

# We Are Here To Help You

Notes and Helpful Reminders

Live Session with Crysta, Janet, and Heather

Open Question and Answer Session

Wednesday, September 14 11am

or

Wednesday, September 14 7:30pm

# *We Are Here to Help You*

- ❖ **Notes are due within 24 hours of the visit- why?**
  - ❖ **What if there is an incident and we don't have your notes?**
    - ❖ If the incident is immediate, we have 24 hours to report it.
    - ❖ If the incident happens three days later and not with our staff, the state may ask for records retroactively to account for the client's state of mind or well-being.
  - ❖ **Per state regulations, we cannot bill the state for a timesheet without notes.**
  - ❖ **Safety issues- are you regularly reviewing safety issues with your client?**
    - ❖ Seat belts- if you are doing it up for your client every visit and then one day they do it- yay!!!
    - ❖ You arrive to the visit and notice your client and his caregiver are bruised and sore- they fell while performing a transfer from the bath to the toilet- you should let us know so we can recommend further help in the home- helps all involved.
- ❖ **Overutilization-** you are the front line- if you think your client needs more services and/or more units, let us know- not by doing more units than on the ISP, but in the notes- tell us why. We can then reach out to case managers and let them know.

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- ❖ There are **limits on adjustments-**
  - ❖ Timesheet adjustments are on a case-by-case basis.
  - ❖ EVV adjustments are restricted by the state.
    - ❖ We are only allowed a certain overall company percentage.
    - ❖ Each staff is limited to a certain percentage.
- ❖ **Fixes take time**
  - ❖ We realize that technology has issues sometimes and know that you are trying your best- it takes us quite a bit of time to “fix” any edits or adjustments you request.
  - ❖ Timesheets are fixed as soon as we have completed timesheet information and it lines up with EVV and any other adjoining staff visits.
  - ❖ EVV is fixed within the week as soon as we have corroborating timesheet information, gps tracking, and valid written documentation from you regarding the necessary changes.
- ❖ **Alarms to remind** staff to do or check notes- we suggest setting an alarm on your device- a physical sound or pop-up window on your device to remind you to do your notes at the same time every day- regardless of whether you work that day or not. If you only work M through Th, and have an alarm going off every day at 6pm to check notes, take that time to look at your work history and make certain you have submitted everything correctly. Email us if there are needed changes.

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- ❖ **Finish the unit-**
  - ❖ Each hour has four units.
  - ❖ Each unit is 15 minutes.
  - ❖ 8:03am to 3:56pm is 31 units because it is not the full 8 hours.
  - ❖ The state does not round up- we can't either.
  - ❖ For the continuing 24 hour cases, we adjust your times as needed. It is almost impossible to fit in the login and logout log back in process in that one minute.  
(We are working on a “switch code” button!)
  
- ❖ **Do not copy and paste the same note daily-** if we see the same note from Monday on Friday, we will contact you.
  - ❖ For the overnight shifts- we get it- there is only so many ways to say you monitored the client for health and safety throughout the overnight-
  - ❖ If you are having difficulty writing your notes, reach out to us- we are here to help you!

# ***What Should Be In The Notes***

- ❖ The WHAT system
- ❖ **W** = What did you do?
- ❖ **H** = How did you support client's goals?
- ❖ **A** = Assist with safety- fire, health, in-home, in-community
- ❖ **T** = Timing of your visit

**W - What** did you do today and where did you go?

Ex: We met and had breakfast, met our friends and bowled, then went to the park for a walk.

**H - How** did you support your client's goals?

Ex: Today, staff assisted in money management while bowling by assisting client while she chose the number of games she could afford to pay.

OR Staff also assisted client in making healthy eating choices by suggesting a water rather than a soda.

OR Staff assisted client with weight management while encouraging walking.

**A - Assistance** - How did you assist them in safety?

Ex: Staff **Assisted** my client while crossing the street safely. Staff **Assisted** my client in buckling the seat belt.

Staff **Assisted** my client in observing Covid protocols, ensuring she washed her hands and observed distancing protocols.

**T: Time.** What is the time of your visit?

Ex: I arrived at 8 AM and left at 4.

