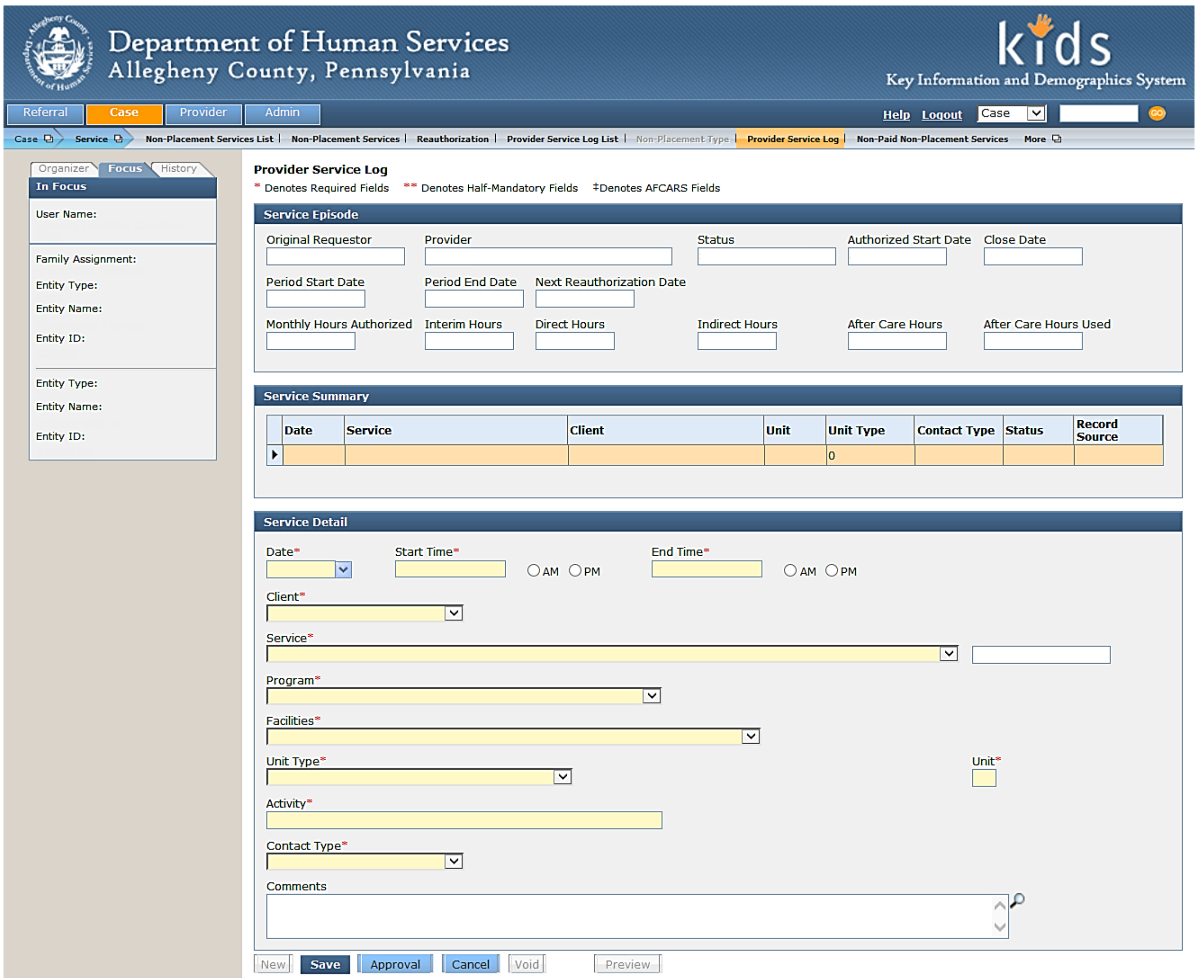
Provider Service Log – Non-Placement Provider Job Aid

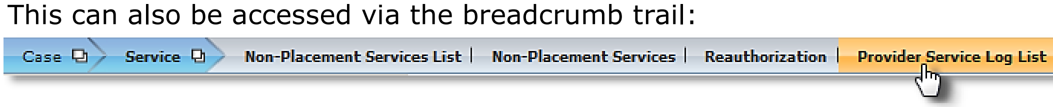
The *Provider Service Log* screen is used by Non-Placement Providers to document service hours provided to the client/family. Once approved, the record captured on this screen will become the invoice that the provider is paid from.

