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|  <p>DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES</p> | <p>Behavioral Health and Developmental Disabilities (BHDD) Division</p> <p>Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health</p> |
| <p>Policy Number:</p> <p>New: 602</p> | <p>Date effective:</p> <p>January 1, 2025</p> <p>Subject:</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.