DD Waiver User Guide

October 2007

In compliance with HIPAA regulations, this user guide does not show PHI.

For Internal Use by the Department of Medical Assistance Services

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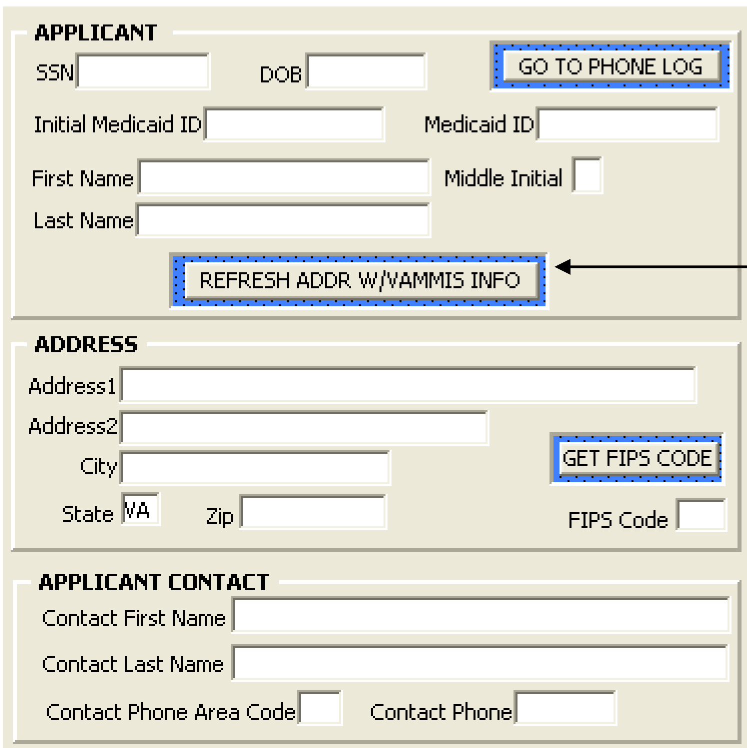
1. Working with Applicant Information

You can add new applicants, update their information, and pull current address information from VaMMIS. You can also log phone call information, and you can delete an applicant who does not have a Screening or CSP.

Refer to the subsections in this section for additional information. The editable Applicant screen fields appear in Figure 1-1 below.



VAMMIS ADDRESS INFO:

Use this button to refresh the Recipient's address with current VaMMIS address info at any time.

Note that in order for the button to work, there must be a value in either the "Initial Medicaid ID" field or the "Medicaid ID" field

Figure 1-1. Applicant Screen (Editable) Fields.

Adding a New Applicant

The DD Waiver database allows you to add a single applicant only one time. This prevents "redundancy" in the database.

Do the following to add a new applicant:

- If you have an existing applicant on the Applicant screen, click the Insert Record icon on the toolbar to insert a blank Applicant record; then proceed to the next bullet point. If you already have a blank Applicant record, proceed to the next bullet point.
- Type the applicant's Social Security Number (without dashes) in the "SSN" field and press Enter.
- Type the applicant's date of birth (MMDDYYYY, without slashes) in the "DOB" field and press Enter.

- Type the “Initial Medicaid ID” if there is one; press Enter to advance to the “Medicaid ID” if there is not.
- If you did not enter an initial Medicaid ID, enter a Medicaid ID and press Enter if there is one; press Enter if there is not.
- Type the first name in the “First Name” field and press Enter.
- Type the middle initial in the “Middle Initial” field and press Enter.
- Type the last name in the “Last Name” field and press Enter to advance to the “Address1” field; or, click the “REFRESH ADDR W/VAMMIS INFO” button if you entered either a Medicaid ID or initial Medicaid ID. Doing this will pull in the most current address information from VaMMIS.
- Type the address, city, state, and Zip and click the “GET FIPS CODE” button if you did not pull in the information from VaMMIS.
- If there is information for an applicant contact, type that information in the “APPLICANT CONTACT” section.
- Click the Save icon on the toolbar to save the new applicant.

Updating an Existing Applicant

You can update address information for an existing applicant who has a Medicaid ID (or initial Medicaid ID) by clicking the “REFRESH ADDR W/VAMMIS INFO” button on the Applicant screen.

You can also edit other fields (such as contact information) by simply removing the existing text and replacing it with the desired text.

Pulling Current VaMMIS Address Information

To update an existing applicant with address information in VaMMIS, click the “REFRESH ADDR W/VAMMIS INFO” button shown in Figure 1-1 above.

Adding a Phone Log Entry

When you receive a phone call in connection with an applicant, you should log that information using the Phone Comments screen.

Do the following to add phone comments for an applicant:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Click the “GO TO PHONE LOG” button to go to the “Phone Comments” screen (shown in Figure 1-2 below).

