

# Session Notes versus Service Logs

## WHAT ARE THE DIFFERENCES?

The EI-Hub Service Logging component is a responsive, HIPAA/FERPA compliant module of the EI-Hub. It allows administrative roles — Service Coordinators, Rendering Providers, and Billing Providers — to schedule, log, manage, and audit services rendered during visits.



### Session Notes

- ♦ **Session notes** are a **requirement** in EIP regulations.
- ♦ Session notes are completed **following each family and child contact** provided by the qualified personnel who delivered the service. The session note is **signed and dated** by the **rendering provider**.
- ♦ Session notes provide an **overview of the type of services/therapy** provided to the child or family and a brief description of the **progress** made during the session as it relates to the **outcome listed in the individualized family service plan (IFSP)**.
- ♦ Session notes must be maintained by **individual providers** who directly **render services** to a child and family, or an **approved provider agency**.



### Service Logs

- ♦ **Service logs** are a **requirement** in EIP regulations.
- ♦ Service logs are also commonly referred to as **attendance logs**.
- ♦ Service logs are a **record of the services rendered** to a child or family by the individual provider or approved provider agency.
- ♦ Service logs are **signed by the parent or caregiver** and **document** that the **service was received by the child** on the date and during the period of time as recorded by the provider.
- ♦ Service logs entered in the Service Logging component of the EI-Hub capture the **required information** to **create a claim**.

**Both session notes and service logs are required to be collected and maintained by the provider of service.**

For more information, please reference the New York State Early Intervention Program (EIP) Regulations 10 NYCRR Section 69-4.26 (c)

# FREQUENTLY ASKED QUESTIONS



**Q: Should rendering providers maintain a service log (attendance log) for parents/caregivers to sign following each child visit?**

A: Yes, service logs are a requirement in EIP regulations. The responsibility to collect and maintain the service log is that of the individual provider furnishing services to the child in the EIP. The service log is signed by the parent or caregiver (wet signature) which documents that the service was received by the child on the date and during the period of time as recorded by the provider. Electronic signatures (e-signatures) are also permissible, however, a typed signature (name typed on signature line) is not acceptable. The Service Logging component of the EI-Hub offers an upload function, where rendering providers can upload a copy of the signed service log. For additional information on e-signatures, [click here](#).

**Q: Is a provider's signature also required on a rendering providers' session note?**

A: A provider's signature is required of the rendering provider on any paper-based session notes. If a rendering provider is entering their session notes in the Service Logging component of the EI-Hub, they will attest that they have a signed session note that meets the record keeping requirements of the EIP.

**Q: Are parents/caregivers required to sign the session note, in addition to the service log?**

A: No, parents/caregivers are only required to sign the service log indicating that a service was received by the child on a specified date/time. Municipalities may have a more stringent requirement and may require a parent/caregiver's signature on session notes.

**Q: Are service logs required for both in-person and telehealth visits?**

A: Yes, service logs are required for both in-person and telehealth visits and must be signed by the parent/caregiver. To obtain the necessary signature, the provider can maintain the list of sessions furnished virtually for the week and send the child-specific service log to the parent for signature via US mail. The signed service log can be returned to the provider, either via the US mail or electronically (scanned/returned via email or the parent can take a picture of the signed document and return it electronically).

**Q: Does entering session notes and service logs in the Service Logging component of the EI-Hub meet the record keeping requirements of the EIP?**

A: The EI-Hub will allow the recording of service logs and session notes. However, the functionality to enter notes, log services and upload files/attachments does not replace record-keeping requirements or change record-keeping responsibilities of early intervention program providers and municipalities. Providers must retain the child record, including attachments, in their records for at least the number of years required to meet Medicaid requirements and for additional years to comport with their respective professional practice acts.

**Q: My agency/county uses a third-party system for service logging. Will it be required to use the Service Logging component in the EI-Hub?**

A: If you are currently using a third-party system for session notes or service logging you will not be required to use the EI-Hub Service Logging component. When the EI-Hub is launched, users will be set up using the same method that you do today in NYEIS. Users will have the option to switch from a third-party vendor to the EI-Hub Service Logging post go-live.

For additional information on the Service Logging component of the EI-Hub, please reference the pre-recorded webinars available on the Learning Management System (LMS):

[Transition Series Webinar 04/06/2022](#)

[Live Session Demonstration Webinar 04/13/2022](#)