

Introduction

The Early Steps electronic case note was developed by the Early Steps Service Coordination Workgroup, Medicaid and the Early Steps State Office as a tool to improve the efficiency and accuracy of documenting service coordination/targeted case management. The form may be used to record service coordination/targeted case management for all Early Steps recipients. Use of this specific form is optional. Local Early Steps (LES) may continue to use their current method of documenting service coordination/targeted case management. This form is not designed to be printed blank and then completed by hand. Rather, it is an electronic form to be completed on a computer, printed for signature, signed and then filed in the child’s Early Steps record. LES may submit their logo to the Early Steps State Office and have it inserted on the top left corner of the form for a customized version.

Preparing Your Computer

Before beginning to use the electronic version of the case note, full installation of Microsoft Office is recommended for each computer that is used for the Early Steps Case Note to ensure full functionality of the form.

In addition, the user must set Word’s security level to enable macros for each computer that is used for the Early Steps Case Note. Open Word and select Tools, Macro, then Security... from the drop down menus as in Figure 1.

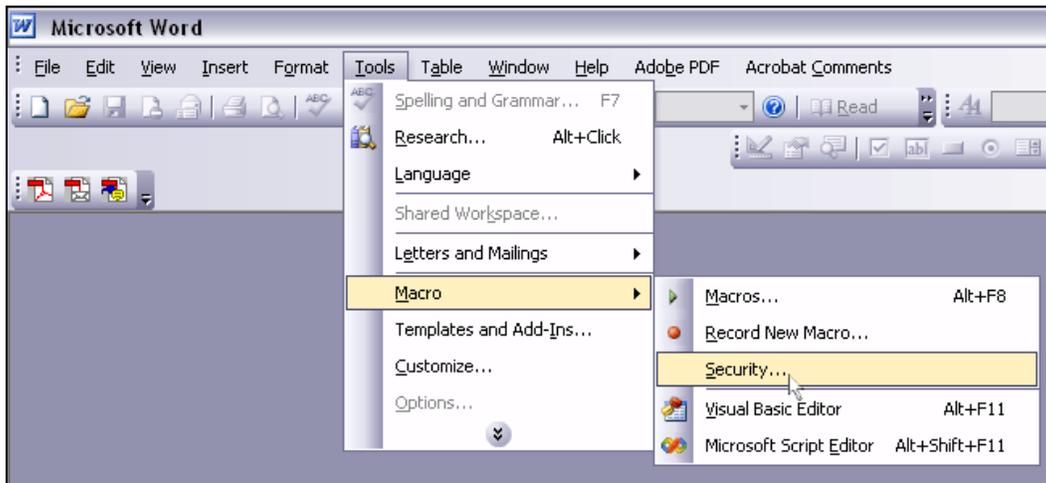


Figure 1

The Macro Security window will appear. On the Security Level tab, set security level to Medium as in Figure 2.