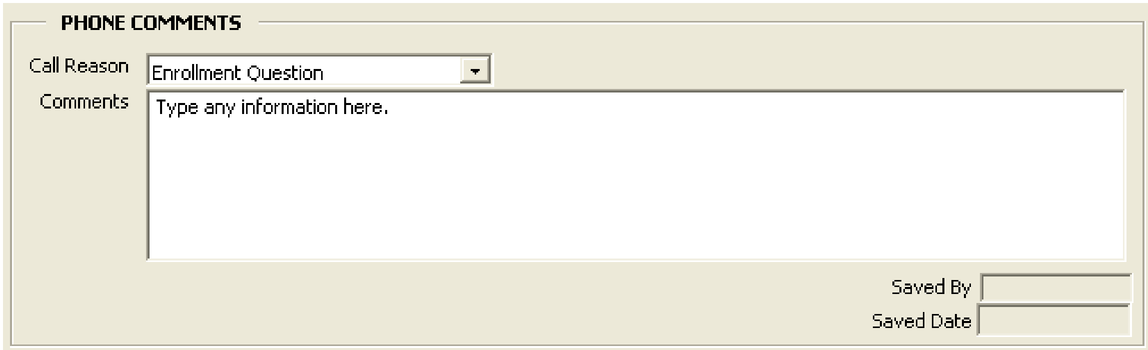


Figure 1-2. Phone Comments Screen.

- On the Phone Comments screen, choose the applicable "Call Reason" from the dropdown list
- Type the comments in the "Comments" field
- Click the Save icon on the toolbar
- Return to the Applicant screen

Viewing Phone Log Call History for an Applicant

There may be times when you want to view the call history for a given applicant. Do the following to see a call history:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Click the "GO TO PHONE LOG" button to go to the "Phone Comments" screen (shown in Figure 1-2 above)
- Click the "VIEW HISTORY" button (shown in Figure 1-3 below).

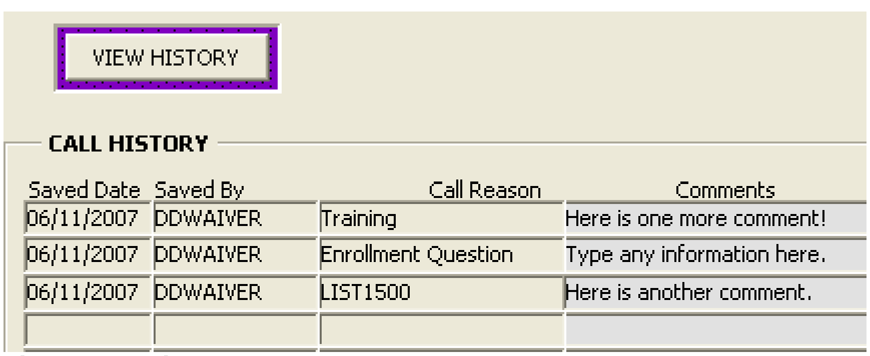


Figure 1-3. Phone Comments Screen – CALL HISTORY.

- Look at the grid in the "CALL HISTORY" section. Calls appear there in the order they were received, with the most recent call shown first. (Note that in the example above all calls were saved on the same day, so this date-order aspect is not manifest.)
- Return to the Applicant screen

Deleting an Applicant

Note that *deleting* an applicant is not the same thing as *withdrawing* an applicant from the DD Waiver program or the waitlist. See Table 1-4 below for help in determining which thing you are trying to do.

Desired Action	**What this Means**	**Manual Subsection**
Remove all of a Recipient's personal information from the database (note that this will require removing any CSPs and Screenings first)	You need to DELETE the Applicant/Recipient	"Deleting an Applicant Who Does NOT Have a Screening and CSP"
Remove the Recipient from the Waitlist, but *keep his or her personal information in the database*	You need to WITHDRAW the Applicant/Recipient	"Withdrawing a Recipient/Applicant"
Remove the Recipient from the Waiver, but *keep his or her personal information in the database*	You need to WITHDRAW the Applicant/Recipient	"Withdrawing a Recipient/Applicant"

Table 1-4. Determining When to *Delete* or *Withdraw* a Recipient.

Deleting an Applicant Who Has a Screening and CSP

You cannot delete an Applicant who has a Screening and CSP. In this case, you must withdraw the person.

The reasons for this that are beyond the scope of this manual's intent. Remember that you can always withdraw an Applicant.

Deleting an Applicant Who Does NOT Have a Screening and CSP

Do the following to delete an applicant who does NOT have any Screenings or CSPs. If the applicant does have a Screening and CSP, refer first to the subsection above, "Deleting an Applicant Who Has a Screening and CSP".

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Click the Remove Record icon on the toolbar
- Click "DELETE" on the pop-up box that asks if you want to delete the record.

Withdrawing a Recipient/Applicant from the Waiver or Waitlist

Note that *deleting* an applicant from the database is not the same thing as *withdrawing* an applicant from the waiver or the waitlist. See Table 1-4 above for help in determining which thing you are trying to do. If withdrawing a Recipient/Applicant is what you want to do, follow the instructions below.

Do the following do withdraw a Recipient/Applicant from the waiver or the waitlist. Note that the process has at least two steps:

- Generating the Appeal Letter; and,
- Waiting *33 days* to see if the Recipient/Applicant submits an appeal.

Beyond that, any Appeal process that is begun will need to conclude before the person can be withdrawn.

NOTE: A "concluded" appeal is one for which a date appears in the "Disposition Date" field on the Appeal screen, and a disposition appears in the "Disposition" field.

Part 1: Generating the Appeal Letter

You must generate an Appeal Letter before you can withdraw someone from the waiver or waitlist, unless "death" is the reason for the withdrawal. Follow the steps below to generate the letter.

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the "Recipient Status" field (shown in Figure 1-5 below) dropdown arrow and choose "NOT ELIGIBLE"

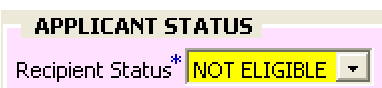


Figure 1-5. Choosing "NOT ELIGIBLE" Status.

