

Online Documentation for Medicaid Claiming in Early Childhood and School Based Programs

Greenbush Access https://www.greenbush.org/167/Medicaid-Billing

> CompuClaim Access https://serviceportal.compuclaim.com

> > **Client ID: Greenbush**

Billing Office Help Desk 888-654-8701

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Services Portal Handout:

Therapists / Service Providers

Web site and Logging In https://serviceportal.compuciaim.com

NOTE: Client ID and Password are Case sensitive

Client ID: Greenbush Email: Your Email Address Password: Password Assigned By Greenbush



Passwords:

Password must be at least 7 characters long, have at least one uppercase letter, at least one lowercase letter, and at least one number.

Resetting password:

Please add <u>notification@meduclaim.com</u> to your "Safe Senders" list within your email application to help avoid this notification being tagged as SPAM.

To reset your Service Portal password, please follow these instructions:

- From the Service Portal logon screen, click "Forgot your password?"
- Enter Client ID: Greenbush and E-mail Address. Click Continue to start the password recovery process.
- You will receive confirmation that a "new random password has been created and sent to your e-mail".
- Access your email application. Look for the "CompuClaim Service Portal Login Information" email and open. Your temporary password will be inside.
- Go back to the Service Portal window and click "Return to Login Page".
- Enter your Client ID, Email Address, and New temporary password. Click Login.
- You will be prompted to create a new password that must be different than your old password; at least 7 characters long; have at least one uppercase letter; at least one lowercase letter; and at least one number. You may not re-use any previous password for 1B0 days.
- Click Continue to confirm new password change. If successful, you will be entered into the Service Portal.

Navigating the Site

The top right corner of the Services Portal displays the Navigational Links that are available continuously throughout the system.

Greenbush ServicePortal	Welcome 2 My Account Logout / My Account
Announcements	1
 My account – change password My Account Log out – ends your session Logout Home – Always brings you back to Home page Home <u>Wizards contain links to a variety of tasks</u> Service Log by Student – Adding and Deleting Service 	e Logs
 Supervision Log – Lists the providers that the logged to supervise and the students' Service Logs 	in professional are required
 Reports – Live Reports can be saved or printed 	
 Manage Caseload - staff can easily add/remove students from the student	om their caseload 🤍 Manage Caseload
 Help – customizable by admin user 2 Help 	

Caseload on Home Page

Caseload – Students will appear in BOLD or regular font. BOLD font indicates student with a Medicaid ID number.

Manage Caseload link - from "Manage Caseload" link



From the caseload, click on the student's name to view detailed information regarding the student, which is organized under tabbed headings:

- Student student's demographic info
- Special Education IEP info (bulk import or manually entered)
- Service Logs (there is a button available here for navigating to logging calendar)
- Supervision Logs

ServicePortal

Aguillon, NICOLE D Go Back

Student Specia	Education	Service Logs	Monthly Summary	Supervision Logs	
District	Tran	nsylvania			
School	Tran	nsylvania HS			
First Name	NIC	OLE			
Middle Initia	D I				
Last Name	Agu	illon			
Birthdate	1/1/	2000			
Gender	Fem	nale			
Ethnicity					
Grade					
Street Addre	ss 123	4 My Favorite	Street		
City	Gra	nd Rapids			
Zip	495	25			
Phone	(616	6) 555-1234			
Resident Dis	trict				
Parent Name	e				

Student Information

Managing a Caseload

To Add Students to your caseload:

- Make sure the "Only show students on my caseload" box is not checked.
- Search for the student you need to add by typing the first few letters of the student's last name in the search box and click on "Search". For best results, keep the search as broad as possible in order to capture more students in the search.

