



## Access to Students in the SESIS Service Capture Calendar

1. Q: To which students will I have access in the SESIS Service Capture calendar?  
A: *You will have access to students for whom you have called in a first attend in IVR. Additionally, in some cases, supervisors are able to provide access to a student. All students to whom you have access are listed in the My Student Caseload area of your SESIS homepage.*
2. Q: I work in multiple schools. Will access to students in different schools also be provided in the Service Capture calendar?  
A: *Yes. Providers will have access to students from any school following their first attend in IVR, or when access is provided to the student by their supervisor.*
3. Q: Am I allowed to add my non-mandated students to my Caseload?  
A: *You should only add students to your Caseload if a mandate exists for them and you have permission to provide service.*
4. Q: I am a school nurse. Do I record attendance in SESIS?  
A: *Nurses will record attendance in hardcopy form or, for schools which have access, in the Automated Student Health Records (ASHR) system.*

## Recording Past Service in the Services Calendar

5. Q: Can I add activities not related to encounter attendance on the Service Capture calendar?  
A: *No. The calendar is designed for service capture using the pre-formatted Service Record form. The calendar is not intended to document non-service related activities.*
6. Q: Can I delete a recorded past session for one of my students?  
A: *Yes. You can delete past (or future) services at any time. To delete a session open the Service Record from the Services Calendar and choose the Delete link from the Actions: toolbar.*
7. Q: Can I record multiple sessions for the same student on the same day?  
A: *Yes. You can record more than one session for the same student on the same day; however, the sessions may not overlap.*
8. Q: How do I record a split mandate (both individual and group mandates) for a student?  
A: *Complete separate Service Records for both the individual and group sessions on the dates and times when they occurred. To differentiate between the two, the Service Record form allows the provider to select "Individual" or "Group" in the Group Size field.*
9. Q: Am I required to certify past services?  
A: *Yes. Service Records for past services that are not certified are incomplete and will not appear on the Encounter Attendance reports.*
10. Q: Do I certify the session whether I see the student or not?  
A: *Yes. All past sessions must be certified.*
11. Q: Can I print my encounter attendance calendar or individual sessions for my own records?  
A: *Yes. You can print individual sessions. You can also print the Services Calendar using the monthly, weekly or*



*daily view; however, you may need to adjust your printer settings using Page Setup from the File menu. Additionally, you can print reports of completed services.*

### Recording Session Notes

12. Q: Are Session Notes specifically required to complete a past service?  
A: Yes, with the following exceptions: ESL teachers, SETSS teachers, and Paraprofessionals. If you have further questions regarding Session Notes, please reach out to your supervisor.
13. Medicaid guidelines require that session notes be contemporaneous with the service. Does SESIS provide for this?  
A: Yes. You should type your session notes and certify the Service Record, as soon as possible after you have delivered the service.
14. Q: Is there a time limit to input and certify Session Notes?  
A: Yes. You must certify Service Records before the end of the 15<sup>th</sup> day of the month following the session with the student. For example, if a session was held on June 22<sup>nd</sup>, you must certify the Service Record by July 15<sup>th</sup>.
15. Q: Does SESIS provide access to the provider's Session Notes once the new school year begins?  
A: Yes.
16. Q: How do I record Session Notes for a group session?  
A: As is current practice, you must complete Session Notes for each individual student's participation in the group setting. In SESIS, these notes must be recorded on the Service Record for each individual student.
17. Q: Should Social Workers, Guidance Counselors, and Psychologists who provide counseling enter Session Notes?  
A: Yes. If notes are stored elsewhere due to privacy concerns, Social Workers, Guidance Counselors, and Psychologists who provide counseling services should indicate in the Session Notes where their detailed notes on the session are located (e.g. hardcopy, file, other digital record, etc.).
18. Q: How long will SESIS keep the Session Notes?  
A: Encounter attendance Service Records, including Session Notes, are permanent archives of the student's file on SESIS and are maintained indefinitely.
19. Q: Can other providers see my (provider's) Session Notes?  
A: All providers with access to the same student can see the certified Session Notes associated with that student.

### Recording Group Size

20. Q: Do I enter the actual Group Size, or mandated Group Size when recording a past service?  
A: When recording a service for students who were present at the session, you must record the actual number of students in the session. For instructions on recording student absences or session cancellations, please see the FAQ section called "Recording Absences and Cancellations".
21. Q: Some IEPs do not indicate a Group Size in the mandate. What do I enter in Encounter Attendance?  
A: The IEP group size is only recorded when recording an absence or cancellation. If there is no group size, you should record attendance as the default group size of 8. The IEP should be amended to specify an appropriate



*group size. If the group size changes from 8 as a result of the IEP amendment, enter the new group size going forward.*

22. Q: How do I record attendance for a group session where only one participant was present?

A: *You should indicate the Group Size as "Group" and select a value "1" from the associated dropdown menu. Document the absent students as directed above.*

### Recording Absences and Cancellations

23. Q: What constitutes a student absence?

A: *A student is considered absent from a scheduled session when the student does not attend school that day, or when present at school, refuses to attend the scheduled session.*

24. Q: How do I record a student absence?

A: *When completing the Service Record, select the Session Type "Student Absent". You should record the planned duration of the session in the Start Time and End Time fields. You don't have to record Service Location, Service Description, Progress Indicator and Session Notes; however, it is best practice to document in Session Notes why the student was not available, if known. You **must** certify all absences.*

