



## PARENTAL VERIFICATION (PV) FORMS (Form #: DS5862)

Revised Procedures Effective 12-1-15

The law (WIC §4686.31) requires Parental Verification Forms for Behavioral Services provided to **individuals who are under 18 years of age and reside in the family home.**

PV forms must be completed and submitted together with invoices for payment for the following service codes:

Service	Code	Service	Code
Behavior Management Assistant	615	Behavior Technician - Paraprofessional	616
Behavior Management Consultant	620	Behavior Analyst	612
Tutor	680	Counseling Services	625
Tutor Services - Group	025	Crisis Team	017
Parent Coordinated Home Based Behavior Intervention	077	Client/Parent Support Behavior Intervention Training	048

### Service Provider Responsibilities

- Submit legible, accurate and complete information on the PV forms
- When eBills are submitted, upload the corresponding PV forms to BOX.
- Limit each batch of PV forms to one month. Batch each month separately
- PV forms submissions should be titled "V# - YY-MM - Upload Date"

### Service Provider Responsibilities for Accurate and Complete PV Forms

- Upload PV forms to BOX when eBills are submitted; TCRC cannot pay for billings that have missing, incomplete, or inaccurate PV forms
- Defer line items from eBills until PV forms are complete
- Pre-approval is required for locations such as daycare, school or office
- Notify the Service Coordinator immediately if a parent/legal guardian refuses to sign or does not return the PV forms
- Notify TCRC POS Staff via e-mail if you cannot obtain signed forms
  - Last name and UCI # are required
  - Include a brief explanation for the missing or incomplete forms
- Upload corrected PV forms to the BOX folder "CORRECTIONS ONLY" and entitle "V# - YY-MM - CORRECTED - Upload Date"

### Parental or Legal Guardian Responsibilities

- The parent or legal guardian must verify direct face-to-face services submitted on the PV forms
  - Page 1 - Verify and sign for all dates of service on each line item at the end of each session; actual signatures are required.
  - Page 2 - Verify all line items on Page 1 at the end of the month by signing and dating Page 2
- The parent or legal guardian must notify the Service Coordinator immediately if the parent or legal guardian is unable to sign the PV forms or unable to return the forms to the Service Provider.
- The parent/guardian must initial any changes to the PV forms and re-sign and re-date Page 2

### TCRC Responsibilities

- Issue payments in a timely manner for all complete and accurate billings
- Adjust payments for missing, incorrect or inaccurate line items on PV forms
- Notify vendor of errors, omissions or adjustments
- Contact a parent/legal guardian who refuses to sign or return the PV forms
- Receive corrected PV forms and generate a new invoice for billing if needed
- Process newly generated invoices as quickly as possible



## PV FORMS REQUIRED FOR:

- **Evaluations** - Subcode EVAL: Providers must submit PV forms for Evaluation services. The parent/legal guardian must verify and sign for direct face-to-face services in which he/she was present. Evaluations may include indirect services – TCRC does not require these hours to be listed on the PV form.
- **Direct Intervention** - Subcode INT and **Direct Service** – no Subcode: The parent/legal guardian must verify and sign for all direct face-to-face services. The number of hours indicated on the PV forms must match the number of hours invoiced on the eBills.
- **Supervision** - Subcode SUPR: Providers must submit PV forms for Direct Supervision services, as defined in the contract, provided in the presence of a parent/legal guardian.
  - ✓ **Direct Supervision:** A minimum of 60% of the total Supervision hours authorized for the month must be direct face-to-face services, which consists of any level of service in which the individual served and parent/legal guardian are both present. The parent/legal guardian must verify and sign for all direct face-to-face supervision services. *(Note: This change went into effect 8-1-15.)*
  - ✓ **Indirect Supervision:** A maximum of 40% of the total Supervision hours authorized for the month may be for indirect services, as defined in the contract, which consists of activities performed by the provider that is absent the individual served and the parent/legal guardian. For Indirect Supervision, it is not necessary to obtain the parent's/guardian's signature on the PV form. *(Note: This change went into effect 8-1-15.)*
    - Indirect Supervision is not required on the PV forms; however, if the PV forms reflect both Direct Supervision and Indirect Supervision, a distinction needs to be made between them in the Description of Service: i.e. SUPR – Direct Service or SUPR – Indirect Service.
- **Co-insurance/Co-Pays** - Subcodes ICIXX: Providers are **not** required to include co-insurance/co-pays on the PV forms.

## PV FORM – SPECIFIC FIELDS:

- **Location of Service:** Services are to take place in the home or in other natural environments when agreed to by the Planning Team.
  - ✓ Natural environments **do not** include schools, day care settings or the service provider's office. However, at times the Planning Team may make an exception but the parent/legal guardian must be present.
  - ✓ If services were performed at the school, day care setting or the provider's office, the parent/legal guardian is still required to verify and sign for the hours of direct face-to-face service received: This includes parent training without the child present.
  - ✓ TCRC cannot accept "community" or "other" as a location of service; in such incidences, the Service Provider will be notified that the PV forms are incomplete. Acceptable descriptions include but are not limited to: home, park, or store. A street address is not required.
- **Parent Signature and Date:**
  - ✓ The parent/legal guardian shall verify and sign for each date on Page 1 of the PV form in which direct face-to-face services were received.
  - ✓ At the end of the month, the parent/legal guardian shall verify that all services shown on Page 1 are correct and complete by printing their name legibly, then dating and signing the form on Page 2.
  - ✓ The signature of the parent/legal guardian must be unique for each entry or have a unique identifier; photocopied signatures or electronically replicated signatures are unacceptable.
  - ✓ A parent/legal guardian cannot verify services were provided in advance of the date of service; therefore, TCRC cannot accept pre-dated, invalid or missing dates on the PV forms.