Provider Service Log Screen

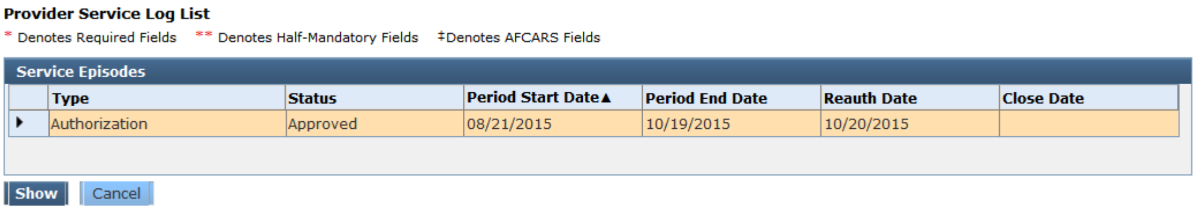


Navigation and the Provider Service Log List Screen

1. Navigate to the *My Services* Screen and bring the non-placement Referral/Service Episode into focus.
2. Navigate to the *Provider Service Log List* screen.
   a. **Case > Service > Provider Service Log List**
   b. This can also be accessed via the breadcrumb trail:



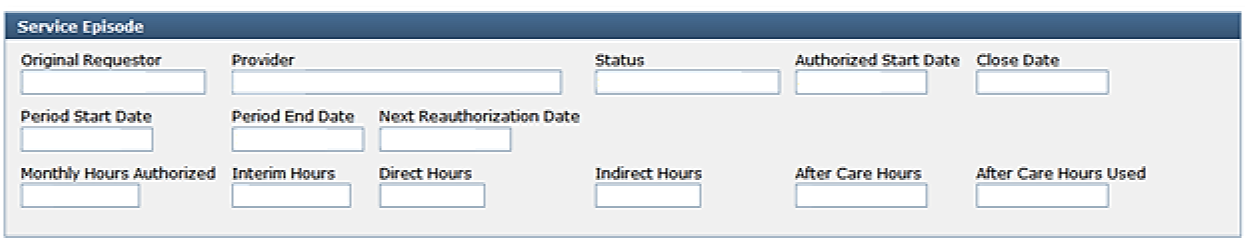
3. Select the applicable authorization period from the *Service Episode* grid and click Show. The date of the Service Log being documented must fall within the authorization period selected.



Service Log Screen

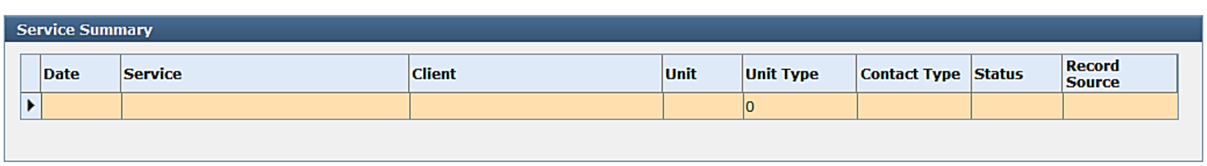
> ***Tip:** For an explanation of the business process of Authorization Periods, Reauthorizations, Direct Hours, Indirect Hours, Interim Hours, and After Care Hours please refer to the **Documenting Service Hours – Business Process Guide***

