Encounter Attendance Frequently Asked Questions

Access to Students in the SESIS Service Capture Calendar

1. **Q: To which students will I have access in the SESIS Service Capture calendar?**

   A: All students to whom you have access are listed in the *My Student Caseload* area at the bottom of your SESIS homepage.

2. **Q: How do I add or remove a student from my caseload?**

   A: For caseload management, refer to the training guide called *How to Add or Remove Students on my Student Caseload* located on the *Encounter Attendance* page of the SESIS website. In some cases, supervisors and designated personnel are able to provide access to a student. For additional information, refer to the training guide called *How to Add or Remove Students on a Caseload* located on the *Encounter Attendance* page of the SESIS Website.

3. **Q: I work in multiple schools. Will access to students in different schools also be provided in the Service Capture Calendar?**

   A: Access to service capture will be provided for all students listed on your caseload.

4. **Q: Am I allowed to add my non-mandated students to my caseload?**

   A: You should only add students to your caseload if a mandate exists for them and you have permission to provide service.

5. **Q: I am a school nurse. Do I record attendance in SESIS?**

   A: Nurses will record attendance in hardcopy form or, for schools which have access, in the Automated Student Health Records (ASHR) system.

6. **Q: The student membership of my group session does not change. Is there a way for me to permanently identify this set of students as my group in order to expedite input of their service records?**

   A: Yes. On your homepage, scroll to *My Students* (your student caseload). Click **Edit**, and click **+New Caseload Group**. Input a *Group Name* and then select the students to be included in the group. Click **Accept**. When you next display your *Service Calendar*, select your new group from the *Filter* dropdown list at the top left of the screen. Click *select all* to highlight all of the student names, and then continue to record the completed session or schedule a future one.

Recording Past Service in the Services Calendar

1. **Q: Can I add activities not related to encounter attendance on the Service Capture Calendar?**

   A: No. The calendar is designed for service capture using the pre-formatted *Service Record* form. The calendar is not intended to document non-service related activities.

2. **Q: Can I delete a completed service record for one of my students?**

   A: Yes. Certified past services may be deleted up until the 15th of the month following the service delivery. For example, a service record that was certified for service delivered on March 23 may be deleted up until midnight April 15. Past services that have not been completed (certified and saved) and scheduled future sessions may be deleted at any time. To delete a session, double click on the *Service Record* from your *Service Calendar* and click **Delete**.

3. **Q: Can I record multiple sessions for the same student on the same day?**

   A: Yes. You can record more than one session for the same student on the same day; however, the sessions may not overlap.

4. **Q: Am I required to certify past services?**

   A: Yes. Service records for past services that are saved, but not certified are incomplete and will not appear on the Encounter Attendance reports.

5. **Q: Do I certify the session whether I see the student or not?**

   A: Yes. All past sessions must be completed (certified and saved).

6. **Q: Can I print my Encounter Attendance calendar or individual sessions for my own records?**

   A: Yes. You can print individual sessions. You can also print the *Services Calendar* using the monthly, weekly or daily view. You may need to adjust your printer settings using *Page Setup* from the *File* menu. In addition, you can print reports of completed services.

7. **Q: Is there a way for me to copy and paste one *Service Record* into another to expedite my input?**

   A: SESIS will automatically replicate data from the previous *Service Record* for that student into a newly created Service Record.

8. **Q: Can I record multiple *Service Records* at one time?**

   A: Yes, you can record multiple individual or group sessions for a student or for a group of students. From within the *Services Calendar*, select the student or students from your caseload listed on the left; then click *Record Past Services* or *Schedule Future Services.* Click on the past or future dates in the pop-up window, and then click **OK**. After you input all pertinent information for each child, click **Save**. When multiple dates are selected, SESIS provides a “common information” screen for you to type information you want repeated for each of the selected dates on the *Service Record*. Information you input in the “common information” screen will automatically pre-populate in the same fields on each student’s *Service Record*.

Recording Session Notes

1. **Q: Are *Session Notes* specifically required to complete a past service?**

   A: Yes, with the following exceptions: ESL teachers, SETSS teachers, and Paraprofessionals. If you have further questions regarding *Session Notes*, contact your supervisor.

2. **Q: Medicaid guidelines require that *Session Notes* be contemporaneous with the service. Does SESIS provide for this?**

   A: Yes. You should type your session notes and complete (certify and save) the *Service Record*, as soon as possible after the service was delivered.

3. **Q: Is there a time limit to input, certify and save *Session Notes*?**

   A: Yes. You must complete (certify and save) service records before the end of the 15th day of the month following the session with the student. For example, if a session was held on May 22nd, you must certify the *Service Record* by June 15th.

