# Recording Personal Care Services in MiSTAR – Service Tracker
Quick Start Guide

Please make sure your Monthly Service Log is filled out completely before transposing your services into Service Tracker. Remember, students must have the following in order to bill Medicaid:

1. **Must be Medicaid eligible***
2. **The need for personal care services must be marked YES on the student's Plan of Care**
3. **A Personal Care Authorization form must be on file for the student**

Logging into MiSTAR – Q and Service Tracker

From your district's web page, find the link to MiSTAR – Q and click on the MiSTAR-Q tab. Then enter your user ID (last name, (space) First name) and your password.
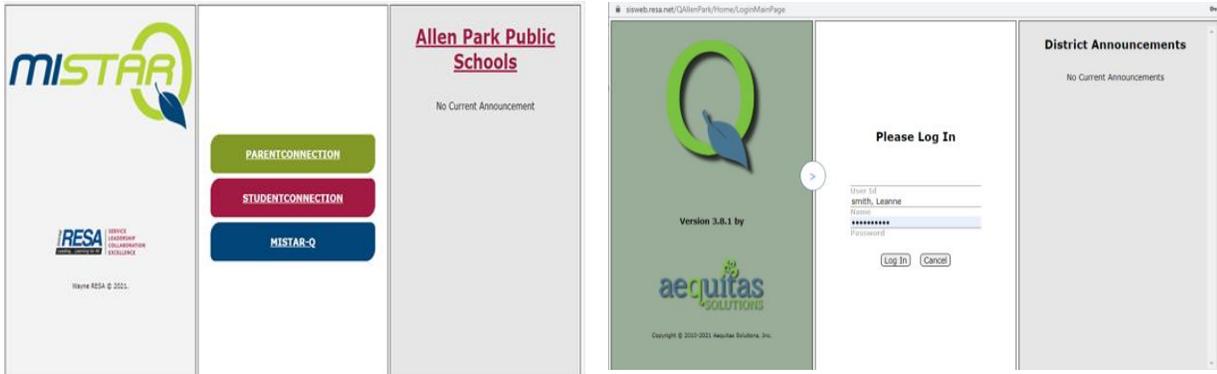

The system will require you to enter a six-digit verification code the first time you log in for the day. This code will be sent to your district email address. **Enter the six-digit code** and then click on the Log In button.
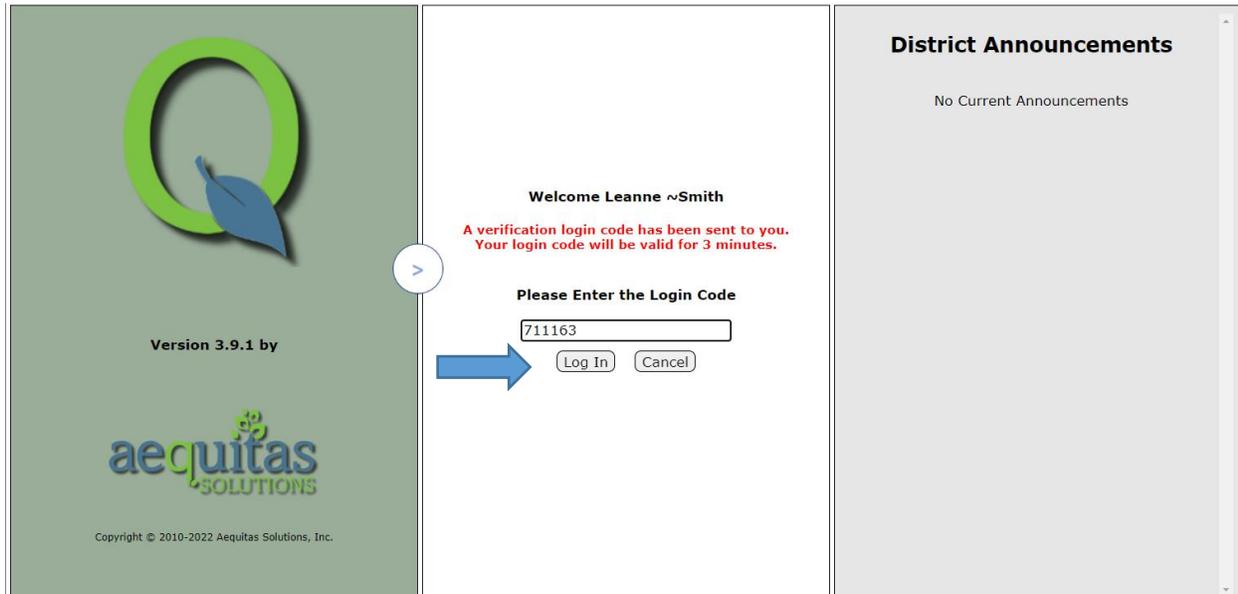
Once the Main page opens, click on the **Menu** button in the top left corner of the screen. Then select **Programs** and **Service Tracker**.


