



## Thurston/Mason County Developmental Disabilities Client Service Update Guidelines



The Client Services Update (CSU) spreadsheet is utilized to ensure billing is accurate each month. This spreadsheet is used to check billing trends, services provided to clients, etc. These guidelines are to help providers understand what is needed on each tab of the spreadsheet. Each tab must be completed. If there are no changes during a service month, enter “no changes” on each tab or note it in your email when submitting the spreadsheet. Please also be sure to change the month in row 2 on each tab. This will eliminate any questions on if each tab was completed by the provider.

### **A. JOB START & LOSS**

This tab is used to report any client(s) that started and/or ended employment (terminated, quit, etc) within the service month. If a client started and stopped employment within the service month, the client would be listed twice. For example, if a client began employment on 6/01/22 and ended the job on 6/15/22, you would list both updates but on separate lines.

### **B. LESS THAN 1 HR**

This tab is used to identify client(s) that were served 0 to 0.75 hours during the service month with a note as to why. Some reasons could be due to not being able to contact the client, they were out of town, they were in a medical facility, they will be quitting services, or they are on a DVR plan. Depending on the reason, you may have to enter the same client and similar information on multiple tabs. For example, a client is on a DVR plan which is why you are billing less than one hour. This client would also be entered on the DVR tab.

### **C. DVR**

This tab is used to list any client(s) that is on a DVR plan during the service month. This is to ensure that there is no double billing as it is not allowed. The column “Information Pertinent to County Billing” should have information entered that provides the status of the client. For example, if your billing sheet for the service month indicates zero hours, you could note “no DDA billing this month” or if the billing sheet indicates billed hours, explain why such as “Job Coaching and Record Keeping for 1<sup>st</sup> job” or “DVR plan ended mid-month.”

### **D. ADDED OR REMOVED**

This tab is used to report any client(s) that started and/or ended services with your agency during the service month. It would also include any client(s) that switched services. For example, a client ended IE services on 5/31/22 and started CI services on 6/01/22. You would list both updates but on separate lines.

### **E. MISCELLANEOUS**

This tab is used to let the county know of any other situations that may be happening with your clients. The column “Notes Pertinent to County Billing or Services” should have the situation(s) explained. Examples may include a client entered a medical/rehab facility, visiting a different county/state or away from their residence for an extended period of time, or any other reason that describes the information listed on the billing sheet.