

Service Logging



Course Overview

The EI-Hub Service Logging Module provides a web-based system for Early Intervention Service providers to schedule, log, and manage each service rendered. This course will highlight the navigational components of the EI-Hub Service Logging module.



Service Logging

Job Aid



HOW TO

Summarize the EI-Hub Service Logging Module's Workflow



ABOUT SERVICE LOGGING

The **EI-Hub Service Logging** module is a responsive, HIPAA/FERPA compliant module of EI-Hub that allows administrative roles, Service Coordinators, Rendering and Billing Providers to schedule, log, manage, and audit each service rendered. Service Logs later become claims.



Please refer to the EI-Hub Service Logging User Guide Unit 1. EI-HUB Service Logging Overview for more information.

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HOW SERVICE LOGGING WORKS

A **Service Authorization** is first created in **EI-Hub's Case Management** module, authorizing a service to be rendered.

When creating a Service Authorization within EI-Hub's Case Management module, the Service Coordinator enters details for the service being authorized (i.e., billing provider/company assigned, therapists assigned, service frequency, length, and location)

After entry, an EIO/D will approve the Service Authorization in Case Management rendering it "active" and authorizing the Rendering Provider to provide Services.

The approval prompts the EI-Hub system to transmit the Service Authorization and its service details to the EI-Hub Service Logging module, this information appears as an Active Authorization.

Once the service is rendered, the Rendering Provider will access the Service Logging module to enter (log) details for a visit that has occurred such as the visit date, the visit start/end time, CPT, HCPCS code(s), and billable units etc.



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HOW SERVICE LOGGING WORKS

There are a series of validation checks that occur for the service logged including ensuring the service provided aligns to the services documented in the Child's Service Authorization.

After the service visit is validated, the visit automatically transitions to Case Management's **Attendance** menu in the form of an accepted claim. Billing providers that use the Service Logging module will put accepted claims on a voucher from within the Attendance menu.

Once the accepted claim is placed on a **voucher**, that voucher automatically transitions to the **EI-Billing** application and is submitted to the Payor.



