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To: All NJEIS EIPs, SCUs, and REIC Staff

From: Beth Lohne, Procedural Safeguards Specialist

Subject: Service Encounter Verification Logs

Date: May 23, 2023

The NJEIS Procedural Safeguards Office (PSO) while investigating informal and formal complaints, relies heavily on the accuracy and completion of the Service Encounter Verification Logs (SEVL). These logs are also vital in completing investigations of allegations of fraud, waste, and/or abuse. Through numerous investigations, the PSO is seeing trends in missing signatures and incomplete SEVLs. There have also been reports and evidence that families are being asked to sign or initial blank logs. This is unacceptable practice and in violation of the NJEIS Code of Conduct (COC).

NJEIS Code of Conduct states:

**II. Conduct for the Provision of Services**

I. All service encounter verification logs and progress notes are business records and shall be legible, accurate, and signed when services are rendered. Any revisions shall be corrected separately, initialed and dated, and with the originals attached.

No one should never be asked to sign a blank SEVL. The practice of only asking for initials impacts the accuracy of the SEVL. The date, time, and signatures must be completed on the date and time of service. Please ensure that all staff are informed of the COC and to request **full signatures** from families/caregivers, childcare staff, and including the practitioner's complete signature.

Thank you for ensuring the accuracy in the valuable work you all provide to families. We appreciate your assistance in reminding practitioners of the requirements.