Forte Residential, Inc.
Forte Home Health Care, Inc.
Documentation Rules

The documentation rules in this policy must be followed exactly, without exception, for staff to be paid for services delivered. If Daily Notes and EVV are not completed according to these rules, staff will be subject to retraining, leading to disciplinary action, up to and including termination.

1) **Electronic visit verification (EVV)** must be completed at the beginning and end of each shift. Staff will need to log into the InCare Mobile App at the beginning of their shift to clock in. The EVV must be completed up to 7 minutes before the shift begins.
    a) **To clock in,** log into the app, using:
        i) Host Name: forte.myincare.com.
        ii) The same Username and Password you were assigned for the InCare web page.
    b) In the app under the "Notes" tab, click on the appointment you plan to begin.
    c) Select the EVV Clock In Location (home, school, work).
    d) Click "Clock In."
    e) Select "Yes" on the pop-up.
    f) The screen will refresh and the logged clock in time will be visible.

2) **Daily Notes** must be completed for each shift an employee works. Notes must be completed at the time of service per *FSSA Waiver Service Guidelines and the Division of Aging Home and Community Based Services Waiver Provider Manual.*
    a) Log in at **forte.myincare.com** to complete your note. You can document and save throughout your shift until submission time.
    b) **Location** of the service must be checked. This means where the majority of the time for that service was provided – home, community or other.
    c) At least one option in the **Activities Addressed** section must be checked. This section reflects what the staff did to assist the individual during the shift.
    d) At least one **Community Activities Addressed** must be checked. If there were no community activities during the shift, check "None."
    e) At least one **Activities Independently Completed** must be checked. This should reflect what the individual did independently. If this did not occur, check "None."
    f) **Goal** progress must be documented regularly. For details on goal documentation, see Goal Training document located in the home binder.
    g) In the **Caregiver Notes** section be sure to note any activities for that day. Provide enough information to justify the time spent providing services.
        i) Be specific on activities. For example; don't just state that you assisted the individual with exercises, note what those exercises were and how you supported them. Maybe it was just verbal prompting or maybe it was hands on support. Don't just state that the individual had a bad day. Give the details of why it was a bad day. Were they angry all day, if yes tell why. Give details if they were feeling sick, feverish, vomiting…were they sad, disruptive or hurtful to others, in pain, etc.? Describe in detail.
        ii) Oftentimes staff refer to the individual's friends and family by their name in the note. Surveyors will not know who that person is; so the appropriate way to document interaction with others is by the relationship. Instead of documenting "Carolyn came over for lunch" you would document "John's sister came over for lunch". This shows that the services are helping the person maintain relationships with friends and family.
        iii) If the person is sleeping during your shift, you need to check on the person a minimum of once per hour. These checks should also be mentioned in the caregiver note. While the person is sleeping, you should also complete tasks in the person's home and document those tasks in the caregiver note.
    h) Choosing a category in the **Significant Issues** drop-down list will ensure that the situation will be addressed in the Quarterly Summary. Be sure that any behaviors, changes in daily routine, eating changes or concerns, the individual's appearance, health / illness matters, etc. is entered in this box. When a category is chosen, then click the Issue drop-down box and choose an issue and give details in the following box.
        i) If someone was verbally or physically aggressive, tell how. If they were yelling out profanities in the community or they slapped staff's arm when asked if they wanted to take a walk, etc. document the details.
        ii) If staff give a PRN medication, like Tylenol, for pain or a headache – be sure to state what was given, why it was given, when it was given and if there was any improvement after taking it. Staff are only permitted to give medication if they have gone through medication administration training with the RN trainer.
    i) Any incident that falls under the state required incident reporting practices must be documented in the **Reportable Incidents** section. Click the "yes" box if there was an incident and then click the type of incident in the drop-down box. Fill in the details in the box at the bottom of the section.
    j) If you take an individual to a medical appointment, check "yes" in the **Doctor Visits** section. This will bring up a box to enter the doctor's name and drop-down menus so you can choose the specialty and the outcomes. Further details can be documented in the Caregiver Notes section.
    k) If the person had a seizure during your shift, check "yes" in the **Seizure** section. This will bring up additional boxes to list: *Time Seizure Occurred*, *Duration of Seizure*, *Description of Events Before Seizure*, *Description of Events During Seizure*, and *Description of Events After Seizure.* If there were multiple seizures during the shift, click "Add Another Seizure."
    l) To sign the note staff will then check the **Support Professional Signature** box at the bottom.
    m) Staff can work on the note throughout their shift. Save your note after adding to it by clicking the green Save Note button in the bottom right corner. **Do not submit your note until you clock out on the app.**

3) Your EVV Clock Out must be completed prior to submitting your note on the InCare webpage, for your clock out time to be added to your note and submitted together. This is required for your shift to be considered complete. EVV and note submission must be completed within 7 minutes of the shift end.
    a) **To clock out,** log into the InCare app, using the log in info from the clock in instructions.
    b) Select the EVV Clock Out Location (home, school, work).
    c) Click "Clock Out."
    d) Select "Yes" on the pop-up.
    e) The screen will refresh and the logged clock out time will be visible.

