Personal Care

Documenting Student Services in MiPSE Service Capture

Kent ISD

Special Education

rev. 8/2017
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Logging Into PowerSchool Special Education (MiPSE)

Web Address:  [https://mipse.org](https://mipse.org)

My Home Page

To access your home page, click on the house icon always located in the upper left hand of your screen.

Turning on Auto Fill

You must turn on the auto fill feature from your “Home” page. Auto fill will allow for services to entered quickly and efficiently. You only need to turn this feature on when you first enter the system. To turn on Auto Fill, follow the steps below:

1. On the “Home” page in the top right hand corner, click on your initials.
2. Click on the “Set My User Options” link.
3. Under Default User Options for All Staff, look for “Service Capture Options”.

4. Select the box shown below that states, “With Service Capture, use the last service record of student as default values for next one”.
Setting up Caseload

It will be your responsibility to update your own caseload.

1. Go to the “Home” page by clicking on the icon.
2. Scroll down to “My Students” and click on “Edit”.
3. Click on “+ Add Students to...” and click “Standard Caseload”.
4. Locate your student by entering in part of the last and first name then clicking on “Search”.
5. A list of students will appear matching the information you entered in the search fields.

6. Click the check box, on the left, next to the student’s name that you will be adding to your caseload.
7. Click one of the green buttons “Add Students Marked to Standard Caseload.”
Locating & Using the Service Calendar

*** It is recommended to document your student services on a weekly or bi-weekly schedule.

1. To begin documentation, click on the “Service Capture” link on the top of your toolbar and select “Service Calendar.”
2. Select a student by clicking on the student’s name on the left side of the calendar.
3. Select your first date of service by clicking on the date.

4. Right click your mouse on the date of service to select “Record Past Services”. MAC users press and hold the Control (Ctrl) key while clicking the mouse.

Completing Personal Care Service Records

*** The FOUR fields circled and indicated below must be completed to enter a valid service record.
Personal Care Service Required Fields:

1. **Service:** Personal Care Services
2. **Service Type:** Personal Care Services [T1020]
3. **Areas Covered Assessed:** Use the student’s Personal Care Authorization Form to determine areas of need. You may get a copy of this form from your teacher.
4. **Has this service been completed?** This box **MUST** be checked.
5. Be sure to click the green “Save” button.

After saving the service record, it will appear as shown below. Notice the “Edit” and “Delete” buttons towards the top if you need to make changes.

6. If everything is accurate, click on the “Service Calendar” link above the Edit and Delete options to get back to the calendar and enter additional service dates.

**Using Insert Statements**

To use the insert statements for your provider notes (if you have more than three areas covered. The first three should be listed under Areas Covered/Assessed).

1. Click the **click the “lines”** icon in the provider notes section.
2. A pop-up will display with a dropdown menu listing all of the personal care areas of need.
3. **Click on the area(s) of need** you would like to use from the list.
4. Once you click the area(s) of need, you will see it with a strikethrough, which means **it has been dropped into your provider notes**.
5. Click the X in the upper right hand corner to **close the pop-up**. This will take you back to your service record.
Medicaid Eligible Students & Monthly Progress Summaries

ALL students with Personal Care in their IEP must be documented in Service Capture. Students who are Medicaid Eligible require completed Monthly Progress Summary dated the last school day of each month. Medicaid Eligibility is imported into the system every two weeks. For this reason, you must run this report each month before completing your Monthly Progress Summaries.

Completing Monthly Progress Summaries

1. **Report is located on your homepage under Reports**
   a. Header: Service Capture Implementation
   b. Report: User Monthly Progress Summaries – CHECK MONTHLY (highlighted blue)
   c. Action: Click on the report to open it

2. **How to use the report**
   a. Action: User the lookup link to the right of the Pink Staff field
   b. Search for yourself
   c. Action: Click on Select
   d. Your name will appear in the Pink Staff field box
   e. Action: Click on Blue Button Update Report with Values
   f. This will open so you may see all records that require a monthly progress summary
   g. Action: Click on the File Folder on the left side of the first row
   h. This will open up the service record

3. **How to work within the Service Records Profile**
   a. Action: Complete a new service record as a Monthly Progress Summary
   b. How to open a new Service Record
   c. Action: Click on the + next to “Add New Service Record”
   d. A Service Record Form should open up

4. **How to work within the Service Record**
   a. Action: Service Field – use the drop down to select your role
   b. Action: Service Type – Select Monthly Progress Summary
   c. Action: Service Date Time – select last school day of the month
   d. Action: Provider Notes – type a summation of services delivered for the month
   e. Action: Has this service been completed – check the box
   f. Action: Click on Green Action Button – Accept Changes

5. **Return to the report**
   a. Next to the student name
   b. Action: Click on report

Goal is to empty the report of all Medicaid billable services.
*** The fields circled must be completed to enter a valid Monthly Progress Summary. Please note Provider Note format.

### Monthly Progress Summary Required Fields:

1. **Service:** Personal Care Services  
2. **Service Type:** Monthly Progress Summary [00000]  
3. **Progress Report:** Achieved  
4. **Provider Notes:** See sample in screen shot above.  
5. **Areas Covered Assessed:** Monthly Summary  
6. **Has this service been completed?** This box **MUST** be checked.  
7. **Save** Be sure to click the green “Save” button.

After saving the service record, it will appear as shown below. Notice the “Edit” and “Delete” buttons towards the top if you need to make changes.

