



Service Hours Monitoring and Adjustment

Policy:

It is the policy of Independent Living Services of Central Minnesota (ILSCM) to ensure that documented services accurately reflect the hours authorized and delivered. To maintain compliance with regulatory and ethical standards, authorized service hours are evaluated on a weekly basis.

If scheduled hours are not completed due to client choice, cancellations, or other circumstances, authorized hours will be adjusted accordingly. Because of the frequency of which ILSCM bills, repeated or significant reductions in service hours may result in adjustments to reflect the actual provision of services.

Documenting hours that were authorized but not delivered is not permitted and is considered fraudulent. Therefore, accurate documentation of hours provided, declined services, and adjustments is required and will be maintained in the client record.

Procedure:

1. Direct support staff will document all hours delivered and any client-declined services in daily notes.
2. Supervisors will review weekly service records to verify alignment with authorized hours.
3. If a pattern of declined or missed services is identified, authorized hours will be reduced or adjusted to reflect actual services delivered.
4. Adjustments will be communicated to the client/guardian and documented in the service record.

Purpose:

This policy ensures accurate use of authorized hours, compliance with funding requirements, and transparency with clients and their support teams.