THE SESIS TEAM | Ensuring all students have access. Together we can!

NYC Department of Education

SESIS Encounter Attendance FAQs for Non-DOE Providers

Contents

Caseload Management

Q. How do I add or remove a student from my caseload?

    A. In the *My Students* caseload panel on your homepage, click **Edit**, and then click **Add Students to Standard Caseload** or **Remove Students from Standard Caseload**.

    Note: In some cases, supervisors and designated personnel can add or remove students from a provider's caseload. For additional information, refer to the Special Education Students Information System (SESIS) Training Material page.

Q. If I work in multiple schools, will access to students in different schools also be provided in the Service Capture Calendar?

    A. Yes, as long as the students are listed on your *My Students* caseload.

    Note: If you are assigned more than one school, you must first select the student's school from the *Your Current Location* dropdown menu on the homepage before editing your caseload.

Q. Can I create a group of students in SESIS to make it easier to enter their Service Records?

A. On your homepage, scroll to *My Students* (your student caseload). Click **Edit** and click **+ New Caseload Group**. Input a *Group Name* and then select the students in the group. Click **Accept**.

From your *Service Calendar*, select your new group from the *Filter* dropdown menu at the top left of the screen. Click **select all** to highlight all of the student names, then continue to record the completed session or schedule future sessions.

Service Calendar

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 *Service Record* form. The calendar is not intended to document activities unrelated to the provision of services.

Q. Can I print my Encounter Attendance calendar or individual sessions for my records?

A. Yes. You can print individual sessions. You can also print the *Service Calendar* using the monthly, weekly, or daily view. You may need to adjust your printer settings using *Page Setup* from the *File* menu.

Q. Why are some Service Records on my Service Calendar orange instead of purple?

A. The orange Service Records are saved, but not certified. The purple Service Records are certified and saved.

Q. Which students will I have access to in the SESIS Service Capture Calendar?

A. You will have access to all students listed on the *My Students* caseload on your SESIS homepage.

Service Record

Q. Do I need to use the Clock Icon to enter Start Time and End Time in a Service Record?

A. No. If the actual *Start Time* and *End Time* do not match the selectable times on the clock, you should manually enter the correct time.

Q. Can I edit a Service Record?

A. You are only able to edit Service Records that are not yet certified and saved.

Q. Can I delete a completed Service Record for one of my students?

A. Yes. Certified and saved past services may be deleted until the 15th of the month following the service delivery. For example, a Service Record that was certified for service delivered on March 23 may be deleted until midnight on April 15. Past services that have not been completed (certified and saved) and scheduled future sessions may be deleted at any time. To delete a session, double click on the **Service Record** from your *Service Calendar* and click **Delete**.

Q. If the *Mandated Language of Service* is not English, will that language pre-populate?

A. Yes. The *Mandated Language of Service* populates from the IEP and cannot be edited on the Service Record.

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.

Note: Overlap is only allowed for the following Service Types:
- Paraprofessional
- Interpreting Services - Sign Language Interpreter
- Interpreting Services - Oral Transliterator
- Orientation and Mobility Services

Q. Is there a way to copy and paste one Service Record into another to expedite my input?

A. No; however, the following features will expedite the process of completing a service record.

- SESIS pre-populates certain fields when a Service Record is created
- Several fields related to the mandate will also pre-populate upon selecting the mandate
- When completing a Service Record using *Schedule Future Services*, the pre-scheduled session will populate with the information that was saved when the session was created
- New records will pre-populate information from the most recently recorded past service for the same mandate

Q. What information is pre-populated when I create a past Service Record for a student?

A. Records created using *Record Past Services* will pre-populate from the most recently recorded past service as long as there is only one mandated service that you are providing. If you are providing both an individual and group service, you will first need to select the *Mandate Short Description* from the *Select Mandate* pop-up window.

The following fields will auto-populate from the mandate on the conference document:

- *Session Type*
- *Mandated Frequency*
- *Claimed Frequency*
- *Mandated Duration*
- *Mandated Language of Service*
- *Mandated Maximum Group Size*
- *Mandated Service Location*

The *Start Time*, *End Time*, *Actual Group Size*, *Actual Service Location,* and *Notes from Last Session* will also pre-populate in subsequent Service Records for the same mandate.

Q. Can I record multiple Service Records at one time?

A. Yes. You can record one record for multiple students or multiple records for one student. Visit the [Special Education Students Information System (SESIS) Training Material](#) page for step-by-step guides.

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. You may also want to document the reason for the change in the *Session Notes*.

