Frequently Asked Questions/Answers

Q. Do providers need to purchase special computer software to use the new forms?
A. No. The only software required to use the PDF fillable forms is the free Adobe Reader program that can be downloaded from the internet. NOTE: You may have problems using the forms if you have an old version of the Adobe Reader installed on your pc, please update to the latest version before utilizing the forms.

Q. The new forms are referred to as form templates. What are templates?
A. A template serves as a master pattern of the form. To use the template, open the form (blank master form) and select "Save As" to give the document a name, i.e., Participant Name, DCN and timeframe of Treatment Plan. Once you have it saved with your document name you may begin to fill in the information. The original template remains blank and ready for future use for anyone accessing the template. The forms can be downloaded from the Department of Health and Senior Services website under the Special Health Services, Adult Head Injury Program, Provider Information section.

Q. The Treatment Plan-Monthly Progress form contains fields for 5 goals and 5 strategies for each goal. Does my Treatment Plan have to include 5 goals with 5 strategies?
A. No. Treatment Plans are guided by the various needs of the participant. Even though the form allows for that many goals/strategies, you do not have to use all of them.

Q. Once I begin using the new Treatment Plan-Monthly Progress form, how do I provide the monthly update reports?
A. There are three sections on the form that pertain to the monthly progress updates. Each month the user will go back into the original Treatment Plan to enter the following items-

- The first section, "Indicate Progress Reporting Month, Monthly Units Authorized and Units Delivered by Provider for Month", is located below the service requested fields. Select the appropriate reporting month, number of units authorized for the month and the actual delivered units. For each remaining month of the Treatment Plan, the user will enter the new month's entry- leaving the previous month's entry. At the end of the six-month period, the form should reflect the entire service authorization and delivery of units for the Treatment Plan.
- The next section is located to the right of the strategy fields. Select the appropriate reporting month for the goal/strategies. Beside each strategy, indicate that month's update from the options provided: regressed; maintained; progressed; independent; completed; or N/A. Complete in the same manner for each goal identified. As with the first section, this information is never deleted but built upon until the end of the Treatment Plan period.
- The last section, "Explanation of Overall Goal Progress by Month", is located after the last strategy of each goal. The first line should reflect the month/year and staff name to indicate who is providing the monthly update narrative. Return and continue entering the summary narrative on the participant's service activity for the month reporting. For each month forward, the user will return to the Treatment Plan form, delete the previous month's entry and enter the current months update information. This is the only monthly update section that is deleted from month to month. If additional space is needed please use the Monthly Progress Report Addendum form.

The form is then saved and forwarded to the Service Coordinator by encrypted email, mail or fax.

Q. Each strategy requires I select Modeling, Prompting or Monitoring. Can I change this level of assistance during the timeframe of the Treatment Plan without having to create a revised Treatment Plan?
A. Yes. We understand this level of assistance may change throughout the six month period. Multiple levels may also be indicated if you feel that the participant continues to need modeling or prompting for the remainder of the plan.

Q. What if the Supervisor or Direct Care Staff changes during the Treatment Plan? Can I change the electronic signature?
A. Yes. Right click on the signature field and select "Delete Signature". The field will display a screen that you can select an existing signature id or create a new electronic id.

Q. What if I forget my password associated with the electronic signature?

A. You can delete your existing electronic signature id by creating a new electronic id (see "Creating Electronic Signatures" instructions). You will be notified that there is an existing id with the same information and asked if you want to replace the existing file. Select yes to replace the old id. It will immediately ask you for your new password. Select finish, save/name form and the signature will populate on the form.

Q. What if staff do not have access to a computer to submit their monthly updates? Can the monthly updates be handwritten?

A. Standard practice will be electronically typed but we will accept handwritten updates if they are legible. One alternative would be that the supervisor enter the handwritten notes into the form and submit electronically.