- Click the "LIST" button beside the "Reason if NOT ELIGIBLE" field (shown in Figure 1-6 below)and choose the applicable reason

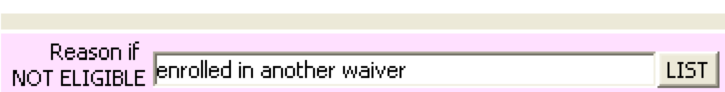


Figure 1-6. Indicating the "NOT ELIGIBLE" Reason.

- Click the Save icon
- Click "YES" on the pop-up box that asks if you want to 1) generate the Appeal letter; and 2) fill in the "Appeal Letter Sent" field
- When the letter comes up, click the Print icon on its toolbar
- Dismiss the letter by clicking the "X" in the upper-right corner
- Note that the current day's date automatically appears in the "Appeal Letter Sent" date (shown in Figure 1-7 below), which means you need to retrieve the letter from the printer and send it out.

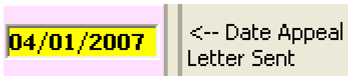


Figure 1-7. The "Date Appeal Letter Sent" Field.

- Wait 33 days to see if the Recipient/Applicant submits an appeal. If he or she does not, refer to Part II below.

Part II: Withdrawing the Applicant/Recipient Who Does NOT Submit an Appeal

If the Recipient/Applicant did not submit an Appeal by the 33rd day from when the Appeal Letter was sent, you can withdraw that person from the waiver or waitlist as follows:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Type the current day's date (MMDDYYYY, without slashes) in the "Withdrawn Date" field (shown in Figure 1-8 below) and press Enter

Figure 1-8. The "Date Appeal Letter Sent" Field.

- Click the "LIST" button beside the "Withdrawn Reason" field (shown in Figure 1-9 below) and *choose the same reason* you chose when you sent the Appeal Letter. See to the "Reason if NOT ELIGIBLE" field (shown in Figure 1-5 above) if you are not sure what the reason is.

Figure 1-9. The "Withdrawn Reason" Field.

- Click the "WITHDRAW RECIPENT" button (shown in Figure 1-9 above)
- Now, one of two things will happen, depending on whether the person was in the waiver or on the waitlist. See the applicable subsection below:

What Will Happen if the Withdrawn Person was on the Waitlist

Two things happen if the withdrawn person was on the waitlist (instead of in the waiver):

1. His or her waitlist number and date added to waitlist (example shown in Figure 1-10 below) will be cleared out.

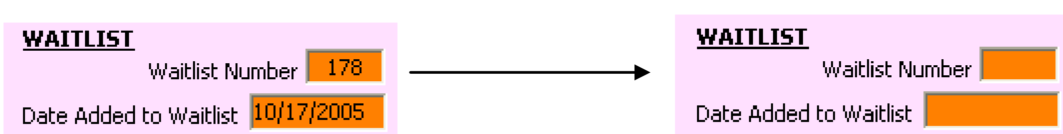


Figure 1-10. The "Waitlist Number" and "Date Added to Waitlist" Fields are Cleared Out.

2. When you go to the Applicant screen and *re-query* for that Applicant/Recipient, he or she will show as being “Withdrawn” (shown in Figure 1-11 below)

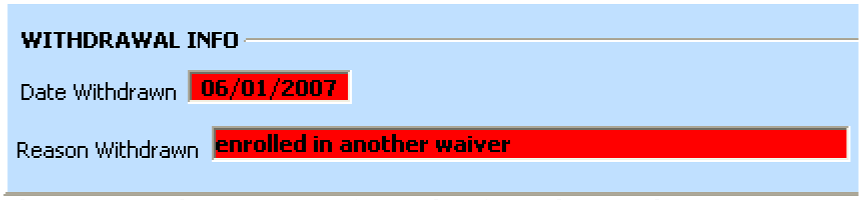


Figure 1-11. Display-only Information from the Applicant Screen.

What Will Happen if the Withdrawn Person was in the Waiver

What happens when you withdraw someone who was in the waiver depends on whether or not anyone was on the waitlist when the person was withdrawn.

See the subsections below for additional information:

No one Was on the Waitlist

If you withdraw a waiver person when there is no one on the waitlist, two things will happen:

1. His or her waiver number and date added to waitlist (example shown in Figure 1-12 below) will be cleared out.

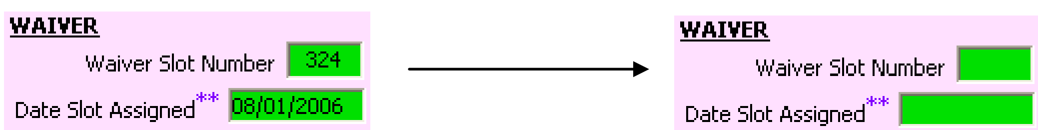


Figure 1-12. The “Waiver Slot Number” and “Date Slot Assigned” Fields are Cleared Out.

