

Effective Documentation Training for Personal Care Providers in School-Based Medicaid

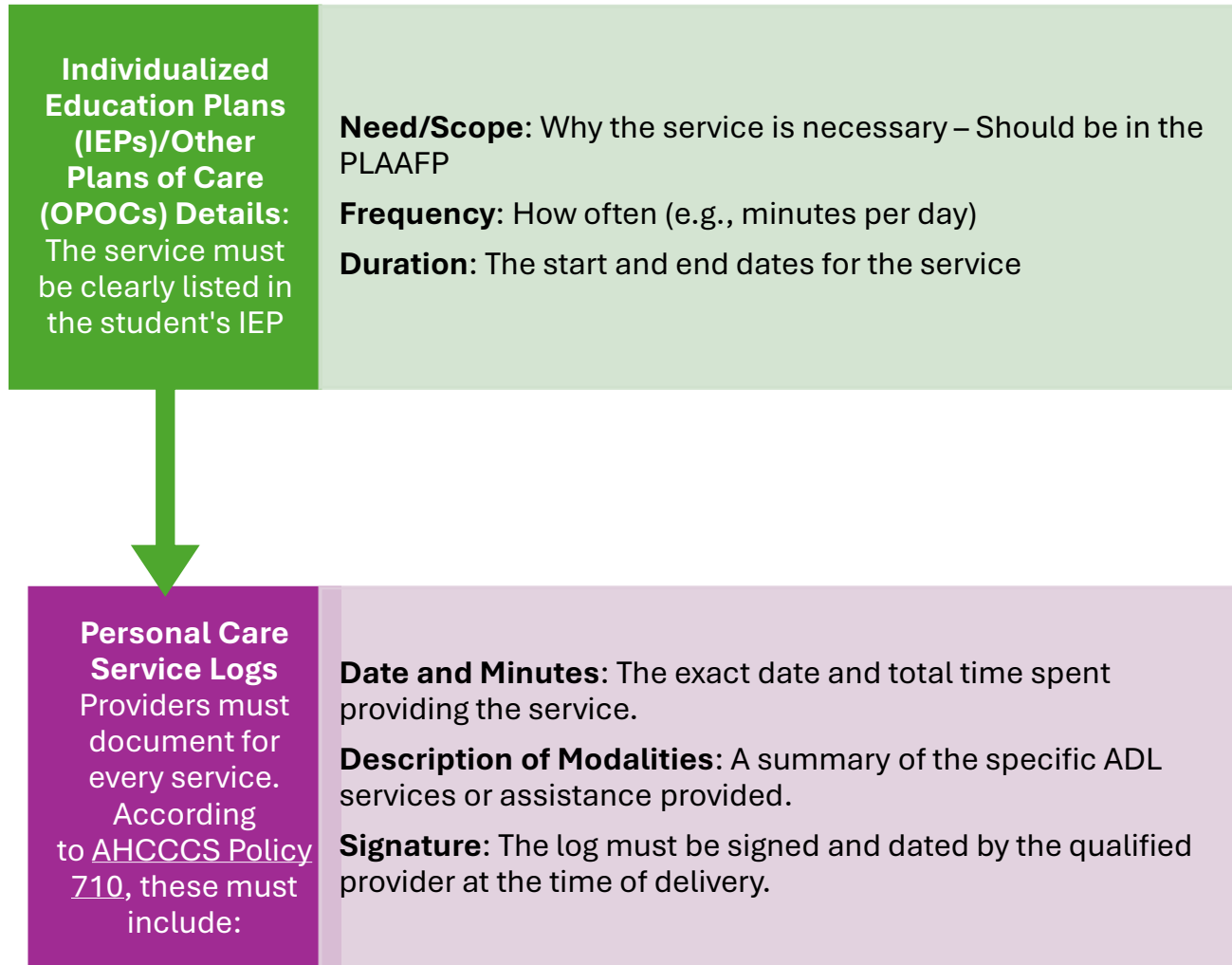
by Melissa Emery and Angel Stone

Health Aide Documentation



- In Arizona, documentation for health aides in the School-Based Claiming (SBC) program is essential for Medicaid reimbursement through the **Arizona Health Care Cost Containment System (AHCCCS)**. For a service to be reimbursable, it must be documented as medically necessary in a student's [Individualized Education Program \(IEP\)](#) or another recognized plan like a [504 Plan](#).

