



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

Source Contact Type: Provider Service Log Provider Service Log Provider Service Log Period Start Date Provider Mandatory Fields Provider Service Summary North Hours Authorized Interim Hours North Provider Service Detail Service Detail Date Service Detail Provider Provider Service Detail Provider Service Detail Provider Provider Adviry Unit Type Unit Program Provider Provider Provider Provider Contact Type Unit	Case Provide	
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Contact Type*		Service Detail Date* Start Time* End Time* Date* OAM OPM Client* Program* Facilities* Unit*
Contact Type*		Service Detail Date* Start Time* End Time* Client* Program* Facilities* Unit Type* Unit* Article*
		Service Detail Date* Start Time* End Time* Client* Client* Program* Facilities* Unit Type* Unit* Activity*
		Service Detail Date* Start Time* End Time* Client* Client* Facilities* Facilities* Unit Type* Unit* Activity* Contact Type*
		Service Detail Date Start Time End Time AM PM Client Service Facilities Facilities Contact Type Comments

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:

Case 🖸 Service 🖸 Non-Placement Services List | Non-Placement Services | Reauthorization | Provider Service Log List



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.

Provi * Den	ider Service Log List otes Required Fields ** Denotes H	.t ™ Denotes Half-Mandatory Fields ↓ ‡Denotes AFCARS Fields				
Ser	vice Episodes					
	Туре	Status	Period Start Date▲	Period End Date	Reauth Date	Close Date
•	Authorization	Approved	08/21/2015	10/19/2015	10/20/2015	
Sho	w Cancel					

Service Log Screen

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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
<u>Hours – Business Process Guide</u>

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

Service Episode				
Original Requestor	Provider	Status	Authorized Start Date	Close Date
Deviad Chart Date	Paris d Fard Parks - Next Parastherization			
Period Start Date	Penod End Date Next Reauthorizatio	on Date		
Monthly Hours Authorized	Interim Hours Direct Hours	Indirect Hours	After Care Hours	After Care Hours Used

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.

	Contact Type Status Source	nit Unit Type Contact Type	Client	Service	Date	
▶ O		0				۲

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".





The Service Detail section is completed in a 'waterfall' order. This means that each field is 3. 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.)
- q. 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 \checkmark 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.

Provider Name:				
Case/Referral Name:				
Case/Referral ID:				
Original Requestor	Period Start Date	Period End Date	Service Start Date	Close Date
Yolanda Barbar	04/20/2010		04/20/2015	
SERVICE DETAIL				
Client		ED.		
Date	221222310			
Start Time				
End Time				
Service		s/Counseling Setting/Fa	mily Counceling/Financial	Counseling
Fund Type				
Program				
Facilities	ALC: NO.			
Unit Type				
Unit(s)				
Activity				
Contact Type				
Comments				
Service Log Status				
Approval Requested B	Y	PCW.		
Approved By		PCM		

For more information...

For assistance, please contact the Allegheny County Service Desk at <u>ServiceDesk@AlleghenyCounty.US</u> 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