of 10/10. The provider has 5 hours from the last authorization period that have not been documented and 7 After Care hours that have been authorized. The Provider will have until 10/17 to document the unused service hours from the prior authorization period and until 1/8 of the next year to document After Care Hours.

EXAMPLE: The Close Date of the service is 3/1, but this information is not entered in to KIDS until 4/1. The Case will immediately no longer be displayed on the Provider's *My Active Services* screen. Any unused service hours will be lost.



## Documentation Time Line Examples

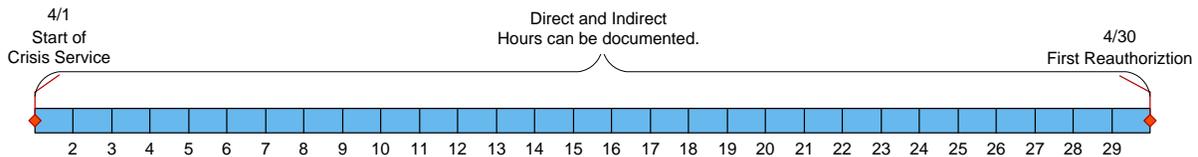
The following Time Lines will illustrate what type of services hours can be documented and when those services can be documented:

### Service Starts:

In this example, a crisis service started on 4/1, in which the provider is authorized for 50 hours. The first Reauthorization is completed and approved on 4/30. During this 30 day time period, the provider can document Direct and Indirect Hours on the Provider Service Log screen. The provider records 45 direct hours on the Provider Service Log screen.

During this period, all provider accessed screens can be documented.

These actions are illustrated on the below timeline:

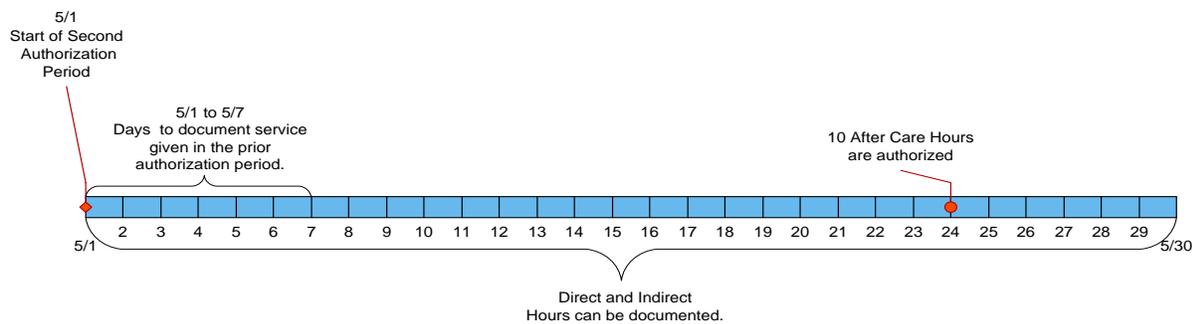


### Service is Reauthorized:

The service is reauthorized on 4/30, and the hours remain at 50. The provider has the first 7 days of the next authorization period to document the 5 hours that remain as unused from the prior authorization period. These Provider Service Logs will have a date of 4/1 to 4/30. Any service logs dated from 5/1 to 5/30 will use the reauthorized hours.

On 5-24, the Resource Specialist and the Casework Practice Specialist approves 10 After Care Hours for this family. These hours cannot be used until the service has closed.

These actions are illustrated on the below timeline:



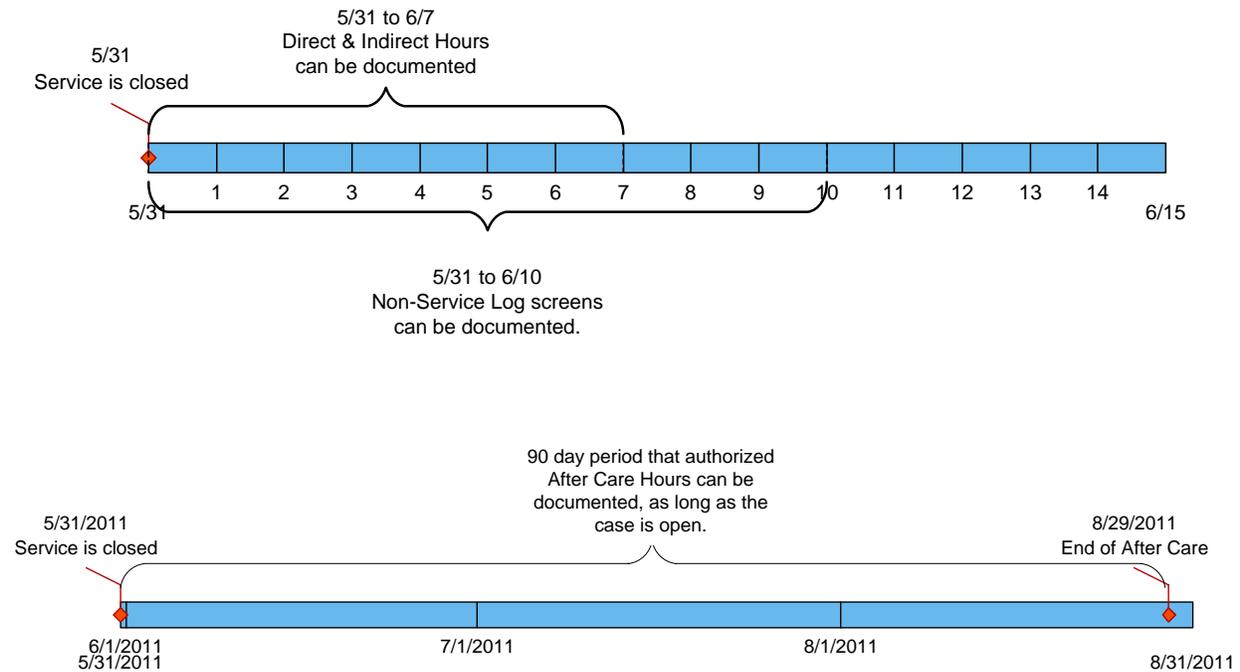


**Service is Closed:**

The caseworker closes the service on 5/31 with a close date of 5/31. Between 5/1 and 5/31 the provider documented 40 direct hours for services given in that authorization period. The provider has until the end of the 6/7 to document the 10 unused authorized hours.

The Provider has until 8/29 to document the 10 After Care Hours that were authorized. These service logs will have a date of 5/31 to 8/29. After the end of the 30<sup>th</sup> day, the case will not longer be displayed on the Provider's *My Active Services* screen.

These actions are illustrated on the below timelines:



**Tip:** For step by step instructions in completing the KIDS Service Log screen please refer to the **Service Log – Non-Placement – Provider Job Aid.**

**For more information...**

For assistance, please contact the Allegheny County Service Desk at [ServiceDesk@AlleghenyCounty.US](mailto:ServiceDesk@AlleghenyCounty.US) or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>