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

A. Enter the actual *Start Time* and *End Time* for the session.

Q. If I provide a specific service to a student three times per day, how do I enter attendance for these students?

    A. You must record each session individually.

Q. To what goal(s) is the Progress Indicator referring?

    A. The *Progress Indicator* refers to the *Measurable Annual Goal(s)* corresponding to the provided service on the student's IEP.

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. DOE speech providers with a Speech Language Pathology license (SLP) should go to the Documents section of the student's record and click the **Create New Document** dropdown menu. The *Speech-Language Referral* document is listed under the *Related Services* category. When your input is complete, you must finalize the document by selecting **Status from Draft to Final** from the *Set Document* dropdown menu.

    DOE speech teachers with the SLP license must enter their Medicaid ID, National Provider Identification (NPI), and license number into NYCAPS via the employee self-service screen. DOE speech teachers with the SLP need to complete speech referrals within 10 days of first serving a student per their IEP speech recommendation(s). A new referral must also be completed within ten days of the first service following any subsequent change to a student's IEP speech recommendation(s), including newly referred students.

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

    A. From the *My Students* caseload on your homepage, click the **Documents Icon** for the student.

    You can also access the student record by completing a search for the student in the *Quick Access* panel and clicking the **Documents Icon** after you have found the correct student.

Q. When I create a service record and try to select a mandate for one of my students, I get a message that says, "No mandates found." How can I find the mandate?

    A. Check the "Add All Service Types," "Add Expired/Outside Term Mandates," and/or "Add Mandates Without/Pending IEP Consent" box(es) in the Mandate Short Description field to view additional mandates. After checking the box(es), click on the Mandate Short Description "lookup" link to display the mandates. If the mandate still isn't found, verify the Service Type, Date of Service and the IEP is finalized. If the IEP is not finalized, please speak with the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm the IEP is finalized.

Q. Can I record service for a mandate that is pending consent?

    A. You should enter the session as provided. If you believe consent may not have been obtained, you may ask the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm.

Service Type

Q. What happens if I select a role from the Service Type dropdown menu that I am not assigned to?

    A. A message in red text will display below the *Mandate Short Description* field instructing you to

click the *Mandate Short Description* **lookup** link to select a mandate for the service type you selected. An additional message will display advising you that the selected *Service Type* does not match your SESIS role, but you will not be prevented from completing the Service Record.

Q. **Do I have to select a Service Type from the dropdown menu when I complete a past Service Record for a student?**

A. The *Service Type* automatically populates based on your role for the first recorded service for a student. Subsequent records for the student will populate from the most recently recorded past service. **Note**: You will need to select the appropriate *Service Type* if you are completing a record for a service that is not your primary role, or if you provide more than one service type.

Q. **Why do I see a Temporary Service checkbox field next to the Service Type field?**

A. The *Temporary Service* checkbox is displayed for the following *Service Types*: Hearing Education Services, Interpretive Services – Oral Transliterator, Interpretive Services – Sign Language Interpreter, Paraprofessional, Orientation and Mobility Services, Other Related Services, Other Supplementary Aid/Service, SETSS and Vision Education Services.

Check the **Temporary Service** box when one of the aforementioned service types is provided as a temporary service by a provider who is not the regularly assigned provider (i.e., as a substitute.)

Q. **When do I check the box for the Interim field located to the right of the Mandated Language of Service field?**

A. The *Interim* field displays for *Special Education Teacher Support Services (SETSS)*, *Speech-Language Therapy,* and *Counseling Services* Service Types. You should only check the box if you are providing the service to the student(s) in English, pending the availability of a bilingual provider.

Note: The IEP must reflect approval of the interim monolingual services as described in the *Special Education Standard Operating Procedures Manual* (SOPM) before checking the **Interim** checkbox on the Service Record.

Select the bilingual mandate using the **lookup** link in the *Mandate Short Description* field.

Q. What *Service Types* are no longer encounterable effective the enhancements deployed to Encounter Attendance at the end of February 2022?

A. The following *Service Types* are no longer encounterable:

- School Nurse Services
- Medical Services
- Travel Training
- Assistive Technology Services
- Adapted Physical Education
- ENL

Note: If you scheduled future services in SESIS for these *Service Types*, you will not be able to certify and save those Service Records.

Q. Why doesn't my Service Type reflect my role?

A. For the first encounter, the Service Type will automatically populate with the role you are assigned in SESIS. The most recently selected Service Type will automatically populate subsequent records for the mandate. Providers assigned multiple roles in SESIS will need to verify/select the appropriate role for which service was provided.

