110.0 Documentation Standards for Developmental Services Electronic Records

110.1 Policy Approval Clearance Record

☐ Rural Services Policy ☐ Rural Clinics ☒ Rural Regional Center	This policy supersedes: N/A	Number of pages in Policy: 4
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 7/27/12
Rural Services Director Approval Signature: *Barbara Legier*	Date: 7/27/12	Policy Lead: Robin Williams, CPM II

110.2 Statement of Purpose

110.2.1 **Policy Statement:** Electronic documentation will be accurate, timely, and completed in accordance with Medicaid and Medicare state and federal guidelines, and state law and regulation.

110.2.2 **Purpose:** To establish procedures which ensure the clear and timely documentation of information regarding individuals served.

110.3 Authority

NAC 435
NRS 435
Medicaid Waiver Chapter 2100, Chapter 2500, and Chapter 100
HIPAA

110.4 Unique Definitions and Acronyms

110.4.1 **Billable Code –** Service time entered into the DS NOW notes system which is reimbursable from Medicaid. All codes in DS NOW with the exception of codes “99” and “98” are billable codes.

110.4.2 **DAP Format –** Case note format where the writer addresses each of three areas: 1) Data/Description (D) – which includes: what was said or observed, problems reported and interventions; 2) Assessment (A) – which includes: what occurred, what was achieved; client response to intervention; problems in treatment; risk factors; GAF and 3) Plan (P) – which includes: actions to be taken in relation to treatment goals, date of next meeting, and follow-up that is planned.

110.4.3 **DS-NOW –** The Developmental Services notes and claiming system. For this policy only, DS-NOW will refer only to the notes system portion.

110.4.4 **ELCID –** Acronym for “Electronic Client Information Database”. This database is part of DS-NOW and contains demographic and service information about individuals served.

110.5 Procedures

110.5.1 Electronic Record Accounts

A. All DS program staff will have accounts for DS-NOW and ELCID. Rural Regional Center personnel staff will submit a request to the MHDS IT Help Desk at least two (2) weeks prior to a new employee start date of the need for these accounts. Personnel will indicate to IT the staff person’s job title. IT will assign the appropriate level of permissions for DS NOW and ELCID according to job title. Staff will be informed during orientation by his/her supervisor of his/herlevel of access to DS-NOW and ELCID.

B. Intake staff will create a DS-NOW account for all individuals who have completed an intake application within three (3) working days of receipt of the completed application.

110.5.2 DS NOW NOTES

A. Note Types

1. Targeted Case Management (TCM) Notes – Four note templates are utilized in DS NOW for TCM Notes:

- ISP note template – documents information regarding the annual Individual Support Plan meeting.
- Quarterly note template – documents information regarding each quarterly review of the support plan.
- Monthly note template- documents information regarding the monthly contact for waiver recipients.
- General note template – documents all service contacts other than those listed above.

B. Clinical Notes – The general note template only is utilized for Clinical Notes.

C. DS NOW Note Codes – Staff will complete the information in DS-NOW utilizing the appropriate note code as follows:

1. TCM Note Codes:

Code	***Description***
1	Assessment & Reassessment
2	Service Plan Development
3	Referral/Linkage/Follow-up/Coordination of Services
4	Monitoring
99	Other Medical Record Information

2. Clinical Note Codes

Code	***Description***
12	Psychological Assessment
13	Psychological Individual Therapy
14	Psychological Group Therapy
15	Psychological Consultation
98	Other Medical Record Information

110.5.2.2 Documentation

A. Staff assigned DS-NOW accounts will enter notes into the system documenting, by individual served, all service delivery information. This includes:

1. Billable Services, to include: Phone contacts; an exchange of 2 or more emails; and in-person contacts with individuals, families, providers, and others; arranging meetings; providing assessments or therapy; compiling

information for and preparing the support plan; or collecting information needed for service delivery.

2. Non Billable Services: Transportation, leaving a phone message, and sending or receiving a single email.

B. Information will be entered within five (5) working days of the service and will be in DAP format. All information will be completed at the time of the note entry

C. DS-NOW notes can be edited by the writer until the 10th day of the next month. After this cut-off, notes from previous months cannot be edited and all information will be entered into a new note.

D. When more than one Rural Regional Center staff member is providing TCM to an individual at the same time, only one staff member will utilize a TCM billable code for the service provided. The Developmental Specialist III (DS III) will be the staff to enter a billable code unless another staff is specifically designated by the support team. Other staff who need to note the service will utilize code "99". Code "99" will also be utilized if another agency is billing for TCM services through Medicaid and the RS DS III is not the staff designated to bill medicaid.

E. Multiple staff with access to clinical codes may bill for a clinical service provided by Rural Regional Center. Code "98" will be utilized if another agency is billing for clinical services through Medicaid.

110.5.3 Information in ELCID

A. Staff will enter information as allowed by their level of permission.

B. Intake staff will enter known information about the individual within three (3) working days of the individual being accepted for services.

C. DS III's will enter address and other significant changes within five (5) working days of learning the information.

D. Quality Assurance (QA) staff will enter information regarding guardianship within five (5) working days of receiving guardianship paperwork.

E. Changes in clinical diagnosis will be entered by clinical staff within five (5) working days of receipt of the signed paperwork confirming the diagnosis. Changes in medical diagnosis will be entered by the DS Nurse within five (5) working days of receipt of the signed paperwork confirming the diagnosis.

110.5.4 Timelines

Table 110.1: Documentation Standards for DS Electronic Record

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
110.5.1.	Two weeks prior to new employee start date	Staff Start Date	Personnel	Inform IT of new staff
110.5.1	3 working days	Receipt of completed application	Intake Staff	Create DS NOW Account
110.5.2.2 B	5 working days	Date of service.	Note creator	Note entered about service delivered
110.5.2.2 C	10th day of month	Notes for previous month	Note creator	All notes for previous month closed
110.5.3 B	Acceptance into RS-DS	Within 3 working days of acceptance	Intake	Enter information into ELCID

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
110.5.3 C	5 working days	Upon notification	DS III	Change of address/sig others edited in ELCID
110.5.3 D	5 working days	Upon receipt of guardianship papers	QA	Guardianship information
110.5.3 E	5 working days	Upon receipt of documentation	Clinical or Nursing staff	Changes in diagnoses

110.5.5 **Supervisory Responsibilities:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify recommendations for improvement.

110.6 Policy Cross Reference

None