2. When you go to the Applicant screen and *re-query* for that Applicant/Recipient, he or she will show as being “Withdrawn” (shown in Figure 1-11 above)

One or More Persons on the Waitlist

If you withdraw a waiver person when there are one or more people on the waitlist, three things will occur:

1. The “from_wait_to_waiver” information sheet (shown in Figure 1-12 below) will generate for your edification. The purpose of this sheet is to tell you who from the waitlist is being moved into the waiver. This person automatically receives the waiver slot number that belonged to the person you just withdrew. You should:

   - Print the “From Waitlist to Waiver” sheet for reference
   - Dismiss the sheet by clicking the “X” in the upper-right corner

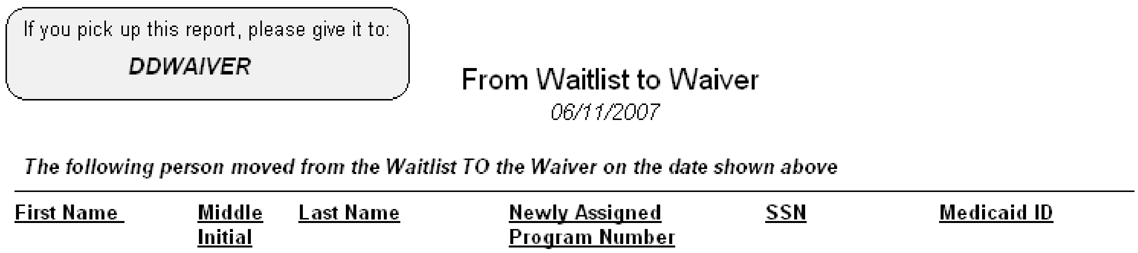


Figure 1-12. The “From Waitlist to Waiver” Information Sheet.

2. The “need_122_date_letter” letter will generate. The purpose of this is to request a 122 date for the person who was just moved (shown in the figure above) from the waitlist to the waiver. You should:

   - Print the “Need 122 Date” letter and mail it out immediately
   - Dismiss the letter by clicking the “X” in the upper-right corner

3. The pop-up message box shown in Figure 1-13 will appear. This is simply to inform you of two things:

   - that the withdrawal you performed was a success; and,
   - that the waitlist has been renumbered, because the person who had been number 1 on the waitlist now has a waiver slot. This means all other waitlist positions have to be adjusted so that everyone moves up the list.

Figure 1-13. Withdrawal/Renumbering Confirmation.

Part III: Withdrawing the Applicant/Recipient Who Submits *and Loses* an Appeal

When a Recipient/Applicant has submitted *and lost* an Appeal, you must indicate the disposition of the Appeal before you withdraw that Recipient/Applicant. Follow the instructions below for indicating the Appeal outcome and withdrawing the Recipient/Applicant.

Indicating the Appeal Outcome

Once an Appeal has been started for a person, that person cannot be withdrawn until the outcome of the Appeal has been noted in the system. Do the following to indicate the disposition of an Appeal before withdrawing the Recipient/Applicant:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the “GO TO APPEAL” button (shown in Figure 1-14 below)

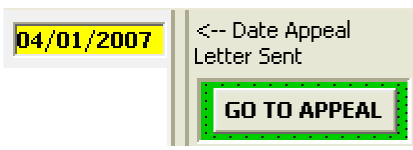


Figure 1-14. The “GO TO APPEAL” Button.

- On the Appeal screen, choose a disposition from the “Disposition” dropdown field (shown in Figure 1-15 below)

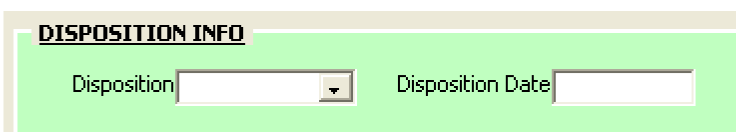


Figure 1-15. Disposition Fields on the Appeal Screen.

- Indicate the disposition date in the “Disposition Date” field
- Click the Save icon on the toolbar
- Click the Previous Block icon on the toolbar to return to the Screening
- See the subsection below, titled “Performing the Withdrawal”

Performing the Withdrawal

When you have indicated the Appeal disposition (see the subsection above if you have not done this), follow the instructions in the subsection above called, “Part II: Withdrawing the Applicant/Recipient Who Does NOT Submit an Appeal”, beginning with Figure 1-8 and the third bullet point in the subsection.

2. Working with Screenings

See the subsections below for Screening-related tasks. Note that initial Screenings are differentiated from follow-up LOFs in these instructions.

Adding a New Screening

You cannot add a new Screening until you have added the associated applicant. If you have already added the associated applicant, proceed to the subsections below.

Note that a "new Screening" is defined as one of two things:

- A first-time Screening for a first-time applicant
- The first Screening for an applicant who has been in the program, was withdrawn, and is reapplying

Do the following to add a new Screening:

- With the associated applicant showing on the Applicant screen, advance to the Screening screen (shown in Figure 2-1 below) by clicking the Next Block icon on the toolbar

