

# Forte Residential, Inc. Forte Home Health Care, Inc. Documentation Rules for PSA

Revised: 4/2/2024 MK

The documentation rules in this policy must be followed exactly, without exception, for staff to be paid for services delivered. If Daily Notes and EVV are not completed according to these rules, staff will be subject to retraining, leading to disciplinary action, up to and including termination.

- 1) **Electronic visit verification (EVV)** must be completed at the beginning and end of each shift. Staff will need to log into the InCare Mobile App at the beginning of their shift to clock in. The EVV must be completed up to 7 minutes before the shift begins.
  - a) **To clock in**, log into the app, using:
    - i) Host Name: forte.myincare.com.
    - ii) The same Username and Password you were assigned for the InCare web page.
  - b) In the app under the "Notes" tab, click on the appointment you plan to begin.
  - c) Select the EVV Clock In Location (home, school, work).
  - d) Click "Clock In."
  - e) Select "Yes" on the pop-up.
  - f) The screen will refresh and the logged clock in time will be visible.
  
- 2) Daily Notes must be completed for each shift an employee works. Notes must be completed at the time of service per *FSSA Waiver Service Guidelines and the Division of Aging Home and Community Based Services Waiver Provider Manual*.
  - a) Log in at **forte.myincare.com** to complete your note. You can document and save throughout your shift until submission time.
  - b) **Location** of the service must be checked. This means where the majority of the time for that service was provided – home, community or other.
  - c) At least one option in the **Activities Addressed** section must be checked. This section reflects what the staff did to assist the individual during the shift.
  - d) At least one **Community Activities Addressed** must be checked. If there were no community activities during the shift, check "None."
  - e) At least one **Activities Independently Completed** must be checked. This should reflect what the individual did independently. If this did not occur, check "None."
  - f) In the **Caregiver Notes** section any activities for that day should be noted.
  - g) Behaviors, changes in routine, eating changes or concerns, the individual's appearance, health/illness matters, etc. can be entered in the **Significant Issues** box. When a category is chosen, then click the Issue drop-down box and choose an issue and give details in the following box.
  - h) Any incident that falls under the state incident reporting practices should be documented in the **Reportable Incidents** section. Click the "yes" box if there was an incident and then click the type of incident in the drop-down box. Fill in the details in the box at the bottom of the section.
  - i) If the client has a medical appointment during the shift, check "yes" in the **Doctor Visits** section. This will bring up a box to enter the doctor's name and drop-down menus so you can choose the specialty and the outcomes. Further details can be documented in the Caregiver Notes section.
  - j) If the client had a seizure during your shift, check "yes" in the **Seizure** section. This will bring up additional boxes to list: *Time Seizure Occurred, Duration of Seizure, Description of Events Before Seizure, Description of Events During Seizure, and Description of Events After Seizure*. If there were multiple seizures during the shift, click "Add Another Seizure."
  - k) To sign the note staff will then check the **Support Professional Signature** box at the bottom.
  - l)** Staff can work on the note throughout their shift. Save your note after adding to it by clicking the green Save Note button in the bottom right corner. **Do not submit your note until you clock out on the app.**
  
- 3) Your EVV Clock Out must be completed prior to submitting your note on the InCare webpage, for your clock out time to be added to your note and submitted together. This is required for your shift to be considered complete. EVV and note submission must be completed within 7 minutes of the shift end.
  - a) **To clock out**, log into the InCare app, using the log in info from the clock in instructions.
  - b) Select the EVV Clock Out Location (home, school, work).
  - c) Click "Clock Out."
  - d) Select "Yes" on the pop-up.
  - e) The screen will refresh and the logged clock out time will be visible.
  
