Medicaid Service Capture

Users Manual

Jackson County Intermediate School District

Hillsdale County Intermediate School District

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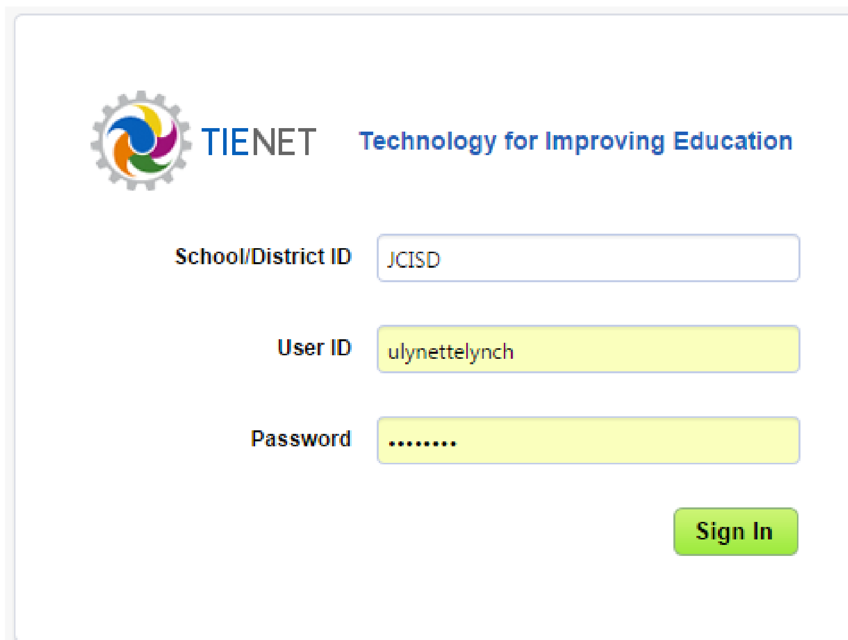
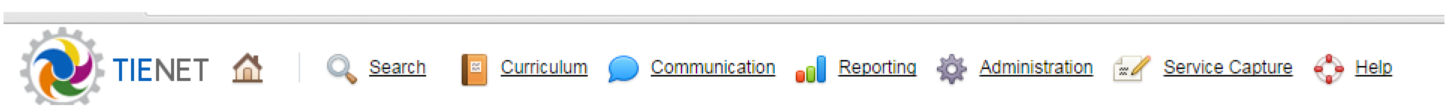
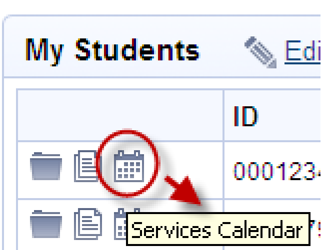
Accessing Service Capture

Service capture can be accessed by going to tienet.jcisd.org.



Once logged in, it 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:





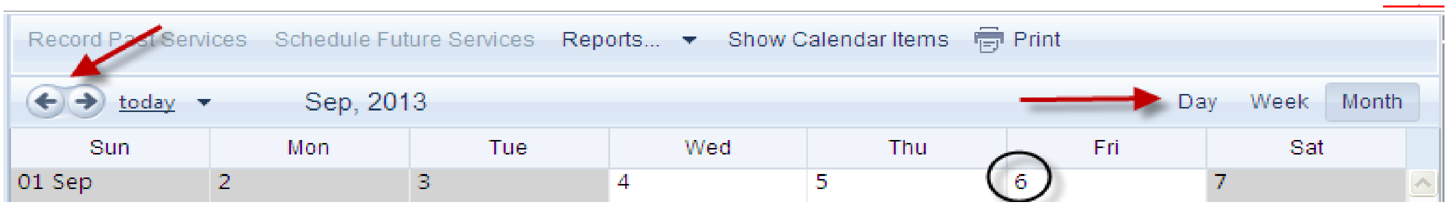
The other option is to access it from the provider's caseload on the homepage by clicking the calendar icon to select "Services Calendar."