Core Documentation Requirements



Example of IEP

For the duration of the IEP Angel will have access to health aide in the areas listed between 60 to 90 minutes per day. The health aide will assist the student in the area(s) of personal care/activities of daily living to address the following needs:

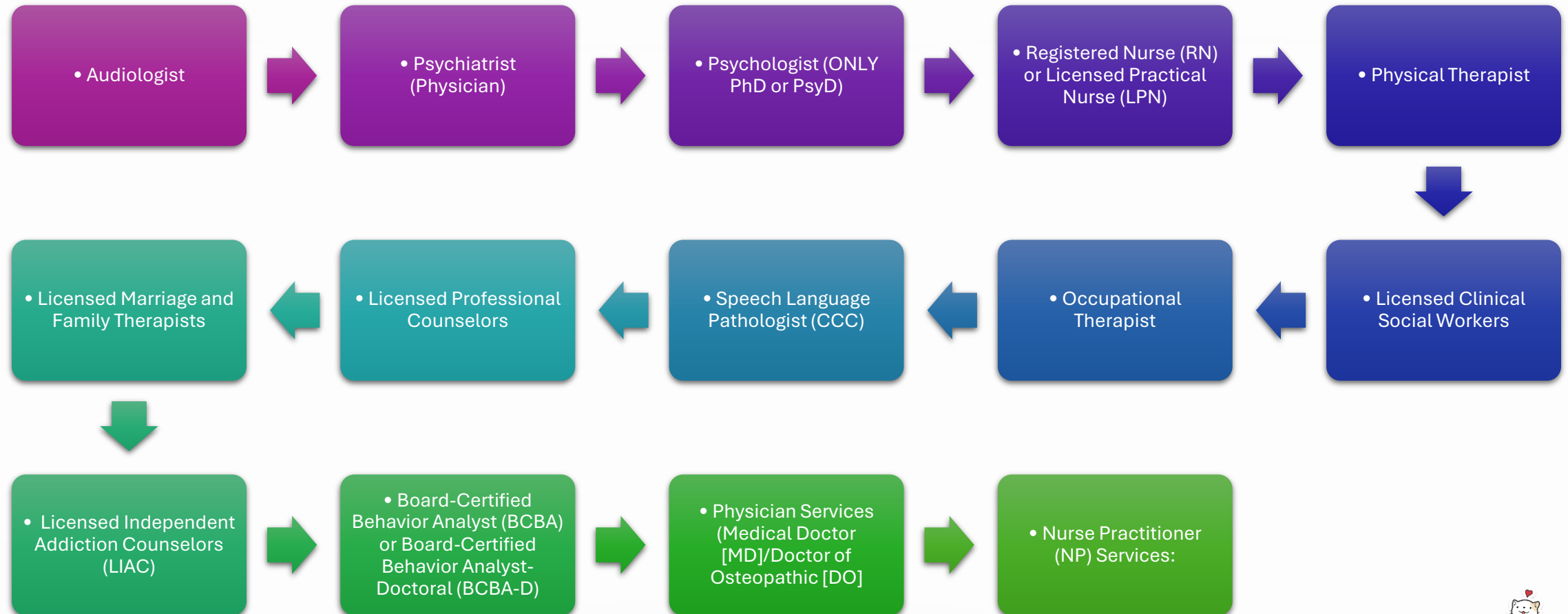
Grooming (02/15/2025 through 02/14/2026)

Toileting (02/15/2025 through 02/14/2026)

Dressing 02/15/2025 through 02/14/2026)

Signed by a QMP

For purposes of claiming Health Aide services for the Direct Service Claiming (DSC) program, a QMP is required to sign the IEP or OPOC. QMPs may include providers such as:



Provider Qualifications for Health Aides



Health aides must meet specific standards to be eligible for claiming



Training & Certification: Aides must be trained and approved by schools in general care and maintain current **CPR and First Aid certification**



Registration: Providers must have a valid **AHCCCS Provider Identification Number** for the date the service was rendered, and be linked to the school district.

Activities of Daily Living ADLS

Examples of Activities of Daily Living (ADL's) include but are not limited to:

1. Eating/Feeding

2. Dressing

3. Toileting

4. Transfers

5. Positioning

6. Mobility

7. Grooming

8. Use of Assistive Devices

9. Safety Monitoring

- LEAs are required to submit health aide prepayment review requests for any health aide prescription 150 minutes and greater via the on-line PCG Portal <https://haa.pcgeducation.com/>
- Since the aide claims are 15 min units anything over 143 minutes would be sent for 10 units – 150 mins, we suggest you send anyone with 143 mins or more for preapproval



APPROVED HEALTH AIDE ACTIVITIES

Activities of Daily Living (ADL's)

Identification and descriptions of specific health related need(s) in the area(s) of Activities of Daily Living are included in the IEP Present Levels of Performance and student evaluations. Contact the students teacher/case manager for specific IEP information regarding ADL's and minutes.