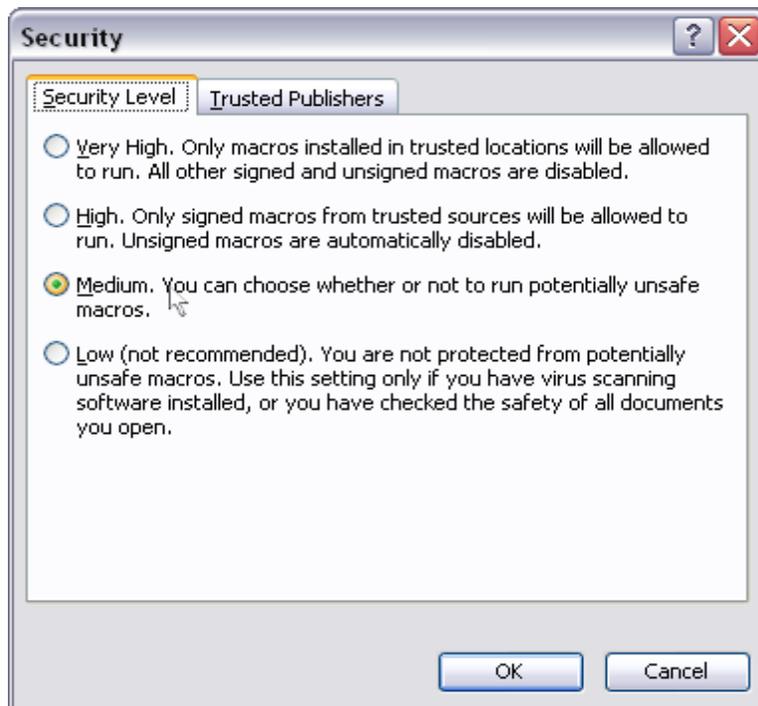


Figure 2

This setting will allow the user to selectively enable Macros for Word documents upon opening of the document.

Opening the Early Steps Case Note Document

Initially, the user must download a copy of the Early Steps Case Note from the Early Steps website. It is important that the user save the document on a hard drive before using the document, rather than opening it directly off of the website.

Each time the Case Note is opened, a security warning will notify the user that the Case Note contains Macros. It is necessary to select Enable Macros for the form to open and allow the added functions to work as in Figure 3.



Figure 3

Loading the Document

When the form loads initially, it checks itself to see if changes have been made from the template. The user is then always given three options as in figure 4.



Figure 4

- Clear the entire form and start fresh
- Keep all previous information
- *Retain core information fields only

If the user selects Yes or Save Core, the form will take a moment to clear itself. (Saving core fields prevents the user from retyping information each time a note is completed for a particular child. However, not all core fields are required to be completed.) If the user selects No, all previously stored information is kept and the user may begin editing previously entered data. It is recommended that LES establish a protocol for naming and saving case notes.

*Core fields are **Child’s Name; Child’s DOB; Child’s Medicaid #; Child’s Unique #; Service Coordinator Name; and Credentials.**

Child’s Name

Enter child’s full name (first name, middle initial, and last name), including hyphenated names. If the child is a Medicaid recipient and the name is incorrect on the Medicaid card, enter the name as it appears on the card in parentheses after the correct name. If the child has had a recent name change, enter the legal name as of the date that the service is provided.

Child’s DOB

Enter child’s date of birth or leave blank, as this is not a required field. Use the following format: mm/dd/yy. An error message will appear if anything other than numbers is entered.

Child’s Medicaid #

Enter child’s Medicaid number as it appears on the most current Medicaid card or leave blank, as this is not a required field. If the child does not have Medicaid, leave this field blank or enter “N/A”.

Child’s Unique #

Enter child’s unique number from the Early Steps Data System or leave blank, as this is not a required field



Date Figure 5

The calendar will always default to the current date. Click on the calendar button (Figure 5) and select the date (Figure 6) the note is being created. The date of documentation must reflect the actual day the note is recorded. If the service is being documented on a date later than when the service occurred, make note of this in the activities field. For example, if the service was provided on 7-1-06 and the note isn't created until 7-2-06, the user would choose 7-2-06 for the date field and then add, "Late note for services provided on 7-1-06." in the activities field. A separate case note must be done for services provided on different days, by different people or for different children. However, the same case note should be used for services done for the same child by the same person on the same day, even if at different times and locations throughout the day.

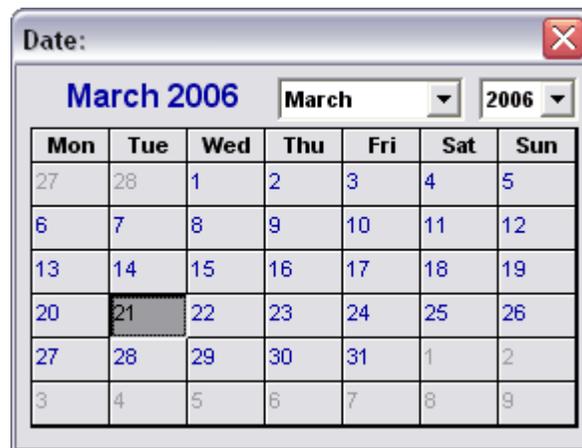


Figure 6

Status

Click on Status drop down menu and select the appropriate choice for type of targeted case management/service coordination. Choose "F" if first face-to-face contact only.