1. The *Service Episode* section displays information regarding the authorization period in focus.



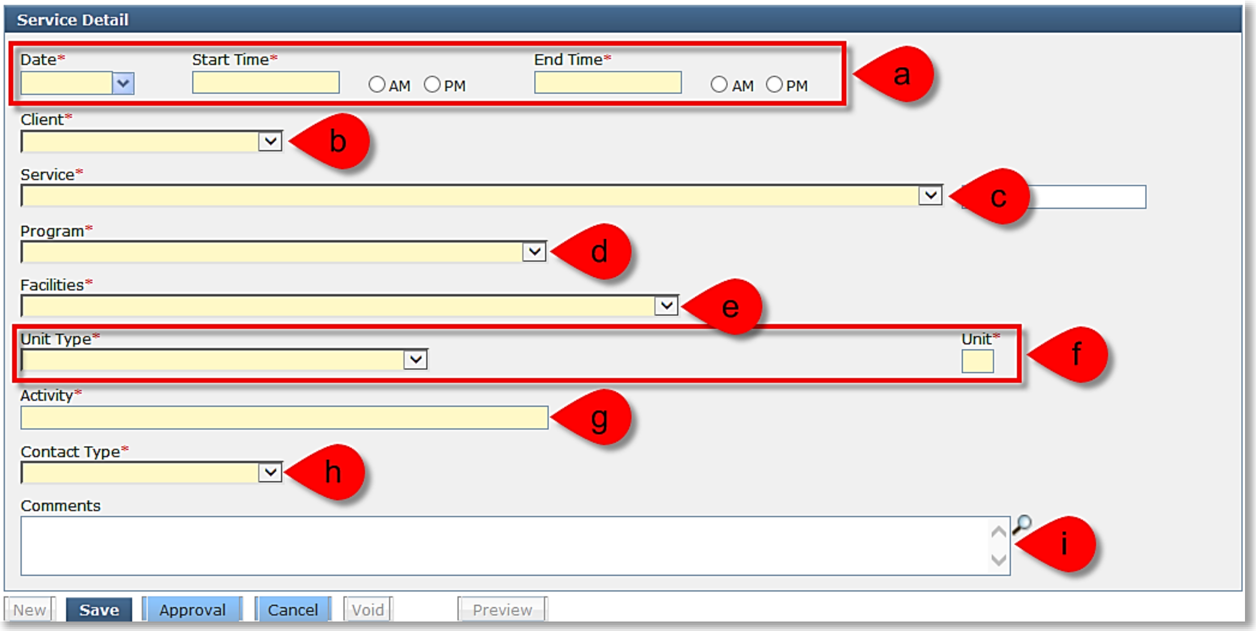
The *Direct Hours* and *Indirect Hours* fields will update to display the number of Direct or Indirect hours documented on the Service Episode.

2. The *Service Summary* grid contains all of the documented Service Logs for the authorization period in focus.



The grid contains information on the documented service log. The *Status* indicates whether the Service Log is *Pending* approval, *Approved*, or *Voided*. The *Record Source* indicates how the Service Log was documented. If the Service Log was documented directly in KIDS The *Record Source* will be "KIDS". If the Service Log was documented via the Provider Data Exchange the *Record Source* will be "DXP" or "SFTP".

3. The *Service Detail* section is completed in a 'waterfall' order. This means that each field is dependent upon the field before it. Fields are to be completed in a top to bottom, left to right order. Once a field is completed the screen will refresh, activating the correct options for the following field.