___ **Eating/Feeding (E):** Any assistance provided to help a student consume a meal or a snack. Food preparation, setting up food, spoon feeding, food choices, washing hands and face, cleaning up after oneself, trip to and from the cafeteria. **Does not include tube feeding.**

___ **Grooming (G):** Combing/brushing hair, blowing nose, insertion and removal of contact lenses, or hearing aids, glasses care, keeping hands clean, and teaching how to brush teeth, etc.

___ **Dressing (D):** Assistance with buttoning and using a zipper, belts, putting on or taking off a sweater or jacket, discussing appropriate clothing for weather, tying/Velcro shoes.

___ **Use of Assistive Devices (A):** Communication devices (high and low tech) that may include setup/takedown, transporting the devices between locations, use of picture systems and use **to communicate personal wants and needs** (not the time using for academics). Other assistive devices would include standers, lifters, braces, pencil grips etc.

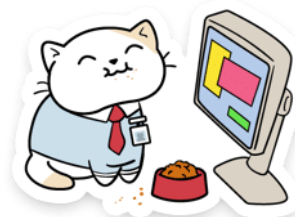
___ **Mobility (M):** Accompanying a student (outside the classroom) to class, assisting, and accompanying between locations on campus, assisting with wheelchair or walker.

___ **Toileting (T):** Any assistance provided to assist a student in the completion of their toileting routine. Queuing/use of a toileting schedule, use of toilet/sink, ensuring cleanliness following elimination, feminine hygiene, diapering, draining/emptying a bag, washing up after elimination, trip to and from the restroom. **Does not include catheterization.**

___ **Transfers (F):** Assisting with moving in and out of a chair/wheelchair, moving from a piece of equipment to another may require use of equipment, e.g. Hoyer lift, sliding board, etc.

___ **Positioning (P):** Turning a student from back to side, using a wedge to keep student on their side, using a bolster to relieve pressure points, elevating the leg rests on a wheelchair, putting a pillow behind the head of a student in a wheelchair, providing necessary care and comfort.

___ **Safety Monitoring (SM):** (inside and outside the classroom) assistance with students with behavioral health issues, such as flight risk or actions that harm themselves or others, and/or assistance with students that have serious and/or chronic physical medical needs, such as seizure monitoring and/or monitoring students using medical equipment such as a respirator. **Does not include medical treatment.**



Recording Services in DSCtop?

- Where do we start?
- What do we document?
- Where do you find the services to document?
- How do we document the session?



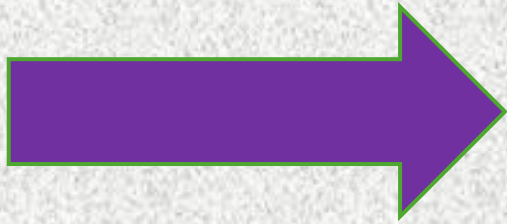
Recording Services in DSCtop?

- Where do we start?



- Every Aide will be given their own log in for DSCtop.
- They will log into DSCtop.net
- Add username and password (they will need to update their password here first time they login)

What do we document?



**Each ADL(that was in the IEP/OPOC)
they encounter with a student, the
date, and the minutes.**

**Only document the ADLs that are in the
IEP/OPOC**

NOTE:

SEAS will not send any
ADL minutes that we do
not have as being in the
IEPs (if your providers are
recording online)



HOWEVER, WHEN BEING AUDITED,
THE AUDITORS IDENTIFY IF AN ADL
WAS DOCUMENTED THAT IS NOT IN
THE IEP



THIS CREATE ISSUES WHERE WE
HAVE TO SUPPLY INFORMATION
SHOWING THOSE MINUTES WERE
NOT INCLUDED IN THE CLAIM THAT
WAS SUBMITTED

- Where do you find the services to document?



Consult classroom teacher for the details about IEP begin/end dates, specific ADLs and minutes per day.

- Run the prescription overview report for their caseload



Run Date: 04/22/2026 1:57 PM CDT
Note: This report view will only show up to 500 lines. To view full report please download as Excel or PDF file.

