

G. DOCUMENTATION OF HEALTH CHECK COORDINATOR ACTIVITIES

Documentation of Client Contacts

1. HCCs are required to document all attempted and completed telephone calls, letters, and other contacts with or on behalf of clients. Each time a contact is made with a parent, caretaker, guardian, provider, client, etc., an entry containing the date, person contacted, reason for the contact and result of the contact must be completed. Documentation must be maintained under secure conditions (locked file cabinet or office) by the CCNC Networks for a minimum of five years for State Program purposes. Networks must make this information available by request, to State Health Check staff and for federal auditing purposes. HCCs are required to document in either the AINS data shell or CMIS.
2. For Networks that use the coordinator comment section of the MMIS fiscal agent Data Shell or other data management software to document client encounters, the local policy must include a procedure to describe how this documentation will be 'backed up' or saved. It is recommended that HCCs back up their documentation comments at least once a day. In establishing a realistic procedure, consider the number of comments that could be recalled and re-entered correctly if they were lost due to a power outage. *EXAMPLE: HCCs in Xanadu County will back up coordinator comments using the MMIS fiscal agent Data Shell command 'Back up All Comments' every night or every 10 comments whichever comes first.*

Networks that use CMIS to document and do **not** use the MMIS fiscal agent Data Shell to document client contacts, or where the Data Shell is connected to the network's Local Area Network (LAN) which has its own back up system (i.e., tape back up every night), must reflect the procedures used in their specific system to assure security, back-up of information and availability of client contact documentation.