

### Why we document:

Services must be documented by all Medicaid providers and done so prior to seeking Medicaid payment. Documentation is completed to support the services rendered and to justify service hours that providers are billing to Medicaid or other funding sources. There must be follow-up documentation to reflect attempts to ascertain why an individual is not participating in a service in accordance with the established schedule or person centered plan.

### Frequency of service documentation:

All Cardinal Innovation services require a daily or per service note. The individual who provided the service should write and sign the service note or grid. The service note or grid, which is completed to reflect the services provided, should be documented on the day the service was provided or no later than the next working day. If a service note or grid is not documented on the day the service was provided or by the next working day, it will be considered a "late entry." When the entry is late, it should be noted as a "late entry" and indicate the date the documentation was made and the date for which the documentation should have occurred.

### Documentation requirements:

Service Note requirements:

- Name of the individual receiving services
- Record number
- Name of service provided
- Full date of service provided (month, date, year)
- Type of contact (face-to face, phone)
- Purpose of contact
- Description of the intervention
- Duration of service
- Effectiveness of intervention
- Signature (**Professional**—signatures with credentials, degree, and licensure of clinician who provided the service. **Paraprofessional**—signature and position of the individual who provided the service. The signature must be handwritten; the position can be typed, printed or stamped.)

Service Grid requirements:

- Name of the individual
- Record number
- Full date of service provided (month, date, year)
- Goals addressed
- A number or letter as specified in the key (intervention, activity/task performed)
- A number or letter as specified in the key (assessment of progress)
- Duration
- Initials of the individual providing the service (Initials should correspond to a full signature and initials on the signature log of the grid.)

# Waiver Tips 2011

## Cardinal Innovations Documentation/Short-Range Goals

### **Development of Short-Range Goals:**

Providers are responsible for the development of the short-range goals identified in the individual's Person Centered Plan. Short-range goals are statements describing a proposed behavior, or what the individual will do. During the development of short-range goals, the following points should be considered:

- Short-range goals are based on wants/needs of the individual.
- Short-range goals should make sense to support the individual to live a successful life.
- Short-range goals are based on the individual's preference or need, not for staff convenience or preference.

Providers should ensure that short-range goals and strategies/task analysis are in place prior to plan implementation. Short-range goals should be specific to funding requirements and service type. Goals should be specific and individualized and reflect the needs of the individual served.

Elements of short-range goals include:

- Name of Individual
- One measurable, observable, target behavior that addresses a life domain
- Duration
- Accuracy/frequency
- Target date

#### Examples:

##### Measurable Behavior:

- 1 behavior/task per goal
- Observable—should be able to see, count and be able to determine progress
- Specific to strength, need, preference of individual

##### Example Measurable/Target Behavior:

- Will verbalize two positive statements about themselves
- Will brush hair once per day
- Will attend weekly group sessions

##### Example Duration:

- 75% of the time
- 8 out of 10 meetings
- On 10 consecutive trials

##### Example Frequency:

- With assistance
- Independently
- 6 out of 10 times

##### Example Target Date\*:

- 12/31/11
- December 31, 2011

\* Target dates should not exceed 12 months from the start date