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HOW TO

Access the EI-Hub Service Logging Module



NOTE

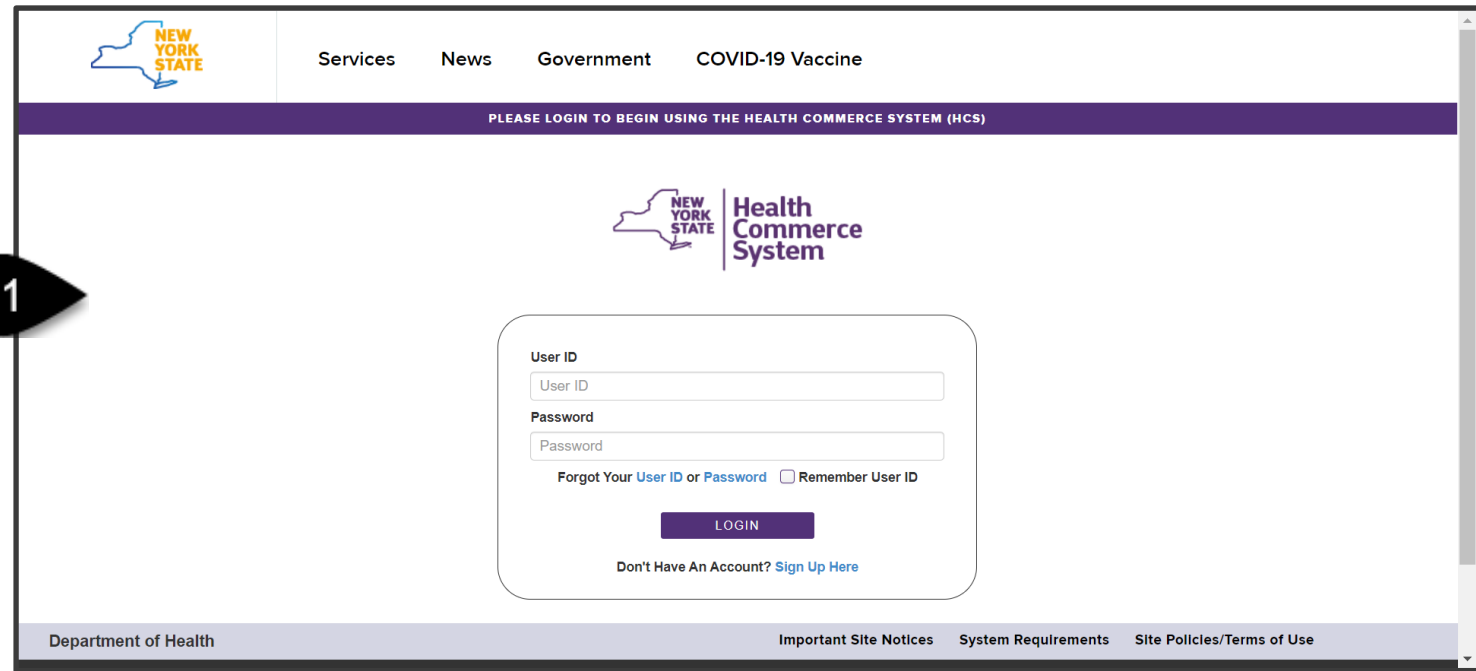
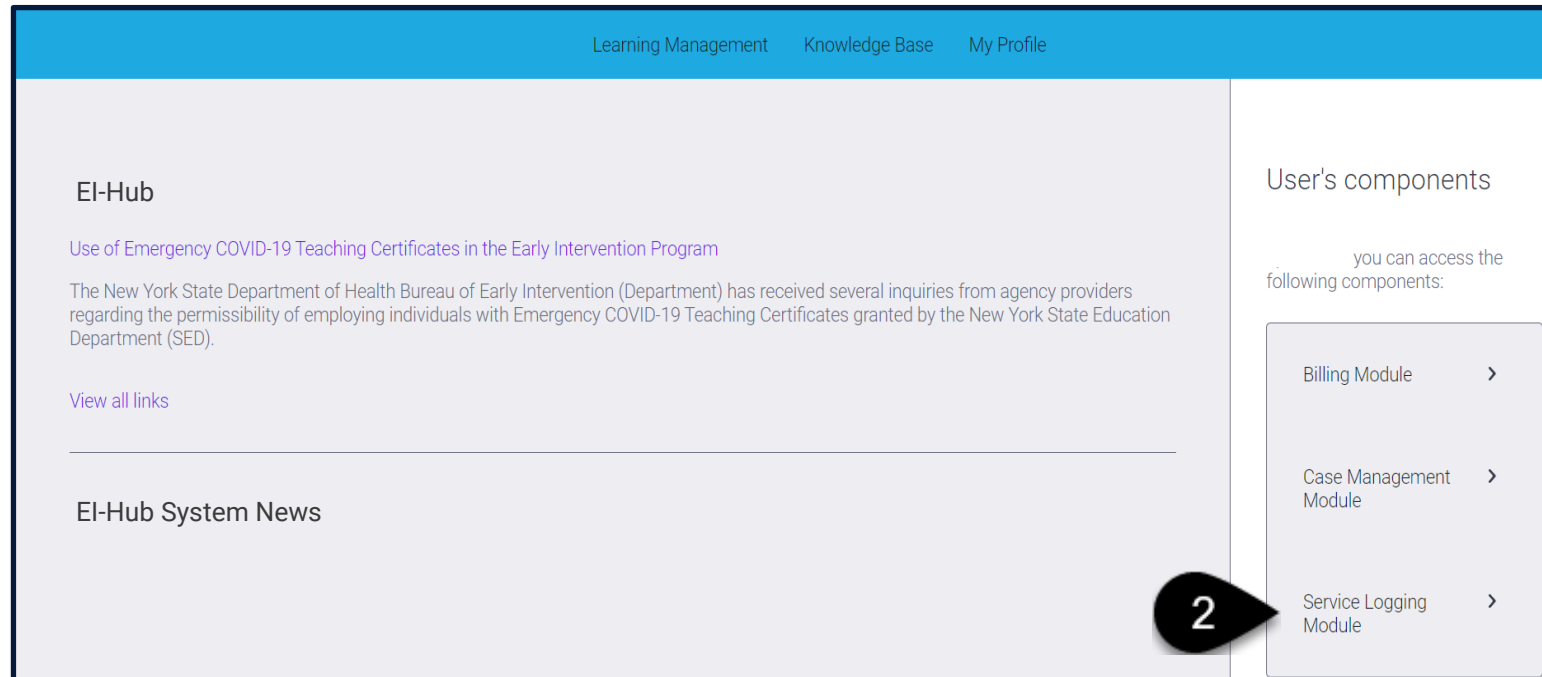
- All screen captures may not reflect the system's current state and will be updated accordingly.
- *Although it has not been deployed yet, after users log into the HCS, they will need to select a link to the EI-Hub before reaching the landing page.