Note: A warning message will display if you select a Service Type for a role you are not assigned. However, the message will not prevent you from recording the service.

Mandate

Q. What is Mandate Matching?

A. This feature will enable related services providers to identify the mandate they are serving. Each mandate on the IEP will have a matching *Mandate Short Description* on the service record. When you create a Service Record, there will be a new field called *Mandate Short Description*.

Mandates listed in this field come from the IEP, IESP, SP, or CSP.

Q. How do I find a mandate for a Service Type that is different from the mandates for my primary role?

A. In the *Mandate Short Description* field, check the box for *Add All Service Types*, then click on the Mandate Short Description **lookup** link.

Q. How do I obtain help in understanding the Mandate Short Description?

A. The *Mandate Short Description* field lists all active mandates from the student's most recent finalized IEP.

The *Mandate Short Description* displays; the student type (**S** for School-age, **P** for Pre-k), type of conference document, service type, mandate frequency, duration, group size, language of service,10 or 12 month service, and the number of order of which it is listed on the IEP.

Refer to the *Mandate Short Description* training guide located on the Special Education Students Information System (SESIS) Training Material page for additional information.

Q. How do I find the correct mandate from the Mandate Short Description field?

A. Click the **lookup** link to view all of the active mandates for the student. The *Mandated Service* checkbox is pre-selected; but you can check one of the other boxes (Add Expired//Outside Term Mandates, Add Mandates Without/Pending IEP Consent) to view other mandates.

For services that do not have a *Mandate Short Description*, you also have the option to check the *Compensatory Services* box, which is used to encounter services from the Compensatory Services section of the IEP, services provided during Sensory Exploration, Education & Discovery (SEED) programming, or services that are not associated with an IEP, IESP, SP or CSP recommendation. It is also selected for services provided pursuant to an impartial hearing order, resolution, or settlement, and Alternate Placement Paraprofessional services.

For more information regarding how to determine the need for Compensatory Services at IEP Meetings, how to record services for Alternate Placement Paraprofessional, go to the Determining the Need for Compensatory Services at IEP Meetings, Recording Compensatory Services for a Student or Completing a Service Record for Paraprofessionals guides on the InfoHub.

Q. What if I do not see the mandate I am looking for?

A. If the mandate you served is not displayed in the mandate short description, you will be able to use the *Mandate Short Description* **lookup** link to search for additional mandates and those not current at the time of service on the IEP.

If needed, check any of the boxes (Add All Service Types, Add Expired/Outside Term Mandates, Add Mandates Without/Pending IEP Consent) to expand the list of mandates you will be able to select using the *Mandate Short Description* **lookup** link.

Q. If I pre-scheduled future services, what happens to the mandate I selected if it expires prior to that session?

A. New active mandates will replace identical expired mandates. For all other expired mandates, SESIS will blank out the *Mandate Short Description* field to allow you to select a new mandate using the **lookup** link.

Q. How do I find a mandate for an old/expired mandate?

A. Check the box for Add Expired/Outside Term Mandates, then click on the Mandate Short Description **lookup** link.

Q. How do I find a mandate that is pending consent?

A. Check the box for Add Mandates Without/Pending IEP Consent, then click on the Mandate Short Description **lookup** link.

Q. What is an active mandate?

A. An active mandate is a service listed on the student's most recent finalized conference document for which the service end date (if applicable) has not passed.

Note: Keep in mind that the mandate that displays is dependent on the date entered for the encounter. If you enter a date of service for a mandate that is expired, the Mandate Short Description will display the expired mandate(s).

Q. What is an expired mandate?

A. When a mandate listed on a finalized conference document has a *Service End Date*, and that date is now in the past, SESIS expires the mandate. Additionally, when a new conference document is finalized, all of the mandates on the previous conference document are expired.

SESIS will alert you when a mandate expires, and is replaced with an identical mandate. SESIS will also replace the expired mandates in pre-scheduled Service Records.

Q. Where is the data coming from for the Mandate Frequency, Mandated Duration, Mandated Language of Service, Mandated Max. Group Size and Mandated Service Location?

A. The Mandate fields are auto-populated from the most recently finalized conference document, e.g., IEP, IESP.

Q. What is Claimed Frequency?

A. Claimed Frequency is the portion of the mandate assigned to the caseload of the provider entering the Service Record.

A provider's caseload may, if necessary, include less than the full mandated frequency for a mandate due to limited schedule capacity. In these instances, a second provider may be assigned the balance of the mandate, so it may be fully served.

