



HCBS Billing Solutions Training

Wednesday January 12th 7pm
Friday January 14th 9am

Why Am I Here?

- ❖ HCBSbillingSolutions.com replaces DMSBilling as of January 16.
- ❖ This new timesheet system **must** be used at the start of each client visit and the end of each client visit.
- ❖ You cannot create timesheets after the visit- exceptions must go through Admin.
- ❖ There is a phone call back up system.
- ❖ Over 1/5 of the current staff have been involved in testing and creating this new system with the user experience a primary focus.

Set Up Instructions

- ❖ **Open Browser-** (Chrome is preferred.)
- ❖ **Go** to [HCBSbillingSolutions.com](https://www.HCBSbillingSolutions.com)
- ❖ **Login** using your email address and password **Asdf123!** *Tell us now if you did not receive a verification code or if you received a red error box at the top.*
- ❖ Enter the **verification code** sent via text
- ❖ **Click yes** to remember the browser
- ❖ Click on the **hexagon at top right** near your name
- ❖ Choose **My Profile**
- ❖ Choose **Change Password**
- ❖ **Create** a new password for your self
- ❖ Once you save it, the system will ask you to **login again**.
- ❖ Please **login again** using the **new password**.
- ❖ You will have to do this process next week when you first login, and then intermittently as we update the software or randomly when you change devices.

How-To Instructions- Daily Use

- ❖ **Open Browser-** (Chrome is preferred.)
- ❖ **Go** to HCBSbillingSolutions.com
- ❖ **Login** using your email address and password. *Tell us now if you did not receive a verification code or if you received a red error box at the top.*
- ❖ Enter the **verification code** sent via text if you did not choose yes when setting up or if using a different device.
- ❖ **Select a client** from the drop down list. *Tell us now if all of your clients are not there-*
- ❖ Click **Create New.**
- ❖ **Select the service code** by clicking the circle to the left of the service name. For this test, please use w0000. *Please tell us now if your client does not have w0000 listed.*
- ❖ Select **Start Visit.**
- ❖ Confirm visit details and client before selecting **Start Visit** the second time.
- ❖ If you need to change the client or service code, go back one screen to change the service code or back to the drop down list for client. Click Create New if changing client and Start Visit if changing service and begin again.
- ❖ Selecting Start Visit the second time should create a running timer at the top right- **if you do not see the timer, you have not started the visit.**
- ❖ **Log out and close the website** so data is not running in the background.

Service Codes- a reference guide

These are found in the FAQ section at the hexagon.

- ❖ W1726 is Companion
- ❖ W7060 is IHCS 2(1:1)
- ❖ W7061 is IHCS 2(1:1)- Enhanced
- ❖ W9862 is Respite 3(1:1)- 15 min
- ❖ W9798 is Respite 3(1:1)- 24 hours
- ❖ W5996 is CPS- Community Participation Services
- ❖ W9794 is Supported Employment
- ❖ H2023 is Job Finding
- ❖ T2025 is Nursing
- ❖ W7095 is Behavioral

How-To Complete a Visit

- ❖ **Open Browser**
- ❖ **Go** to [HCBsbillingSolutions.com](https://hcbssolutions.com)
- ❖ **Login** with email and password
- ❖ **Select dark blue bar** at the top of the screen- it should say “You Have a Visit in Progress”
- ❖ **Select the appropriate progression option-** Increased, Maintained, Decreased
- ❖ **Add a Note** can be done after the visit is complete- remember you must add them within 24 hours of the visit!
- ❖ **Make your signature** by using your finger or stylus in the signature box
- ❖ **Click the green complete visit button**
- ❖ Confirm the details and **select complete visit** if correct.
- ❖ **If incorrect, please complete the visit and email Timesheets@hcbssprovider.com with the requisite changes.**

How-To Add Notes

❖ Login

- ❖ Even with a visit in progress, you can edit the notes- client care comes first, but if you must leave yourself reminders, you have that availability now. (“We went to Giant, social distancing, masked, practiced budgeting, home now to cook, will review kitchen safety....”) *Please know this is not a complete note, merely an example of how you may use the Notes feature during a visit.*
- ❖ **Select the green add a note** section next to the visit you want to add a note
- ❖ **Click Edit**
- ❖ **Add the note** in the Notes box
- ❖ **Click Save Changes**
- ❖ Please remember all Notes must be completed within 24 hours of the visit or you may not receive payment.

If you have ANY troubles:

- ❖ In your login, there is a FAQ section- click the hexagon by your name, **select FAQ**, find your answer there.
- ❖ If the FAQ section does not have the info you need, **EMAIL timesheets@hcbprovider.com**
- ❖ If you have no cell service and cannot login, call your visit info in to **610-453-5005 ext 0** with the following details:
 - ❖ Your full name
 - ❖ Your client's first name and last initial only
 - ❖ The service you are doing
- ❖ *Links to HCBSbs training, EVV, TVV instructions, and the phone number to call ext 0 are on the Staff Only tab of HCBSProvider.com.*

A few last items:

- ❖ You can do this!!!
- ❖ You are the best DSPs and are capable of moving mountains- a bit of technological change will not bother you!
- ❖ You have resources and instructions.
- ❖ You will no longer receive a summary email with the week's details. It is scheduled for the first possible update!
- ❖ You have a new mission: to improve the systems we use- tell us what could be better, more efficient (we are working on a service code change button for those doing overnights or back to back services with the same client), and –
- ❖ Know that we care- now go test this new system with a trial visit and test the notes feature!

Special Thanks

This software could not have been developed without the tireless energy and efforts of many. I am truly grateful for your patience, feedback, trials, and scenario testing. We will continue to not only set the standard, but we just raised the bar!

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