	La Enter student's	ist Name last name here	Fin Enter student's f	st Name irst name here	S Enter State	tate's Student ID e assigned student's I	ID here	Only show t case	itudents on my load	Only show students	active
	5	District	State StudentID	Last Name	First Name	Middle Initial	Birthdate	Gender	School	Grade	Activ
	Remove	Transylvania	5489632180	Aguillon	NICOLE	D	1/1/2000	Female	Transylvania HS		True
	Remove	Transylvania	334455689	Anderson	DOUGLAS	R	1/1/2000	Male	Transylvania HS		True
	Remove	Transylvania	6541258759	Badovinac	Lauren		1/1/2000	Female	Transylvania Elen	1	True
	Remove	Transylvania	4587533189	BAILEY	MAGGIE	M	1/1/2000	Female	Transylvania HS		True
	Remove	Transylvania	6214785422	BAILEY	Troy	м	1/1/2000	Male	Transylvania HS		True
	Remove	Transylvania	2135487952	BAIRD	Andrew	L	1/1/2000	Male	Transylvania HS		True
-	Add	Transylvania	6598745622	Bargenquast	AUBREE	A	1/1/2000	Female	Transylvania HS		True
	Add	Transylvania	6458458895	BARR	AUDREE	L	1/1/2000	Female	Transylvania HS		True
	Add	Transylvania	8624895995	BERGQUIST	Emily		1/1/2000	Female	Transylvania Elen	1	True
	Add	Transvivania	9080706060	Berry	Fraunken	В	1/1/2012	Male	Transvivania Elen	1	True

Manage Caseload

- When you locate the student, click on "Add" next to the student's name.
- Click on "Home" in the toolbar when finished and you will see your updated caseload.

To Remove Students that shouldn't be on your caseload:

- Click on "Only show students on my caseload".
- Click on "Remove" next to any student you need to delete from your caseload. (This will not
 delete the student from the system but will simply remove the student from your
 active caseload.

WIZARD: Service Log By Student

Services can be entered individually, group, or over multiple days

Click: Link for Wizard Select Service Log by Student Wizard

BAILEY, MAGGIE M (1/1/2000)

Servic	e Log by Student Wizard
Use this wizard to a	enter service logs for students on your caseload.

Service Log by Student Wizard Select one or more students to enter service logs for... Select All Select None

Select one or more students or check Select All to enter service logs for all students and

Aquilles, NGOLE: 5489523160 Badevisa, Laures: 6543258739 BAILEY, MACGIE: 4587533189 BAILEY, Troy: 631478542 BAIRD, Andrew: 233487952
Andrese, DOUGLAS: 334455699

then click next.

INDIVIDUAL Service Logging

This is to record a service, non-billable service, or absence.

Select One Day – Then click Next

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		01	2	. 3	□ 4	5
						•
5	07	08	9	10	D 11	12
13	14	15	16	17	18	19
20	21	D 22	23	24	D 25	26
27	28	D 29	□ 30	31		

Select type of log

(Service Log, non-billable, student absent, etc.).

Non-billable Entries and Absent codes are only available for Individual Service entry.

Service Log is a default choice.

Click Continue

Service Log by Student Wizard

BAILEY, MAGGIE M (1/1/2000) What type of log would you like to enter?

Heturn to Calendar	Continue >
Poturo to Colondor	Continuo >
O Provider not av	ailable
 Provider absen 	t.
Student not available	ailable
Student absent	
O Non-Billable En	itry
Service Log	

Prior service logs
You have no prior service logs for this student for the given month.

Service Log by Student Wizard

August 0 2017 0

Wizards

Date is populated - Option to copy previous Service Log "Prefill from last servicelog" (all data except comments is captured).

- 1. Required fields display a red asterisk.
- 2. Business rule in place for minimum character requirement in comments section. Please enter brief description of encounter.
- 3. Upon saving, you arrive at the calendar where you can continue to enter service logs.

BAILEY, MAGGI	E M (1/1/2000)
it service log	
	School
ent of swallowing dysfuntion and/or oral function for	C Transylvania HS
Yrogress Report * Location [Not Selected] 👩 (03-School 😨	
ave Service Log	
	BAILEY, MAGGI

Deleting a Service Log

Service Logs can be deleted if they haven't been billed

- 1) Locate Service Log on the calendar & select the log. Click Next.
 if there is a trash can before the Service Log. it can be Service Log
- deleted.