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, which will be discussed later in this guide.

Navigating the Calendar

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

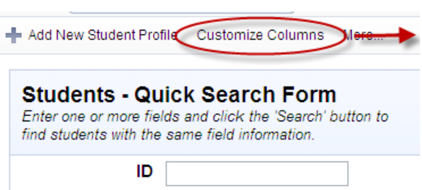


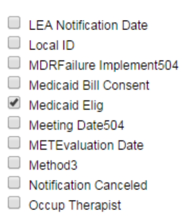
To change the view from the default monthly view, you would again look just above the calendar and click on either day or week on the right side.   Or, the day view can also be accessed by clicking directly on the number for the day you wish to view.

Shortcuts

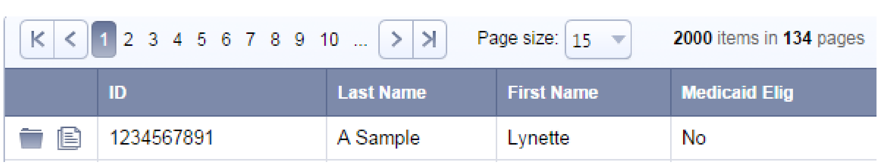
Some providers may want to conduct a student search for "all" students in a particular building. This can be done by typing the percent sign "%" in the "Last Name" section and clicking "Search."

Providers who log services for Medicaid billing may want to know which students are eligible. Eligibility is located in the "Medicaid Eligible" field of the student's demographics, but the field may not be listed on the provider's caseload view. This can be remedied by CUSTOMIZING COLUMNS <u>when you are in the student search</u>. Just above the search, click on "Customize Columns." From the listing on the next screen, find the check box for "Medicaid Eligible" check it, then "Accept" the changes.



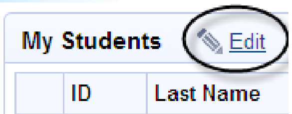


The provider's caseload view will now contain the column for Medicaid Eligible.



NOTE: The user has no control over where in the listing the column will appear.

Creating, Editing and Deleting Caseload Groups

From the homepage, click on 

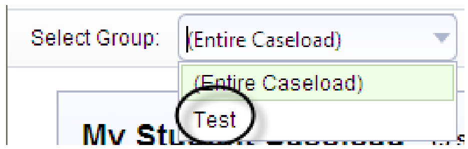
located to the right of "My Students."

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.

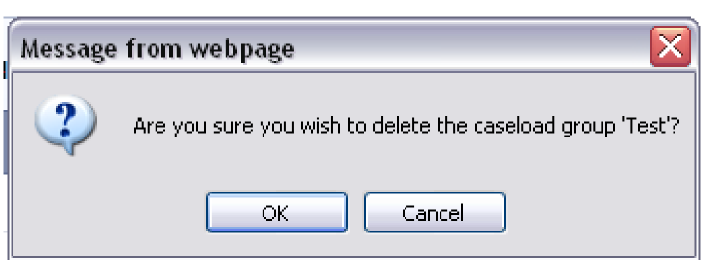


Once that is done, two new options will appear under actions:

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 providers 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

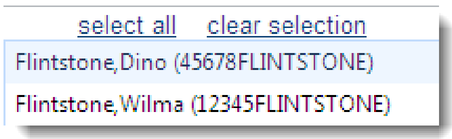


Again, as mentioned above, before a provider can delete a group, they must first select the group they wish to edit, otherwise the edit option WILL NOT be available.

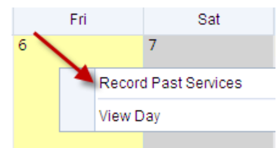
Click on "Delete Group" and the pop-up will appear. If the provider is sure they want to delete the group, they should click "OK," otherwise, they should click "Cancel" if they do not want to complete the action.

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

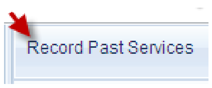
Creating Service Records in Service Capture



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 in blue).

