

Good afternoon all,

The SDIS has been programmed to allow MCM Supervisors and authorized Lead Case Managers to enter late progress notes, when appropriate and when specifically approved by this office through an email. This process uses the normal service delivery functions. Please see attached instructions.

The following information will be provided in the return email from the Office of Management and Budget-Grants Coordination/Ryan White Program (OMB), which must be entered in the SDIS's service delivery screens:

Service Override Reason –
Service Override Approval Date –

Important Steps:

- When applicable, the MCM Supervisor or authorized Lead Case Manager will send an email to cvalle@miamidade.gov requesting override for entry of a late progress note. This request should briefly state who the override is for, the CIS#s affected, dates of service, and the reason the override is needed.
 - Attach documentation to support the reason (e.g., leave slip for illness or vacation, etc.)
- If warranted, the requester will receive an email from OMB with the Service Override Reason and the Service Override Approval Date.
- In the SDIS, the MCM Supervisor or authorized Lead Case Manager will:
 - Type in actual encounter date.
 - A “Message to User” pop-up will ask if you have “OMB Approval for Override” (note: this will be in the form of an email from me or one of the OMB staff – the Fiscal Administrator or the Contracts Officers)
 - Enter “**Service Override Reason**” from the OMB Approval email. Note: available options will be:
 - Late Entry: Illness/Sick
 - Late Entry: Other (specify in free text as indicated in the approval email)
 - Late Entry: Rebilling Corrected Service
 - Late Entry: Vacation/Out of Town
 - Enter “**Service Override Approval Date**” from the OMB Approval email.
- Important note: Keep a copy of the approval email with the printed Progress Note as backup. (If you keep electronic records only, be sure to scan a copy of the email approval to accompany the progress note.)
- The late note must be entered within 48 hours of the date of email approval from OMB.

Please share this information with your colleagues who are not included in this email, but need to know the process. If you have questions, please let me know. Thank you.

Regards,
Carla