Group and Multi-day Service Entry

	Service Log by Student Wizard	
Group Service Entry:	Select All Select None	
Select the group of children serviced.	🛛 Aguillon, NICOLE : 5489632180 💿 Badovínac, Lauren : 6541258759 😨 BAILEY, MAGGIE : 4587533189 🕐 BAILEY, Troy : 6214785422 💿 BAIRD , Andrew : 2135487552	
Click Next	Anderson, DOUGLAS: 134455669	
	Next >	
when selecting more than one child	d, just above	
the provious screep will be included	d in the group convice	
the previous screen win be included	esday	85.
Check a day and Click Next	Group Service Prev Next	
If 3 children are checked then THREE lo	ogs will be	
created. Take a look at the Nicole Aguil	llon screen shot where it says "1 of 3". All of the required data	
fields populated will copy exactly to the	e next log after saving. NOTE: You will need to update the	
Goal and Comments for each new stud	dent.	
Multi-Day Entry:	6er	
This may be used for individual or grou	ρ	
services.	Service Log by Student	Wizard
	Aguillon, NICOLE (1/1/2000)
After selecting student/s check the des	Sired Add a new service log	
days.		
A screen similar to the one on the right	Service Date* Service Type* School 8/2/2017 92526 Treatment of swallowing dysfuntion and/or oral function for C Transylvania H	S
appear. All of the required data fields	Service Times* Progress Report * Location	
nonulated will converactly to the next	Start Time 11:00 • AM • PM Minimal Improvement • 0 03-School •	
after saving	Goals And Objectives	
	tou our acc your numbers from one fur or you our miles one your meter	
NOTE: When recording group services	the Comments*	
logs are ordered by DATE then by Stud	ent. In	to today s
this way the provider record all service	25	
delivered on one day and once that dai	33.33%	
group of services is complete it will mo	OVE ON Return to Calendar Save Service Log	
to the next day.		

Take your time: Look at the dates and names as they change.

Once a log is saved it can only be edited under edit service logs or deleted and then re-entered. There is NOT a back to previous log button.

Reports

Logging Summary Report

Access: All therapists, nurses and mental health service providers . Location:

Under Reports menu in Navigation Bar.

Features: Grid view of services delivered. Exportable to Excel and PDF.

						Log	gin	ng	Summ	агу Бо	r Spee	ech	1 Speech1
Ex	oort to	PDF	Exp	port to	XLS								
Mon	h:Dates o	of Service	Star 8/1/2	t Date 017		End Date 8/31/2017	i.		Student : [All]	selection	C		
Selec Rur Rows	t Date rai Report Returner	nge from (pullde	own or ent	er the d	late range, i	nake ti	he Stu	ident <mark>sele</mark> cti	on and then clic	k 'Run Report'	94	
s	udent Name	D08 -											
	Туре	Service Da	ate	Service	Service	e Type Desc	Dura	ation	Group Size	Progress Report	Areas Covered		Comments
			7	\$		9	?	9	9	9	9	9	
-	Student N	ame DOB: A	guillon	NICOLE 200	0-01-01								
	Service Log	8/2/2017		Speech & Language w/ CCC	Treatm swallov dysfun oral fu	nent of wing ition and/or nction for		20		Minimal Improvement		03	Provide a detailed and objective description of the Intervention and student response to today's therapy/encounter.
+	Student N	ame DOB: B	AILEY,	MAGGIE 200	0-01-01								
+	Student N	ame DOB: B	AILEY,	Troy 2000-01	-01								

Detailed Student Report

Access: All therapists, nurses and mental health service providers

Location: Under Reports menu in Navigation Bar Reports

Features:

- 1. Date(s) of service search by monthly drop down or choose a date range.
- 2. TIP: Always click Run Report when parameters are changed.
- 3. Each student's services are ordered from most recent to oldest.
- 4. They are grouped by the kind of log. For example, all service logs are together or all days where it was recorded the student was absent are grouped together.
- 5. There is a page break between students.



- 6. Once Run Report has been hit there is a navigation bar for the report that has the following functionality from left to right (hover cursor over the icons for instructions, too):
 - a. Print report
 - b. Print current page
 - c. Scrolling through pages
 - d. Save file to desktop.
 - e. TIP: It may be faster to scroll through the report after it is saved as a PDF.
 - f. Drop down to choose report format. We provide a variety of options, but PDF tends to work best.

