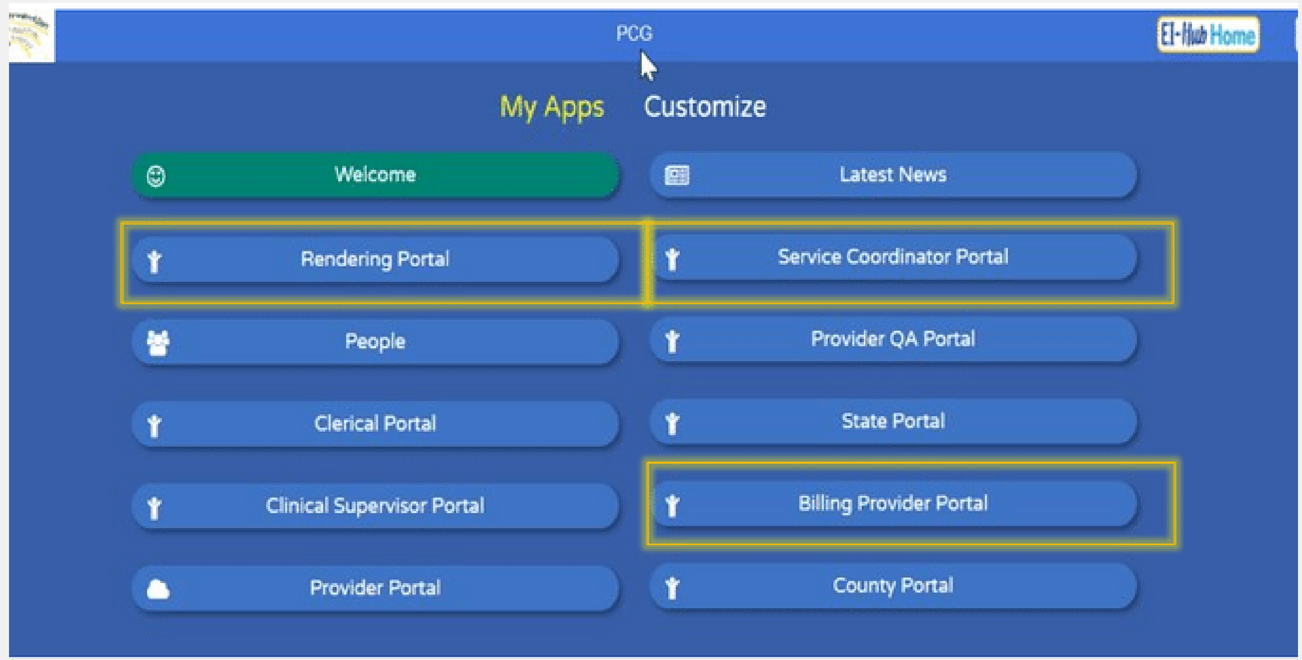
SERVICE LOGGING PROCESS FLOW
USING THE EI-HUB'S SERVICE LOGGING COMPONENT

The **Rendering Portal** allows the rendering provider to see all children assigned to them, enter visits, schedule visits, review billing errors, and make necessary corrections.

The **Billing Provider Portal** allows the billing provider to see all cases assigned to their business. They can also see the visit information entered by the rendering provider or service coordinator employed by them. In addition, they can see visit errors, assign claims to be fixed, and transition claims to Case Management for payment. This portal is also applicable to independent providers.

The **Service Coordinator Portal** allows the service coordinator to see all children assigned to them, enter notes, schedule visits, and review billing errors and make necessary corrections.

Access to Service Logging will be based on a user's Case Management user role(s) and users will only have access to the corresponding portal



In the EI-Hub Service Logging component, it is important to note that errors can appear in two forms. If you are experiencing issues when trying to review/save, please check for a message in one of the areas below.

- Disclaimer in the top right-hand corner of the screen (red box)
- Message below the field containing the error (red text)

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EI-Hub
EARLY INTERVENTION SOLUTION

View Cases / Authorizations

Rendering Providers will view children assigned to their caseload under the 'My Active Authorizations' queue in the Rendering Provider portal. Children can also be viewed under the 'My Inactive Authorizations' queue.

Search for child

Rendering Providers will locate the child they want to enter services for using the search and/or filter features.

Enter Visit by Auth

After locating the child, Rendering Providers will select the 'enter visit by auth' option. This will bring users to the visit entry page.

Complete visit entry

Rendering Providers will complete required fields to create a claim, including the Diagnosis code(s) and Procedure Code(s) (CPT/HCPCS).

*Procedure codes will only display when a billable service is selected

***Complete Session Note**

This step is not always required and will be present only when a billable claim is entered. A minimal amount of information is required to complete the session note and required fields are indicated by an asterisk(*). The Rendering Provider may enter their full session note in Service Logging or document and maintain session notes for their own record.

Save and Review

Once all information is entered, Rendering Providers will save and review the data. After saving a billable claim, there will also be an attestation to complete certifying that the information entered is true, reflects the services provided, and required signatures under the EIP were obtained.

RENDERING PROVIDERS

SERVICE LOGGING PROCESS FLOW

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View Cases / Authorizations

Service Coordinators will view children assigned to their caseload under the 'My Active Authorizations' queue in the Service Coordinator portal. Children can also be viewed under the 'My Inactive Authorizations' queue.

Search for child

Service Coordinators will locate the child they want to enter services for using the search and/or filter features.

Enter Visit by Auth

After locating the child, Service Coordinators will select the 'enter SC by auth' option. This will bring users to the 'enter SC note' page.

Complete SC note

Service Coordinators will complete fields indicating the date/time services were provided to a child, including selecting the Diagnosis code(s) from a list of pre-populated options.

Complete Note

When a Service Coordinator enters a billable service, they will also select the 'SC General Template (web)' form to enter their note. Billable claims are determined by billable activity and the Service Logging component will automatically collect and calculate the total time spent per day for all billable claims entered for a specific child. This form can also be used to document non-billable claims.

Save and Review

Once all information is entered, service coordinators will save and review the data. After saving a billable claim, there will also be an attestation to complete certifying that the information entered is true, reflects the services provided, and required signatures under the EIP were obtained.

SERVICE COORDINATORS

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EI-Hub
EARLY INTERVENTION SOLUTION

View Visits Entered by Rendering Provider

Billing Providers will view visits logged by their Rendering Provider(s) or Service Coordinator(s)under the 'view hold visits' queue in the Billing Provider Portal.

Select Claims to Bill

Billing Providers review claims to determine if they are ready to bill. Billing Providers will either individually select claims by selecting the checkbox next to a child's name or select all children displaying on the screen by selecting the checkbox in the header.

Remove Hold Status

After selecting the child or children, Billing Providers will select the 'Batch Actions' option followed by the 'Toggle Hold Status' option. A new screen will appear displaying a button, 'Change Hold Status'. Selecting this button will allow the selected claim(s) to move to the next queue (view ready /off hold) to be billed.

View Ready/Off Hold Queue

Claims will remain in this queue until they are transitioned over to Case Management for the next step in the billing process. This is an automated process and the Billing Provider does not need to take action for claims to transition.

View Billed Visits

Billing Providers can view all claims that have transitioned to Case Management under the 'view billed visits' queue. In Case Management, approved claims will appear under 'Bill to State'.

Unbilled Attendances

If a claim was not accepted in Case Management it will appear in the 'Unbilled' report found under the Attendance menu, in the reports folder. Billing Providers can 'flag' these claims in Service Logging, which will send the claim back to the provider to research the error.

BILLING PROVIDERS