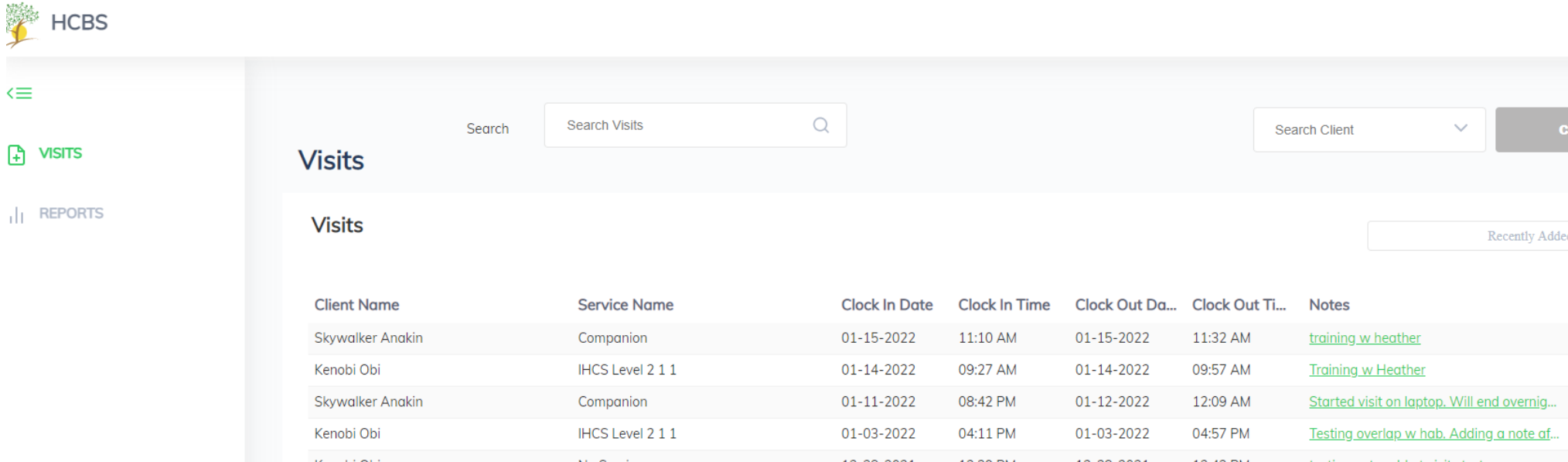
OR This visit was 9-5. (SIMPLE)

# *Timesheets and EVV Back Up Call In*

- ❖ Timesheets are made at the start of each visit.
  - ❖ **HCBSBillingSolutions.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
- ❖ EVV is required for Companion, IHCS, Respite Day, Respite 15 min, Enhanced IHCS.
- ❖ If you have no cell service and cannot login to SMC app, call your visit info into TVV. Instructions are on the HCBSProvider.com website.
- ❖ *All instructions for timesheets and EVV can be found on the HCBSProvider.com website under the Staff Only tab.*
- ❖ *Any issues must be emailed to either [timesheets@hcbsprovider.com](mailto:timesheets@hcbsprovider.com) or [evv@hcbsprovider.com](mailto:evv@hcbsprovider.com).*

# How to Edit Notes in HCBSbs

- ❖ You can edit your notes by logging into hcbsbillingsolutions.com
- ❖ Select the green type (desktop view) or the green Edit Notes (mobile view) option under the visit of interest.




The screenshot shows the HCBSbs interface. On the left, there is a navigation menu with 'VISITS' highlighted. The main content area is titled 'Visits' and contains a table of visit records. The table has columns for Client Name, Service Name, Clock In Date, Clock In Time, Clock Out Date, Clock Out Time, and Notes. The notes column contains links to edit the notes for each visit.


Client Name	Service Name	Clock In Date	Clock In Time	Clock Out Da...	Clock Out Ti...	Notes
Skywalker Anakin	Companion	01-15-2022	11:10 AM	01-15-2022	11:32 AM	<a href="#">training w heather</a>
Kenobi Obi	IHCS Level 2 1 1	01-14-2022	09:27 AM	01-14-2022	09:57 AM	<a href="#">Training w Heather</a>
Skywalker Anakin	Companion	01-11-2022	08:42 PM	01-12-2022	12:09 AM	<a href="#">Started visit on laptop. Will end overnig...</a>
Kenobi Obi	IHCS Level 2 1 1	01-03-2022	04:11 PM	01-03-2022	04:57 PM	<a href="#">Testing overlap w hab. Adding a note af...</a>


# How to Edit Notes in HCBSbs

- ❖ Select green Edit option

 **Edit Visit Notes**  
Last Edit 148 Days Ago

 Completed

 **Client Name**  
Kenobi Obi Wan

 **Address**  
,

 **Clock In Time**  
January 14th 2022, 9:27 am

 **Clock Out Time**  
January 14th 2022, 9:57 am

## Progress

Increased

Maintained

Decreased

## Notes

Training w Heather

## Signature



CANCEL

EDIT





# How to Edit Notes in HCBSbs

- ❖ Write your notes in the Notes Box
- ❖ Select Save Changes

 **Edit Visit Notes**  
Last Edit 148 Days Ago

 Completed

 **Client Name**  
Kenobi Obi Wan

 **Address**  
.

 **Clock In Time**  
January 14th 2022, 9:27 am

 **Clock Out Time**  
January 14th 2022, 9:57 am

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## Notes

Training w Heather  
How to edit a note training-

## Signature



**EDIT**

**CANCEL**

**SAVE CHANGES**

To receive credit  
for viewing the entire presentation,  
please send a “YES”  
to [timesheets@hcbsprovider.com](mailto:timesheets@hcbsprovider.com)