

# BACK-UP PROVIDER DOCUMENTATION

## Policy and Procedure

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### POLICY

Metro Support Services will ensure that Back-up Providers understand documentation requirements when providing services. The following is the guideline we have determined would allow for some flexibility, while ensuring appropriate documentation is occurring:

### PROCEDURE

A back-up provider shall ensure that all necessary documentation is completed, to include a daily summary (T-log), E-MAR and applicable ISP programs in Therap.

- In the event that a back-up person provides less than three hours of service, a T-log may not be required of them, as the contracted provider for the individual will document in the daily t-log who did back-up services and any information relayed to them from the back-up provider (what they did, if there were any problems, etc). The provider may document all other areas of care in Therap for this short time span, with the following exceptions: **MAR's must still be signed off by back-up provider. GER's and note-worthy events must also still be documented by back-up provider if an applicable incident occurs during their time with the individual in services.**
- If a back-up provider provides three or more hours of service, the provider should notify MSS prior to back-up services occurring. MSS will ensure the back-up provider has access in Therap for information and documentation purposes to the individual(s) receiving care for the time period specified. The provider will be responsible for training back-up providers on how to document in Therap. The provider must ensure adequate time is given to MSS for notification of upcoming back-up provider services, when possible.
- In the case of an emergency, provider will request that the Program Coordinator or other program staff enable Therap as soon as possible for the back-up provider.
- MSS will not be able to link a back-up provider when that back-up provider is missing trainings/certifications/insurance, etc.
- MSS will assist in finding appropriate/approved back-up provider services in emergency situations.

Provider will submit an invoice for back-up provider services by the end of each month.