Adding Students to Your Caseload
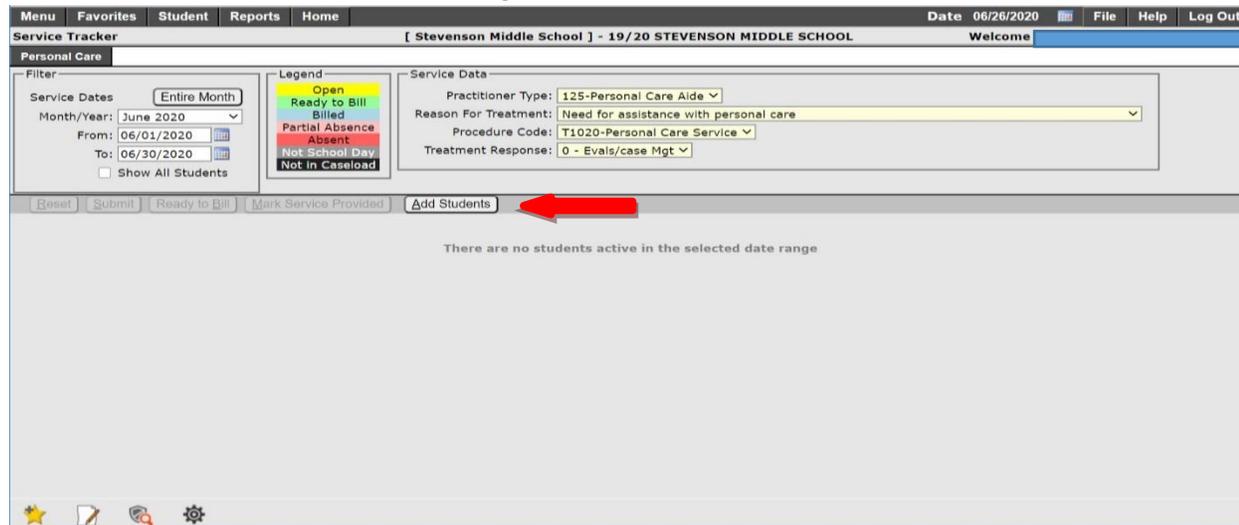
The first thing you will need to do is **ADD** students to your caseload. You do this by clicking on the **Add Students** button in the middle of the screen.

This will bring up a search screen. You can search for your students by their first or last name. If you are not sure how to spell their name, enter the first couple of letters of the first or last name and click on the **Search** button.
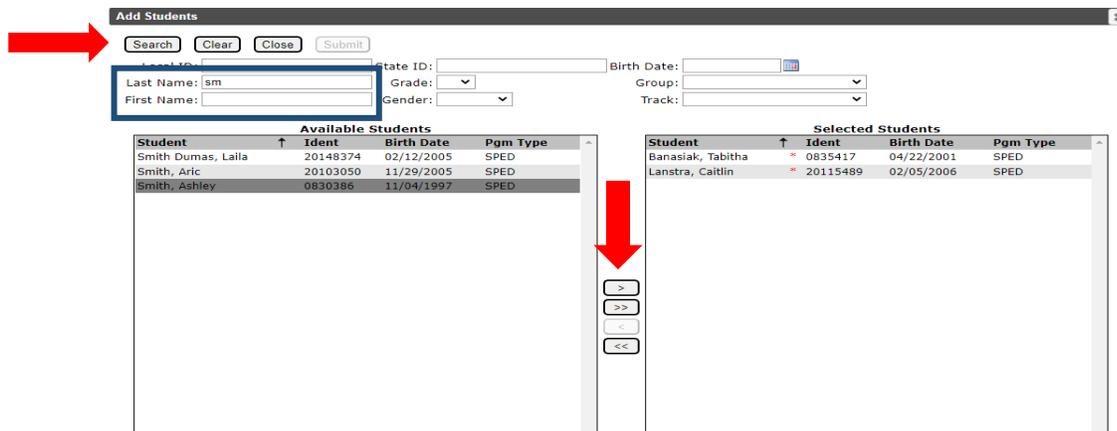
Once you find the student you are searching for, click on their name to select them and then click on the **'>'** button to move the student to the **Selected Students** box. Repeat this step for all students you will need to bill for.

*Notice the red asterisk (*) next to the student's name. This indicates that the student is Medicaid-eligible.

