TRAC-IT Overview Webinar
Q & A
11/13/23, 2pm

In this document, the questions asked during the webinar are listed.

General Questions

Q: Can you please explain enrollment status once more? I am trying to understand IFSP services vs. services.

A: Here is a definition of the different enrollment statuses:

- Referred - No Services - an open referral BEFORE the intake is completed
- Referred - Services - a referral that includes the Intake Visit
- Eligible, No IFSP - the eligibility determination is completed
- IFSP - the IFSP tasks are completed, but no Contact Notes are completed
- Services - the IFSP tasks are completed, but Contact Notes ARE completed

Q: Will we be required to upload the forms generated by TRAC-IT into the Documents tab or will those forms be saved automatically once family signs and the task is completed?. I am currently saving copies to send to families but I am not sure which forms get saved automatically in the documents section.

A: Although the forms embedded in the completed tasks are saved in TRAC-IT, they are not automatically stored in the Documents tab. If you would like the document to appear in this tab, you will need to upload it into TRAC-IT.

Q: For Permission for Texting- is checking this box sufficient after getting parent's permission or is it expected that this form will be uploaded into Trac-It? (not sure if this is a Trac-It question but wanted to check!

A: By checking the box, you are indicating you have received permission to text. You are required to maintain a copy of the form, but uploading the form in TRAC-IT is optional.

Questions??
Contact Support at
804-508-7229
VATRACITsupport@ssg-llc.com

Q: Will service coordinators be entering goals into the system or is that something clinicians will be responsible for?

A: TRAC-IT is a role-based system and users with the service coordinator OR provider role can schedule and complete IFSP Reviews and Annual IFSPs. As part of these tasks, these users can add goals to the IFSP.

Q: How do you delete a task incorrectly chosen?

A: Users are not able to delete a task. However, in some tasks, you can close the task without adding information to the child's record. For example, you can select Close Referral in any open Referral task you no longer need. If there are additional tasks you would like removed, please contact the Support Desk.

Q: Can 2 service types be created on therapy Contact Notes or only on Service Coordination Contact Notes?

A: The ability to add multiple service activities for one provider exists on all Contact Note tasks. However, the service activity must relate to the discipline of the provider.

Q: When would we use the communication log versus using the Service Coordinator Contact Note as the SC (assuming it's non billable). Can we just use the SC Contact Note for everything and not use the communication log (as SCs)

A: When TRAC-IT first rolled out in 2022, the ability to mark a service coordination activity as non-billable was not present. Now that service coordinators have this ability, the use of the service coordination contact note seems logical. However, there are times when other users may use the communication log. For example, a user with the front desk role may use the communication log to document attempts to contact a family.

Q: If data is imported via EHR rather than manually entered, is it stored and viewable from all the same places in this portal?

A: The data will be visible in all the same places if the data was imported via EMR, with the only exception that tasks will not be created for the completed activities for that child.

Q: Are there additional sessions like this for EHR data submission?

A: There is an EHR office hours series that you can attend to ask EHR related questions specifically. This session is available every third Tuesday of the month.
https://register.gotowebinar.com/register/8557411468577168222

Q: How do you edit the Billing Number Box?

A: To add a billing number, you would follow these steps:

1. Scroll to the bottom of the case page
2. Click on Enrollment Billing
3. Click Create +
4. Create the new billing number
5. Click SAVE

Q: Are these required fields for contact notes different than the ones we have been told about in the past? Can you please tell us the 'new' required fields?

A: The required fields outlined in the data dictionary for EHR users remains unchanged. The required field trainings that are occurring in the coming weeks are for users who are entering information through the tasks.

Questions??
Contact Support at
804-508-7229
VATRACITsupport@ssg-llc.com