Step/Action

1. *Log into your **EI-Hub** account using your **HCS** log-in credentials.
2. Select the **EI-Hub Service Logging** module from the right panel.



Please refer to the EI-Hub Service Logging User Guide Unit 4. Log In for more information.



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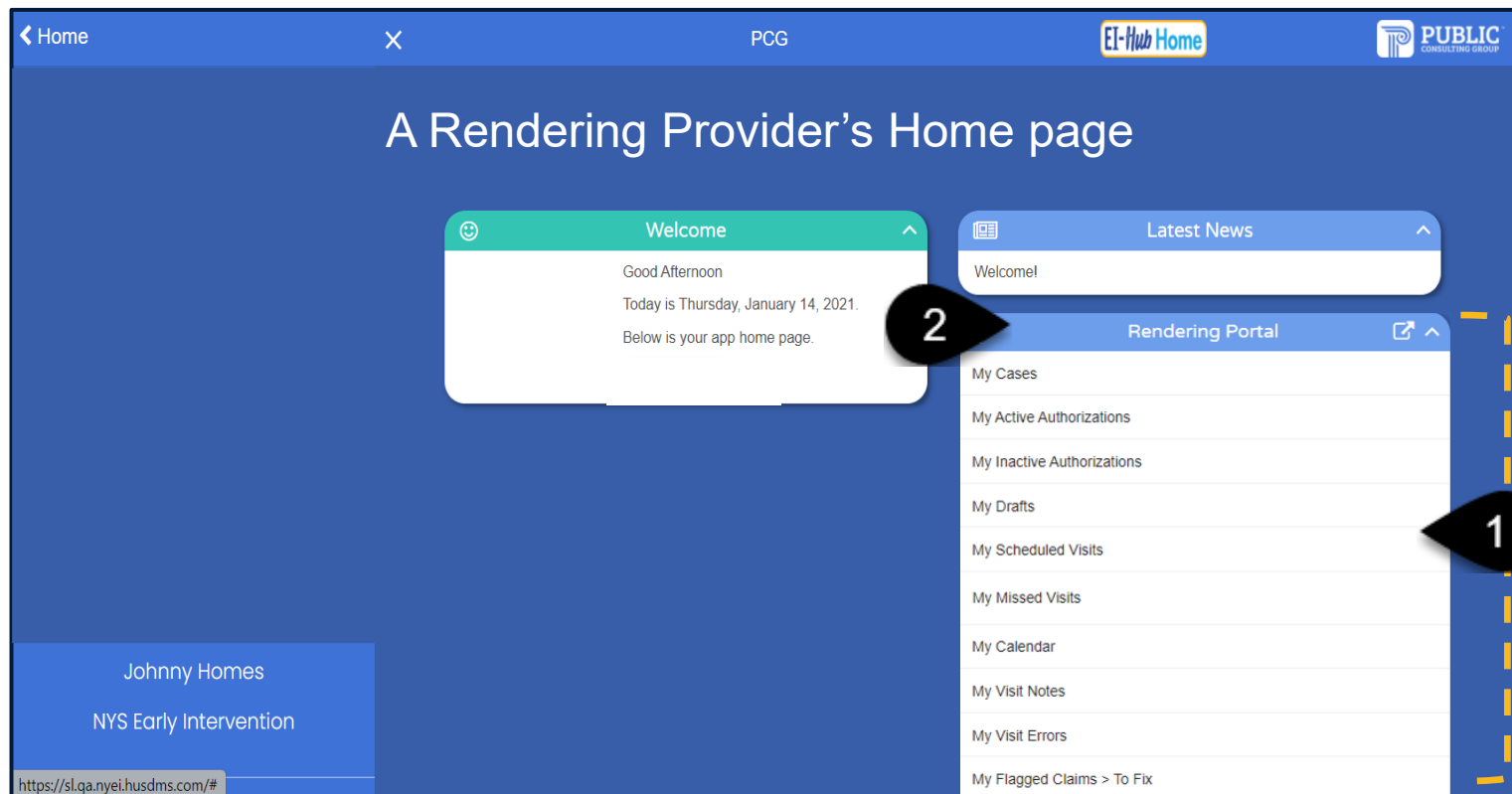
HOW TO