Service Approval / Supervision Logs



The Supervision Log approval process has been updated to increase compliance and documentation. The updates also add functionality for the supervisors to more easily view previously supervised logs. Here is a quick summary of the changes.

PART 1: Each service is approved. There is not a monthly choice. Instead, the supervisor chooses a provider and student. On the next screen (on right) the supervisor can then choose one or more services to approve simultaneously.

Provider Name	Student Name	Birthdate	
COTA COTA	Ashleigh ADRIANSE	1/1/2000	Enter Supervision Log
COTA COTA	Beth Allen	10/23/2012	Enter Supervision Log
COTA COTA	George Adams	10/3/2012	Enter Supervision Log
COTA COTA	MINDY Drouin	1/1/2000	Enter Supervision Log
COTA COTA	NICOLE Aguillon	1/1/2000	Enter Supervision Log
COTA COTA	TIFFANY Griffes	1/1/2000	Enter Supervision Log

There can still be ONE comment entered that will be saved with all of the service logs checked on the screen.

CLICK one of the Save buttons at the bottom of the screen.

Part 2: From Supervision Log Wizard Click: View Previously Entered Supervision Logs. CLICK Search for all logs to appear or search by provider and/or student. View Previously Entered Supervision Logs

						Ad	d New S	upervisio	n Logs				
		Below you	will find supervision log Provider Last Name COTA	s that you hav Provider f	re already con First Name	Stude	Please of the second se	Name	supervision log Student First	s you wish to delete then Name Service D	click (Delete Supervision L ate	.ogs).	
	Provider	Student	Service Type	Presenting Problem	Service Date	Start Time	End Time	Group Size	Progress Report	Service Comments	Supervision Comments	Areas Covered	<u>Status</u>
0	COTA, COTA	Aguillon, NICOLE	Sensory integrative techniques to enhance sensory processing	Physical Problem	1 <mark>/5/2015</mark>	2:05 PM	2:45 PM		Maintained	Providing the detail of activity this encounter student response, interaction, etc	Services delivered by COTA COTA have been reviewed by OT and approved.		Pending
0	COTA, COTA	Drouin, MINDY	Sensory integrative techniques to enhance sensory processing	Physical Problem	12/19/2014	1:20 PM	1:50 PM		Maintained	Providing the detail of activity this encounter student response, interaction, etc	Services delivered by COTA COTA have been reviewed by OT and approved.		Pending
0	COTA, COTA	Adams, George	Therapeutic activities, direct (one-on-one) patient contact	Physical Problem	12/17/2014	8:40 AM	9:15 AM		Minimal Improvement	Providing the detail of activity this encounter student response, interaction, etc	Services delivered by COTA COTA have been reviewed by OT and approved.		Pending

A supervisor can view previously entered supervision logs. The supervisor comment appears within the service log that has been approved. The supervisor can also delete one or more services that he or she may have mistakenly approved.

Sharing Session Notes in the Service Portal

Supervising providers and their licensed assistants see previously entered logs ONLY when the student is shared on both provider's caseloads (i.e. OT and COTA, PT and PTA).

For example, if a Licensed Occupational Therapist and a Certified Occupational Therapy Assistant both provide services for the same student and this student is actively on both user's caseloads, then the Shared Service tab will populate with the logs entered by the other provider.

To access the feature, the user clicks on a student name from their caseload on the Portal's Home page.



This takes the user to the Student Information Page where they select **Shared Logs**. Please note: you may proceed to the logging calendar if/when ready from either the Shared Logs tab or Service Logs tab.