After selecting all of the students you are servicing, click on the **submit** button at the top of the pop-up window. Click **OK** to verify students to be added.
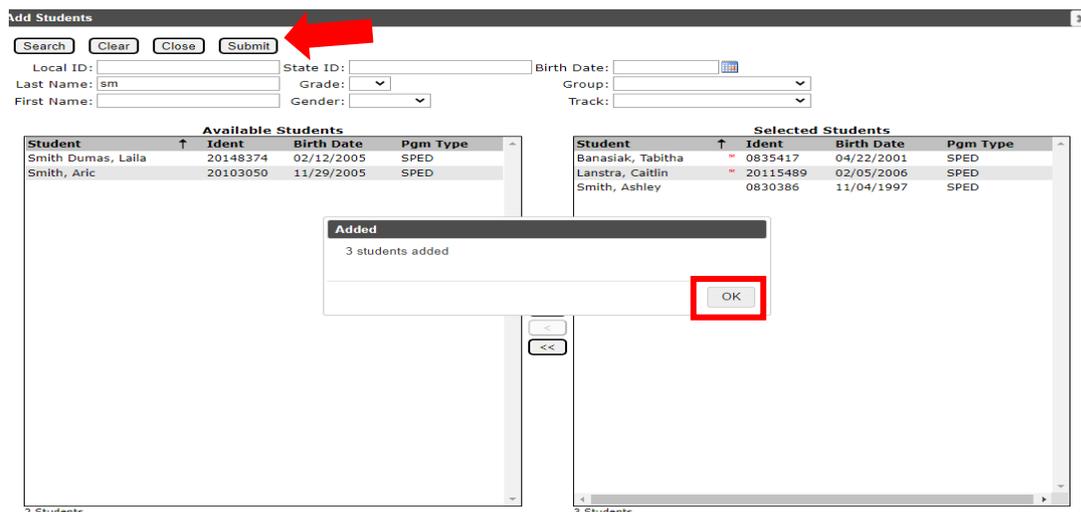
Note: You can narrow your search by entering student-specific information in one or more search fields.

Entering Monthly Services
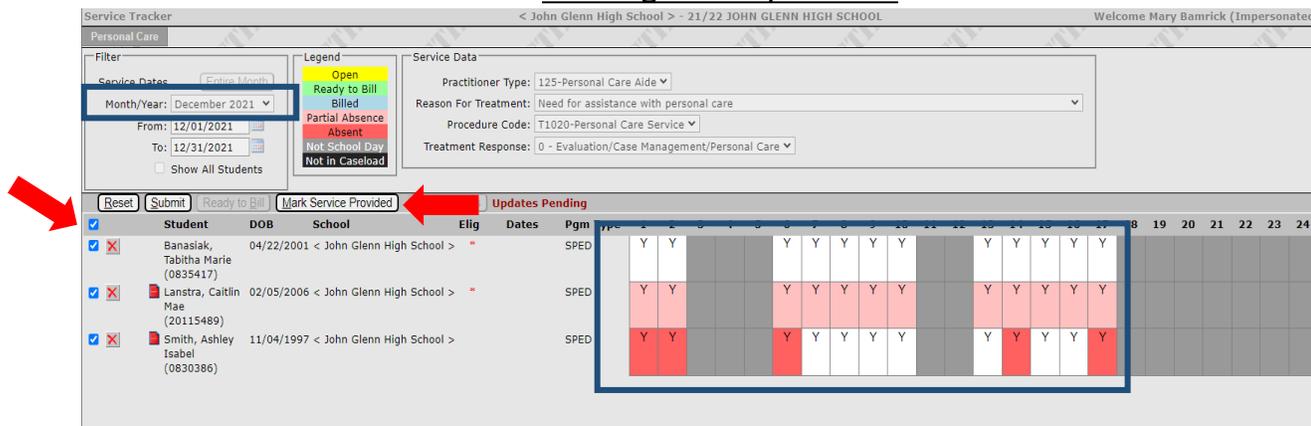
- Select the **Month/Year** you are entering services from the dropdown box at the top left corner of the screen. The system will automatically default to the current Month/Year
- Select **ALL students** by clicking on the check box next to the Student heading
  - To bill for one student at a time – click the check box before the student's name to select them
- Click on the **Mark Service Provided button**, this will fill in a Y, indicating that a service was provided, for each school day of the month

Checking Student Attendance

Notice that some of the dates for students are in red and pink. This indicates that the student was either absent the whole day **(RED) or part of the day **(PINK).**

- Check each student's attendance for the days indicated in red or pink by clicking on the red piece of paper to the left of their name.

