



## **EI Hub Service Logs**

### **Entering Direct Service Provider Service Logs in the Service Logging Module – Clerical Personnel**

To add a service log, you must first open the Service Logging module of EI Hub.

1. Navigate to the “Clerical Portal”
2. Select “All Cases” from the menu
3. Search for the child by name or First Steps Child ID
4. Click “Action”
5. Select “Enter Visit”
  - a. The system will open the service log
  - b. The system will auto populate child name and cluster on the service log
6. Select the name of the authorized direct service provider in the “Provider” field
7. Select the correct authorization displayed in the “Authorization” section
  - a. The system will auto populate the “Authorization Number” field
  - b. The system will auto populate the “Authorization Number”, “Service Type”, and “Methods” fields based on the authorization selected
8. Enter the date of the visit in the “Date” field
9. Enter the time the visit began in the “Start Time” field
  - a. The system will auto populate the “End Time” field based on the authorized length of visit and the start time entered
10. Confirm or change the “End Time” field based on the time the visit ended
  - a. The system will not allow the end time to extend past the authorized length of visit
  - b. The system will auto populate the length of the visit in the “Minutes” and “Units” fields
11. Select the location of the child during the visit as the “Location Type” field
12. Enter the exact address of the child’s location during the visit in the “Street Address”, “City”, and “Zip Code” fields
  - a. If “Location Type” selected is “Home” the child’s primary address will be auto populated; this can be edited if needed
  - b. If “Location Type” selected is “Other” enter location description in the “Other Location” field
13. Select the provider’s location during the visit as the “Location Code” field
  - a. If visit completed as a virtual visit, “Off-site” may be selected
14. If visit completed was a make up visit, enter the date of the original visit on the “Make Up Date”
15. Select the CPT code(s) utilized during the visit in the “CPT Code” section
16. Enter the number of units per CPT code utilized during the visit
  - a. 1 unit = 15 minutes
17. Select the ICD-10 code utilized during the visit
  - a. If the exact ICD-10 code is not listed, select the most appropriate code
18. If preferred, supporting documents may be uploaded in the “Files” section
  - a. Uploading files is not required at this time
19. Select the most appropriate activity in the “Visit Code” field

- a. Review the *Visit Codes* document in the “Resources” section of the main menu for definitions of codes
20. Select “Face to Face Visit Summary” in the “Form” field
    - a. Once the form is selected, additional fields will appear; completing these fields is not required at this time
  21. Click “Save and Review”
    - a. System will automatically open a summary of the information entered in the service log
    - b. Digital signatures for the provider and parent/caregiver are not required to be captured in the system at this time.
  22. The service log is now saved and available to move through the billing process

For assistance, please contact the PCG Helpdesk at 877-522-1065 or [INFirstSteps@pcgus.com](mailto:INFirstSteps@pcgus.com).

Helpdesk hours of operation: Monday – Friday 8 a.m. to 5 p.m. ET

