



Special Education

Medicaid Service Capture

Users Manual

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Accessing Service Capture

Service capture can be accessed by going to tienetjcid.hosted.org.

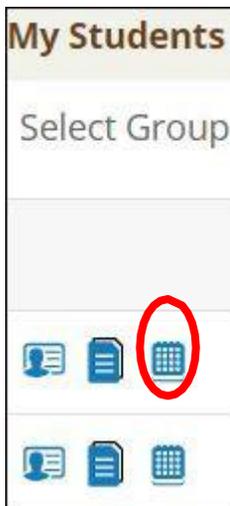
School/District ID is WISD

User ID is your first name last name (no spaces or dots)

Default Password is Pass()12

After entering the default, you will be prompted to enter your own password.

Once logged in, service capture can be found two different ways. The easiest way is to click on the “service capture” link at the top of any screen in TIENet:



The other option is to access it from the provider’s caseload on the homepage by clicking the calendar icon to select “Service Calendar.”

Calendar Views & Shortcuts

Service capture default calendar is set to the monthly view. The default can be set by the provider to a weekly view.

Navigating the Calendar

To move backward or forward you will use the arrow buttons located just above the calendar at the left.

To change the view from the default monthly view, you would again look just above the calendar and click on either day or week on the right side. Or, the day view can also be accessed by clicking directly on the number for the day you wish to view.

Shortcuts

Providers who log services for Medicaid billing may want to know which students are eligible. Eligibility is indicated by the green checkmark icon located by the student's ID 

The green checkmark indicates that the student has Medicaid benefits, is under age 21, and the parent consent to bill Medicaid = yes or blank (when blank the parent decision has not been received or processed yet) Providers should still log their services when the decision is blank.

You can change the view of your students on your home page by selecting Search, Students, Customize-Columns, Filter By Section: Check the fields you want displayed.

Creating, Editing and Deleting Caseload Groups



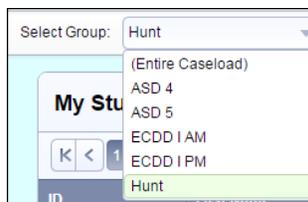
From the homepage, click on **My Students** located to the right of “My Students.”

Creating a Caseload Group

Click on **+ New Caseload Group** to begin. A new page will appear where the provider will NAME their group and allow them to check the students they want to belong to the group. Once the students have been selected, the provider can click **Accept** at the bottom of the listing to save their new group. These steps can be repeated for each additional group the provider wants to create..

Editing a Caseload Group

Before the provider can edit a group, he/she must first select the group he/she wishes to edit,. Otherwise the edit option WILL NOT be available.



Once that is done, new options will appear under actions:

The provider will click on “Edit Group” and then put a check in the box next to the students they wish to



add to the group, OR remove the check from the box to delete students from the group

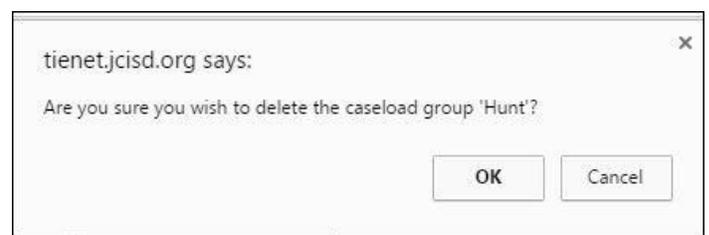
(NOTE: This does not delete students from a provider’s CASELOAD, it just removes the student from the group). The provider should make sure to click **Accept** to save their changes.

Deleting a Caseload Group

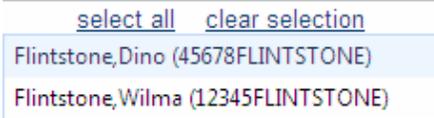
Again, as mentioned above, before a provider can delete a group, they must first select the group they wish to delete, otherwise the delete option WILL NOT be available.

Click on “Delete Group” and the pop-up will appear. If the provider is sure they want to delete the group, they should click “OK,” otherwise, they should click “Cancel” if they do not want to complete the action.

NOTE: This does not delete students from the provider’s caseload.



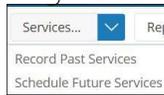
Creating Service Records in Service Capture



Before a provider can record a service, they must first select one or more students at the left of the service calendar. If they do not select a student, nothing will work in service capture. To select multiple students, hold the Ctrl key down, then click on the students (they will

highlight).

