

PPW - Documentation Requirements

*Each provider must document each PPW service provided.
All PPW documentation must be available for IDPH review as requested.*

All PPW providers must:

1. have an organized system to document PPW covered services provision
2. document each client's name, address, and phone number
3. document the date, time and length of each PPW covered service provided
4. maintain records in a secure manner that ensures confidentiality and complies with all state and federal laws and regulations pertaining to confidentiality of records
5. have policies and procedures in place for any volunteers associated with the provider
6. document any services or goods delivered to, or purchased on behalf of, clients using PPW funds (e.g. membership fees, service denials, estimates)
7. maintain documentation consistent with their specific licensure requirements

All Case Managers must:

1. ensure each client signs all PPW forms in which a signature is required
2. maintain documentation of receipts which detail all items purchased pertaining to specific funds expended
3. maintain documentation of all estimates and/or purchases from a recognized vendor, which must be on company letterhead, signed and dated by vendor, and include vendor phone and address
4. document pharmacological interventions should provide information detailing name of medication, prescribing practitioner, copy of prescription, and receipt of purchase
5. document any case of misuse or inappropriate use of PPW funds, including actions taken
6. document satisfaction survey distribution
7. document the distribution, including method of delivery, of incentive gift cards to the client or designee