The full IEP Mandated Frequency will pre-populate on the Service Record.

If the provider is servicing the entire mandated frequency, the value does not need to change in the *Claimed Frequency* field. However, if the provider is servicing a part of the mandated frequency, the provider must select the partial frequency from the *Claimed Frequency* dropdown menu.

The claimed frequency does not impact the ability of other providers to record student encounters.

Q. How is the Mandate Start Date determined?

A. For some mandates, the mandate start date will be derived from the conference document finalization date. This occurs when the *Projected Beginning Service Date* for the mandate in the finalized conference document is earlier than the finalization date of the conference document.

If the *Projected Beginning Service Date* in the finalized conference document is later than the finalization date for the conference document, SESIS will use that date.

For students transitioning to Kindergarten (Turning 5 students), the *Mandated Start Date* will be August 1st for Charter School students or September 1st for public and private school students.

For Pre-K students other than Turning 5 students, SESIS will use the Authorization Date provided from the Pre-K application (CAP).

Q. Can I record mandated services indicated on an IEP before the Authorization Date?

A. Yes. SESIS will allow you to record the services that were provided.

Q. If a new IEP was finalized for a student with no change to the mandate I am servicing, what mandate should I select to record the encounter (e.g., the expired mandate which was active at the time of service, or the new mandate)?

A. If you are recording a past service, use the mandate that was active at the time of service. **Note**: The application will automatically replace the mandate if the most recently finalized IEP has replaced the mandate with an identical mandate. If multiple mandates are available on the latest finalized IEP, the *Select Mandate* window should open for you to select the appropriate mandate.

Q. Do I need to Claim the Frequency of my encounters?

A. If you are providing the full mandate service, you do not need to do anything. However, if you are sharing the mandate with another provider, you should claim the portion you served (or plan to serve if scheduling future services).

Q. Will claiming a mandate prevent other providers from serving the same mandate for the student?

A. No.

Q. If I record an encounter for an Expired/Outside Term Mandate, will it pre-populate my next Service Record?

A. SESIS will only populate your next Service Record with an expired/outside term mandate if the *Date of Service* is less than or equal to the *Mandate End Date*.

If a new identical mandate is in effect, the *Mandate Short Description* field will automatically populate with the mandate short description linked to the new mandate, and a message will display.

Q. If a mandate I am servicing is shared with another provider, will I see the other provider's session notes when recording a past service?

A. Yes.

Q. If I am providing services to a student who has both an individual and group service and I have

already recorded a past service for both mandates this week, what mandate will SESIS pre-populate when I create another Service Record for the same student in the same week?

A. After you have recorded your first encounters for both mandates, SESIS will open the *Select Mandate* window for you to select the appropriate mandate. You can also use the *Mandate Short Description* **lookup** link to select the appropriate mandate. After the mandate has been selected, the fields will populate.

Q. I provide my services in a D75 school, and all of my students have 12-month IEPs. Why are the mandates showing as 10-month in the mandate short description?

A. For school age students with 12-month IEPs, the "10M" and "12M" are two separate mandates. The 12M mandates will display when you select a Date of Service for a record in the summer term. The 10M will display for the other months during the school year.

Q. Why are mandates from past years (e.g., 2017, 2018), which are not current, displaying in the "Select Mandate" pop-up window?

A. SESIS displays active and consented mandates from the most recent finalized IEP. If the only mandate(s) shown are from past years, the student may not have a more recently finalized IEP. Providers should enter the session as provided. You may notify the IEP team, or other appropriate school/CSE special education representatives if you believe there should be a more recent IEP.

Q. When I create a service record and select a mandate for one of my students, I get a message that says, "The Date of Service is not within the date range for the selected mandate." What should I do?

A. You should enter the session as provided. If you believe the Mandate Start Date and/or Mandate End Date is not correct, you may ask the IEP team, or other appropriate school/CSE special education representatives to clarify/confirm.

Session Type

Q. Can you clarify Direct vs. Indirect services?

A. The option for an *Indirect Service* only pertains to SETSS. Indirect SETSS is a consultation provided by a special education teacher to a general education teacher to assist the general education teacher in adjusting the learning environment and/or modifying their instructional methods to meet the individual needs of students with IEPs in the general education class.

Note: Indirect services are not recorded in Encounter Attendance. Direct SETSS is a service provided to the student. If the student's IEP recommends direct SETSS, then **Direct Service** should be selected in the *Session Type* field of the Encounter Attendance Service Record. **Note**: *Direct Service* is the default *Session Type* for a *Service Type* of SETSS.