Reports >> Prescription Overview

District: TEST DISTRICT
Provider: PELOTTE AIDE, LISA

Select All/None ☒ Select Current Caseload ☐ Select Past Caseloads ☐

Current Caseload:

- ☒ BACA, ANGEL LYNN
- ☒ BLANKET, PAM
- ☒ BROWN, HEATHER
- ☒ CRISP, COCO
- ☒ FLOWERS, MARY
- ☒ SMITH, ALEX

Past Caseloads:

- ☒ PIERCE, ROSE
- ☒ ZEBRA, STRIPS

Prescription Type: Health Aide Prescription

RELATED SERVICE: All

Start Date: 07/01/2021
End Date: 06/30/2026

Cancel Okay

Prescription Overview

District: TEST DISTRICT

Prescription Type: Health Aide Prescription

Student	Birthday	School	Start Date	End Date	Approved Mins	Freq	Duration	Approved	ADLs
BACA, ANGEL LYNN	05/01/2012	BEADY FARM 56	03/01/2022	03/31/2022	90	1	Day	Yes	Dressing, Mobility, Safety Monitoring, Transfers
BLANKET, PAM	12/03/2018	BEADY FARM 56	08/01/2022	02/28/2023	120	1	Day	Yes	Mobility, Positioning

How do we document the session?



Demonstrate HA Billing in DSCtop

- Every aide will be given their own log in for DSCtop.
- They will log into DSCtop.net
- Add username and password (they will need to update their password here first time they login)

Provider will need to set up their caseload before they can document any services in DSCtop.

1. Put your cursor so it open the side menu
2. Click on provider online
3. Click on caseload management
4. Click on set up caseload
5. Search for your student by last name in the filter are, they will drop down in the active/ available student box
6. move them to caseload side(click on them and drag, double click them, use the arrow at the top between the two boxes)
7. Click save under the boxes



The screenshot shows the DSCtop Caseload Management interface. On the left, a sidebar menu has 'Provider Online' (2) and 'Caseload Management' (3) highlighted. In the main area, 'District' is set to 'TEST DISTRICT' and 'Provider' is 'Stone, Angel'. A yellow box highlights the 'Filter' dropdown (5) set to 'Name or District Student ID'. Below it, a list of 'Active/Available Students' includes 'BROWN, SUSAN (04/04/2000)' (6). To the right, the 'My Caseload' box is empty. At the bottom, the 'Save' button is highlighted (7). A note at the bottom states: 'Note: Removing a student from the caseload will also remove the student from any of the session groups.'

Active/Available Students	My Caseload
aaadelete12, fdjklaf (01/01/2002)	
Assistant, Supervisor (05/02/2019)	
BACA, ANGEL LYNN (05/01/2012)	
Bark, Box (07/01/2016)	
BESSI, EMMIE (04/02/2012)	
BLACKWOOD, MATT (10/01/2013)	
BLANKET, PAM (12/03/2018)	
BRIDGES, RUBY (11/13/2015)	
BROOKS, MICHAEL (10/13/2015)	
BROWN, SUSAN (04/04/2000)	
Casey, Charles (02/27/2008)	
Casey, William (07/04/2006)	
CHAMPAGNE, FREDDY (02/01/2015)	



Navigating to the“Record Services” Page



The screenshot shows the DSCtop dashboard. At the top, there's a blue header with the DSCtop logo. Below it, a 'Dashboard' link is visible. The main content area is titled 'Provider Caseload List' and has a sub-tab 'Individual'. A search bar with the placeholder 'Type To Filter' is on the right. Below the search bar, there's a table with columns: Student Name, DOB, School Name, and Gender. The first row shows 'Student A', '06/24/2004', 'Elementary', and 'Male'. At the bottom of the table, it says 'Page 1 of 1'. On the left side of the dashboard, there's a vertical blue bar with a tab. A red arrow points to this tab.

Put your cursor on the blue arrow tab on the left side of the screen. It will open the menu.

Click on "Provider Online"

DSCtop

Reports

Resources

Provider Online

DOB School Name

06/24/2004 Elementary

Page 1 of 1

Click on "Record Services"



The screenshot shows the DSCtop application interface. The left sidebar menu is visible with the following options: Reports, Resources, Provider Online, Calendar, Control Management, Group Services, Progress Reports, Record Services (highlighted with a red circle), and Supervisor Authorization. The main content area displays a table with the following columns: ID#, School Name, and Gender. The table contains two rows of data for 'Elementary' schools. The first row has ID# 08/04/2004 and the second row has ID# 02/04/2003. Both rows show 'Male' and 'Female' status with green checkmarks.

