Data Integrity and Performance Policy Handbook, Section 1.10 Real-Time Data Entry

> For any Activity Start Date of Basic and ITSS services errors identified after the 14-day calendar restriction, staff must correct the errors and request Department Head review and approve the correction. Department Head approval must be documented with a case note. The case note must identify the service name, the reason for the correction, and the Department Head's (DH) review and approval of the correction.
> **NOTE:** Each local area has at least one designated point of contact (DH, OWDC Program Analyst) to handle the appropriate exceptions to data entry after the 14-day calendar restriction. They are responsible for ensuring the appropriate documentation and data integrity of the service dates in their local areas.

Service Delayed Entry Reasons

- Incorrect service was recorded and required deletion and the correct service opened.
- Oversight or missed service entry.

> ***Edits*** of services entered do not require authorization. Services are editable without DH authorization and are up to the case managers and supervisor's discretion.
> ***90-Days*** is not a delay in service. If a case manager has not provided a service within 90-days participant is System Exited, and services need to be entered to reopen the enrollment. This is different than missing entering a service that was delivered 14-days or more prior to the date of discovery.

OWDC Procedure:

TRIGGER: Case Manager finds a service was not recorded within 14-days of service delivery date.

TARGET: Department Head authorizes late entry and Service is recorded.

Case Manager	1.	Recognizes a service has not been entered within a participant's MIS account that was provided more than 14-days.
	2.	Emails MIS Department Head and cc's Program Supervisor/Lead with MIS # and short description of why the service was not entered on time.
Department Head	3.	Reviews request and bases off Valid **Service Delayed Entry Reasons.**
	4.	Emails Case Manager will authorization or denial of entry.
Case Manager		*Either*
	5.	Enter the service, backdating to service delivery date. Case notes will include "The [enter service name, i.e.: Occupational Skills service that was provided on {date service occurred}] was not entered within the 14-day allowable timeframe. Department Head (LB) reviewed and approved the late entry."
		OR
	5.	Contacts participant, provides a service and records in MIS the day error was found.
Department Head	6.	Monthly report to recipient supervisors of services entered outside the 14-day timeframe.