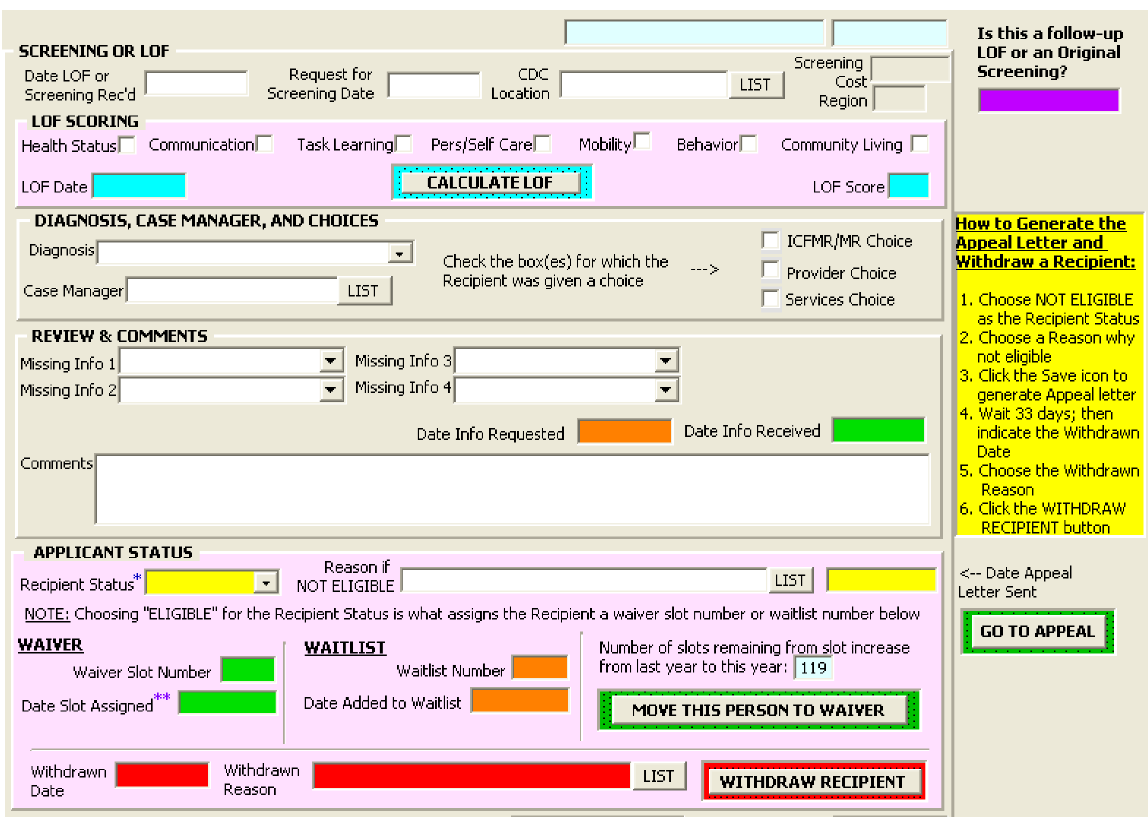


Figure 2-1. Screening Screen.

- In the “Date LOF or Screening Rec’d” field, type the date (MMDDYYYY, without slashes) the Screening was received at DMAS and press Enter
- In the “Request for Screening Date” field, type the date (MMDDYYYY, without slashes) the Screening was requested and press Enter
- Click the “LIST” button beside the “CDC Location” field and choose the CDC Location
- In the “LOF SCORING” section (shown in Figure 2-1 above), click the checkboxes for the applicable items
- Click the “CALCULATE LOF” button to calculate the LOF. (The score equals the number of checkboxes you checked above, and the score appears automatically in the “LOF Score” field, which you cannot put your cursor in. To change the score, you must add or remove checkboxes and then recalculate the score.)
- In the “LOF Date” field, type the date (MMDDYYYY, without slashes) the LOF was performed
- Click the “Diagnosis” dropdown list field and choose a diagnosis
- Click the “LIST” button beside the “Case Manager” field and choose a Case Manager
- To the right of the “Case Manager” field, click the checkbox(es) for the choices that the applicant received
- If any information was missing from the applicant’s application, proceed to the “Indicating Missing Application Information” subsection below. Otherwise, proceed to the next bullet point below that subsection

Indicating Missing Application Information

  - If any information was missing from the applicant’s packet, indicate the item(s) using the dropdown list field(s) beginning with “Missing Info 1”
  - In the “Date Info Requested” field, type the date (MMDDYYYY, without slashes) the missing information was requested
  - Proceed to the bullet point below

- Type any comments in the “Comments” field (it is very possible that you will not have any comments at this point in the process)
- Click the Save icon on the toolbar
- See the “Adding a New CSP” subsection of the manual, since adding the CSP that belongs to the Screening is what you will do next. NOTE: You cannot set the “Recipient Status” field to ELIGIBLE until a CSP has been entered for the screening.

Indicating a Received Date for Missing Information

Before you can designate an applicant as “ELIGIBLE” for the DD Waiver program, you must indicate that any missing information was received. Do the following to indicate the date on which any missing application information was received:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- In the “Date Info Received” field, type the date (MMDDYYYY, without slashes) that the information was received
- Click the Save icon on the toolbar

Now that you have indicated that any missing information was received, you can designate the applicant’s status as “ELIGIBLE” if he or she is otherwise eligible and a CSP has been entered. See the “Setting the ‘Recipient Status’ Field to ELIGIBLE” subsection for additional instructions.

Adding a Follow-up LOF

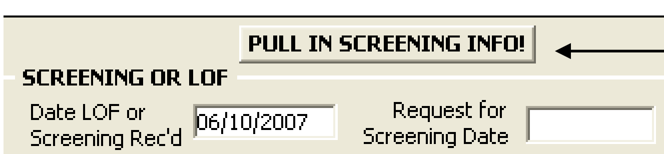
Adding a follow-up LOF differs from adding a new Screening (see “Adding a New Screening” above if you are not adding a follow-up LOF) in that the “core” information from the initial Screening *cannot* be added again, and that information is pulled into the follow-up LOF when you click a special button.