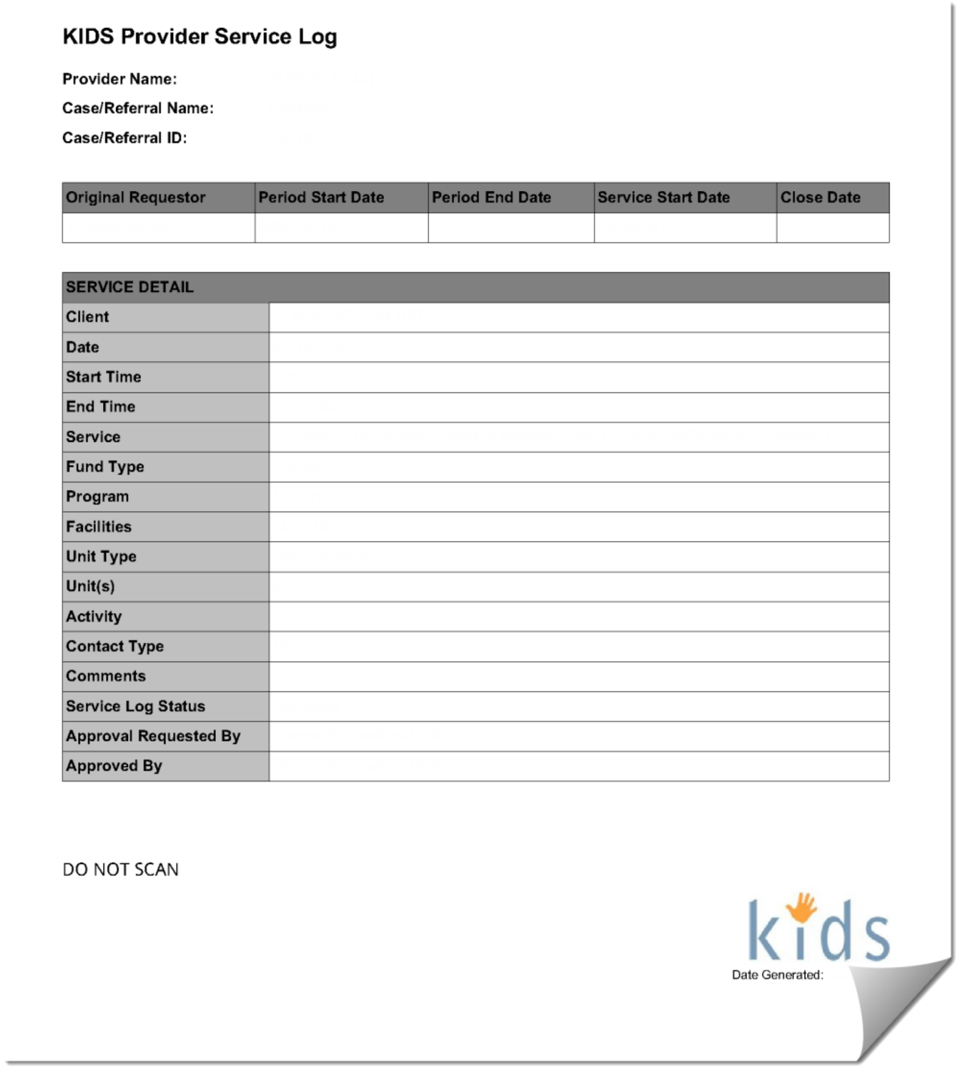
a. Enter the *Date*, *Start Time* and *End Time* (select the AM or PM radio buttons). Note that a future date/time cannot be documented for a Service Log.
b. Select the *Client* from the drop down menu. Note that the clients in this menu are the clients listed on the Referral/Service Episode.
c. Select the *Service* from the drop down menu. Note that the Service(s) listed are the Service(s) included in the Referral/Service Episode.
d. Select the *Program* from the drop down menu. If there is no specific program select "Not Applicable".
e. Select the Facility providing the service from the *Facilities* drop down menu.
f. Select the *Unit Type* and enter the number of units in the *Unit* field. (Example: If a one hour home visit is being documented and the Unit Type is **.25 hours** then the number of units will be 4.)
g. Enter a short description of the *Activity*.
h. Select the *Contact Type* from the drop down menu.
i. Enter *Comments* if needed. Note that the *Comments* field is not mandatory.

4. Once the *Service Details* have been completed click the **Save** button at the bottom of the screen.

5. Click the Approval button at the bottom of the screen, check the ☑ Request check-box and click the Ok button in the approval pop up. Once the approval has been sent another pop up will appear stating "Your approval request has been sent." Click the Ok button again to close this message. Once the approval request has been sent the *Status* in the *Service Summary* grid will display as "Pending". Upon supervisor approval the *Status* will update to "Approved".
A Service Log can be voided by the Provider Supervisor using the Void button at the bottom of the screen.

6. When creating the first Service Log on a Service Episode the New button will be greyed out: New. After the first Service Log has been saved the user will click the New button at the bottom of the screen to document subsequent Service Logs.

7. To view a printable PDF version select the desired Service Log from the *Service Summary* grid and click the Preview button at the bottom of the screen.



KIDS Provider Service Log

Provider Name:
Case/Referral Name:
Case/Referral ID:

Original Requestor	Period Start Date	Period End Date	Service Start Date	Close Date

SERVICE DETAIL	
Client	
Date	
Start Time	
End Time	
Service	
Fund Type	
Program	
Facilities	
Unit Type	
Unit(s)	
Activity	
Contact Type	
Comments	
Service Log Status	
Approval Requested By	
Approved By	

DO NOT SCAN

Date Generated:

For more information…

For assistance, please contact the Allegheny County Service Desk at 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