							Studen	t Information	
Boise, I	daho Go Back								
student Sn	ecial Education Service Lons Shared Lon	Monthly Summ	nary Supervisio	onions					
Go to Loga	ing Calendar								
Go to Logg	ing Calendar								
Go to Logg <u>Provider</u>	ing Calendar <u>Service Type</u>	Service Date	Start Time	End_Time	Duration	Group Size	Progress Report	Comments	Areas Covered
Go to Logg Provider test, test	ing Calendar Service Type (IEP) Speech Therapy Ind. Service	Service Date 9/1/2016	Start Time	End Time 12:20 AM	Duration 20	Group Size	Progress Report	<u>Comments</u> #1 this is where i put my note for each session	Areas Covered
Go to Logg Provider test, test test, test	ing Calendar Service Type (IEP) Speech Therapy Ind. Service (IEP) Speech Therapy Ind. Service	Service Date 9/1/2016 9/6/2016	Start Time	End Time 12:20 AM 12:20 AM	Duration 20 20	Group Size	Progress Report Not Applicable Not Applicable	Comments #1 this is where i put my note for each session #2 this is where i put my note for each session	Areas Covered Apraxia Apraxia, Articulation skills and intelligibility
Go to Logg Provider test, test test, test test, test	Ing Calendar Service Type (IEP) Speech Therapy Ind. Service (IEP) Speech Therapy Ind. Service (IEP) Speech Therapy Ind. Service	Service Date 9/1/2016 9/6/2016 9/7/2016	Start Time	End Time 12:20 AM 12:20 AM 12:20 AM	Duration 20 20 20	Group Size	Progress Report Not Applicable Not Applicable Not Applicable	Comments #1 this is where i put my note for each session #2 this is where i put my note for each session #3 this is where i put my note for each session	Areas Covered Apraxia Apraxia, Articulation skills and intelligibility Apraxia, Articulation skills and intelligibility

Goals and Objectives

OVERVIEW

- Providers can manage goals and objective based upon a student's IEP.
- Goal data is entered either manually or imported from IEP software program.
- The goals for a specific student shall appear in the service log for a user to select one or more goals for each log.

Managing the Goal Bank:

On the Announcement Page in the My Caseload list, **click** on the student you would like to add goals to within the student's goal bank.

Click on the Manage Goals tab.

My Caseload 🔻	
Sample, Student : 321	

Sample, Student Go Bac	k		
Student Special Education Service Logs	Shared Logs Monthly Summary	Supervision Logs	Manage Goals
Go to Logging Calendar			

Select New to add a Goal/Objective. The fields of Goal ID, IEP Start Date and IEP End Date are optional fields. When the goal is complete click Update. Repeat as needed.

- A listing of current goals in the bank will appear as choices in the service log.
- Please note, only the goals relevant to one's specialty will appear. For example, Speech staff will only see the speech goals. These goals are also shared which allows all speech staff serving this child to see the same goals. If a speech person adds a new goal all of the speech staff shall see that goal for the student.

One may **Edit** or **Delete** a goal. Again, any changes here will impact the Goal Bank for providers with the same service type.

Please Note: Deleting a goal does NOT delete the goal from the log, only from the Goal Bank.

New	Related Service Code	Goal ID	Date Entered	IEP Start Date	IEP End Date	Goals and Objectives
Edit Delete		2.0	Oct 23 2018 7:33AM			80% proficiency with L sounds
Edit Delete		1.2	Oct 23 2018 7:32AM			80% proficiency with R sounds

Adding Goals to Service Log:

Providers will now have two ways to enter Goals:

- Manual entry into the Goals and Objectives box or
- Use of the Goal Bank.

Select a Service Types to view Goals and Objectives. Note, evaluations will not require the use of Goals and Objectives.

Fill out the Service Time, Progress Report and then Click Manage Goals and Objectives.

Add a new service log	Prefill from last service log	
Service Date*	Service Type*	
10/2/2018	92507 TM GN (IEP) Spee	ch Therapy Ind. Service
Service Times* Start Time 9:00 @ AM	Progress Report * PM Not Applicable	Location ▼ 03-School ▼
Goals And Objectives 💡	Manage Goals and Objectives	

A pop-up window will appear containing the Goal Bank.

- Check one or more goals you are working on.
- As you check the goals you will notice they are added to the Goal Text box.
- To Exit the Goal Window click the "X" in the top right corner.
- You may add text to the Goals and it will not impact the Goal Bank.
- All changes will be permanent in the log for reporting.
- Any Goals Deleted from the Goal Bank will have zero impact on the log that is saved.
- To check your log, go to Reports and then Detailed Student Report.