“Withdrawn” Status and Follow-up LOFs

Note that if an applicant’s current status is “withdrawn,” then by adding a Screening you are adding a new Screening, *not a follow-up LOF*. Once an applicant has been withdrawn, a subsequent application submitted by that applicant counts as a new Screening.

Do the following to add a follow-up LOF:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Click the Insert Record icon on the toolbar to insert a blank Screening record on top of the last one
- In the “Date Info Received” field, type the date (MMDDYYYY, without slashes) that the follow-up LOF information was received (in other words, the day you did the follow-up LOF) and press Enter. Doing this will cause the “PULL IN SCREENING INFO!” button (shown in Figure 2-2 below) to appear



When this button appears, you must click it to pull in all “core” information from the original Screening

Figure 2-2. “PULL IN SCREENING INFO!” Button.

- Click the “PULL IN SCREENING INFO!” button to automatically populate the following fields that are now NOT editable except where indicated otherwise:

- “Request for Screening Date”
- “CDC Location”
- “Diagnosis”
- “Case Manager” (this is editable, since Case Managers tend to change over time)
- All three choice checkboxes
- “Missing Info 1”, “Missing Info 2”, etc.
- “Date Info Requested”
- “Date Info Received”
- “Comments” (this field also remains editable, since comments may be specific to a given Screening or LOF)

- Indicate the LOF items by clicking the applicable checkboxes in the “LOF SCORING” section (shown in Figure 2-1 above)
- Click the “CALCULATE LOF” button to calculate the LOF
- In the “LOF Date” field, type the date (MMDDYYYY, without slashes) the follow-up LOF was done
- Click the Save icon on the toolbar
- See the “Adding a New CSP” subsection of the manual, since adding the CSP that belongs to the Screening is what you will do next. Note that you cannot designate a Recipient’s status as “ELIGIBLE” until you have added the CSP that corresponds to the Screening.

Setting the “Recipient Status” Field to ELIGIBLE

After completing the steps for adding a new Screening or adding a new follow-up LOF (as described in the subsections above), you cannot designate a Recipient’s status as “ELIGIBLE” until you have entered a CSP that corresponds to the Screening.

If the corresponding CSP has been entered, do the following to set the Recipient’s status to “ELIGIBLE”:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Verify that all applicable Screening fields have been filled in (LOF Date, LOF Score, etc.)
- Click the “Recipient Status” dropdown arrow and choose “ELIGIBLE”
- Click the Save icon on the toolbar. What happens now depends on whether the person was already in the waiver, whether the person is new to the waitlist, etc.
    - See the “What Happens When You Save the ELIGIBLE Status” column in Table 2-3 below for information on what you should do after you save the status, and do what is indicated in the “You Should” column of the table. **Do not skip this step!.**

What Happens When You Save the ELIGIBLE Status	What this Means	You should
Nothing	The person was already in the waiver and had a waiver slot number as shown in the "Waiver Slot Number" field **<u>OR</u>**: The person was already in the waitlist and had a waitlist number as shown in the "Waitlist Number" field on the Screening screen	Do nothing
A letter comes up on the screen	The person has been assigned a Waitlist number, and the letter indicates what this waitlist number is.	1. Print the letter 2. Close the letter 3. Mail the letter

Table 2-3. Setting the Status to ELIGIBLE.

Updating a Screening

The value in the "Recipient Status" field plays a role in what and when you can update the other fields on the Screening screen.

See the subsections below for additional information.

Updating a Screening for an Applicant Whose Status Has Not Been Designated

You can update *all* Screening fields (except with follow-up LOFs; see the subsection above for information on why Screening fields cannot be updated with a follow-up LOF) until an applicant's status ("Recipient Status" field on Screening screen) has been designated. After that, the editable fields are reduced in accordance with the information in the subsections below.

Updating a Screening for an ELIGIBLE Applicant

After you have designated an applicant's status as "ELIGIBLE," the Screening screen fields you can continue to update (e.g., edit) are affected. This is because we do not want updates to what should be static, unchanging information after eligibility has been determined.

After an applicant has been designated as "ELIGILBE," you cannot update any Screening fields except the following:

- "Comments"

- “Recipient Status” (See the subsection below for additional information)
- “Status Reason”

> NOTE: The “Appeal Letter Sent” date is not listed above because the user does not fill that in. It is automatically filled in when the Appeal Letter is generated.

Changing from ELIGIBLE to NOT ELIGIBLE Status

Sometimes an applicant who formerly was eligible becomes NOT ELIGIBLE in connection with something other than a follow-up LOF that fails. In other words, sometimes a person who has been deemed ELIGIBLE and is either in the waiver or on the waitlist becomes NOT ELIGIBLE in connection with death, moving to another state, etc. For this reason, the system allows you to change from ELIGIBLE status to NOT ELIGIBLE status.

Updating a Screening for a NOT ELIGIBLE Applicant

After you have designated an applicant’s status as “NOT ELIGIBLE,” the Screening screen fields you can continue to update (e.g., edit) are affected. This is because we do not want updates to what should be static, unchanging information after eligibility has been determined.

After an applicant has been designated as “NOT ELIGILBE,” you cannot update any Screening fields except the following:

- “Comments”

> NOTE: The “Appeal Letter Sent” date is not listed above because the user does not fill that in. It is automatically filled in when the Appeal Letter is generated.