Location

Click on location drop down menu and select the appropriate choice. If 6 - Other Setting is chosen, a pop-up window will appear requesting that the specific setting be entered. The user should enter the actual location in the space provided and then click **Submit**. The information entered will appear as shown in Figure 7.

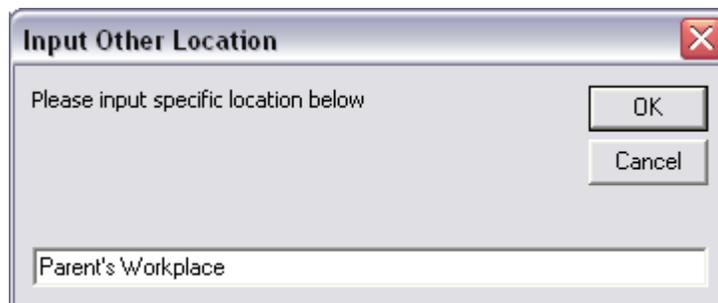


Figure 7

TCM Activities

TCM includes activities done by the service coordinator to ensure access, quality, and delivery of necessary and appropriate services to an individual child/family, including participating in the assessment and development of child and family outcomes related to the child's needs and development of the IFSP, and preparing and maintaining case record documentation, **regardless of whether or not the child is a Medicaid recipient.** Record activities in this field that meet the TCM description. Possible TCM activities are listed in the drop-down menu for this field. Skip this section if all activities were CASE.

When the user clicks on the **Select** button in Figure 8 the Select Activities window will appear.

Activities:



Figure 8

The user must first enter the Time In and Time Out for the activities being selected. This section will automatically tabulate the total minutes and total units as the user adds a group of activities. **The user must enter real time to the exact minute rather than rounding time to the nearest five or fifteen increment.** (See example in Figure 9)

