

 <p><b>DEPARTMENT OF PUBLIC HEALTH &amp; HUMAN SERVICES</b></p>	<p><b>Behavioral Health and Developmental Disabilities (BHDD) Division</b></p> <p>Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health</p>
	<p><b>Date effective:</b></p> <p>January 1, 2025</p>
<p><b>Policy Number:</b></p> <p><b>New: 602</b></p>	<p><b>Subject:</b></p> <p>HEART Waiver – Tenancy Support Service – Progress Notes</p>

The Medicaid provider of tenancy support services must complete progress notes for each member and each service contact in accordance with ARM 37.85.414 - *Maintenance of Records and Auditing*.

- (1) The provider must make and keep a written record of each session or service contact. All progress notes for each separate session must be individualized to the member.
- (2) Progress notes must be legible and must include the following information:
  - (a) Member's name and date of birth;
  - (b) Date, time in/time out, and duration of the session;
  - (c) Type and summary of session or service;
  - (d) Member participation;
  - (e) Documentation of measurable progress towards housing plan and objectives;  
and
  - (f) The name and signature, with date of completion, of the staff member providing the session or service.