

XXXX Agency
CAP/C Case Management Policies and Procedures

Policy Number:

Subject: Documentation

I. PURPOSE

CAP/C has specific documentation policies regarding case management notes. This policy describes how XXX agency adheres to these regulations. This policy supplements Policy No XXX, Name of Agency Policy regarding documentations.

II. POLICY

XXXX agency will maintain case management notes which demonstrate that the client is receiving services that meet DMA's criteria for quality assurance and for billing practices. XXX agency uses computer-generated notes.

III. PROCEDURE:

<u>Procedure</u>	<u>Responsible Party</u>
1. All case management notes consist of the date, activity, and minutes spent on that activity.	1. Case Manager
2. All activities are described; for instance, if documenting a phone call, the purpose of the call, what was discussed, and the result are documented.	2. Case Manager
3. At the end of the day, total minutes for all activities are calculated and documented.	3. Case Manager
4. The Case Manager will sign each entry electronically, or will print the notes and sign them within 24 hours. If one Case Manager completed all entries, that case manager signs once at the bottom of the page, and enters the date the page was signed. If more than one Case Manager documented activities, then each entry is signed and dated.	4. Case Manager
5. All entries are signed prior to billing for Case Management services.	5. Case Manager
6. Case management records are made available to DMA as requested, either by printed copy, or in the case of a site visit, by computer access.	6. Case Manager
7. The Case Manager uses the sample templates provided by DMA to ensure thorough and proper documentation.	7. Case Manager

Effective Date	Revision Date	Reviewed By
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