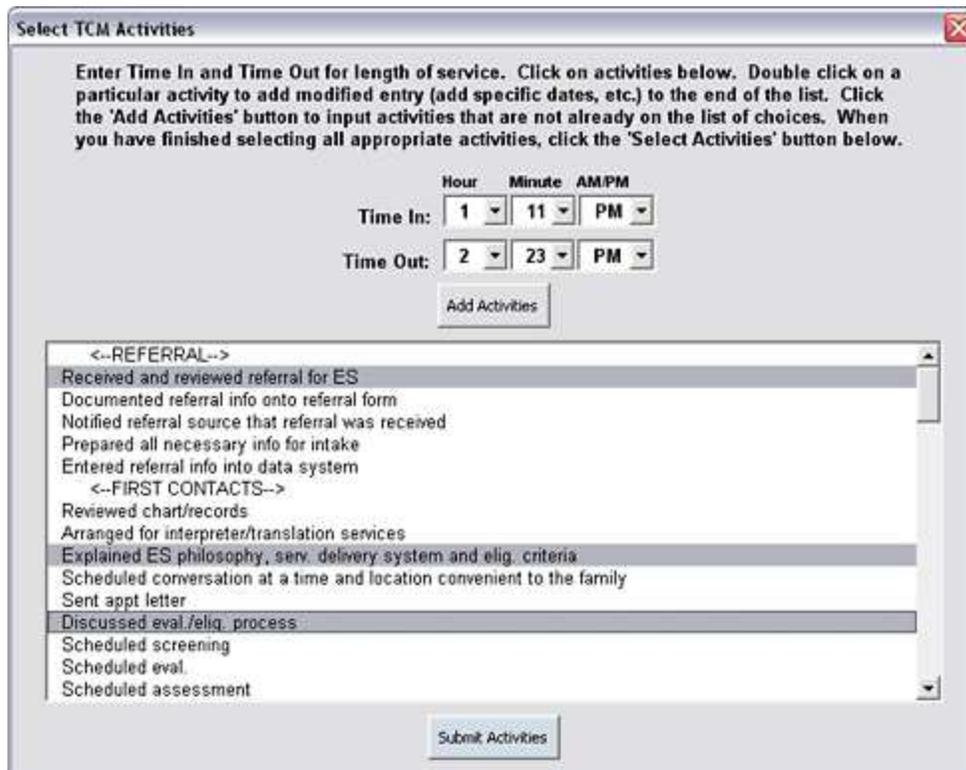


Figure 9

***Warning:** Time In and Out may **not** be edited once activities are selected. To correct time errors the user must reset the activities and enter correct Time In and Time Out.

The user may then select one or more activities. Choices are categorized according to when they may first occur. However, any activity may be selected if appropriate regardless of when it appears on the list. For example “scheduled evaluation” is listed in the “FIRST CONTACT” section, but may be appropriate to select during the transition process.

The choices in the activities window are merely phrases and need to be individualized according to the child and family’s unique circumstances. The user must add additional information to the phrases. If a phrase is submitted without any added text, a warning pop-up window will appear prompting the user to add specific details to the phrase(s) as in figure 10.

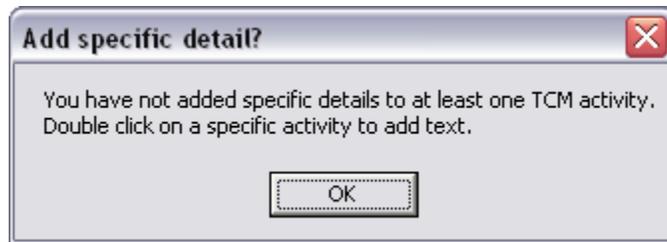


Figure 10

The user may choose as many activities as needed and then click the **Submit Activities** button. This will post the user’s input as a new selection at the end of the main activities list.

To add activities not listed in the given choices, click the Add Activities button. This will open the Add Activity window (shown in Figure 11) with the input window blank for custom data entry.



Figure 11

To *modify* a given activity in the main list, the user must double click it. This will also open the Add Activity window (Figure 11) with the double clicked choice ready for editing. For example, if the user double clicks schedule evaluation this phrase can be modified to add a specific date or additional information. This too, will post the user’s input as a new selection at the end of the main activities list.

Once activities have been added to the Case Note, the user can modify the entire group of selected activities by clicking the **Edit** button. The Edit Selected Activities window (Figure 12) will show all previous activity selections in an editable window.



Figure 12

Click **Submit Changes** when editing is complete. **Do not edit time within this window as it will create a discrepancy with Total Minutes and Total Units fields.** Instead, edit Time In and Time Out by resetting Activities and entering correct times. This will require the user to reselect activities.

The content of the activities section should be clear factual and concise, yet provide sufficient detail and clearly reflect how the case manager’s activities are linked to services or goals specified in the service plan. The content of this section must also justify the amount of time reported. In general, the greater the amount of time billed, the greater the requirement for justification of the time billed. If more than one case manager is working with the family, information must be added to reflect that services are not overlapping or duplicating and that case managers are coordinating their activities with one another.

Case Activities

CASE includes activities done by the service coordinator that do not fall within Medicaid Targeted Case Management. Possible CASE activities are listed in the drop-down menu for this field.

Activities and time entered in this field should not be duplicated in the “TCM Activities” field. Skip this section if all activities were TCM.

To complete this field, refer to instructions for “TCM Activities”, as the format is identical.

