

Early Intervention Provider Documentation, Communication, and Billing Reminders

Provider Services Rendered (PSR) Documentation

- Provider Services Rendered (PSR) notes must be entered into GIFTS and have an electronic parent signature on the same day the session occurs.
- Writing your notes, reviewing them with the parents and obtaining signatures should occur within the last 10-15 minutes of your session time.
- In rare circumstances when internet access is unavailable Paper PSRs can be written to obtain parent signatures.
 - You are required to then type your note in GIFTS verbatim to what is on the paper PSR later that same day when internet access becomes available.
- If you provide virtual services:
 - You can screen share and give the parent “remote control” through zoom so they can sign electronically right into GIFTS.
 - You can also complete a PDF version of the PSR to send to the parent to sign at the end of your session before logging off. This way you can copy and paste your text into GIFTS simultaneously.

Reminders Regarding Timelines

- If an IFSP meeting is held and your note is not entered in GIFTS, you will not be able to enter it under the previous IFSP and therefore cannot be paid for that service.
- Services end for all children the day before their 3rd birthday. Once they turn 3 no services can be logged by the provider or approved by the Service Coordinator.
- If the Service Coordinator is reviewing PSRs for billing and your note is not entered, it may not be reviewed for several weeks, which can result in delayed or non-payment.

Use of Paper PSRs

- Submitting paper PSRs instead of using GIFTS significantly increases workload for Service Coordinators and often delays billing. These paper notes must match the GIFTS entry word for word and are frequently denied, requiring resubmission and further delay.
- If a paper PSR is required for parent signature and the Service Coordinator does not have it during review, a one-time request will be sent. Failure to provide it will result in non-payment for that service.

- If you must use a paper PSR, please email it to the Service Coordinator the same day as the service occurred. Do not text photos of paper notes, as this creates additional steps and delays.

Cancelled Sessions

- If a session is cancelled by either the provider or the family, it must be documented in GIFTS.
- Please reference the service type and include your name and credentials at the end of the note, otherwise this information is not available to the service coordinator.
 - Example: “Parent sent a text message at 8:45 AM cancelling Speech Therapy session today due to child being ill. A virtual session was offered but declined by the parent. Make-up in-person session scheduled for [Date/Time]. Jane Doe, SLP.”
- If the family cancels the session, a make-up session can be offered but is not required.
- If the provider cancels a session, a make-up session **MUST** be offered.
 - If the family declines make-up sessions, a Compensatory Waiver must be signed and submitted to the Service Coordinator. After your next session.

Parent Contact & Outreach Documentation

If you are unable to reach a parent initially, lose contact while establishing or continuing services, or are attempting to complete an evaluation, please send your outreach details via text or email so they can be documented in GIFTS.

- Please include:
 - Dates and times of attempted contact
 - Method used (phone, text, email, etc.)
 - A brief summary of the message or interaction, if applicable

Provider Notes – Required Elements

- Please remember to sign all provider’s notes with your name and credentials.
 - Examples:
 - John David, M.Ed.
 - Jackie Robinson, B.A. Elementary Education
- Identify who was present during the visit (parent, caregiver, sibling, etc.)
- Reference the IFSP outcome numbers addressed during the session
- Use clear, reader-friendly language and avoid overly technical terms

- Be detailed enough that the visit can be easily visualized
- Include the session date, start time, and end time
- Describe child and family participation, progress, and strategies discussed
- In the Progress Toward IFSP Outcomes section, list the outcome number before documenting progress
- In the Plan for Next Visit section, include the outcome number(s) to be addressed

Monthly Billing Submission

- Billing is due by the 5th of each month for the previous month's services.
 - For example: Your January billing sheet needs to be received by February 5th.
- All notes in GIFTS must be entered already and PSR forms submitted to the SCs for entries requiring signature overrides.
- Billing sheets can be sent via email or postal
 - **Email:** Kelly – billing@progressivestepsal.com
 - **Mail:** Progressive Steps
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Orange Beach, AL 36561

Thank you all for your continued dedication to the families we serve and for your attention to these important reminders.