*For students absent from a group session, you will enter the group size as indicated on the IEP and the time the session was held for the rest of the group. You don't have to record Service Location, Service Description, Progress Indicator and Session Notes, it is best practice to document in Session Notes why the student was not available, if known. You **must** certify all absences.*

25. Q: How do I document a student's long term absence?

A: *Remove the student from your Caseload. When the student returns, call the first attend into the IVR system again.*

26. Q: What constitutes a provider absence?

A: *You should record a session as "Provider Absence" when a session was scheduled but you were absent from the DOE. Examples of this would be when a provider takes personal leave time or calls in sick.*

27. Q: How do I record the absence of a provider?

A: *When completing the Service Record, select the Session Type "Provider Absent". You should record the planned duration of the session in the Start Time and End Time fields. You don't have to record Service Location, Service Description, Progress Indicator and Session Notes; however, it is best practice to document in Session Notes the reason for the absence. You **must** certify all absences.*

*For a group session, you will enter the group size as indicated on the IEP and the time you planned to hold the session. You don't have to record Service Location, Service Description, Progress Indicator and Session Notes; however, it is best practice to document in Session Notes the reason for the absence. You **must** certify all absences.*

28. Q: What constitutes a cancelled session?

A: *A session should be recorded as cancelled when the session is not held due to reasons **other than** student or provider absences as described above. Examples of cancelled sessions would include, but are not limited to, school closings (e.g. holidays, snow days, etc.); the provider is attending an IEP or other meeting, DOE-approved*



*training or asked to perform another task; or if the student is in school but is unavailable (e.g. school assembly, testing, school trip, etc.).*

29. Q: How do I record a cancellation?

A: *When completing the Service Record, select the Session Type "Cancelled". You should record the planned duration of the session in the Start Time and End Time fields. You don't have to record Service Location, Service Description and Progress Indicator. You should document in Session Notes the reason for the cancellation. You **must** certify all cancellations.*

*For cancelled group sessions, enter the group size as indicated on the IEP and the time you planned to hold the session. You don't have to record Service Location, Group Size, Service Description and Progress Indicator. You should document in Session Notes the reason for the cancellation. You **must** certify all cancellations.*

### Completing the Past Service Record

30. Q: How do I indicate a change in the session (e.g. if the student is late)?

A: *You must document the session exactly as it occurred including a change in date, time, service delivered, etc. Feel free to document the reason for the change in the Session Notes.*

31. Q: What do I enter if the session runs longer than scheduled?

A: *You should record the planned start and end times.*

32. Q: To what goals is the Progress Indicator referring?

A: *The Progress Indicator refers to the annual goals on the student's IEP.*

33. Q: I am a paraprofessional who provides a specific service to a student three times per day. How do I enter attendance for these students?

A: *You must record each session of the day individually.*

34. Q: I am an Alternate Placement Paraprofessional. How do I record attendance? My role is not in the drop-down menu for paraprofessionals.

A: *Select "Other" from the Service Type drop-down. Then type "Alternate Placement Para" in the text box. If you are with the student for more than 99 minutes per day, enter a Start Time and End Time that will record duration of no more than 99 minutes. In Session Notes, document that you were with the student all day.*

35. Q: Can you clarify Direct vs. Indirect services?

A: *As a rule, if a service is indicated as direct on the IEP then it should be entered as "direct" in Encounter Attendance. In most cases, "indirect" should only be entered for SETSS.*

36. Q: Does Encounter Attendance meet Medicaid requirements?

A: *Yes.*

37. Q: Must I follow Medicaid rules stating that each service provision must have at least 15 minutes allocated to it?

A: *You should include all the activities that you performed during that session. If Medicaid reimbursement for that service has a time-based constraint, SESIS will limit the number of activities you can report.*



38. Q: When completing a Speech-Language Therapy Service Record, SESIS displays a workflow prompt that reiterates the need for a Speech-Language Referral document for the calendar year. Where is this located in SESIS?

*A: Speech Providers should go to the Documents section of the student's online record and click the Create New Document dropdown menu. The Speech Referral document is listed under the Related Services heading. When your input is complete, you must finalize the document by clicking on the More Actions link and selecting Change Status of This Document. This will change the document status from "Draft" to "Final".*

39. Q: How do I access the documents of the student's online record so as to create a Speech-Language Referral?

*A: Scroll down to the Student Caseload on your homepage and click the blue arrow to the left of the student's name. Select Student Documents from the list.*

### Scheduling Future Service in the Services Calendar

40. Q: Can I schedule back-to-back concurrent sessions on the calendar?

*A: Yes.*

41. Q: Can I schedule all of my student sessions for the school year?

*A: Yes. You can schedule future services for the entire school year, but you can only schedule them two months at a time.*

42. Q: Can other providers see my scheduled future sessions on the Services Calendar?

*A: No. Other service providers with access to the student can only see certified Service Records.*

43. Q: Can I delete a scheduled session?

*A: Yes. Open the Service Record from the calendar and choose the Delete link from the Actions: toolbar.*

44. Q: Can I copy my weekly/monthly schedule to future weeks/months?

*A: No.*

45. Q: Can I see if my student already has a scheduled session with another provider?

*A: No. Future sessions of service providers may only be viewed by the provider who recorded them.*

46. Q: How do I move a scheduled session from one day to another?

*A: To move a future session from one day to another, delete the first scheduled session and create a new record on the new date.*