

## ELECTRONIC HEALTH RECORD (eHR) DOCUMENTATION EXPECTATIONS and TIMELINES

- Providers are expected to deliver at least one progress note each month.
- Upon delivering service to a client, Providers shall enter a progress note in the client's eHR. This should occur the same day as delivery of the service.
- In the event Providers are unable to enter a progress note into the client's eHR on the same day as service delivery, the note must be entered within 72 hours of the time of service.
- All progress notes entered by Providers requires our final approval. Progress notes must contain all data elements as appropriate to CCS service provided, including:
  - Client name
  - Date of service
  - Service code
  - Direct service minutes
  - Indicate if face to face
  - Documentation time in minutes
  - Location of service
  - Indicate if individual or group
  - Number of participants in group (only if group service)
  - Travel time and travel miles (if applicable)
  - Narrative of service provided summarizing staff interventions and client responses
  - Signature with date of staff providing and documenting the service
  - Staff signature also will include credentials if any (e.g., BA, BS, etc.) and title of staff person
- All progress notes for each month must be entered and submitted to us by no later than the 4th day of the month following service for review and approval.
- We will review and approve or reject all notes entered by the Provider by the 7th day of the month following service. Any notes that are rejected and/or that require quality improvement will be routed back to Provider for amendment. The Provider will amend the note and route it back to us for final approval by no later than the 14th day of the month.
- We will review and approve any outstanding notes by the 15th day of the month following service.

Any notes that are not received by the conclusion of the 15<sup>th</sup> day of the month following service will be considered non-billable and may result in no fee for service payment to the Provider.