Navigate the EI-Hub Service Logging Module

Step/Action

The **EI-Hub Service Logging** module is permission-based. Your role within the Early Intervention Program (EIP) determines your level of access.

1. Upon entering the Service Logging module, you will land on the **Service Logging** home page. The portal associated with your respective role can be found on the home page. Portal functions (i.e., My Cases, My Scheduled Visits) may be hidden.
2. Select the **Portal Header** to expand your portal (if not already expanded) and display all hidden functions.



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Rendering Providers

HOW TO

Navigate the EI-Hub Service Logging Module

NOTE

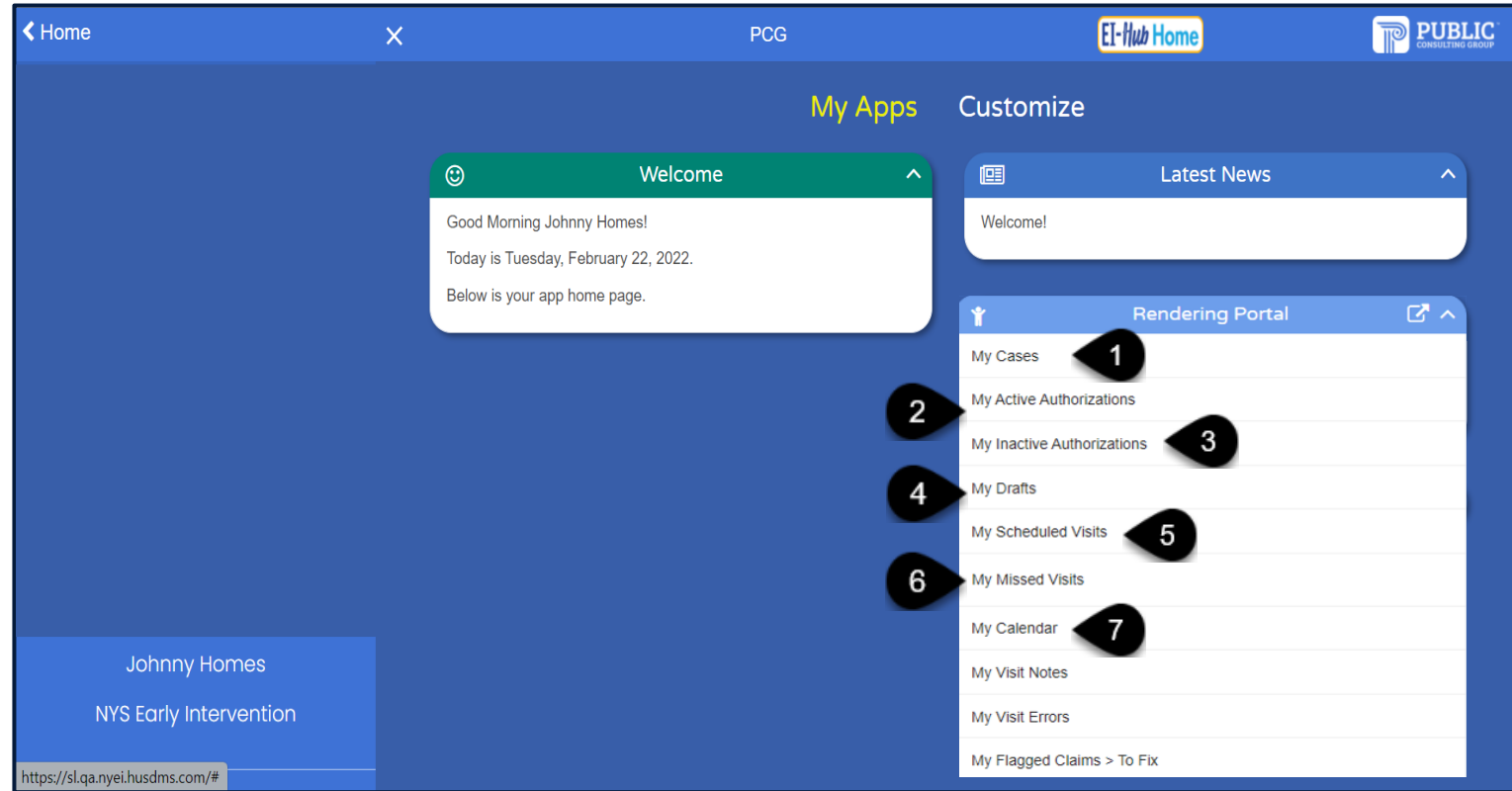
- Filters may be used to capture specific information from each function.

