



## *Service Duration corrections to Progress Notes*

The purpose of this desk reference is to provide guidance on how to change the Service Duration in a Finalized Progress Notes (Group and Individual). These corrections can only be completed by Avatar users with the permissions to access the Edit Service Information form where these corrections will be made.

This type of correction is only applicable when the “Direct Time” entered in a progress note does not match the “Service Duration” time entered.

### Menu Path

1. Use Menu path: Avatar PM > Services > Outpatient Services > Edit Service Information or enter “Edit Service Information” under Search Forms:

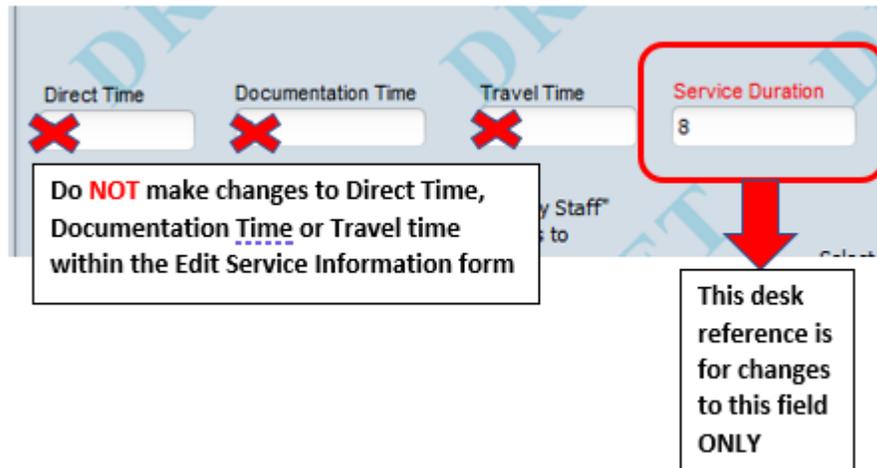
Name	Menu Path
Edit Service Information	Avatar PM / Services / Outpatient Services

### Details

1. The Progress Note requiring correction must be in Final status to make corrections using Edit Service Information.
2. The service must be in an Open status before proceeding with a correction. See Checking Open Status desk reference for instruction on determining service status. If the service is not in an open status do not proceed, contact the HHSA Fiscal department.
3. This desk reference is ONLY applicable to changes needing to be made to the Service Duration field when it does not match the minutes in the Direct Time field. For example,

a provider added up the minutes within Direct Time, Documentation Time and Travel Time and entered the total in Service Duration when they should've excluded the Documentation Time and Travel time from the Service Duration.

4. Direct Time, Documentation Time and Travel Time fields should NOT be updated within the Edit Service Information form as the system carry those changes over to the Progress Note content. See the Direct Time, Documentation Time, and Travel Time corrections to Progress Notes desk reference.



## Steps

- Open the Edit Service Information form.
1. Enter the "Client ID", select the "Episode Number" in which the note was filed and enter the "Service Start Date" then click "Select Service(s) To Edit"

TESTCLIENT, YOLO (000011136)  
 Preferred Name: George  
 Personal Pronouns: He/Him/His  
 F, 11, 03/13/2012

Ep: -  
 Problem P: -  
 DX P: -  
 Phone #: 530-666-6666

**Edit Service Information**

**Edit Service Information**

Client ID: TESTCLIENT, YOLO, (11136)

Service Start Date: 09/01/2023

Service End Date: [Calendar]

Episode Number: Episode # 97 Admit : 08/17/2022 Discharge : None Program : 1...

Service Selection Default:  All  None

Select Service(s) To Edit

Practitioner: [Dropdown]

Modifiers: [Dropdown]

Submit

Online Documentation

2. A pop-up box with your selections will appear, place a checkmark in the box on the note you want to correct then click "OK."

myAvatar 2023 - Select Service(s) To Edit

Client: TESTCLIENT, YOLO ( 11136 )  
 Episode Number: 97

Service Date	Service Code	Program	Practitioner	Status	Document	Claim Number
<input checked="" type="checkbox"/> 09/11/2023	YT1017	HHS-15-400	SIDHU, PAM	Open	-	-
<input type="checkbox"/> 09/29/2023	H0031MH	HHS-15-200	JOHNSON, TIMOTHY LER	Open	-	-

OK Cancel

3. Upon making your selection, the note details (Service Code, Program, Place of Service, Times, Practitioner, Program, Service Duration will autofill). In the Service Duration field replace the number with the correct minutes. See the two screen shots below: the first

with the incorrect times entered (which is how the note will appear when first accessed for correction), and the second showing the correction made)

The screenshot shows a web-based form for entering progress notes. The form includes fields for Date (03/01/2023), Provider (JOHNSON, TIMOTHY LEROY (000957)), Service Program (HPE-FSP-MH-57DG WOLD/OP), and Service Charge Code (TARGETED CASE MANAGEMENT(15 MINS) (T1017MH)). At the bottom, there are input fields for Direct Time (8), Documentation Time (5), Travel Time (5), and Service Duration (18). The Service Duration field is circled in red. A yellow banner at the bottom of the screenshot reads: "Incorrect time claimed as Service Duration does NOT equal the Direct Time".

This screenshot is identical to the one above, but the Service Duration field is now set to 8, which matches the Direct Time. The Service Duration field is circled in red. A yellow banner at the bottom of the screenshot reads: "Correction Made – Service Duration now equals Direct Time".

4. If no further changes are needed, click Submit.

The screenshot shows a web application interface for editing service information. At the top, there is a header with a user profile icon and the following text: **TESTCLIENT, YOLO (000011136)**, Preferred Name: George, Personal Pronouns: He/Him/His, F, 11, 03/13/2012. To the right, there is a summary box with: **Ep: 97 : 1-HHSA MH EPISODE**, **Problem P: -**, **DX P: F12.10 Cannabis use disor**, and **Phone #: 530-666-6666**.

The main content area is titled "Edit Service Information" and contains several fields and buttons. On the left side, there is a sidebar with a green "Edit Service Information" button and a blue "Submit" button, which is circled in red. Below the "Submit" button are several icons: a yellow star, a grey square, a grey square, a red 'X' in a square, a grey square with a person icon, and a grey star.

The main form area includes the following fields and controls:

- Client ID:** A text input field containing "TESTCLIENT, YOLO, (11136)".
- Service Start Date:** A date picker showing "09/01/2023" with "T" and "Y" buttons.
- Service End Date:** A date picker with "T" and "Y" buttons.
- Episode Number:** A dropdown menu showing "Episode # 97 Admit : 08/17/2022 Discharge : None Program : 1...".
- Service Selection Default:** Radio buttons for "All" and another option.
- Practitioner:** A dropdown menu showing "SIDHU, PAM (000017)".
- Service Code:** A text input field.
- Modifiers:** A text input field.

At the bottom left, there is a link for "Online Documentation".