Q. Do I record an Indirect Services in SESIS?

A. No.

Q. When another provider is absent or cancels a session for the student, is it possible for me to use their time slot?

A. Yes. You can use that time to provide services to the student.

Q. Do I have to complete a Service Record if the student is absent?

A. Yes. This will show that you intended to provide the services as mandated on the student's IEP.

Q. If a student is absent, do I select my regular service time, for example, 1:00-1:30, and then select "Student Absent" from the dropdown menu?

A. Yes. If the student is absent, record the encounter as you normally would and select *Student Absent* in the *Session Type* field.

Q. Is there a way to see how many times a student has been absent, or the session was cancelled?

A. There is no separate report for absences/cancelled sessions. However, if you view the *My Completed Services* report, you can filter for one student on your caseload and select the *Services Listing* tab to see all the certified/saved records. The *Session Type* column lists *Student Absent* or *Cancelled.*

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.

Q. How do I record a service when the student attends school but refuses to attend the scheduled service I provide?

A. Select **Student Refused** from the *Session Type* dropdown menu.

Q. How do I record a student's absence?

A. <u>Individual</u>: When completing the Service Record, select **Student Absent** from the *Session Type* dropdown menu. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to record the *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* and *Notes for this Session*; however, it is best practice to document in *Notes* for this *Session* why the student was not available if known. You must complete (certify and save) all absences.

<u>Group</u>: For a student absent from a group session, enter the *Actual Group Size* as indicated on the student's IEP. From the *Session Type* dropdown menu, select **Student Absent**. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to record the *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* and *Notes for this Session*; however, it is best practice to document in *Notes* for this *Session* why the student was not available if known. You must complete (certify and save) all absences.

Q. When should the "Long Term Absence" session type be used?

A. The *Long Term Absence* session type should only be used if the student has failed to attend a recommended service for 6 consecutive service weeks (i.e., not including school breaks) for reasons other than excused absences, as confirmed by the student's school (e.g., the principal or pupil accounting secretary).

After one session has been entered as a *Long Term Absence*, subsequent entries for that mandate are not required, unless the student returns to school and/or begins attending sessions. Students will continue to be considered "unserved" until they either begin attending sessions or are not recommended for the service in question. Additional guidance on Long Term Absence procedures is forthcoming.

Q. How do I record a past Service Record when the student refuses to attend?

A. Individual: When completing the Service Record, from the *Session Type* dropdown menu, select **Student Refused**. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to record the *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* and *Notes for this Session*; however, it is best practice to document in *Notes* for this *Session* why the student refused to attend if known. You must complete (certify and save) all absences.

Group: For a student absent from a group session, enter the *Actual Group Size* as indicated on the student's IEP. From the *Session Type* dropdown menu, select **Student Refused**. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You do not have to record the *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* and *Notes for this Session*; however, it is best practice to document in *Notes* for this *Session* why the student refused to attend if known. You must complete (certify and save) all absences.

Q. How can I see if another provider has cancelled their session with a student to allow me to provide service to the same student at the same time as the cancelled session?

A. It is only possible to see other service providers' cancelled sessions on the *Services Completed for Student* report after they are certified and saved. After another service provider cancels a session, you can certify/save a Service Record for the same student during the same time the session was cancelled.

Q. How can I cancel the whole day if I am absent or need to attend Professional Development?

A. The functionality to cancel a whole day does not exist. Each pre-scheduled session will need to be edited to reflect *Provider Absent* or *Cancelled* in the *Session Type* field.

If no pre-scheduled Service Records were created, a past Service Record must be created for each student, and the *Session Type* should indicate either *Provider Absent* or *Cancelled*.

Q. How do I record my absence?

A. Individual: When completing the Service Record, from the *Session Type* dropdown menu, select **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 the *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* or *Notes for this Session*. It is best practice to document in *Notes for this Session* the reason for the absence. You must complete (certify and save) all absences.

Group: For a group session, enter the *Actual Group Size* as indicated on the student's IEP and the time you planned to conduct the session in the *Start Time* and *End Time* fields. From the *Session Type* dropdown menu, select **Provider Absent**. You don't have to record *Actual Service Location, CPT Code/Service Type Detail, Progress Indicator,* or *Notes for this Session*. It is best practice to document in *Notes for this Session* the reason for the absence. You must complete (certify and save) all absences.

