Greenbush

Southeast Kansas Education Service Center

Service • Innovation • Opportunities

Medicaid Claiming for Early Childhood and School Based Programs

Online Documentation

Greenbush Access
http://www.greenbush.org/medicaidbilling
CompuClaim Access
https://www.meduclaim.com/serviceportal

Client ID: Greenbush

Medicaid Billing Office Help Desk:
1.888.654.8701

Support Services:

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CompuClaim

Services Portal Handout:

Therapists / Service Providers

Web site and Logging In
www.meduclaim.com/serviceportal

NOTE: Client ID and Password are Case sensitive

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

Service Portal
Client ID
Greenbush
E-mail address
Your Email Address
Password
Password Assigned By Greenbush
☐ Remember my Client ID and Username on this computer
[Login] Click here if you forgot your password

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 notification@meduclaim.com 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 "Click here if you forgot your password"
- Enter Client ID: **Connecticut** 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 180 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.
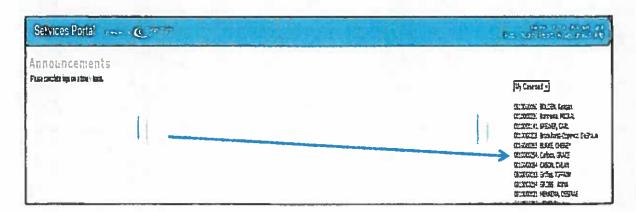

- **My account** – change password
- **Log out** – ends your session
- **Home** – Always brings you back to Home page
- <u>**Wizards**</u> **contain links to a variety of tasks**
    - o **Service Log by Student** – Adding and Deleting Service Logs
    - o **Supervision Log** – Lists the providers that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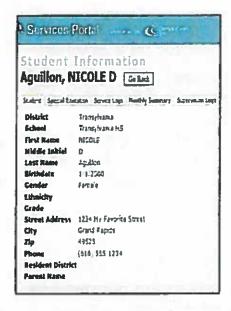
Caseload on Home Page

Caseload – Students in regular font are your caseload of students that you provide eligible services for..

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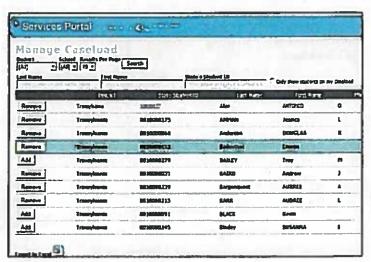
- **Student** – student's demographic info
- **Special Education** – IEP info(bulk import or manually entered)
- **Service Logs** (there is a button available here for navigating to logging calendar)
- **Supervisor Logs**

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.

- 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.

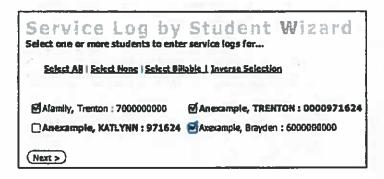To **Remove Students** that shouldn't be on your caseload:
- Click on "Only show students on my caseload".
- Click on "Remove" next to any student you need to delete from your caseload. (This will not delete the student from the system...only from your caseload.)

WIZARD: Service Log By Student
Services can be entered individually, group, or over multiple days

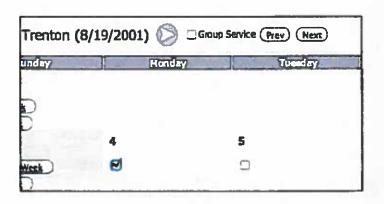**Click:** Link for Wizard
Select Service Log by Student Wizard

Select one or more students or
check all to enter service logs for ...
         then click next –

Service Log by Student Wizard
Select one or more students to enter service logs for...

Select All | Select None | Select Billable | Inverse Selection

☑ Afamily, Trenton : 7000000000   ☑ Anexample, TRENTON : 0000971624
☐ Anexample, KATLYNN : 971624   ☑ Axexample, Brayden : 6000000000

(Next >)

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

Select One Day –
Then click Next

Trenton (8/19/2001) ☐ Group Service (Prev) (Next)

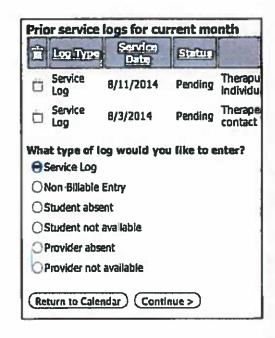| unday	Monday	Tuesday
	4	5
Week	☑	☐

Select type of log
(Service Log, non-billable, student absent, etc.).