Functions

- My Cases:** lists all children currently assigned to you
- My Active Authorizations:** lists all your authorizations currently in active status
- My Inactive Authorizations:** lists all your authorizations currently in an inactive status
- My Drafts:** lists service notes started but not completed
- My Scheduled Visits:** lists currently scheduled visits
- My Missed Visits:** lists scheduled visits with missing notes. Missed visits populate as soon as the scheduled time for the visit passes
- My Calendar:** provides a daily, weekly or monthly view of scheduled visits



Please refer to the EI-Hub Service Logging User Guide Unit 5. Dashboard for more information.



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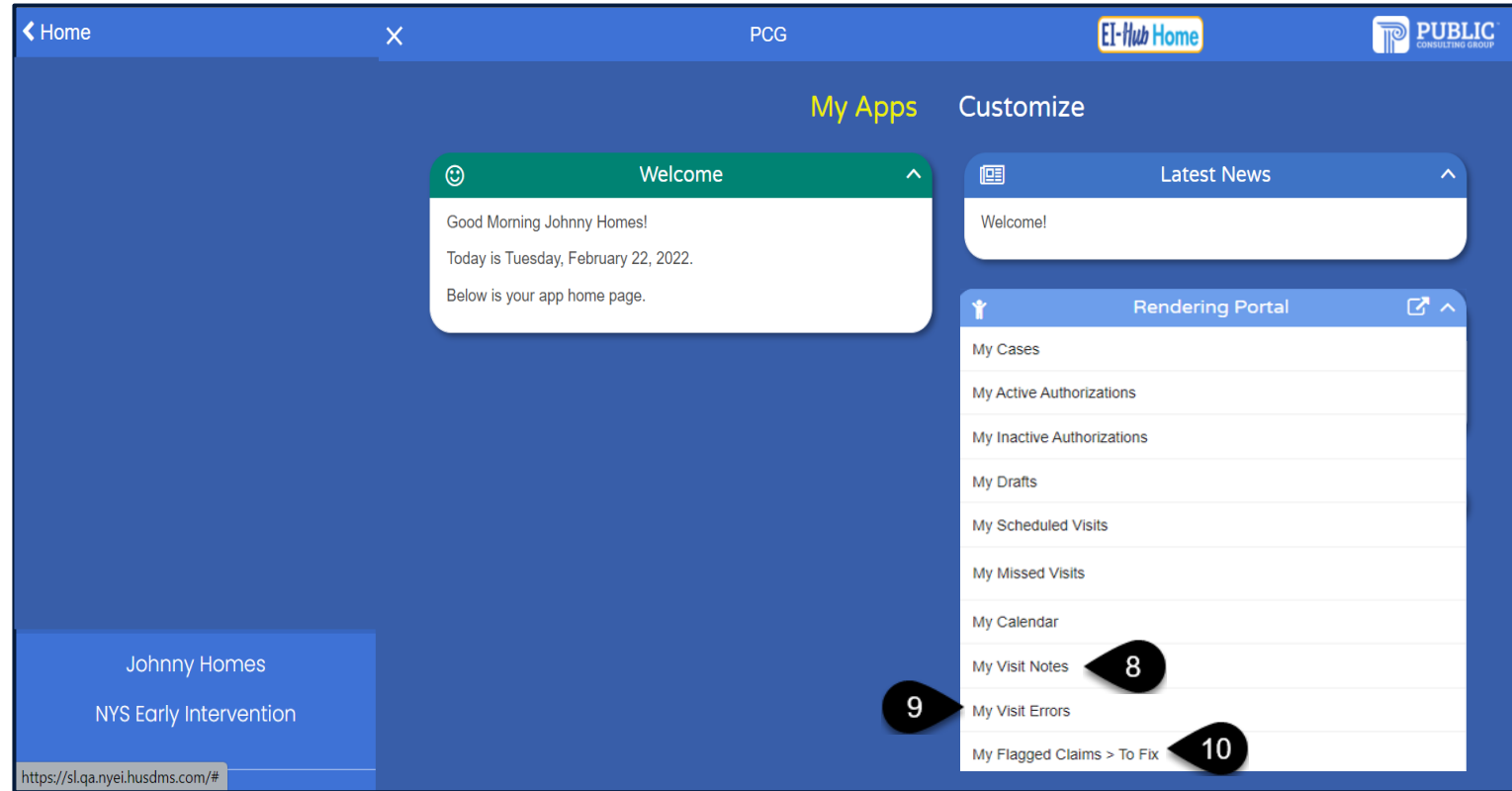
Rendering Providers

HOW TO

Navigate the EI-Hub Service Logging Module

Functions

- 8. My Visit Notes:** lists visit notes, canceled sessions, and no shows
- 9. My Visit Errors:** lists all submitted service notes with identified errors
- 10. My Flagged Claims > To Fix:** lists submitted/flagged claims returned for repair.



The screenshot shows the EI-Hub Service Logging dashboard for a user named Johnny Homes. The dashboard has a blue header with navigation links for Home, POG, and EI-Hub Home. A welcome message is displayed in the center, and a sidebar on the right lists various navigation options. Callouts 8, 9, and 10 highlight specific links in the sidebar.

Navigation Link	Callout Number
My Visit Notes	8
My Visit Errors	9
My Flagged Claims > To Fix	10



Please refer to the EI-Hub Service Logging User Guide Unit 5. Dashboard for more information.