4. **Q: Does SESIS provide access to the provider’s *Session Notes* once the new school year begins? A:** Yes.

5. **Q: How do I record *Session Notes* for a group session?**

   A: You must complete *Session Notes* individually in the *Service Record* for each student in the group.

6. **Q: Should Social Workers, Guidance Counselors, and Psychologists who provide**

counseling enter *Session Notes*?

A: Yes. If notes are stored elsewhere due to privacy concerns, Social Workers, Guidance Counselors, and Psychologists who provide counseling services should indicate in the *Session Notes* where their detailed notes on the session are located (e.g. hardcopy, file, other digital record, etc.).

7. **Q: How long will *Session Notes* be saved in SESIS?**

   A: Encounter Attendance *Service Records*, including *Session Notes*, are permanently archived in the student's record in SESIS and maintained indefinitely.

8. **Q: Can other providers see my *Session Notes*?**

   A: All providers with access to the same student can see the certified *Session Notes* associated with that student.

9. **Q: How can I see a running attendance log and *Session Notes*?**

   A: From the *Services Calendar*, select the student. From the *Reports* dropdown menu, select the **Services Completed for Student** report. Click the *Services Listing* tab to see the detail of certified services provided to the student.

Recording Group Size

1. **Q: Do I enter the actual *Group Size*, or mandated *Group Size* when recording a past service?**

   A: You must record the actual number of students in the session. For instructions on recording student absences or session cancellations, please see Recording Absences and Cancellations.

2. **Q: Some IEPs do not indicate a *Group Size* in the mandate. What do I enter in Encounter Attendance?**

   A: If *Group* was selected on the IEP for the service mandate, it means a group size of eight. When recording a Service Record for a group, indicate the actual size of the group present. When recording a service record for a student that was not in attendance (i.e.; *Session Type* is equal to *Student Absent*, *Provider Absent*, or *Cancelled*), enter the group size as indicated on the student's IEP.

3. **Q: How do I record attendance for a group session where only one participant was present?**

   A: You should indicate the *Group Size* as **Group** and select **1** from the associated dropdown menu. Document the absent students as directed above.

4. **Q: ESL groups are allowed up to 12 students per group, but SESIS limits groups to eight. How do I indicate a group size larger than eight?**

   A: Select **Group** and then **8** in the *Group Size* field, and then indicate the actual group size in *Session Notes.*

Recording Absences and Cancellations

1. **Q: What constitutes a student absence?**

   A: A student is considered absent from a scheduled session when the student does not attend school that day, or when present at school, refuses to attend the scheduled session.

2. **Q: How do I record a student absence?**

   A1 Individual: When completing the *Service Record*, from the *Session Type* dropdown menu, select *Student Absent*. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to *record Language of Service, Service Location, Service Description, Progress Indicator* and *Session Notes*; however, it is best practice to document in *Session Notes* why the student was not available, if known. You must complete (certify and save)

all absences.
A2 Group: For a student absent from a group session, enter the *Group Size* as indicated on the student's IEP. From the *Session Type* dropdown menu, select *Student Absent*. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to record *Language of Service, Service Location, Service Description, Progress Indicator* and *Session Notes.* It is best practice to document in *Session Notes* why the student was not available, if known. You must complete (certify and save) all absences.

3. **Q: What constitutes a provider absence and how should I record it?**

   A: From the *Service Record Session Type, select Provider Absent* when a session was scheduled but you were unable to provide the service. Examples of this would be when a provider takes personal leave or sick time.

4. **Q: How do I record the absence of a provider?**

   A1 Individual: When completing the *Service Record*, from the *Session Type* dropdown menu, select *Provider Absent*. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You don't have to record *Language of Service, Service Location, Service Description, Progress Indicator and Session Notes*; however, it is best practice to document in *Session Notes* the reason for the absence. You must certify and save all absences.

   A2 Group: For a group session, enter the *Group Size* as indicated on the student's IEP and the time you planned to conduct the session. You do not have to record *Service Location, Service Description, Progress Indicator* and *Session Notes.* It is best practice to document in *Session Notes* the reason for the absence. You must certify and save all absences.

5. **Q: What constitutes a cancelled session?**

   A session should be recorded as cancelled when the session is not held due to reasons other than student or provider absence as described above. Cancellations do not need to be recorded on days that are grayed out on the Service Capture Calendar. You must also record a cancellation when the provider is:

   - attending an IEP conference or other meeting,
   - attending a DOE-approved training, or
   - asked to perform another task.