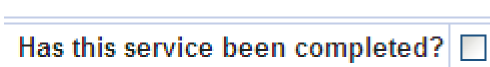


The provider can record a past service either by right clicking in the day they want to record the service, then clicking inside the box containing the words "Record Past Services" OR



by clicking on located in the upper left corner of the bar above the calendar. A new service record should appear and the provider will fill in all the required information.

The provider should check



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

Reporting Services for Evaluations/IEP/IFSP Participation/REEDs

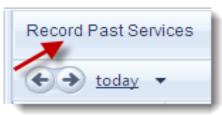
The registrars will add students to your caseload as the REEDs are processed. so that you may record evaluations, IEP/IFSP participations/REED services. If you do not have a student on your caseload who you need to record a service for, please contact your registrar.

Reporting Crisis Interventions (Social Workers)

Social Workers: If you need to have a student added to your caseload in order to report crisis intervention services, please contact your registrar. Crisis intervention can be reported for any student who is special education certified.

You will also need to notify your registrar when you have finished your encounters if you wish to have the students removed from your caseload.

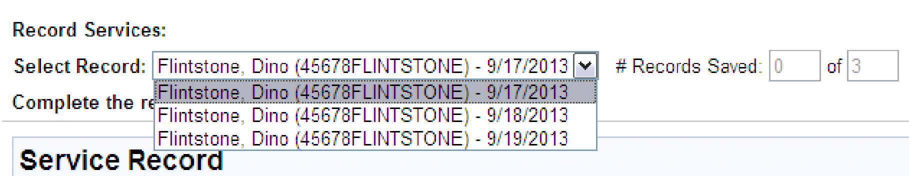
Creating Multiple Days Logs for One Student

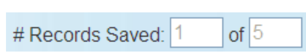
The provider should be in service capture. On the light blue bar just above the calendar, locate and click on 

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 in blue). 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 Repeat Same Time... 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.



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.

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

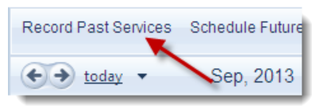
NOTE: If at any time during the logging process, the provider leaves the service capture portion of TIEnet, prior to saving all the records in the dropdown, only the ones that had (SAVED) behind the service date will be saved…all others will be lost.

Personal Care Providers: This particular logging method is recommend over logging one day at a time (which can be quiet time consuming) and will save on the time it takes to enter the services.

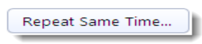
Creating Multiple Days Logs for Multiple Students

The provider should be in service capture.

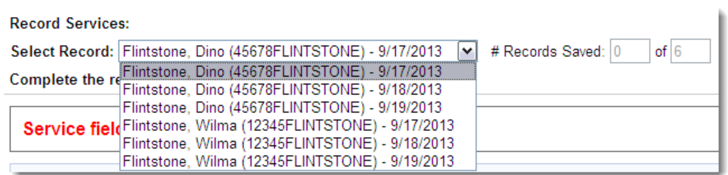
In order to log for multiple students, the provider must select more than one student from their list at the left of the service calendar. This can be accomplished by holding the Ctrl key down while clicking on the students needed.

On the blue bar just above the calendar, locate and click on 

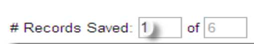
and a two-month window will appear in which the provider can select the days in which services need to be recorded for the students (days will highlight in blue). Click on "OK." Once this is done, a new screen will come up which is used to record generic information for all the days that the provider 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.

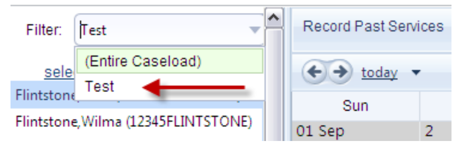
The first date that is listed in the drop down is the service record shown on the screen. Complete all the session specific information and save the record. Now that record date will still appear in the dropdown, but it has (SAVED) behind the date and the 

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.

