

## FCSP TCARE and Supplemental Guidance for King County users – *Updated May 2021* (Updates indicated in red)

### TCARE Enrollments and Unit Recording

- Note: Service Enrollments should only be created or edited for your own agency.
- **TCARE Step 1 – Intake/Demographics**
  - Note: There is no auto-created enrollment for TCARE Step 1.
  - When TCARE Intake/Demographics collection is complete, a TCARE Step 1 Service Enrollment should be created with a start date of today and **an end date of today**.
  - Then, select the Step 1 Enrollment and record one unit of service, either in Service Recording or **in the Progress Notes section of the client file. To add a unit this way, click Progress Notes, type your note (for example, “Completed TCARE intake and collected demographics.”), click Element and select Units, edit Unit date if needed, select the Step 1 enrollment from the drop-down list, type “1” in the Units box, and click Save.**
  - Note: When adding service units in the Service Recording section, select the Scope of Work (FCSP/TCARE) first to narrow the provider list, and then select your agency.
  - Staff should create and edit enrollments only for work completed by their own agency. If a TCARE referral is made from another agency and TCARE intake has already been provided, do not create a Step 1 enrollment. The agency who did the intake is responsible for creating the Step 1 enrollment in GetCare and recording service units.
  - No Step 1 enrollment is needed for re-screen, re-assessment or care plan updates.
  - See “How to Use Service Enrollment Section” in GetCare Help Library for step-by-step instructions for creating, editing and viewing Service Enrollments in GetCare. See “How to Record Services in GetCare” in GetCare Help Library for step-by-step instructions for adding service units using Service Recording.
- **TCARE Step 2 – Completion of Initial Screening**
  - When initial screening is complete, an auto-enrollment for Step 2 will be created by the system and will display in the Service Enrollments section of the client record.
  - Auto-created enrollments should show “FCSP PSA4 – Aging and Disability Services” as the default service provider, as opposed to a particular agency. In order to indicate the correct agency providing the service and record service units, staff should open the enrollment and edit it to indicate their agency as the provider, and then add a unit of service, either in Service Recording or **in the Progress Notes section of the client file. To add a unit this way, click Progress Notes, type your note (for example, “Completed TCARE Screening.”), click Element and select Units, edit Unit date if needed, select the Step 2 enrollment from the drop-down list, type “1” in the Units box, and click Save.**
  - Note: When adding service units in the Service Recording section, select the Scope of Work (FCSP/TCARE) first to narrow the provider list, and then select your agency.
  - One unit of service should be added for each screening or re-screening.
  - See “How to Use Service Enrollment Section” in GetCare Help Library for step-by-step instructions for creating, editing and viewing Service Enrollments in GetCare. See “How to Record Services in GetCare” in GetCare Help Library for step-by-step instructions for adding service units using Service Recording.

- **TCARE Step 2 – Completion of Re-Screening**
  - When an initial Care Plan is created, the system will auto-create a Step 3 enrollment and disenroll the client from Step 2. When completing a re-screening, first update the Step 2 enrollment to change the end date to 12/31/9999 (ongoing). You can then add additional units of service, either in Service Recording or **in the Progress Notes section of the client file. To add a unit this way, click Progress Notes, type your note (for example, “Completed TCARE Screening.”), click Element and select Units, edit Unit date if needed, select the Step 2 enrollment from the drop-down list, type “1” in the Units box, and click Save.**
  - Note: When adding service units in the Service Recording section, select the Scope of Work (FCSP/TCARE) first to narrow the provider list, and then select your agency.
  - One unit of service should be added for each screening or re-screening.
  - See “How to Use Service Enrollment Section” in GetCare Help Library for step-by-step instructions for creating, editing and viewing Service Enrollments in GetCare. See “How to Record Services in GetCare” in GetCare Help Library for step-by-step instructions for adding service units using Service Recording.
- **TCARE Step 3 – Completion or update of TCARE Care Plan**
  - When a Care Plan is locked, an auto-enrollment for Step 3 will be created by the system and will display in the Service Enrollments section of the client record.
  - Auto-created enrollments should show “FCSP PSA4 – Aging and Disability Services” as the default service provider, as opposed to a particular agency. In order to indicate the agency providing the service and record service units, staff need to open the enrollment and edit it to indicate their agency as the provider, and then add a unit of service, either in Service Recording or **in the Progress Notes section of the client file. To add a unit this way, click Progress Notes, type your note (for example, “Completed TCARE Assessment and Care Plan.”), click Element and select Units, edit Unit date if needed, select the Step 3 enrollment from the drop-down list, type “1” in the Units box, and click Save.**
  - Note: When adding service units in the Service Recording section, select the Scope of Work (FCSP/TCARE) first to narrow the provider list, and then select your agency.
  - One unit of service should be added for the initial Care Plan and for each Care Plan update immediately after an assessment or reassessment. Do not record units for minor Care Plan updates done between assessments. These units are only meant to count Care Plans created or updated immediately after an assessment or reassessment.
  - Note: With integration of TCARE into GetCare, Assessments and Re-assessments are no longer tracked as a separate unit of service.
  - See “How to Use Service Enrollment Section” in GetCare Help Library for step-by-step instructions for creating, editing and viewing Service Enrollments in GetCare. See “How to Record Services in GetCare” in GetCare Help Library for step-by-step instructions for adding service units using Service Recording.
- **TCARE Case Ownership and Progress Notes**
  - When TCARE case ownership is transferred to a new provider, the Case Manager field should be updated to indicate the new staff contact. The TCARE case owner is responsible for maintaining Progress Notes in the GetCare client file.

- When working with a TCARE client, Progress Notes in the client file in GetCare should be used similarly to the way case notes in TCARE were used. Include any notes here that could help inform future TCARE Screenings, Assessments or Care Plan updates.

## Supplemental Goods/Services Enrollments and Unit Recording

- When a good or service is purchased for the caregiver, a Supplemental Service enrollment should be created in GetCare with a start date of today and marked “ongoing”, creating an end date of 12/31/9999.
- Then, when the good or service is received by the caregiver, record a unit of service. If multiple purchases are made with a single transaction, record the whole transaction as one unit of service. As with TCARE units, this can be done in Service Recording or from within the client record in Progress Notes.
  - If there is an existing supplemental service enrollment for your agency, ensure it has an ongoing end date and record one unit of service for **each transaction made and indicate what was purchased when was confirmed to be received and how much each item was and enter the total amount in Progress Notes.**
  - If there is not an existing supplemental service enrollment for your agency, you should create a new enrollment for your agency.
  - Note: When adding service units in the Service Recording section, select the Scope of Work (FCSP/TCARE) first to narrow the provider list, and then select your agency.
  - See “How to Use Service Enrollment Section” in GetCare Help Library for step-by-step instructions for creating, editing and viewing Service Enrollments in GetCare. See “How to Record Services in GetCare” in GetCare Help Library for step-by-step instructions for adding service units using Service Recording.