   Times when the student is in school but is unavailable (e.g. school assembly, testing, school trip) should also be recorded as cancellations.

6. **Q: How do I record a cancellation?**

   A1 Individual: When completing the *Service Record*, select *Cancelled* from the *Session Type*. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You don't have to record *Language of Service*, *Service Location*, *Service Description* and *Progress Indicator*. You should document in the *Session Notes* the reason for the cancellation. You must certify and save all cancellations.
   A2 Group: For cancelled group sessions, select *Cancelled* from the *Session Type*. Enter the group size as indicated on each student's IEP and the time you planned to hold the session. You don't have to record *Language of Service*, *Service Location*, Service Description and Progress Indicator. You should document in *Session Notes* the reason for the cancellation. You must certify and save all cancellations.

Completing the Past Service Record

1. **Q: How do I indicate a change in the session (e.g. if the student is late)?**

   A: You must document the session exactly as it occurred including a change in date, time, service delivered, etc. You may also want to document the reason for the change in the *Session Notes*.

2. **Q: What do I enter if the session runs longer than scheduled?**

   A: You should record the actual start and end times.

3. **Q: To what goal(s) is the Progress Indicator referring?**

   A: The Progress Indicator refers to the *Measurable Annual Goals* on the student's IEP.

4. **Q: I am a paraprofessional who provides a specific service to a student three times per day. How do I enter attendance for these students?**

   A: You must record each session of the day individually.

5. **Q: Can you clarify *Direct* vs. *Indirect* services?**

   A: The option for an *Indirect* service only pertains to SETSS. If the student's IEP indicates SETSS as direct on the IEP, then *Direct* should be entered in the *Session Type* section of the Encounter Attendance form.

6. **Q: Does Encounter Attendance meet Medicaid requirements?**

   A: Yes.

7. **Q: Do I follow Medicaid rules stating that each service provision must have at least 15 minutes allocated to it?**

   A: You should include all the activities that you performed during that session. If Medicaid reimbursement for that service has a time-based constraint, SESIS will limit the number of activities you can report.

   Note: Occupational Therapists and Physical Therapists should choose treatment codes that lasted 8 or more minutes. For example, if in a 30 minute session, a PT provided "Gait Training" for 15 minutes, "Strength Training" for 9 minutes and "Sensory Processing Activities" for 6 minutes, the Physical Therapist should select "Gait Training" and "Strength Training" service descriptions.

8. **Q: Some service descriptions have a number appended to the end. What are these numbers?**

   A: The Current Procedural Terminology (CPT) codes are required for Medicaid billing.The CPT codes originated from and are maintained by the American Medical Association (AMA). They identify medical, surgical, and diagnostic services and are designed to communicate uniform information about medical services and procedures among service providers.

9. **Q: When completing a Speech-Language Therapy Service Record, SESIS displays a workflow prompt that reiterates the need for a Speech-Language Referral document for the calendar year. Where is this located in SESIS?**

   A: Speech Providers should go to the *Documents* section of the student's online record and click the **Create New Document** dropdown menu. The *Speech-Language Referral* document is listed under the *Related Services* heading. When your input is complete, you must finalize the document by clicking on the **Set Document** link and selecting *Status from Draft to Final*.

10. **Q: How do I access the documents of the student's online record to create a Speech-Language Referral?**

    A: Scroll down to the Student Caseload on your homepage and click the Documents icon for the student.

11. **Q: What Service Description must an Occupational Therapist or a Physical Therapist choose when providing group therapy to a group of 2 or more students?**

    A: When providing OT or PT group therapy to 2 or more students at the same time, OT and PT providers must use the service description "Group Therapy Procedure –CPT Code 97150" only.

Scheduling Future Service in the Services Calendar

1. **Q: Can I schedule back-to-back sessions on the calendar?**

   A: Yes**.**

2. **Q: Can I schedule all of my student sessions for the school year?**

   A: Yes. You can schedule future services for the entire school year.

3. **Q: Can other providers see my scheduled future sessions on the Services Calendar?**

   A: No. Other service providers with access to the student can only see certified and saved Service Records.

4. **Q: Can I delete a scheduled session?**

   A: Yes. Double click on the service record from the Service Capture Calendar and click **Delete** when viewing the service record.

5. **Q: Can I copy my weekly/monthly schedule to future weeks/months?**

   A: No.

6. **Q: Can I see if my student already has a scheduled session with another provider?**

   A: No. Future sessions of service providers may only be viewed by the provider who recorded them.

7. **Q: How do I move a scheduled session from one day to another?**

   A: To move a future session from one day to another, delete the scheduled session and create a new record on the new date.