Manually Moving a Waitlist Person to the Waiver

We *manually* move people from the waitlist to the waiver when two conditions coincide:

- There are new waiver slots for the current fiscal year as allocated by the General Assembly; and,
- There is a waiting list of one or more people waiting to receive those slots.

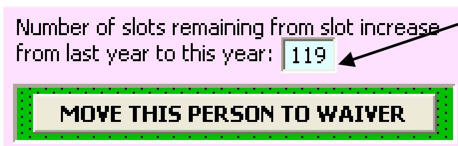
Note that a “manual” move is defined as one that involved the use of the “MOVE THIS PERSON TO THE WAIVER” button shown in Figure 2-4 below.

The subsections below explain several important aspects of this functionality, including how to do it.

Understanding the Difference Between a Manual Move and an Automatic Move to the Waiver

The manual moving of people from the waitlist to the waiver has nothing to do with *the normal process by which the slot for a person who is withdrawn from the waiver is automatically assumed by the number 1 person on the waitlist. That process occurs independently of this one, and without regard for whether or not there are new slots as allocated by the General Assembly*.

Figure 2-4 below shows the button that allows you to manually move a waitlist person to the waiver.



The number in this field indicates how many slots from this year's increase over last year still remain. If the number here is a zero, you cannot manually move anyone else from the waiver to the waitlist, but people will still be moved automatically as others are withdrawn

Figure 2-4. The "MOVE THIS PERSON TO THE WAIVER" Button.

Rules for Manually Moving Someone to the Waiver

Review table 2-5 below for an understanding of when you can and when you cannot manually move someone to the waiver.

You Can Manually Move Someone If…	You Cannot Manually Move Someone If…
There *are slots* remaining from the increase over last year's slots (as indicated in Figure 2-4 above, where the number is 119 slots), and either of the following is true: - The person you are trying to move has a waitlist number *equal to or less than* the number of slots remaining (this enforces the first-come-first-served basis of the waiver); or - The person you are trying to move to the waiver has a waitlist number that is *higher* than the number of slots remaining AND the person's CSP has been designated an Emergency	- There are *no slots* remaining from the increase over last year's slots (a "0" will appear in the field where you see "119" in Figure 2-4 above if this be the case); **<u>or</u>**, - The person you are trying to move to the waiver has a waitlist number that is *higher* than the number of slots remaining (this rule enforces the first-come-first-served basis of the waiver) *AND* the person is not an Emergency

Table 2-5. Rules for Manually Moving Someone from the Waitlist to the Waiver.

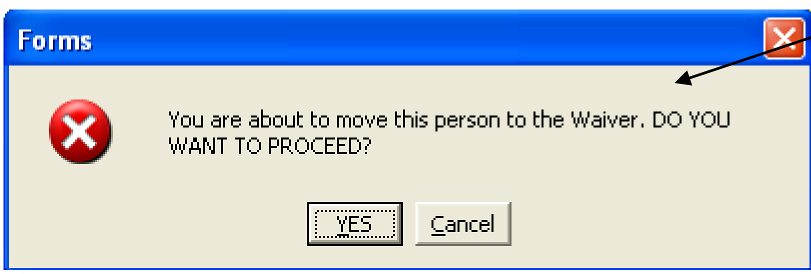
Performing the Move from the Waitlist to the Waiver

First, read the subsections above for both an understanding of:

- What it means to manually move someone from the waitlist to the waiver; and,
- How this differs from the automatic move that occurs upon the withdrawal of a waiver person; and,
- What rules govern when you can and cannot move someone from the waitlist to the waiver.

When you are ready to manually move someone from the waitlist to the waiver, do the following:

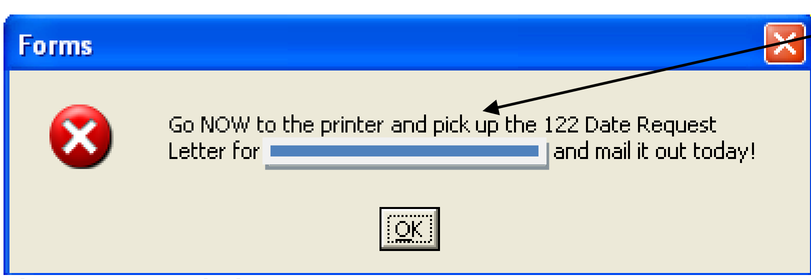
- Query for the Applicant
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Click the "MOVE THIS PERSON TO THE WAIVER" button (shown in Figure 2-4 above)
- Read closely whatever message box comes up (a sample is shown in Figure 2-6 below), because the message ***may*** indicate information about how many Emergency slots will remain if you make this move, in which case you might decide not to do it. For this example, no such information is provided)



If the manual move you are about to make will cut into the number of Emergency slots that are required by law for the current fiscal year, the message will tell you so, and you can opt to cancel. (This message does not provide an example of that)

Figure 2-6. Sample Message.

- Based on the information in the message box, click "YES" or click "Cancel" as desired. (The bullet points below assume that you clicked YES to proceed with the move.)
- Note that the "Need 122 Date" letter pops up on your screen. Print the letter and then close it out.



The name of the person you moved to the waiver will appear here in ALL CAPS.

This name has been blocked out for HIPAA reasons.

Figure 2-7. Reminder Message.