Q. What constitutes a cancelled session?

A. Select **Cancelled** from the *Session Notes* dropdown menu when the reason is anything other than *Student Absent* or *Provider Absent* (as described above). This includes:

- An unscheduled school closing (e.g., snow day, half-day)
- A student is in school, but is unavailable due to participation in other school activities (e.g., school trip, assembly, testing)
- A provider is performing another DOE-related task (e.g., IEP conference or other meetings, DOE-approved training, or professional development)

You do not need to record cancellations for days shown in gray on the Service Calendar.

Q. How do I record a cancellation?

A. Individual: When completing the Service Record, select **Cancelled** from the *Session Type* dropdown menu. You should record the planned duration of the session in the *Start Time* and *End Time* fields. You don't have to record the *Actual Service Location, CPT Code/Service Type Detail,* or *Progress Indicator*. You should document in the *Notes for this Session* the reason for the cancellation. You must certify and save all cancellations.

Group: For cancelled group sessions, select **Cancelled** from the *Session Type* dropdown menu. Enter the *Actual Group Size* as indicated on each student's IEP and the time you planned to hold the session in the *Start Time* and *End Time fields*. You don't have to record the *Actual Service Location, CPT Code/Service Type Detail,* or *Progress Indicator*. You should document in the *Notes for this Session* the reason for the cancellation. You must certify and save all cancellations.

Q. How do I record parent counseling and training?

A. Parent Counseling and Training is not recorded in Encounter Attendance. Providers may document the provision of this service in the SESIS events log or by uploading a schedule of completed sessions as a "Document Related to IEP."

Q. How do I record encounter attendance for an IEP mandate that appears to be incorrect on the IEP?

A. Providers should enter the session as provided. Notify the IEP team, or other appropriate school/CSE special education representatives, if you believe there is an error on the IEP.

Q. When recording my encounter the same day of service, why isn't "Service Provided" or "Service provided – Make-up" available to select from the Session Type dropdown menu?

A. You can record service provided for a past service the same day you provided the service but only after the "End Time" has passed. After you enter the "End Time", the record will "refresh" and the dropdown options will be available to select on or after the date and time of service provided. You can record "Student Absent," "Provider Absent," "Cancelled," "Long Term Student Absence" and "Student Refused" at any time on the same day of service.

The dropdown options available in the *Session Type* for pre-scheduled (future) sessions are limited to "(Select)" and "Provider Absent."

Q. How do I record a make-up session?

A. "Service provided – Make-up" is available in the Session Type dropdown menu. If you have questions, consult with your supervisor for specific role-based guidance.

Mandated Max. Group Size

Q. Do I enter the actual Group Size or mandated Group Size when recording a past service?

A. You must record the actual number of students who participated in the session by selecting from the *Actual* dropdown menu.

Q. Some IEPs do not indicate a Group Size in the mandate. What do I enter in Encounter Attendance?

A. If Group was selected on the IEP for the service mandate, it means a group size of eight. When recording a Service Record for a group, indicate the actual size of the group present. When recording a Service Record for a student that was not in attendance (i.e., *Session Type* is equal to *Student Absent, Student Refused, Provider Absent,* or *Cancelled*), enter the *Actual Group Size* as indicated on the student's IEP.

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

A. Select **Group of 1** from the *Actual* group size dropdown menu for the *Mandated Max. Group Size* field.

CPT Code/Service Type Detail

Q. Does Encounter Attendance meet Medicaid requirements?

A. Yes.

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

A. Yes. 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.

Q. What does CPT mean?

A. CPT stands for Current Procedural Terminology.

Q. Some CPT Code/Service Type Details have a number appended to the end. What are these numbers?

A. These numbers are the Current Procedural Terminology (CPT) codes that are required for Medicaid billing. The CPT codes originated from and are maintained by the American Medical Association (AMA). They identify medical, surgical, and diagnostic services and are designed to communicate uniform information about medical services and procedures among service providers.

Q. How are CPT codes generated?

A. CPT Codes will display whether the mandate is for an individual service or a group service.

Q. Do I need to select CPT codes if I provide Counseling Services?

A. No. The CPT *Code/Service Type Detail* field is currently optional for *Counseling Services*.

Q. When only one CPT code is listed for selecting, why do I need to check the box?

A. You need to select the CPT code to certify and save the record.

Q. What should an Occupational Therapist or a Physical Therapist choose from the CPT Code/Service Type Detail field choices when providing group therapy to a group of 2 or more students?

A. When providing OT or PT group therapy to 2 or more students at the same time, OT and PT providers must only use **Group therapeutic Procedure – CPT code 97150**.

