

CHAPTER 10
SERVICE UNITS REPORTING AND BILLING

- 10.1 Residential Services Reporting and Billing Procedures for RESLOG
Applicable to: Directors of Residential Services, Facility Administrators and Administrative Staff responsible for Census Information
- 10.2 Day Services Reporting and Billing Procedures for DSAL
Applicable to: Directors of Day Services, Case Managers, and Administrative Staff responsible for Day Service information
- 10.3 Day Program Services; (Job Coach) Procedures for Individual Service Reports (ISRs)
******* Merged with Section 10.2 (Effective 7/1/17) *******
- 10.4 Reserved
- 10.5 Board-Billed Assistive Tech, Environmental or Private Vehicle Modifications Payment and Reporting Procedures
Applicable to: ID/RD & CSW Waiver Coordinators
- 10.6 HCB Waiver Respite Care Reporting and Billing Procedures
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- 10.7 Supervised Living Program (SLP) I Reporting and Billing Procedures
Applicable to: Directors of Residential Services and SLP I Case Managers
- 10.8 Service Notes Reporting and Billing Procedures for Case Management and Early Intervention Services
Applicable to: Case Managers, Early Interventionists
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******* Merged with Section 10.8 (Effective 7/1/17) *******
- 10.10 HCB Waiver Caregiver Services Reporting and Billing Procedures
Applicable to: Waiver Coordinators
- 10.11 Service Provision Logs (SPLs)/Individual Service Reports (ISRs) Mailing Request Procedures
Applicable to: Directors of Residential & Day Services, Facility Administrators, Job Coaches, Waiver Coordinators, Case Managers and Early Interventionists
- 10.12 Service Provision Logs (SPLs)/Individual Service Reports (ISRs) Approval Signature Designation
Applicable to: Directors of Residential & Day Services, Facility Administrators, Job Coaches, Waiver Coordinators, Case Managers and Early Interventionists
- 10.13 Service Error Correction Form (SECF) Procedures
Applicable to: Directors of Residential & Day Services, Facility Administrators, Job Coaches, Waiver Coordinators, Case Managers and Early Interventionists
- 10.14 HASCI Waiver Board-Based Services Reporting and Billing Procedures
Applicable to: HASCI Waiver Coordinators
- 10.15 HASCI Waiver Rehabilitation Supports Reporting and Billing Procedures
Applicable to: Provider Finance Officers and Lead Clinical Staff
- 10.16 Financial Managers and Reporting Documents Procedures
Applicable to: Finance Officers and all Program Staff
- 10.17 ~~HASCI Van Modifications and Reporting Documents Procedures~~
******* Merged with Section 10.14 (Effective 7/1/17) *******
- 10.18 Waiver Credit Report Procedures
Applicable to: Provider Finance Officers and Case Managers

Section 10.1: Residential Services Reporting and Billing Procedures for RESLOG

Providers of Residential Habilitation services for DDSN are required to keep daily census information for each consumer served in their programs. Providers must report that census information through an automated reporting system called the Residential Logs Application or “RESLOG”. RESLOG is located on the DDSN application portal. In order to access RESLOG, users must have a valid portal ID and password. Central Office Information Technology (IT) Division assigns user IDs for the DDSN application portal. To obtain access, contact the IT Helpdesk at 803-898-9767 or Helpdesk@ddsn.sc.gov.

1. Residential Service Definitions and Service Codes

A. Residential Habilitation Facilities (R02-R05)

Residential Habilitation Facilities are defined as non-institutional residential settings in which consumers receive care, skills training and supervision according to their needs. The DDSN sponsored facilities are licensed either by DDSN or DHEC. They include Community Training Homes I and II (CTHs I/II), Supervised Living Programs II (SLPs II) or Community Residential Care Facilities (CRCFs).

- SLP II (R02) – Typically an apartment setting in the community for consumers who need intermittent supervision and supports. They can perform most daily living activities independently and only need periodic advice, support and supervision. Trained staff are available either on-site or very nearby 24 hours a day.
- CRCF (R03) – A home-like environment in the community where consumers may receive supervision and a degree of personal care, according to identified needs, delivered by qualified, trained caregivers.
- CTH I (R04) – A home environment in the community for a maximum of 2 people where personalized care, supervision and individualized training are provided according to the person’s plan in the support provider’s home. Consumers are considered one of the family.
- CTH II (R05) – A home-like environment in the community that is either rented or owned by a provider which can provide a home-like environment for a maximum of 4 consumers while under the supervision of qualified and trained staff.

B. Intermediate Care Facilities (R06 & R07)

Intermediate Care Facilities are state-licensed residential facilities that offer active treatment, health or other related services directed toward helping consumers function with as much self-determination and independence as possible.

- ICF/IID (R06) – ICFs offer a community living option to consumers who need maximum support for high levels of need. Twenty-four-hour care, supervision, training, recreation and other activities are provided in a structured environment.
- Regional Centers (R07) – Regional Centers provide 24-hour care, supervision and treatment for the most fragile consumers with the greatest need for support.

For more detailed information on Residential Habilitation definitions and services, please refer to the Residential Habilitation Standards at www.ddsn.sc.gov under the Service Provider link.

2. Instructions for On-Line Reporting

RESLOG instructional videos are available on the application portal under DDSN > Business Tools > Videos > Application Training > ResLog. These videos are helpful for learning tasks such as how to create, unlock, or reject a system log and how to add a consumer's name to a log.

A. Production of Residential Logs (Roll Books)

Residential logs are created in RESLOG on the first calendar day of each month based on where Service Tracking System (STS) shows a consumer as receiving residential services. Consumer names, identifying information and service provider location are drawn from STS to generate the logs. If a log displays incorrect information, STS needs to be updated. Until STS is updated, a log will continue to generate with incorrect information. Contact should be made with the consumer's Case Manager. It is the Case Manager's responsibility to ensure that STS is updated when a consumer's service activity changes.

B. Reporting Attendance

Attendance for every consumer in a Residential Habilitation Facility should be recorded throughout the month. Attendance must be 100% recorded for each facility in order to properly document the costs of residential service. The daily census information entered should always reflect a consumer's location as of 11:59 P.M. each night.

For new Residential Habilitation Facilities, a system log can be created in RESLOG as long as there is at least one consumer shown on STS as residing in that facility. If a new facility log does not appear on your list, click on "create log" to see a list of facilities for which a log has not been created in the current month. If the facility name is not found on this list, a blank log may be used to enter your census information. Blank logs are available on the DDSN application portal. An example of a Residential Census Log for New Residential Facilities is shown on page 10.1 p.6 of this section.

To add a consumer's name to a system log in RESLOG, click on "Add Consumer" at the bottom of the summary screen. Eligible consumer names (based on STS) will appear. If the consumer's name does not appear, contact the consumer's Case Manager to ensure that STS is current.