The provider can record a past service either by right clicking in the day they want to record the service, then clicking inside the box containing the words "Record Past Services" OR by clicking on the drop down menu located in the upper left corner of the bar above the calendar.



"Record Past Services" under the Services



A new service record will appear and the provider will fill in the required information.

The provider should check **Has this service been completed?** before saving the record to avoid having to come back at a later date to complete the record, unless it truly has not been completed.

NOTE: This box is on every record because of the "Schedule Future Services" feature in service capture.

Creating Encounters for Non-Caseload Students

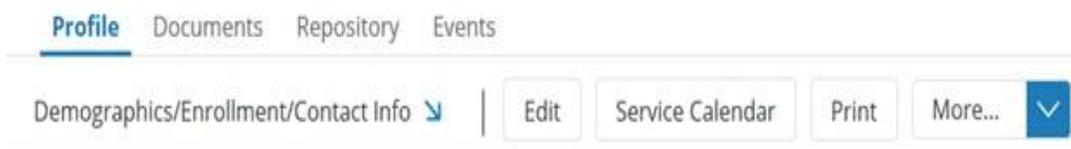
1) Search (main tool bar): Search for a specific student. Check "include Inactive Student Profiles"



2) Click the profile folder next to the student name

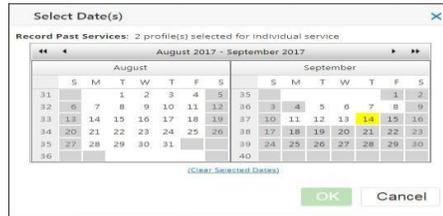
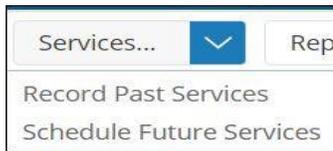
3) Select Service Calendar

Record Past or Future Services as usual



Creating Multiple Days Logs for One Student

The provider should be in service capture. On the bar just above the calendar, locate and click on Record Past Services and a two-month window will appear in which the provider can select



the days in which services need to be recorded for the student (days will highlight). Click on "OK." Once this is done, a new screen will come up which is used to record generic information for all the days that the provider will be logging. The provider will notice that all the days they selected in the previous screen are listed in date order. Here, they can fill in the session times 

If all the times are the same, the provider can just click the  button and the time will fill in on all days listed. Now, fill in all the required information and make sure to check the box at the bottom

Has this service been completed?

because this will save you from having to check this box later, when in the session-specific information screens. Click "Continue."

The provider now moves into the session-specific section for the days that were selected previously. Notice that all the days are now included in a drop down above the service record.

Record Services:

Select Record: Flintstone, Dino (45678FLINTSTONE) - 9/17/2013 # Records Saved: 0 of 3

Complete the record:
 Flintstone, Dino (45678FLINTSTONE) - 9/17/2013
 Flintstone, Dino (45678FLINTSTONE) - 9/18/2013
 Flintstone, Dino (45678FLINTSTONE) - 9/19/2013

Service Record

The first date that is listed in the drop down is the service record shown on the screen. Complete all the session-specific information and save the record. Now, that record date will still appear in the dropdown, but it has (SAVED) behind the date and the now shows that 1 of however many days are being worked on, has been saved. # Records Saved: 1 of 5

Continue working through each of the days in the list until all have been saved.

NOTE: If at any time during the logging process, the provider leaves the service capture portion prior to saving all the records in the dropdown, only the ones that had (SAVED) behind the service date will be saved...all others will be lost.

Personal Care Providers: This particular logging method is recommend over logging one day at a time (which would be more time consuming).

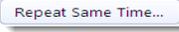
Creating Multiple Days Logs for Multiple Students

The provider should be in service capture.

In order to log for multiple students, the provider must select more than one student from their list at the left of the service calendar. This can be accomplished by holding the Ctrl key down while clicking on the students needed.