- 4) **To submit your note:** When you log back into the InCare web page, your EVV clock in and out times should appear on your note. Notes with clock out time are required to be submitted (together) at the end of your shift to ensure we are in compliance with state laws. When your note is complete and both EVV clock in/out are visible within the note, you may submit your note.
  - a) Add any additional information to your note.
  - b) **Guardian Signature (prior to submitting the note):** The note must be signed by the client, client's guardian or representative (for our purposes, we will call this person the "guardian"). This may be done while the staff has the note open before it has been submitted or it may be submitted and reopened by the guardian in order for him/her to add a guardian signature. The guardian signature will be required by the end of the shift.
    - i. **To sign when staff has the note open**, the guardian will click the green Collect Signature button. A box will pop up where you click on guardian's name and enter guardian's PIN in the box, click Verify and then hit the green save note button at the bottom of the note > click Sign this Note. Then at the bottom of the page hit the blue Submit Note button.
  - c) When the note is finished, click the blue "Submit Form" button in the lower left corner of the note.
  - d) **Guardian Signature (after submitting the note):** If the note has already been submitted by staff without the guardian signature, the guardian will get a message when they sign on to InCare telling them that there is a note recently submitted that requires a signature. Click the Guardian Area tab > Note Processing and then click the magnifying glass icon to the left of the note to be signed. When the note appears, scroll to the bottom of the note (your signature should be there), hit the Approve & Sign button.

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- 5) **GPS Exceptions on the InCare App** – If your clock in or out is not at a registered location, you will see a Code 8 message indicating that an EVV exception will be created.
- a) Continue with clocking in or out.
  - b) Upon opening your note on the InCare web page, an EVV Exception box will appear. You will need to provide the location where the shift ended.
  - c) Check the EVV section on the note. If the clock out is missing, go to the app and clock out.
  - d) If you are unable to access the app, Request Modifications to your time.
    - i) **Requesting Modification** – All EVV time adjustments will be made on the InCare web page on the note, under the EVV section by selecting "Request Modification." (This function is a last resort.)
- 6) **Missing Clock Out Time** – When you are 7 minutes past the shift end and the clock out is missing, an EVV Exception box (Code 10) will appear once opening your note in the InCare web page.
- a) You will need to Request Modification to manually add your times on the InCare web page; additionally, you will need to provide the reason you did not clock out. (This function is a last resort.)
- 7) **Missing Clock In and Clock Out Times** – If neither EVV time submissions are made, and EVV Exception box (Code 10) will appear once opening your note on the InCare web page.
- a) You will need to Request Modification to manually add your times on the InCare web page and provide the reason you did not clock in/out. (This function is a last resort.)
- 8) **Additional Requests for Modification** – Even when EVV clock in and out times were captured properly and staff needs to make an adjustment, use the Request Modification function. *For example, the shift was supposed to end at 1pm, but the parent didn't get home until 1:15pm, Request Modification to change the end time and provide a reason.*
- 9) **Note Rejections:** If a note is rejected, you will receive a message stating why it was rejected and what you need to do before you resubmit it. Correct the note as soon as possible so there is no delay in pay.
- a) If you have a message, a number will appear beside messages at the top of the screen when you sign into InCare. Click on messages and it will take you to the message center.
- 10) **Other information:**
- a) To check if your note has been submitted, click on note processing > pending notes and the note you submitted should show up in this section.
  - b) It is your responsibility to ensure the device for documenting is charged.
  - c) **Forte devices are only to be used for Forte purposes and are the property of Forte Residential, Inc. These are to remain in the person's home, unless otherwise authorized by administration.**
  - d) To submit **vacation** or training time click on note entry > time entry.
    - i) Available vacation is listed on pay stubs.
  - e) To claim **mileage**, click on note entry > expense entry.
    - i) **Mileage must be submitted within the week that the person was transported into the community. Best practice is to submit mileage when the note is submitted.**
  - f) Under the **reports tab** you can see the submitted time entries, expense entries and notes.
  - g) Use the **Time Report** section to view notes/hours submitted and what has been processed through payroll, to see how many hours you are going to be paid based on the payroll cycle reflected.
  - h) Be sure to update e-mail addresses on InCare so you can receive **InCare notifications** directly through your work or personal email (whichever you prefer).
- 11) **Late Notes:** Notes and EVV submitted after your shift, failure to submit notes/EVV or notes/EVV submitted more than 7 minutes past the shift end will result in retraining, leading to disciplinary action, up to and including termination.

PSA (ATTC or HCA) notes do not require detailed documentation and goals are not worked on during these services.

**All of the requirements contained in this policy are non-negotiable. Employees who do not adhere to this policy may receive all or some of the following: further training, disciplinary action, up to and including termination.**

By signing this document, I am stating that I am an employee of Forte Residential, Inc. and/or Forte Home Health Care, Inc. and am subject to this policy.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

**Forte Trainer Signature:** \_\_\_\_\_