

Service Documentation Guidance for Self-Directed Employees

All Medicaid waiver providers—including self-directed employees (SDEs) in any of the Division of Developmental Disabilities Self-Directed Service models (*Vendor Fiscal/Employer Agent model through Public Partnerships, or Fee-for-Service Agency with Choice or e-Record model through Easterseals*) are required to keep documentation to support Medicaid reimbursement. Documentation of services provides the evidence that the provider delivered the services, and delivered them in accordance with the individual's needs.

If an SDE is paid for services that are not supported by proper service documentation, the SDE may be required to repay those funds and risks being dis-enrolled as an employee in the program.

Service documentation notes must include the following elements:

- **Who received the service** – use individual's full legal name.
- **Who delivered the service** – use self-directed employee's full legal name.
- **What service was delivered** (e.g., community based supports, individual supports) – if more than one service is delivered per day, a separate note must be written for each approved service delivered.
- **When the service was delivered** – date, service start and stop time (include AM/PM).
- **Where the service was delivered** – where inside the individual's home or where specifically in the community.
- **Why the service was delivered** – must be a clear link to outcomes and strategies in the NJISP.
- **What happened** – document the individual's response (level and type of participation, ability to demonstrate the skill, type of support needed, progress/regression).

For timesheets submitted electronically, the first four elements (individual name, SDE name, service delivered, when service was delivered) are typically already part of the timesheet submission as a whole and do not need to be added again in each service note.

For paper timesheets submitted with a separate service documentation log, all elements must be included on both the timesheet and the log.

Service documentation notes CANNOT be:

- Completed by a staff person not connected to the service provision and/or not identified in the approved NJISP.
- Duplicative in nature – notes should be varied and not simply copied and pasted.