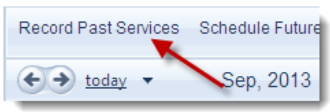
NOTE: If at any time during the logging process, the provider leaves the service capture portion of TIEnet, prior to saving all the records in the dropdown, only the ones that had (SAVED) behind the service date will be saved...all others will be lost.

Creating Group Service Logs



The provider should be in service capture.

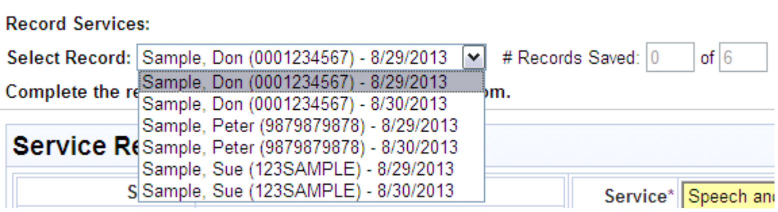
In order to log for a group, the provider must first select a group from the dropdown just above the list of student at the left of the services calendar.

Once this is done, click on 

just above the calendar, select the day needed

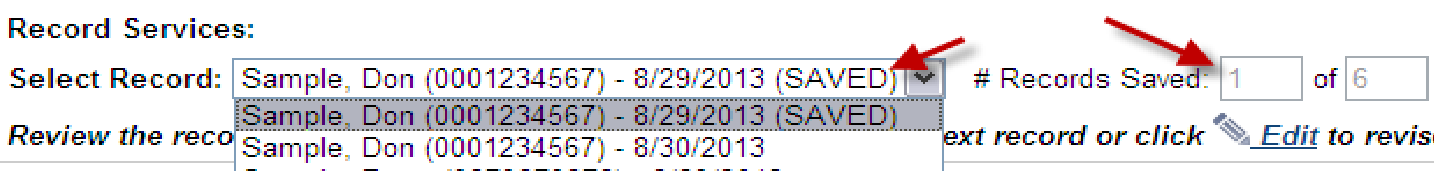
and a new screen will come up, which is used to record generic information for all the students that are in the group being logged. Be sure to check the **Has this service been completed?** ☐ prior to clicking continue , to cut back on additional clicks when in the next screens for the student specific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



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 log.

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

Group Services for Multiple Days:

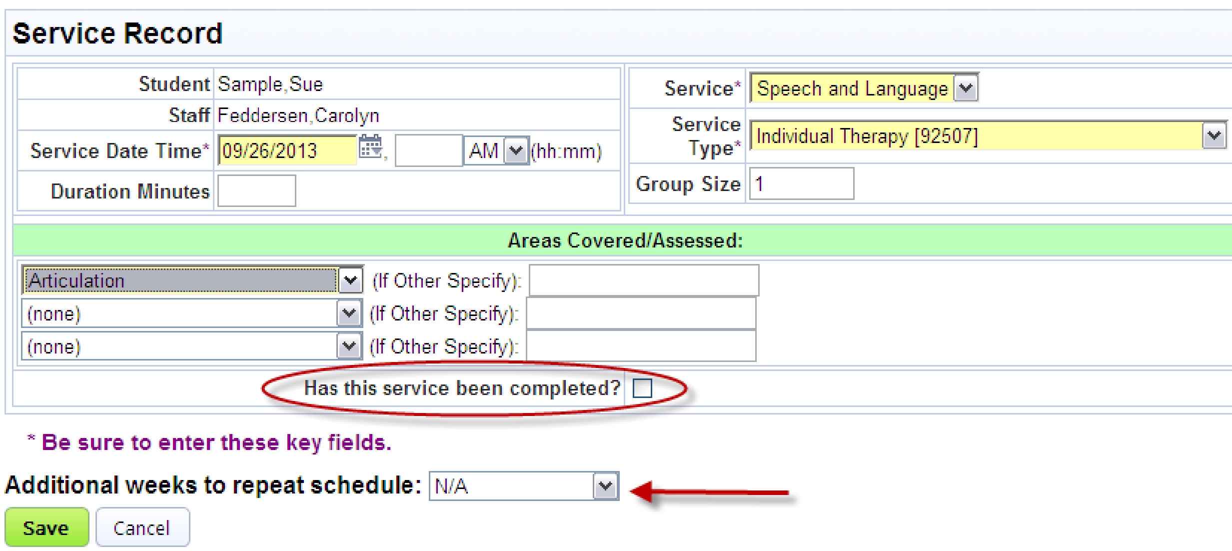
Follow the same steps as page 8 , except choose a group instead of a single student.