Session Notes

Q. When I record Session Notes for a group, will they be recorded for all the students in the session?

A. No. You must complete *Session Notes* for each student in the group.

Q. Can I edit the *Notes from Last Session* while entering *Notes for this Session* since they display on the same page?

A. No. The *Notes from Last Session* are read only and are displayed for reference purposes only.

Q. Is there a way to edit my session notes after I have certified and saved the record?

A. No. Once a Service Record is *certified/saved,* it cannot be edited.

Q. Can other providers see my session notes?

A. All providers with access to the same student can see the certified/saved *Notes for this Session* associated with that student on the *Services Completed for Student* report.

Additionally, a provider can see your *Notes from the Last Session* when recording a service provided for a mandate that is being shared with that provider.

Q. Are session notes specifically required to complete a past service?

A. Yes, with the following exceptions: SETSS teachers and Paraprofessionals. If you have further questions regarding session notes, contact your supervisor.

Counseling Services session notes may be entered as "confidential" if judged to be sensitive by the provider.

Q. When will Notes from Last Session display?

    A. Notes *from Last Session* display next to the *Notes for this Session* when in edit mode on a Service Record. The *Notes from Last Session* will display for a Service Record that matches the mandate. They are read-only, and display for reference purposes only. The field will remain empty until a service has been recorded.

    Note: For Compensatory Services and Alternate Placement Paraprofessional Services, the *Notes from Last Session* field will only populate from the most recent saved past service record if the Service Type, Session Type, Group Size, Provider and Student all match.

Q. Medicaid guidelines require that session notes be contemporaneous with the service. Does SESIS provide for this?

    A. Yes. You should enter your session notes and complete (certify and save) the Service Record, as soon as possible after the service is delivered.

Q. Does SESIS provide access to the provider's session notes after the new school year begins?

    A. Yes.

Q. Should Social Workers, Guidance Counselors, and School Psychologists who provide mandated counseling services enter session notes?

    A. Yes. If notes are stored elsewhere due to privacy concerns, Social Workers, Guidance Counselors, and School Psychologists who provide mandated counseling services should indicate in the *Notes for this Session* field where their detailed session notes are located (e.g., hardcopy, file, other digital record, etc.).

Q. How long will session notes be saved in SESIS?

    A. Encounter Attendance Service Records, including session notes, are permanently archived in the student's record in SESIS and maintained indefinitely.

Certifying a Service Record

Q. Is there a time limit to input, certify and save Session Notes?

    A. Yes. You must complete (certify and save) Service Records before the end of the 15th day of the month following the session with the student. For example, if a session was held on February 22nd, you must certify the Service Record by March 15th.

Q. Am I required to certify past services?

    A. Yes. Service Records for past services that are saved but not certified are incomplete and will not appear on any Encounter Attendance reports.

Q. Do I certify the session whether I see the student or not?

    A. Yes. All past sessions must be completed (certified and saved) including student or provider absences and cancellations.

Q. Can I certify more than one pre-scheduled service at one time?

A. No. Each Service Record needs to be verified and modified as appropriate and then certified and saved.

Scheduling Future Services

Q. Will scheduling future services prevent other providers from scheduling services for the same student at the same time?

A. No. Two service providers can schedule future services for the same student at the same time.

Q. When I schedule future services for students, are the records certified and saved or only saved?

A. You cannot certify a Service Record with a *Date of Service* in the future since you have not yet provided the service. After the pre-scheduled service occurs, you should verify/edit the pre-populated information to reflect what occurred during the encounter, then certify and save the Service Record.

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

A. Yes.

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 up to 20 weeks at a time.

Q. Can other providers see my scheduled future sessions on the Service Calendar?

A. No. Other service providers with access to the student can only see certified and saved Service Records. A message will display after they enter the *Start Time* and *End Time* for the same student if the time overlaps with your scheduled future service for the student: but, they will not be prevented from scheduling their session.

Q. Can I delete a scheduled future session?

A. Yes. Hover over the record you want to delete on your *Service Calendar*, and then click on the **X**. Click **OK** in the pop-up window to confirm. Alternatively, from your *Service Calendar*, double click the Service Record and then click **Delete → Delete Service Record → OK**.

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

A. Double click on the scheduled future session; click **Edit**; click on the *Date of Service* calendar icon and select the correct date. You will have to select the mandate using the *Mandate Short Description* **lookup** link before saving the record.