On the bar just above the calendar, locate and click on Record Past Services. A two-month window will appear in which the provider can select the days in which services need to be recorded for the students

Click on "OK." Once this is done, a new screen will come up which is used to record generic information for all the days that the provider will be logging. The provider will notice that all the days they selected in the previous screen are listed in date order. Here, they can fill in the session times either by typing it in or by using the 

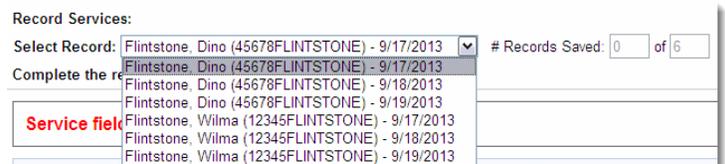
If all the times are the same, the provider can just click the  button and the time will fill in on all days listed. Now, fill in all the required information and make sure to check the box at the bottom **Has this service been completed?** because this will save from having to check this box later, when in the session-specific information screens. Click "Continue."

The provider now moves into the session-specific section for the days that were selected previously.

Notice that all the students are listed in the dropdown alphabetically and by date order above the service record.

The first date that is listed in the drop down is the service record shown on the screen. Complete all the session specific information and save the record. Now that record date will still appear in the dropdown, but it has (SAVED) behind the date and the  now shows that 1 of however many records are being worked on, have been saved.

Continue working though each of the days on the list until all have been saved.



NOTE: If at any time during the logging process, the provider leaves the service capture portion prior to saving all the records in the dropdown, only the ones that had (SAVED) behind the service date will be saved...all others will be lost.

Creating Group Service Logs

The provider should be in service capture.

In order to log for a group, the provider must first select a group from the dropdown just above the list of students at the left of the services calendar. You can select the students individually or "select all" if every student in the group was present for the service(s).

My Students (7) Edit Print Calendar

Select Group: High School

Once this is done, click on Record Past Services in the Services...drop down. Select the day needed and a new screen will come up, which is used to record generic information for all the students that are in the group being logged. Be sure to check **Has this service been completed?** prior to clicking continue to cut back on additional clicks when in the next screens for the student specific information.

The provider will notice that all the students in the group are listed in alphabetical order in the dropdown of the student-specific section of the logging process.

Record Services:

Select Record: Sample, Don (0001234567) - 8/29/2013 # Records Saved: 0 of 6

Complete the r Sample, Don (0001234567) - 8/29/2013 m.

Service R Sample, Don (0001234567) - 8/30/2013

Sample, Peter (9879879878) - 8/29/2013

Sample, Peter (9879879878) - 8/30/2013

Sample, Sue (123SAMPLE) - 8/29/2013

Sample, Sue (123SAMPLE) - 8/30/2013

Service* Speech an

Complete all the specific information for the student record that is on the screen and save the record.

Note: If one of the students is missing from the group, remember to change the group size in the logs.

Once saved, the record will still appear in the dropdown, but it has the word (SAVED) behind the date and it also shows 1 of however many students in the group that are being worked on, has been saved.

Record Services:

Select Record: Sample, Don (0001234567) - 8/29/2013 (SAVED)

Records Saved: 1 of 6

Continue working through each student on the list until all have been saved.

Group Services for Multiple Days:

You are following the same steps as page 8, except you are working with a pre-defined group for the purpose of reporting "group therapy". **Important- Group size must be accurate for group therapy services.**

Scheduling Future Services

The provider should be in service capture.

Select a student, then click on "Schedule Future Services" from the drop down "Services" menu located on the bar above the calendar.

Services... [v] Rep

Record Past Services

Schedule Future Services

A two month calendar will pop up with only future days available for selection. Choose the day(s) you wish to schedule and click "OK." The service record will appear. The provider will notice that the "provider notes" and "progress report" sections are missing. This is because the provider has not yet provided the service.

Service Record

Student	Sample, Sue	Service*	Speech and Language [v]
Staff	Fedderson, Carolyn	Service Type*	Individual Therapy [92507] [v]
Service Date Time*	09/26/2013 [calendar icon] AM [v] (hh:mm)	Group Size	1
Duration Minutes	[input field]		

Areas Covered/Assessed:

Articulation [v]	(If Other Specify): [input field]
(none) [v]	(If Other Specify): [input field]
(none) [v]	(If Other Specify): [input field]

Has this service been completed?

* Be sure to enter these key fields.