Scheduling Future Services

The provider should be in service capture.

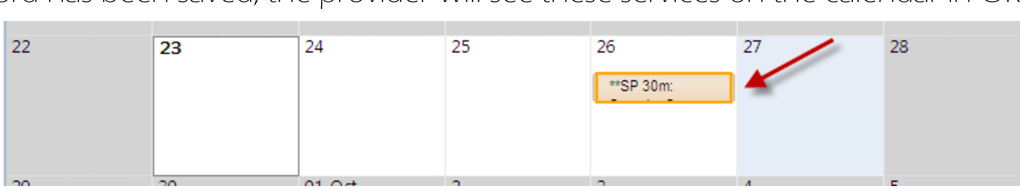
Select a student, then click on 'Schedule Future Services" located on the blue bar above the calendar.

A two month calendar will pop up with only future days available for selection. Choose the day 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, so they cannot report on these until after they have physically seen the student.



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 10am 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.



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

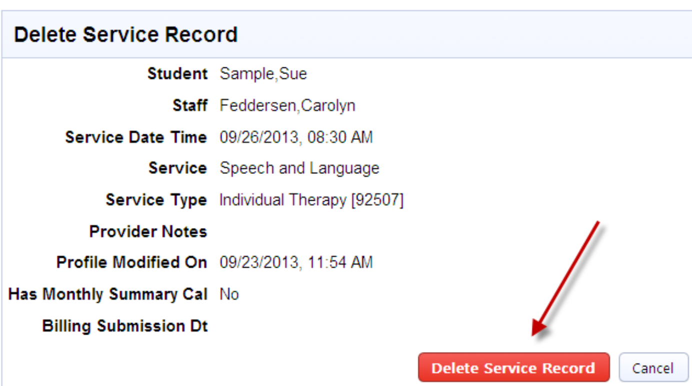
The provider should be in service capture to perform any of these tasks.

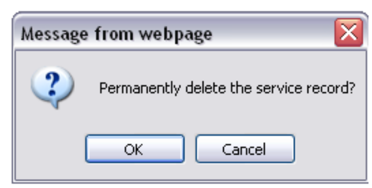
Editing a Service Record

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 Edit and the service record will open up for any changes that need to be made. Once revised, the provider must click Save 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 Delete 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.





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

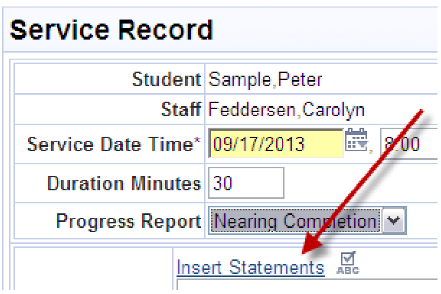
This is very rare. Voids can only be done by the Medicaid Manager (Lynette Lynch)

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 Lynette and the void will be put through to the State.

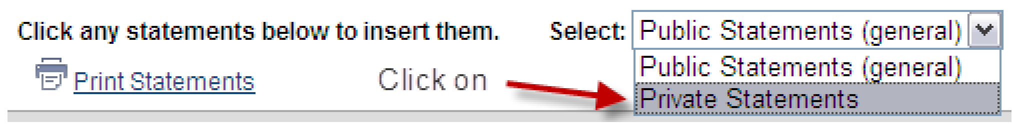
Creating Private Insert Statement in Service Capture/Monthly Summaries

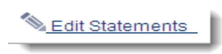
The provider must be IN an open service record before they can create private insert statements.

