PERSONAL ASSISTANCE SERVICES (PAS): ACCOMPANY TO APPOINTMENTS

Reminder to add notes (mobile app/admin portal) when accompanying Medicaid participants to appointments

Personal Assistance Services (PAS) program has recommended that PAS providers add notes when they do not see all tasks that are available to bill for in the Tellus system. Please note, DHHS should also be informed when this occurs to ensure the Tellus database is up to date with the latest information. The "Notes" box can also be used as a way to track information that will be needed for future auditing or bookkeeping activities. For example: When a provider or participant schedules their vacation or if an unexpected event happens that would affect their normal schedule.

This ensures PAS participants receive the necessary services they need and providers are paid accurately. The notes will help determine if needed tasks have been performed timely and safely.

Below are steps to manually add notes to visits when providers accompanied participants to appointments.

To manually add notes your visits, you must first go to your Schedule tab in the Admin portal.

On the right hand side of the Schedule tab, you will see a + sign

2.Click here to add schedule your visits manually

1.Click on Schedule tab

1. Now you are in the VISITS tab

2. Fill in all the information from 1 through 6

Vi... d new visit

Select Participant

1 Select Participant *

Select Payer

Select Additional Recipients

Select Provider

2 Select Provider *

Select Service Authorization

3 Select Participant

Select Location

4 Select Start Address   Add Address

Address Type

Select Date And Time

5 Choose start date *
2/22/2021
Choose Start Time *
3:50 PM

Duration hours *
0
Duration minutes *
0

Select Visit Recurrence

6 Repeat

Repeat

3. Once you completed all the necessary information, click Save.

Occurrence

On Date

Save   Cancel

In your Admin portal, go to your VISITS tab, search for the visits you manually entered.

1.Once you identified your manually entered visit (PAS – code 4475)

2. Click on the three dots

| | 250 | 1463063745 | Jenn DeBoer | EVE ANGEL | 1113 | 2/22/21, 3:30 PM | 2/22/21, 4:30 PM | | Not Started, Late- | NDHH | - | ⋮ |

Visit   ✕

1.Remember to scroll up or down to see all your information

HCPCS Code/Mods	HCPCS Description	Tasks Description
1113 -	Respite Care (In Home)	ASSIST WITH MEAL PREPARATION (INCLUDES SPECIAL DIE SUPERVISION BATH/SHOWER

Scheduled Start Time: Feb 22, 2021, 3:30:00 PM   Scheduled End Time: Feb 22, 2021, 4:30:00 PM
Actual Start Time: -   Actual End Time: -
Actual Start Phone Number: -   Actual End Phone Number: -
Start Verification Type: -   End Verification Type: -
Start Location Variance (Miles): -   End Location Variance (Miles): -
Scheduled Start Address: 988 N Street LINCOLN NE 68505 Scheduled End Address: 988 N Street LINCOLN NE 68505
Scheduled Start Address Type: -   Scheduled End Address Type: -

2.When you are ready to complete your visit, click 'Complete Visit'

Edit visit   Cancel visit   Complete visit   View Printable Visit

Once you click on **Complete visit** as shown above, this screen will be displayed.

