



Practice Points

Remarks Entered on Service Authorizations

The purpose of this Practice Point is to remind staff to be mindful that any information entered in the remarks section of a service authorization for Residential Treatment (RT) or Children's Treatment Services (CTS) will populate on the automatic system-generated version of the service authorizations. Therefore, if Division personnel include a client's diagnosis, a list of his/her prescribed medication, or statements regarding his/her need for evaluative procedures in the remarks section of the service authorization, that information will be included on the system-generated letter, which goes to the family and the provider (this is true, even if the remarks do not show on the letter printed at the local office).

Division personnel need to take steps to ensure client confidentiality. Staff should not use the remarks section of the service authorization as a means to disseminate protected health information. Additional information regarding a more appropriate means to communicate the minimum necessary information in order to assist Division clientele in obtaining appropriate services may be found in [Section 5 Chapter 2.7 Health Insurance Portability and Accountability Act \(HIPAA\)](#).

Program Development Specialist Contact: Scott B. Montgomery
Scott.B.Montgomery@dss.mo.gov

Issued 9/10/10