Additional weeks to repeat schedule: N/A [v] ←

Save Cancel

The "Has this service been completed?" at the bottom of the record should be left un-checked until the service has actually been provided to the student. The provider also has the option to schedule additional weeks, so if the provider is logging a future service for 10:00 AM on Thursday for the student, the system will duplicate the future service log for as many additional weeks that the provider chooses.

Once the record has been saved, the provider will see these services on the calendar in ORANGE.

22	23	24	25	26	27	28
					**SP 30m:	

After the services have been provided to the student, the provider can find the record, double-click on it and edit it to add the provider notes and progress. If the service never took place, the provider can delete the log.

Editing, Deleting & Voiding Service Records

The provider should be in service capture to perform any of these tasks.

Editing a Service Record

The provider should locate the record on their service capture calendar. If the calendar is very congested, they may want to change to the “Day” view. Once they have located the record that needs to be altered, the provider will “double-click” on the record and a new screen will show. Select  and the service record will open up for any changes that need to be made. Once revised, the provider must click  to save changes.

Deleting a Service Record

The provider should locate the record on their service capture calendar. Again, if the calendar is congested, they may want to change to the “Day” view. Once they have located the record that needs to be deleted, the provider will “double-click” on the record and a new screen will show. The provider will select  and a deletion confirmation screen will appear in which

the provider will have to click “Delete Service Record” as confirmation that this is what they really want to do.

Delete Service Record

Student Sample, Sue
Staff Feddersen, Carolyn
Service Date Time 09/26/2013, 08:30 AM
Service Speech and Language
Service Type Individual Therapy [92507]
Provider Notes
Profile Modified On 09/23/2013, 11:54 AM
Has Monthly Summary Cal No
Billing Submission Dt




Once clicked, one MORE box will appear asking the provider to confirm. Once they click “OK,” the record

is permanently deleted, but there is an audit trail of its deletion.



Voiding a Service Record

VOIDS can only be done by the Medicaid coordinator (Lana Stiebe)

VOIDS occur when a provider realizes that an error exists with one or more of their service records, but they can no longer “edit” or “delete” the record because it has been through the CLAIMING PROCESS and is locked. In these instances just contact Lana and the void will be put through to the State.

Creating Personal Insert Statements in Service Capture/Monthly Summaries

The provider must be IN an open service record before they can create personal insert statements.

Once the provider has a service record open, they will click on the insert statement icon located just above the Provider Notes section.



The provider uses the drop down to switch from Public to Personal Statements. Personal Statements should be set as the default and then Edit Statements can be selected. Once statements are entered, they need to be saved.



The provider can edit, add or delete their personal statements at any time. Only that provider will see their own private insert statements. If they wish to share with a colleague they will have to copy the statements and save them in a text document .

Microphone—To use the voice to text feature, the provider can use the microphone. It works best on a computer with a USB headset. When logging on an iPad or mobile phone, the provider just clicks on the microphone.

Monthly Summaries

Providers must create a separate monthly summary for each Medicaid eligible student at the end of each month.

Choose Monthly Progress Summary as the Service Type. Important * Most encounters cannot be submitted without an encounter containing a monthly summary. This applies to all providers except those providing personal care services.

Service*	Occupational Therapy ▼
Service Type*	Monthly Progress Summary ▼
Group Size	1

Common Error Messages or Messages

Common Error Messages

- Medicaid requires certain providers to have prescriptions/referrals/authorizations on file in order to bill services for eligible students. Those providers are: physical therapists, speech therapists, personal care service (PCS) paraprofessionals, occupational therapists, nurses and orientation and mobility specialists. The Warning message below may appear if a student does not have one on file for the service being recorded:

- **Warning: You must have a valid prescription for this type of service.**

All services will still save (with the exception of PT services) regardless of the warning. Once a valid prescription has been input into the student's electronic prescription screen, the message will go away.

This Message from webpage appears when a provider neglects to check the box at the bottom of a service record. Providers can just click cancel and check the box to save the record.



- A message will appear if the provider forgot to fill in all the required fields in the service record.

• Areas Covered/Assessed, Group Size, Progress Report, and Provider Notes are required for the Service Type chosen.

- Please go back, review the log and correct what was missing.
- "Record has been billed and can no longer be edited or deleted" will appear when a provider tries to edit or delete a record that has been through the claim process and has been locked. If the provider gets this message, they should contact Lana at 734-994-8100, x1548 or Istiebe@washtenawisd.org.