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



A new window will open:



They will want to select 

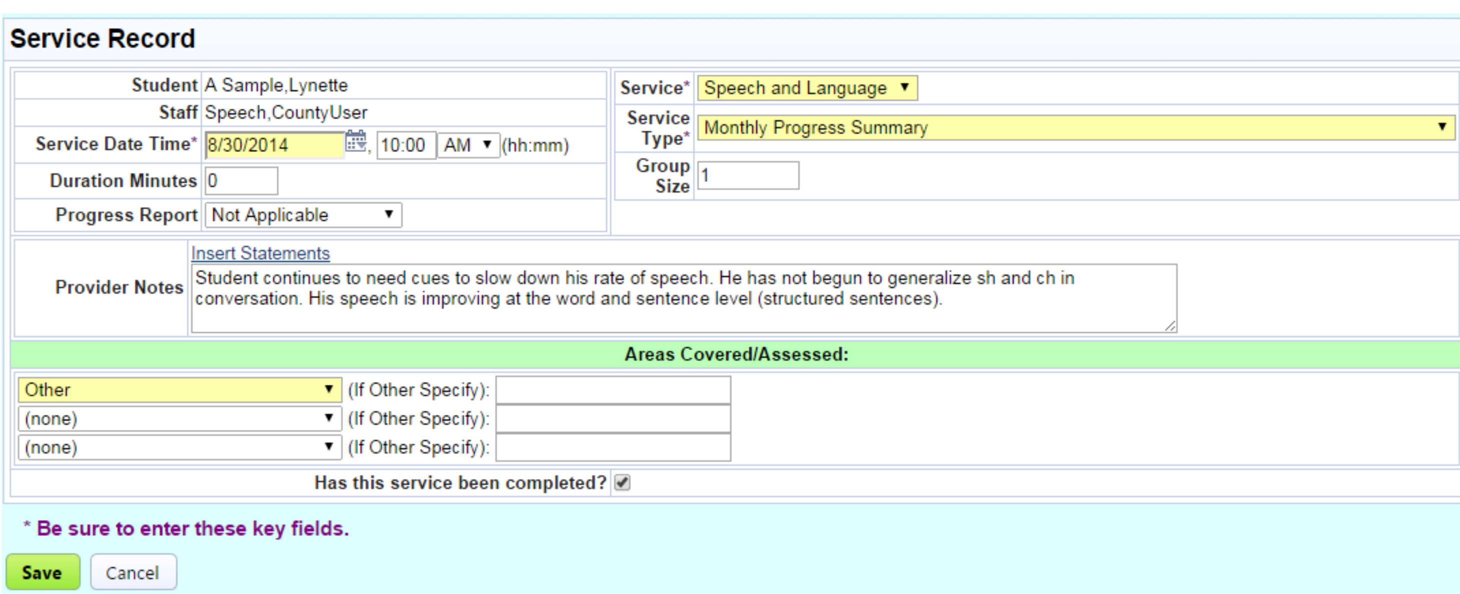
to input. For each new statement they want to create, they should press "enter" to start a new line. Once they are done, they should click "save."

The provider can edit, add or delete their private 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 that can share.

Monthly Summaries

You 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 * Encounters cannot be submitted without an encounter containing a monthly summary.



Common Error Messages

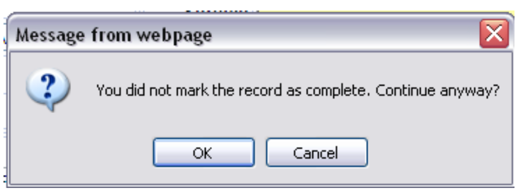
Common Error Messages

- 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 and orientation & mobility. This message 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 appears when a provider neglects to check the box at the bottom of a service record. Provider can just click cancel and check the box an save the record.



- This message will appear if the provider forgot to fill in all the required fields in the service record. They should go back an review the log and correct what was missing.

Please check the form below. One or more entries were not valid.

- "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 Lynette at 517-768-5196 or lynette.lynch@jcisd.org.