Once you added your notes, check your work, and check the task you have completed.
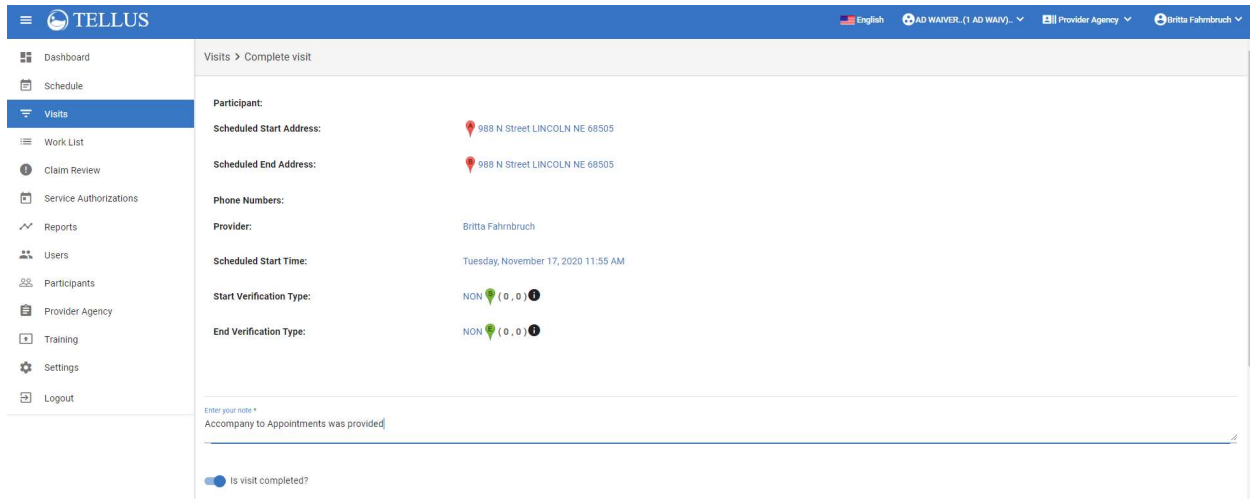
Go back to the Visits tab, to check your work. You should see that you have Completed your visit successfully!
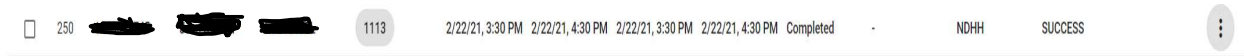
**If completing the visit after the fact in the Portal** the provider can add a comment under the Visit:

If completing the visit via the phone application the Provider will check in as they normally do. At Check out or anytime during the visit they can select the Notes Icon in the upper right-hand corner

Adding Notes in the mobile app:

1. Click NOTE where the pencil icon is indicated

Example of the Note:
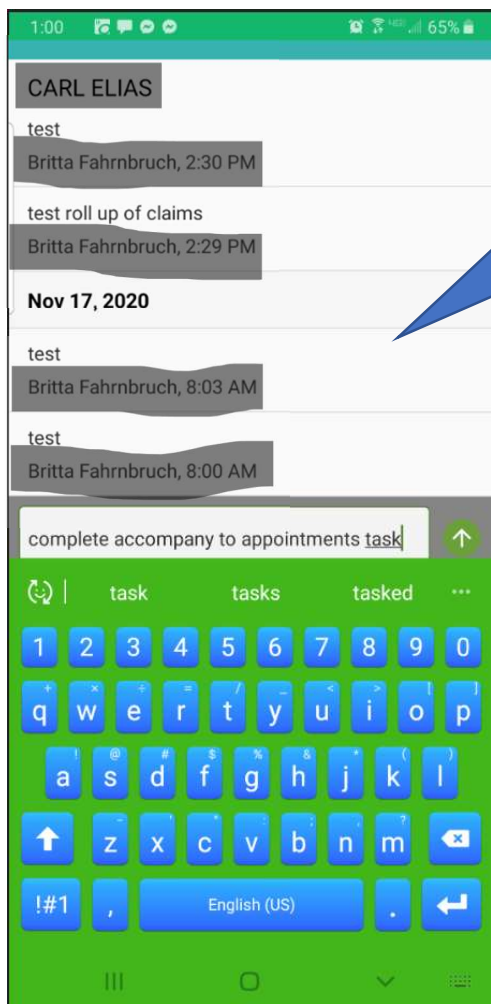
1.When writing notes, add detailed relevant notes so that your services performed can be captured accurately.
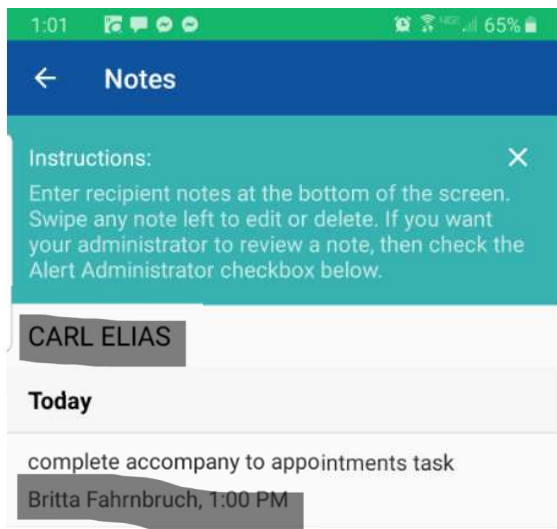
This is then transferred to the Visit Details in the Portal:

THE END!