Documentation Rules

4) **To submit your note:** When you log back into the InCare web page, your EVV clock in and out times should appear on your note. Notes with clock out time are required to be submitted (together) at the end of your shift to ensure we are in compliance with state laws. When your note is complete and both EVV clock in/out are visible within the note, you may submit your note.
   a) Add any additional information to your note.
   b) When the note is finished, click the blue "Submit Form" button in the lower left corner of the note.

5) **GPS Exceptions on the InCare App** – If your clock in or out is not at a registered location, you will see a Code 8 message indicating that an EVV exception will be created.
   a) Continue with clocking in or out.
   b) Upon opening your note on the InCare web page, an EVV Exception box will appear. You will need to provide the location where the shift ended.
   c) Check the EVV section on the note. If the clock out is missing, go to the app and clock out.
   d) If you are unable to access the app, Request Modifications to your time.
      i) **Requesting Modification** – All EVV time adjustments will be made on the InCare web page on the note, under the EVV section by selecting "Request Modification." (This function is a last resort.)

6) **Missing Clock Out Time** – When you are 7 minutes past the shift end and the clock out is missing, an EVV Exception box (Code 10) will appear once opening your note in the InCare web page.
   a) You will need to Request Modification to manually add your times on the InCare web page; additionally, you will need to provide the reason you did not clock out. (This function is a last resort.)

7) **Missing Clock In and Clock Out Times** – If neither EVV time submissions are made, and EVV Exception box (Code 10) will appear once opening your note on the InCare web page.
   a) You will need to Request Modification to manually add your times on the InCare web page and provide the reason you did not clock in/out. (This function is a last resort.)

8) *Additional Requests for Modification* – Even when EVV clock in and out times were captured properly and staff needs to make an adjustment, use the Request Modification function. *For example, the shift was supposed to end at 1pm, but the parent didn't get home until 1:15pm, Request Modification to change the end time and provide a reason.*

9) **Note Rejections:** If a note is rejected, you will receive a message stating why it was rejected and what you need to do before you resubmit it. Correct the note as soon as possible so there is no delay in pay.
   a) If you have a message, a number will appear beside messages at the top of the screen when you sign into InCare. Click on messages and it will take you to the message center.

10) **Other information:**
   a) To check if your note has been submitted, click on note processing > pending notes and the note you submitted should show up in this section.
   b) It is your responsibility to ensure the device for documenting is charged.
   c) **Forte devices are only to be used for Forte purposes and are the property of Forte Residential, Inc. These are to remain in the person's home, unless otherwise authorized by administration.**
   d) To submit **vacation** or training time click on note entry > time entry.
      i) Available vacation is listed on pay stubs.
   e) To claim **mileage**, click on note entry > expense entry.
      i) Mileage must be submitted within the week that the person was transported into the community. Best practice is to submit mileage when the note is submitted.
   f) Under the **reports tab** you can see the submitted time entries, expense entries and notes.
   g) Use the **Time Report** section to view notes/hours submitted and what has been processed through payroll, to see how many hours you are going to be paid based on the payroll cycle reflected.
   h) Be sure to update e-mail addresses on InCare so you can receive **InCare notifications** directly through your work or personal email (whichever you prefer).

11) **Late Notes:** Notes and EVV submitted after your shift, failure to submit notes/EVV or notes/EVV submitted more than 7 minutes past the shift end will result in retraining, leading to disciplinary action, up to and including termination.

Respite notes do not require detailed documentation and goals are not typically worked on during these services.

All of the requirements contained in this policy are non-negotiable. Employees who do not adhere to this policy may receive all or some of the following: further training, disciplinary action, up to and including termination.

By signing this document, I am stating that I am an employee of Forte Residential, Inc. and am subject to this policy.

Employee Signature: _____ Date: _____

Employee Printed Name: _____

Forte Trainer Signature: _____