8. If everything is accurate, click on the “Service Calendar” link above the Edit and Delete options to get back to the calendar and enter additional Monthly Progress Summaries.
MiPSE Additional Resources Link

Copies of the training materials used today and other helpful Service Capture information can be found in the “Help” area.

1. Click on “Help”
2. Click on “Help Guides”
3. Click on “Service Capture”
4. Select one of the Resource Links to view
Help Desk Contacts

General questions regarding Medicaid, Service Capture, or PSE can be answered by contacting one of the staff below:

Lynette Altman    Anne Papa-Roark  Susan Diedering
lynettelaltman@kentisd.org  annepapa@kentisd.org  susandiedering@kentisd.org
(616) 365-2387    (616) 301-6191   (616) 447-2472

False Claims Act

The Federal False Claims Act, among other things, applies to the submission of claims by healthcare providers for payment by Medicare, Medicaid and other federal and state healthcare programs. The False Claims Act is the federal government's primary civil remedy for improper or fraudulent claims. It applies to all federal programs, from military procurement contracts to welfare benefits to healthcare benefits.

The False Claims Act prohibits among other things:

- Knowingly presenting or causing to be presented to the federal government a false or fraudulent claim for payment or approval;
- Knowingly making or using, or causing to be made or used a false record or statement in order to have a false or fraudulent claim paid or approved by the government;
- Conspiring to defraud the government by getting a false or fraudulent claim allowed or paid; and
- Knowingly making or using, or causing to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the government.

Any person who knowingly attempts to defraud the federal government is liable to the United States Government for a civil penalty of not less than $5,000 and not more than $10,000, plus 3 times the amount of damages which the Government sustains because of the act of that person.

"Knowingly" means that a person, with respect to information: 1) has actual knowledge of the information; 2) acts in deliberate ignorance of the truth or falsity of the information; or 3) acts in reckless disregard of the truth or falsity of the information.

Examples of Medicaid Fraud

- Billing for medical services not actually performed
- Providing unnecessary services
- Billing for more expensive services
- Billing for services separately that should legitimately be one billing
- Billing more than once for the same medical service
- Giving or accepting something of value (cash, gifts, services) in return for medical services, (i.e., kickbacks)
- Falsifying cost reports
- Billing for missed appointments
Reporting Suspected Fraud or Abuse

Kent ISD is committed to ensuring that its coding, billing and reimbursement procedures comply with all federal and state laws. The “back-end” billing system, MeduClaim provided by CompuClaim, has been designed to limit the recording of services to those procedure codes that are appropriate for the user’s profession and only up to the maximum amount allowed per day or month. However, the system cannot ensure that the services were provided as stated, that they were medically necessary or were not false or misleading.

In most cases, an employee's supervisor is in the best position to address an area of concern. Supervisors and managers are required to report suspected violations to the Compliance professional, Anne Papa, who has specific and exclusive responsibility to investigate all reported violations regarding the filing of false or fraudulent claims.

If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak directly to the compliance professional, Anne Papa, listed below.

Anne Papa  
Kent Intermediate School District  
Medicaid Project Analyst & Compliance Oversight  
2930 Knapp NE  
Grand Rapids, MI 49525  
(616) 301-6191  
annepapa@kentisd.org

The following information is preferred when reporting suspected fraud or abuse:
- Nature of the complaint
- The names of those involved in the suspected fraud and/or abuse, including their address, phone number, Medicaid identification number, date of birth (for beneficiaries), and any other identifying information if available/applicable

You may also report suspected fraud and abuse by contacting the Office of Inspector General:
- Submitting an online complaint form with the Office of Inspector General: http://www.michigan.gov/mdch/0,1607,7-132-2945_42542_42543_42546_42551-220056--,00.html
- Phone: 1-855-MI-FRAUD (643-7283) (voicemail available for after hours)

Staff reporting suspected fraud, waste and abuse are protected under the Whistle Blower Act. Employers cannot discharge or cause the constructive discharge or discriminate against an employee because the employee or a person acting on behalf of the employee reports or is about to report a violation of local, state or federal law to a public body or is requested by a public body to take part in an investigation, hearing, inquiry or court action. Protections do not apply if the employee knows the report to be false.

Personal Care Guidelines

Defined by the Michigan Department of Health and Human Services (MDHHS) in the Medicaid Provider Manual dated July 1, 2016, Personal Care Services are a “range of human assistance services provided to persons with disabilities and chronic conditions which enables them to accomplish tasks that they would normally do for themselves if they did not have a disability.”

Personal Care guidelines are intended to simplify the process and reduce the number of young students that
have been referred for personal care for services that are not yet age appropriate (dressing, feeding, toileting, etc.).

Students who have a medical need that requires Personal Care services will have supporting data within the student’s PLAAFP section of the IEP. These students have a medical and/or behavioral problem and are appropriately referred.

**Students who are appropriately referred have:**

1. Supporting data in the PLAAFP

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<th>Frequency/Timeline</th>
<th>Location</th>
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<td>Personal care services needed to maintain access to school</td>
<td>Daily</td>
<td>Throughout school</td>
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2. Personal Care written in the Special Factors, Supplementary Aids & Assessments section of the IEP, as shown below.

3. Personal Care Authorization uploaded as a “Stand Alone File Based Document” to PSSE with the proper naming convention. Naming convention must read: student last name, first name, type of prescription and date prescription was signed. (Example: Bunyan, Paul_Personal Care_1-15-2015).

4. Personal Care Authorization date added to Prescription Profile. Blank Personal Care Authorizations can be located by clicking Help within PSE and clicking on the Service Capture Resource Pa