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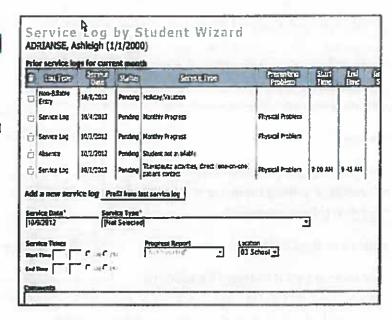*available for Individual Service entry.*

Service Log is a default choice.

Click Continue

||

Prior service logs for current month

🗑	Log Type	Service Date	Status	
☐	Service Log	8/11/2014	Pending	Therapu individu
☐	Service Log	8/3/2014	Pending	Therape contact

What type of log would you like to enter?
- ⊖ Service Log
- ○ Non-Billable Entry
- ○ Student absent
- ○ Student not available
- ○ Provider absent
- ○ Provider not available

(Return to Calendar) (Continue >)

Date is populated – Option to copy previous Service Log "Prefill from Last Service Log" (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.

Deleting a Service Log

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

1) Locate Service Log on the calendar
2) If there is a trash can before the Service Log, it can be deleted 🗑

NEW! Group and Multi-day Service Entry

Group Service Entry:

Select the group of children serviced.

Click Next

When selecting more than one child, just above

the calendar appears a check box. If this is clicked all children selected from the previous screen will be included in the group service.

Check a day and Click Next

☑ Group Service (Prev) (Next)

If 6 children are checked then SIX logs will be

created. Take a look at the Trenton Afamily screen shot where it says "1 of 6". All of the required data fields populated will copy exactly to the next log after saving.
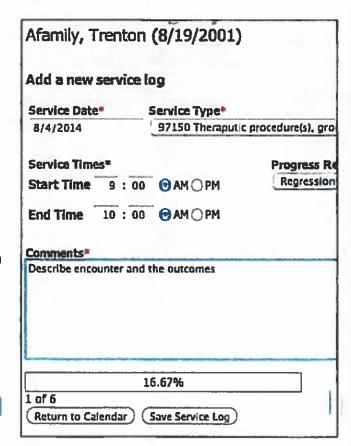
Multi-Day Entry:

This may be used for individual or group services.

After selecting student/s check the desired days.

A screen similar to the one on the right will appear. All of the required data fields populated will copy exactly to the next log after saving.

NOTE: When recording group services the logs are ordered by DATE then by Student. In this way the provider record all services delivered on one day and once that daily group of services is complete it will move on to the next day.

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

Afamily, Trenton (8/19/2001)

Add a new service log

Service Date*   **Service Type***
8/4/2014   97150 Theraputic procedure(s), gro

Service Times*   **Progress Re**
Start Time   9 : 00   ⦿ AM ○ PM   Regression

End Time   10 : 00   ⦿ AM ○ PM

Comments*
Describe encounter and the outcomes

| 16.67% |

1 of 6
(Return to Calendar)   (Save Service Log)

Once a log is saved it can only be edited under edit service logs or deleted and then re-entered. There is NO back to previous log button.
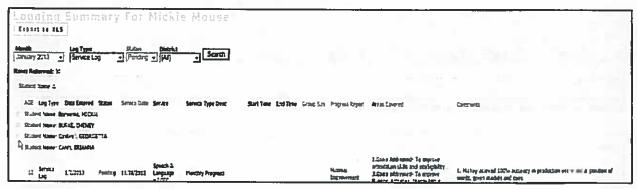
Reports

Logging Summary Report

Access: All therapists, nurses and mental health service providers

Location: Under Reports menu in Navigation Bar

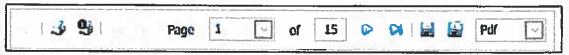**Features:** Grid view of services delivered. Exportable to Excel and PDF.

Detailed Student Report

Access: All therapists, nurses and mental health service providers

Location: Under Reports menu in Navigation Bar

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 for folks.
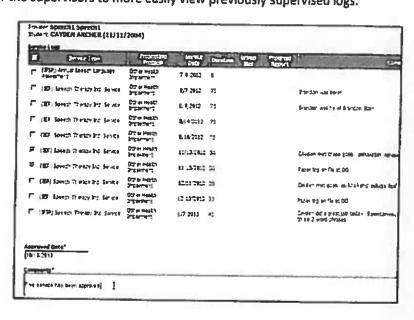
Service Approval / Supervision Logs

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.

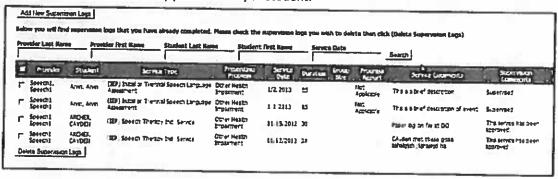Here is a quick summary of the significant changes:

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.

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.

A supervisor can view previously entered supervision logs but there is a significant improvement. 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.