



Documentation of Services for Non-Licensed Employees and Contractors

INSTRUCTION PAGE

Requirements/Purpose

The federal and state governments require that all Medicaid Waiver services be documented. Medicaid regulations state that a provider must maintain “all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past.” (8.302.1.17 NMAC)

To assist Mi Via participants, Employers of Record (EOR), employees and non-licensed contractors in complying with these requirements, the state has developed a suggested documentation of services form that can be used to document services. If the participant/EOR chooses to have employees and non-licensed contractors document services on an alternative form, the alternative form must contain all of the elements found in the Documentation of Services for Non-Licensed Employees and Contractors form.

Who should use the documentation of services form?

Employees and contractors who do not have professional licenses and who work directly with Mi Via participants should use this form. Mi Via participants can choose to hire a non-licensed individual as an employee or contractor. Examples of non-licensed employees and contractors include, but are not limited to, homemaker/direct support workers, respite providers, community support providers and in-home living providers. (Please note: a professional license is different than a business license.)

Who should not use the documentation of services form?

Professionally licensed providers such as OT/PT/SLP Therapists, Specialized Therapists, Behavior Support Consultants and Dieticians should **not** use the documentation of services form. These licensed professionals are required to document their services according to their licensure board requirements. Agency providers, such as approved Waiver Community Living Services providers, must have their own daily documentation form and

will be responsible for collecting and securing documentation for billing purposes. Also, providers of goods do not need to use this form since their products are documented on invoices.

How to complete the form:

- ✓ **Date of Service:** Make sure that the month, day and year are included. For example, April 20, 2011 or 4/20/11.
- ✓ **Non-Licensed Employee/Contractor Name:** Make sure the first and last name is written. For example: Sue Smith.
- ✓ **Participant Name:** Make sure the first and last name is written. For example: Jane Doe.
- ✓ **Waiver Service:** Be sure the specific Waiver service provided is written. For example: Homemaker/Direct Support.
- ✓ **Activities/Services Provided/Outcomes Worked On:** Services provided should always be in the provider's scope of work – employees and contractors should only provide services they are trained and authorized to perform. Be sure that details of what occurred are included. Don't be overly judgmental in the note, just state the facts. See completed example Documentation of Services Form.
- ✓ **Additional Comments:** Any unusual or challenging things that might have occurred during the service period. See completed example Documentation of Services Form.
- ✓ Make sure the non-licensed employee or contractor **signs their full name and date** including month/day/year after each documentation entry.
- ✓ Make sure the entire form is **complete**, make sure there are no blanks.
- ✓ **Do not abbreviate.**

Suggestions on how to keep/store documentation

Medicaid regulations require that service documents are kept for six (6) years after services have been delivered (8.302.1.17 NMAC). This means that documentation of services for non-licensed employees and contractors must be stored for this period of time. **It is the responsibility of the non-licensed employee or contractor to keep these records**, although it is suggested that the participant or EOR keep copies as well. It is also suggested that timesheets and contractor invoices be stored along with this documentation as well. It is highly recommended that all documents be kept in a locked or secure location to ensure confidentiality.



EXAMPLE
Documentation of Services
For Non-Licensed Employees and Contractors

Date of Service: 4/20/2011
Employee/Contractor Name: Sue Smith
Participant Name: Jane Doe
Service: Homemaker/Direct Support

Activities/Services Provided/Outcomes Worked On:

I assisted Jane with bathing this morning. She was not able to wash her hair independently. I provided hand over hand assistance. After her bath I made Jane breakfast. She had eggs, bacon and toast. She ate most of her food. After breakfast we played a memory game and talked about what she did last night. Jane then watched a movie and took a nap.

Additional Comments (i.e. Unusual Events, Challenges, etc.):

Jane yelled at the mailman this morning because she did not get a letter she was expecting.

Employee/Contractor Signature: **Sue Smith** (hand written signature) Date: **4/20/2011** (handwritten)

Date of Service: _____
Employee/Contractor Name: _____
Participant Name: _____
Service: _____

Activities/Services Provided/Outcomes Worked On:

Additional Comments (i.e. Unusual Events, Challenges, etc.):

Employee/Contractor Signature: _____ Date: _____