Supporting Documentation

This field allows the user to refer to documents referenced in the activities section and works similarly to the Activities section with the exception that there is no time entry. The user may add choices or edit the entire group of selected choices using the same technique demonstrated above. If more than one version of the same document exists or the date of the document does not correspond with the date of service on the case note, the user must add such details to the document’s name. For example, if an activity refers to an “evaluation report” and there are two

different evaluation reports in the chart, the phrase must be edited to specify which evaluation report (i.e. Speech/Language evaluation report dated 7/1/2006.”)

Follow-up Plan

The content of this section is typed in by the user and must always be completed. This section must never be blank and must never say “yes” or “no”. It should be specific and include next steps or activities the targeted case manager/service coordinator agreed to do.

Travel Time

This section will automatically tabulate the total minutes and total units as the user specifies times. Multiple time entries can be added in this section. When the user clicks the **Add Time** button, an Input Travel Time window appears allowing specific time input. **The user must enter real time to the exact minute rather than rounding time to the nearest five or fifteen increment.** The user then types in the departure location and arrival location. See example in Figure 13:

Figure 13

Note: **Travel time is not reimbursable by Medicaid.** Also, the user may not duplicate travel time by documenting a trip in case notes for two different children.

Clicking Submit Time will fill in appropriate Travel Time based on the user selections, as in Figure 14.

Travel Time (SCTT):			
<u>In:</u>	<u>Departure Location:</u>	<u>Out:</u>	<u>Arrival Location:</u>
11:13 AM	•Children's Hospital	12:24 PM	•Shopping Mall
<input type="button" value="Add Time"/> <input type="button" value="Reset Time"/>		Total Minutes: <input type="text" value="71"/>	Total Units: <input type="text" value="1.25"/>

Figure 14

If the activities involved no travel, skip this section.

Service Coordinator Name

Enter name of person performing and documenting targeted case management/service coordination.

Credentials

Choose appropriate credential from drop-down menu. If appropriate choice is not available, type in credentials.

Date Signed

Choose the date that the note will be signed. This date does not necessarily need to match the date of service.

Signature

Print the completed form and sign in ink the original hard copy. Do not type name on electronic version. The original, signed hard copy of the form is to be filed in the child’s Early Steps record within five business days of the date the service was provided. Keep in mind that the printed version of the form will look different than what you see on your monitor screen, as some buttons and unused fields disappear when form is printed.

Printing

To preview the Early Steps Case Note document before printing, place cursor in the “Follow-Up Plan” field. This will enable the print preview feature.

It is strongly recommended (but not vital) that the user selects View, and then Print Layout for a ‘more friendly’ view of the form. See figure 15.

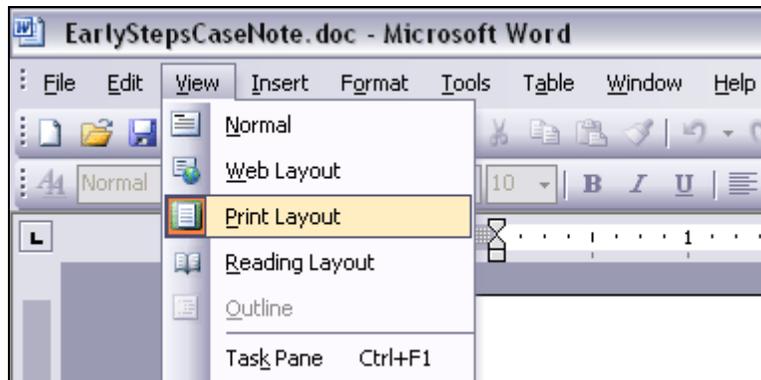


Figure 15

Correcting Errors after Printing and Signing

If an error is noticed after printing and signing the form, the user must draw with a pen a single line through the error, write “error”, write initials, and write the correction near the error. Never use white out on a case note. For example:

John ~~Smith~~ *error J.S.*
Smith