- An attendance pop-up window will be displayed
- If the student was absent for the whole day (December 14th in this example), click in the date box to remove the **'Y'** – indicating that a service was not provided for that day
- If the student was present for at least part of the day, as indicated by PINK (December 1-17th for the student in the middle), leave the **'Y'** to bill for your services for those days
- Click **Done** to close the attendance pop-up screen and continue to the next student

Making Services 'Ready to Bill'

- When you are satisfied you've entered all of the correct dates, click on the **Submit** button on the top menu bar
- Dates where a service was recorded will turn **yellow** indicating that they are in **Open** status
- Click on the check box on the left side of the screen, before the **Student** heading. This will select **ALL** students

Days that are marked as a full day absence will remain in RED

- Click on the **Ready to Bill** button – located next to the **Submit** button on the menu bar
- Once you click on the **Ready to Bill** button, verify you want to continue by clicking **OK**
- Your service dates will now turn light green indicating they are in **Ready to Bill** status
- Repeat these steps for each month
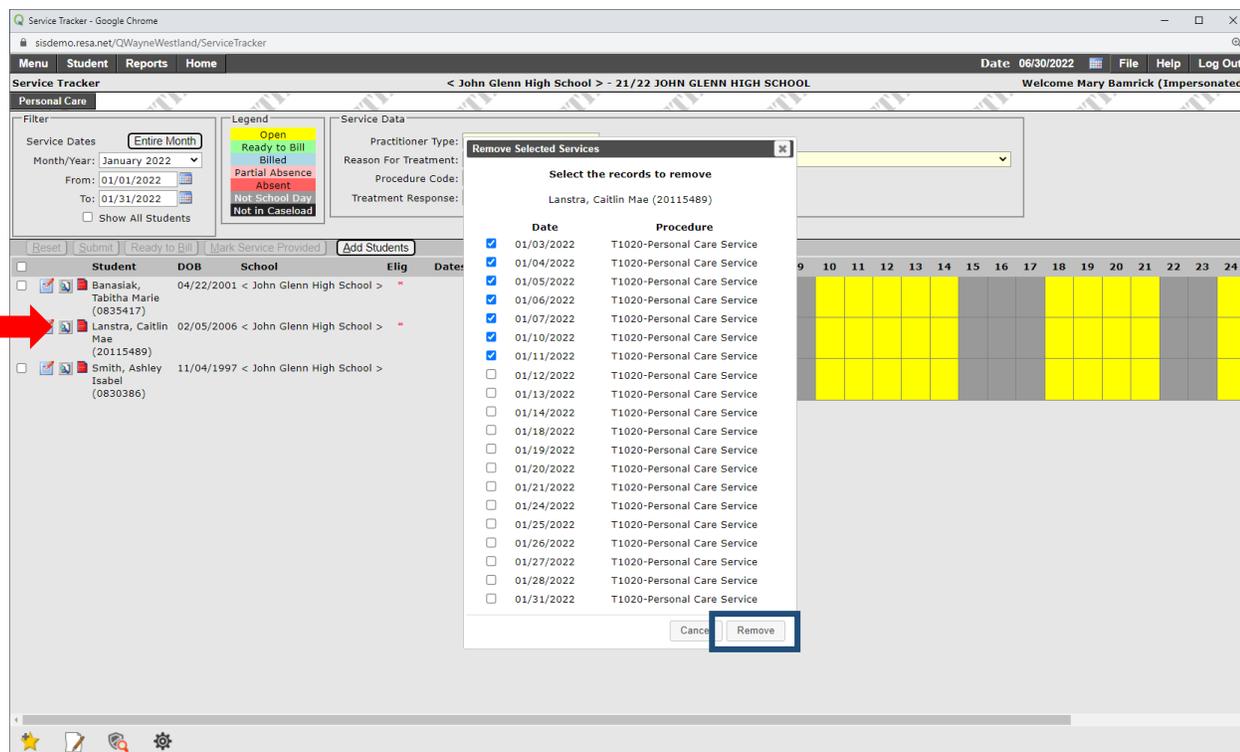- Your services will turn light blue after they are sent to the State for billing

Correcting a Mistake While in the "Open" Status

If you find that you've entered services on an incorrect date, you can fix it while your services are still in "Open" or yellow status.

- Click on the **Delete Service Records** button located next to the student's attendance button
- A **Remove Selected Services** pop-up box will appear
- Select each date to remove by clicking in the box to the left of the date
- Click on the **Remove** button at the bottom of the pop-up box
- The dates you removed are now back to their original color, in this case, red and pink indicating the student was absent on those days

- You can now finish the month by making your services **Ready to Bill**

Undo Ready to Bill

If you find you've made a mistake after clicking on the Ready to Bill button, you can "undo" this by:

- Clicking on the check box on the left side of the screen, before the **Student** heading. This will select **ALL** students – OR
- To select just one student, click on the box before their name
- Click on the Undo Ready to Bill button – you can now make changes

Removing Students from your Caseload

At the beginning of each school year, you will need to remove those students who are no longer on your caseload. To do this, click on the Edit Date (calendar icon) to the far left of the student's name.

This will bring up an Edit Caseload Dates box. Enter the last day of school for the student and then click the SAVE button.

The student will no longer show up on your caseload the following month.

You can also use this feature if a student leaves during the school year. Just enter the date that you last provided a service for this student and click on SAVE.