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Billing Providers

HOW TO

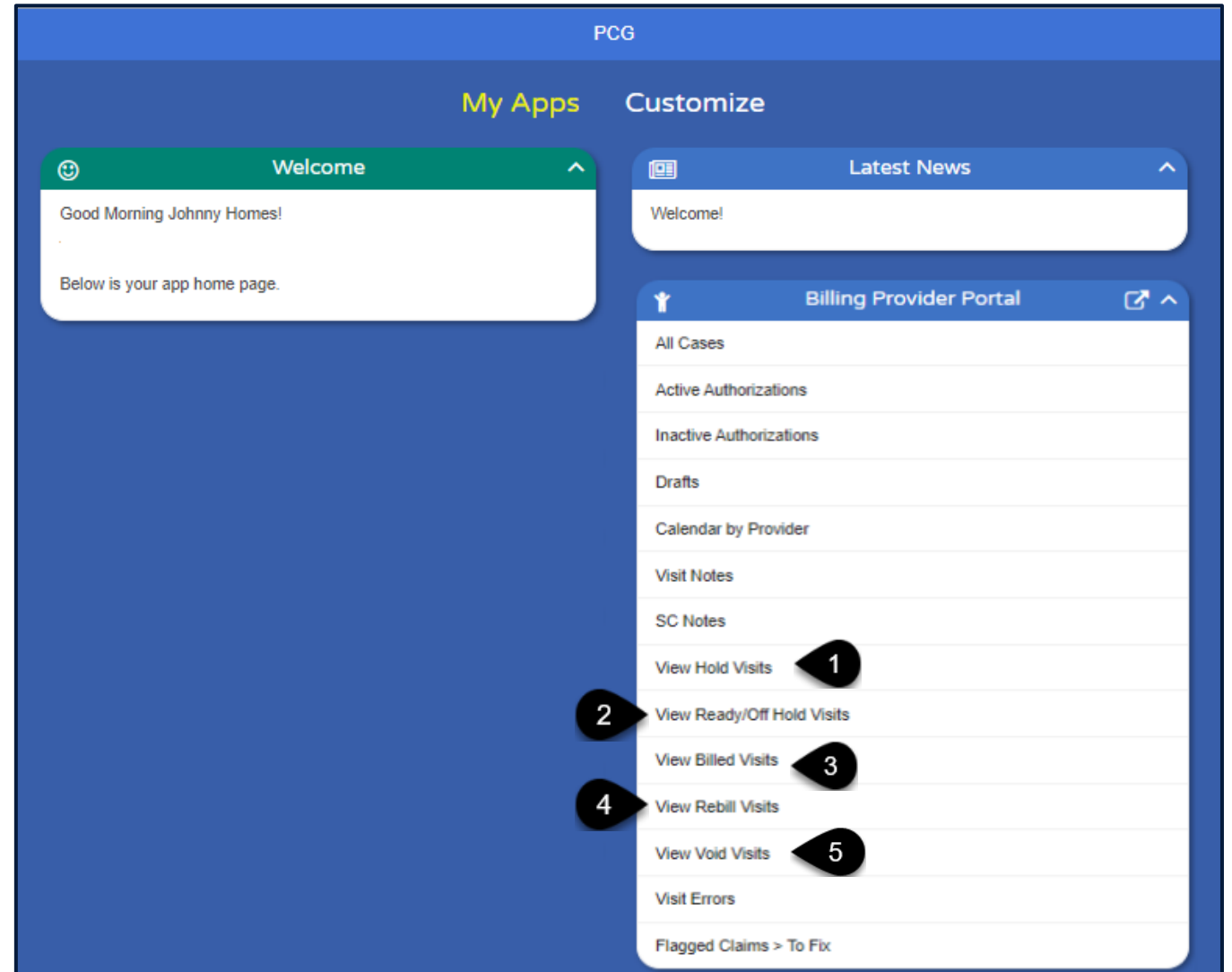
Navigate the EI-Hub Service Logging Module

Functions

1. **View Hold Visits:** lists visits on hold with no errors; these visits are on hold because they are awaiting further action (i.e., for a Billing Provider to take the visits off hold via the Batch Actions button or flag the visit to be fixed via the Action button).
2. **View Ready/Off Hold Visits:** houses visits that are "ready to bill" and in a hold status waiting for automatic system transfer to Case Management
3. **View Billed Visits:** lists all visits that have automatically transitioned from Service Logging to the Attendance Menu/Billing to State panel of Case Management in the form of accepted claims
4. **View Rebill Visits:** lists previously billed visits returned and in need of further edits (i.e., perhaps a diagnosis code needs to be edited) in order to be rebilled
5. **View Void Visits:** allows users to void previously billed claims



Please refer to the EI-Hub Service Logging User Guide Unit 5. Dashboard for more information.



The background is a solid blue color. It is decorated with various geometric shapes, primarily squares and rectangles, in different shades of blue. Some shapes are solid, while others are outlined. These shapes are scattered across the frame, with a higher concentration on the left side. The text "Thank you for joining us!" is positioned in the lower-left quadrant, rendered in a bold, yellow, sans-serif font.

Thank you for joining us!