ID#	School Name	Gender
08/04/2004	Elementary	Male
02/04/2003	Elementary	Female

Select the month and year you want to record services for.

The screenshot shows the DSCtop Record Services interface. At the top, the DSCtop logo is visible. Below it, the 'Record Services' section contains a search filter. The 'District' is set to 'Your District Name'. The 'Month' dropdown is open, showing a list of months from Nov to Nov. The 'Year' dropdown is also open, showing a list of years from 2013 to 2013. A 'Change Month' button is visible. Below the filter, the table 'Individual Services (November 2013)' is displayed. The table has columns for 'First Name', 'Last Name', 'DOB', and 'School Name'. Two rows of data are shown: 'Student A' and 'Student B', both with a birth date of 08/24/2004 and 'Elementary' as the school name. A red arrow points to the 'First Name' column header. The page footer indicates 'Page: 1 of 1'.

You will enter services in the white boxes on the calendar. Days in Gray are Holiday or Vacation days.

Enter the Activity Code letter followed by the number of minutes (no Spaces)

If you are entering a lot of data, click “Save” so that the system does not time you out.
Click “Save and Confirm” when you are done

Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
1	2	3	4	7	8	9	10	11	14	15	16	17	18
		T15 M15 E15											

Record Session for PAM BLANKET

Activity: Select Activity

- A - Use of Assisted Devices
- D - Dressing
- E - Eating/Feeding
- F - Transfers
- G - Grooming
- M - Mobility
- P - Positioning
- SM - Safety Monitoring
- T - Toileting
- NS - No Service - must place a zero or number of minutes after the abbrv.
- NB - NOT BILLABLE - must place a zero or number of minutes after the abbrv.

Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24
					M15 E40 T12												

Close Save Only Save and Confirm

Signature: Awesome Provider
Initials: AP

You can check all your unconfirmed services by clicking on the “Unconfirmed Services” button on the right of your screen.

DSCtop

Unconfirmed Services

First Name Last Name DOB School Name Last Service Status

Making a Change to a Recorded Service

- Go to Provider Online and click on Record Services.
- Change the month if the service was in a prior month.
- You will need to click on the white Clear Confirm Now button on the main Record Services page for the student whose service(s) you wish to change. The button will change to the green Confirm Now button.
- After Clearing Confirmation – click on the name of the student whose service(s) you wish to change.
- Make the change to the information and click Save and Confirm



Congratulations!

- You have successfully recorded services for a student.

Need Help?

- azhelpdesk@seaseducation.com 1-877-600-0672



Health Aide Services Frequently Asked Questions



- What Health Aide/paraprofessional activities are covered by the Direct Service Claiming “DSC” program?
 - Only services in the areas of ACTIVITIES OF DAILY LIVING are reimbursable. Please see the HEALTH AIDE SERVICES attachment in your folder. If you need further clarification about these or any service, call the Helpdesk at 877-600-0672.
- Must Health Aide services be indicated on a student’s IEP?
 - YES. In order for an Aide/Paraprofessional to claim Health Aide services, a student’s IEP should clearly indicate the NEED for Aide services, the type of service that the Aide will be delivering, and the duration and frequency of the service delivery (daily minutes). Always consult the Special Education teacher/case manager, if you have questions about what services are prescribed on the student’s IEP.
- What should I put if services are not provided on any given day?
 - If you do not provide service to a student on any particular day for any reason, you do not need to record anything on that day. If helpful, you can use NS0 (No Service – Zero Minutes) as a place holder for that day.
- Can I enter time in DSCtop that one of my co-workers spent helping a student?
 - No.

- How do I correct an error on my service record?
 - Navigate to the Month that needs corrections. Unconfirm the student – then open the student and edit the ADLs and minutes recorded as needed. Make sure to Confirm when done. Also see the Health Aide Quick Reference Guide.
- What happens if I am providing service to more than one student at the same time?
 - When a health aide or paraprofessional works with multiple students simultaneously on Activities of Daily Living (ADLs)—such as toileting, feeding, or hygiene—they cannot "double-count" their time. They must accurately split, prorate, or divide their time between the students for documentation, workload tracking, and Medicaid billing compliance.
- Is there a maximum number of minutes that can be recorded per day?
 - The total minutes recorded on all students should not exceed the number of minutes stated in the IEP for the students. The total minutes you record should not be more minutes than your workday or the school day.



Always reach out to your SEAS Account Manager or our Help Desk with Questions.

Look for our Help Desk Training session coming out soon for Aides.

How many cats did you notice?

Thank you for attending
Melissa and Angel.