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

A. You can schedule a future service for one student on one day and repeat the session for up to 20 weeks using the *Additional weeks to repeat schedule* dropdown menu on the Encounter Attendance form.

Scheduling future services for one student on multiple days, multiple students on one day or multiple students on multiple days can be replicated for up to 20 weeks.

Q. What happens if I enter a Start Time or End Time for a session that is outside of school hours of service?

A. The service capture *Start Time* and *End Time* fields reflect hours within a regular school day. If you enter a time outside of school hours, an error message will display.

Reports

Q. How do I print My Completed Services report?

A. When viewing the *My Completed Services* report, click the **printer icon** located above the report details on the right side of the screen.

Q. How can I see a running attendance log and session notes?

A. From the *Services Calendar*, select the student. From the *Reports* dropdown menu, select the *Services Completed for Student* report. Click the **Services Listing** tab to see the details of the certified services provided to the student.

Q. Where can I find the Encounter Attendance Log report?

A. The Encounter Attendance Log report is now a Standard Report. The report can be found on your SESIS homepage in the Reports panel.

Q. How do I generate the Encounter Attendance Log report?

A. To generate the report, enter in the student's ID directly into the Student ID field. Enter the staff ID directly into the Staff field, when applicable. Then click Update Report with Values.

Paraprofessional

Q. I am a 1:1 paraprofessional. Am I required to create Service Records for services provided?

A. Yes.

Q. Where do I find the paraprofessional service descriptions to select when completing my Service Records?

A. From the *CPT Code/Service Type* dropdown menu, you can select the type of paraprofessional you are currently servicing the student as. For example:

- Select **Orientation and *Mobility*** if you are the paraprofessional for a student assigned an *Orientation and Mobility Paraprofessional* on their most recently finalized IEP

- Select **Health: Ambulation** if you are the paraprofessional for a student assigned a Health > Ambulation *Paraprofessional* on their most recently finalized IEP

- Select **Health: Feeding** if you are the paraprofessional for a student assigned a Health > Feeding *Paraprofessional* on their most recently finalized IEP

- Select **Health: Other Health Needs** if you are the paraprofessional for a student assigned a Health > Other Health Needs *Paraprofessional* on their most recently finalized IEP

- Select **Behavior Support** if you are the paraprofessional for a student assigned a Behavior Support *Paraprofessional* on their most recently finalized IEP

- Select **Transportation** for a student assigned a *Transportation Paraprofessional* on their most recently finalized IEP

- Select **Toileting** for a student assigned a *Toileting Paraprofessional* on their most recently finalized IEP

Q. What Service Record should be entered if a paraprofessional is both Alternate Placement and IEP-Assigned at the same time?

A. Both *services* should be entered in separate Service Records. To record the *Alternate Placement* session, check the box for **Compensatory Services** located in the *Mandated Short Description* Field and then complete the required fields. Select **Service Provided-Other** from the *Session Type* dropdown menu and select **Alternate Placement** from the *CPT Code/Service Type Detail* dropdown menu.

Q. I am an Alternate Placement paraprofessional. How are the students populated on my caseload?

A. Students assigned an Alternate Placement Paraprofessional will not automatically populate on the *My Students* caseload. The student needs to be entered manually by the paraprofessional, school administrator, or supervisor.

Q. How do I complete a Service Record if I am an Alternate Placement Para?

A. For *Alternate Placement,* check the box for **Compensatory Services** located in the *Mandatory Short Description* field. Select **Service Provided-Other** from the *Session Type* dropdown menu and select **Alternate Placement** from the *CPT Code/Service Type Detail* dropdown menu.

Q. How do I complete the Group Size field on a Service Record if I am an Alternate Placement Para?

A. The group size recorded should be the number of students actually receiving service for the session. This should be entered using the *Group Size* dropdown menu.

Preschool

Q. Where can I see the IEP for a Preschool student?

A. The system of record for preschool students is CAP**.** Please contact the appropriate CPSE Administrator with any questions related to IEP recommendations for preschool students.

Q. When should I use SESIS to view Preschool student information?

A. Some preschool documents may be available in SESIS during the school year before the student enters kindergarten (i.e., the "Turning 5" year). Otherwise, CAP remains the system of record for preschool students. Please contact the appropriate CPSE Administrator with any questions related to IEP recommendations for preschool students.

Q. Where can I find the mandates for Preschool students?

A. All IEP mandates for preschool students can be viewed in the *Mandate Short Description* field of the *Service Record* in SESIS Encounter Attendance. You should select the applicable mandate when recording a past service or scheduling a future service for a preschool student.