Go 80	Soals And Objectives Manage Goals and Objectives 80% proficiency with L sounds, 80% proficiency with R sounds						
I	Mana	age G&O				$\overline{\bigcirc}$	
C	#	Related Service Code	Goal ID	IEP Start Date	IEP End Date	Goals and Objectives	
A			2.0			80% proficiency with L sounds	
			1.2			80% proficiency with R sounds	
	Augmen	tative Communication	Prag	matic/Social Lang	juage 🗆 🛛	/ocabulary Skills	

Detailed Student Report of the Rendering Provider, tester, test for services received from 10/1/2018 to 10/31/2018									
Service Date	Service	Service Type	Procedure Code	Start Time	End Time	Dura- tion	Group Size	Loc Code	Progress Report
321	Samp	ole, Student							
10/02/18	Licensed Speech Language Pathologi	(IEP) Speech Therapy Ind. Service	92507 TM GN	09:00	09:30	30	N/A	03	Not Applicable
Commer	Service Li nts:	og GOALS AND OBJ COMMENTS: S	ECTIVES: 8 Student is at 6	0% prof 0 profic	ficiency iency wi	with L s th R sor	ounds, unds wi	80% profici hile reading	iency with R sounds short story
Areas Co Supervis	overed: or:	Articulation skills and N/A	intelligibility				T	ue, 23 Oct 2	018 08:30 CST

Caseload Grouping Option

Overview

Users may break up their student list into sub-groups in the Service Log by Student Wizard.

For example a user:

- sees students from multiple districts and they can create a district specific group;
- works at a high school and then a middle school and the user creates specific groups by school;
- creates groups based upon certain days of the week if desired.

Users may choose to use or not use this functionality to log student services.

Instruction of use:

The user can <u>create groups</u> in two areas in the service portal.



Under My Group Names, click New.

My	y Group Names
<u>New</u>	Group Name
Group Na	me:
	Update Cancel

Type in the group name in the Group Name text field. Click Update.

To edit the group name, click *Edit*. Fix the group name or click *Delete* to erase completely.

My Group Names				
<u>New</u> Group Name				
	Monday			
Group Name:	Monday <u>Update Cancel</u>			
Edit Delete	Middle school			
Edit Delete	Afternoon Kiddos			

After the group name is created, **Choose the Group** you would like to add students to and then click Close.

Choose The Group:			
Choose The Student(s):	#	Group Name	
Select	0	Monday	
	0	Middle school	1
# GroupName U	0	Afternoon Kiddos	cudentLastName
		Close	
Save Groups			

Choose the students by clicking a checkmark to the left of the student full name. After selecting multiple students, click *Close*.

Choose The Group: Choose The Student(s):	Mond 	ay Choose				
Select		ull Name UIC	First Name	Last Name	UIC	
		tester, tesr UIC: temp778889	tesr	tester	temp778889	
# CroupName III	tester, tester UIC: 1234567891		tester	tester	1234567891	Χ
					Close	
		Empty				
Save Group						

Click the *Select* button to preview the names chosen for the group. If you like what you see, click, Save Group. If you would like to make a change, re-select the group and kiddos. Then Select and Save Group.

The group(s) will display on the bottom in My Student Group grid view.

1) Collapse All Rows: This will shrink all the rows in the Grid view

2) Expand All Rows: This will Expand all the rows inside the Grid view

Once you have made the initial Group names, you will select the groups for logging from the Student Wizard page.

Go to the Service Log By Student Wizard page, from the dropdown

"search a group to filter by" select the group and your list of students will

populate.	Morning Class	
search a group to filter by	Mid Afternoon	
Create a Group	class Afternoon Class	
	Flementary	
	Select All Select None	

Test,Test2 000000002

To go back to the ALL Caseload that you originally have, after selecting a group, just click the X or Wizards from the toolbar.

	()	
test	\otimes	-
Create a Group	\bigcirc	

Test,Test1 00000001







Service Log by Student Wizard