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- **Use of Electronic Signatures:**
  - ✓ The parent/legal guardian must actually electronically sign (e-sign) the PV forms to verify the provision of direct services.
  - ✓ The electronic software cannot automatically insert parent/legal guardian signatures.
  - ✓ Providers may not copy parents' signatures and input into the PV forms.
  - ✓ Each parent signature must be unique and be able to be verified by a unique identifier.
  - ✓ Page 2 of the PV form must be submitted along with Page 1 and must be signed by the parent/legal guardian to verify that all of the dates, times, hours, and locations of service were provided that month. The parent/legal guardian must be able to review all of the entries on Page 1 that they signed so they can verify and sign on Page 2.
  - ✓ The electronic PV forms must be saved and retrievable for audit purposes.
  
- **Name and Credentials of Service Provider:**
  - ✓ The full name of the person providing intervention services is required, as well as his/her credentials; i.e. John Smith, BCBA, Mary Jones, RBT. If the worker does not have credentials, please indicate "N/A".

## ADDITIONAL INFORMATION:

- TCRC cannot pay providers for absences (aka "no shows" or "cancellations") per Title 17 regulation.
- Services are to be provided on a 1:1 basis; TCRC cannot pay for more than one service provider doing the same type of service during overlapping service periods.
  - **Direct Intervention** - Subcode INT and **Direct Service** – no Subcode: When 2 people providing direct intervention services, under Subcode INT or direct service no subcode, are present during the service session; payment for only one interventionist shall be made. The hours of service provided by the 2<sup>nd</sup> interventionist may be billed under Supervision – Indirect hours.
  - **Supervision** - Subcode SUPR: When a supervisor is transitioning or training with another supervisor and both supervisors are present during the direct service session, one supervisor's hours shall be billed under Supervision – Direct Service and the hours for the 2nd supervisor may be billed under Supervision – Indirect Service.
- Direct intervention shall not exceed more than four (4) hours per day for a child three years or older (six (6) hours per day for a child in Early Start) without prior approval from the Service Coordinator. If an excess of 4 hours (6 hours for Early Start) is billed on a given day for direct intervention without prior approval, TCRC will limit payment to 4 hours (6 hours for Early Start) for that day.
- Original copies of the PV forms cannot be completed in pencil, and all entries must be legible.

## Frequently Asked Questions

### *What if all of the verifications have not been obtained prior to invoicing/billing?*

For missing or incomplete PV forms, the Service Provider shall **defer** the invoice line on the eBill for the specific individual served. The Service Provider shall bill for services after the PV forms have been obtained.

### *What if the parent/legal guardian refuses to sign or does not return the PV forms?*

If the parent/guardian refuses to sign or doesn't return the PV forms contact the Service Coordinator immediately. If the Service Coordinator cannot assist the Service Provider in getting the required PV forms, then the Service Provider will send POS staff an email with the name of the individual whose PV forms are missing or incomplete. Please provide the individual's last name and UCI # along with a brief explanation. The Service Provider shall submit Page 1 for items in which the parent/legal guardian has signed.



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## ***What happens if a mistake was made while completing the PV form and it needs to be corrected?***

If a mistake is made while completing the PV form, cross out the line item and rewrite the entry in the line below.

## ***What happens if an incomplete PV form is accidentally submitted?***

Missing, incomplete or inaccurate PV forms will delay payment for that specific individual served only. At times, the vendor may be required to rebill for specific individuals. Vendors will be notified of any payment adjustments or credit memos.

The parent/guardian must verify any change to the PV forms by initialing the change and re-signing and re-dating Page 2. Electronic redactions/changes should not be made to the PV forms as source documents must be retrievable for auditing purposes.

In order for TCRC to quickly identify corrected PV forms, upload corrected PV forms to the BOX folder “CORRECTIONS ONLY” with the title “V # - YY-MM - CORRECTED – upload date”. Corrected items will be processed as time permits. Do not upload a new version of previously submitted files with the same file name – each new upload needs to have a unique name (adding upload date will resolve this issue).

After corrected PV forms have been submitted, TCRC will generate a new invoice for the specific individual(s) to allow the vendor to rebill. If a new invoice has not been generated within a reasonable period of time, the vendor shall contact POS accounting staff or submit a request for a new invoice.

A request for a new invoice should be submitted on an Excel spreadsheet and must contain the following information: Vendor name, V#, the month of service, the person served’s last name, UCI #, and the type of service (ex: INT or SUPR) – this information can be retrieved from the payment adjustment.

Upload your request for a new invoice to the BOX folder “NEW INVOICE REQUESTS” and entitle “V# – Service YY-MM – New Invoice Request – upload date”.

## ***What happens if there is no current authorization in the system?***

An authorization must be in place prior to the start of services; if no current authorization is in place, contact your Service Coordinator immediately.