- Click “OK” on the reminder message shown in Figure 2-7. The purpose of the message is to remind you to pick up the 122 Date letter off of the printer and mail it out on the current day
- Click “OK” on the message that pops up (shown in Figure 2-8 below) to indicate that the process is complete

Figure 2-8. Message Indicating Move to Waiver Complete.

What’s Different After the Manual Move

Note that when you have completed the manual move to the waiver and you look in the “Waiver Slot Number” field (shown in Figure 2-9 below), you will see a number with the current day’s date below it. Note also that the waitlist number/date fields are now blank, since the person is in the waiver now; and note that the number in the “Number of slots remaining…” field (shown below) is one less than what it was before. This is because, now that we have manually moved someone, there are fewer slots by one.

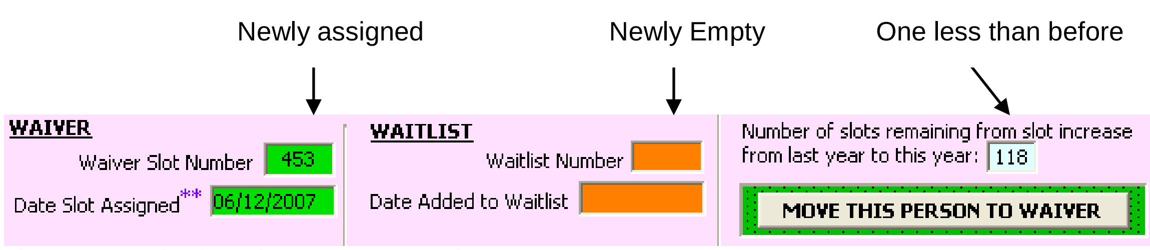


Figure 2-9. Field Updates on Screening Screen.

ⓘ NOTE: An exception to the reduction of slots remaining (e.g., slots remaining – 1) occurs as follows: If the maximum waiver slot being used is a lower number than *last year’s maximum allowed slots*, and new slots were given this year, then the reduction in the *new slots* will not begin until the maximum waiver slot being used exceeds last year’s maximum by 1.

Deleting a Screening

Currently, you cannot delete a Screening. Instead, you must withdraw the person (See "Withdrawing a Recipient/Applicant" for additional information).

3. Working with CSPs

The CSP screen is complex and includes many very important fields. Refer to the subsections below for information on what you want to do.

Adding a CSP

All CSPs, regardless of type (e.g., waitlist, enrollment, annual, etc.) begin with the preliminary steps below. **Do not skip these steps for any new CSP, regardless of type.**

➢ READ THE NOTE BELOW

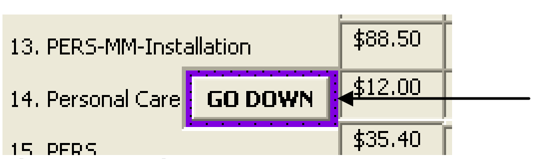
> NOTE: If the CSP *already exists* when you make changes to it, you are not adding a CSP; you are ***updating*** a CSP, and you should follow the applicable instructions in this section.

Performing the Required Preliminary Steps

- Query for an existing applicant **or** add the Applicant if he or she is not in the database (see the "Performing Queries" or "Adding a New Applicant" subsection, as applicable, if you are unsure how to do whichever of these you need to do)
- Add the Screening (see the "Adding a New Screening" subsection above if you are unsure how to do this)
- On the Screening screen, note the date in the "Date LOF or Screening Rec'd" field
- Click the Next Block icon on the toolbar to advance from the Screening screen to the CSP screen
- In the "Date Received at DMAS" field on the CSP screen (shown in Figure 3-1 below), type the date (MMDDYYYY, without slashes) the CSP was received at DMAS (this should be the date you noted above)

Figure 3-1. The "Date Received at DMAS" Field.

- Click the "CSP Reason" field dropdown arrow and choose "Awaiting Review". **Note that ALL CSPs begin as "Awaiting Review" for administrative reasons**
- Click the "GO DOWN" button (shown in Figure 3-2 below)



The "GO DOWN" button is on the left side of the CSP screen, more or less at Service number 14: Personal Care

Figure 3-2. The "GO DOWN" Button.

- Click the “LIST” button beside the “Case Manager” field (shown in Figure 3-3) and select the applicable case manager

Figure 3-3. Signature and Date Fields.

- Click the “Fill in” button beside the “Recipient” field to pull in the Recipient’s name
- Click the “Signed by Case Mgr?” checkbox (shown in Figure 3-3 above)
- Click the “Signed by Recip?” checkbox (also shown above)
- In the “Date Case Mgr. Signed” field, type the date (MMDDYYYY, without slashes) that the case manager signed the paperwork
- Click the “SAME DATE” button to populate the “Date Recip Signed” field with the same date; or, type the date the recipient signed the paperwork if that is a different date
- Click the “GO TO TOP” button at the bottom of the CSP screen
- Click the Save icon on the toolbar
- Click the Previous Block icon on the toolbar to return to the Screening, or click the Next Block icon to return to the Applicant

NOTE: When you save the CSP, the “Associated LOF or Screening Date” (shown in Figure 3-4 below) automatically populates with the date in the “Date LOF or Screening Rec’d at DMAS” field on the Screening screen. It is this date relationship, together with the Recipient’s SSN, that ties a CSP to a Screening

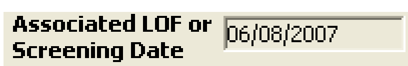
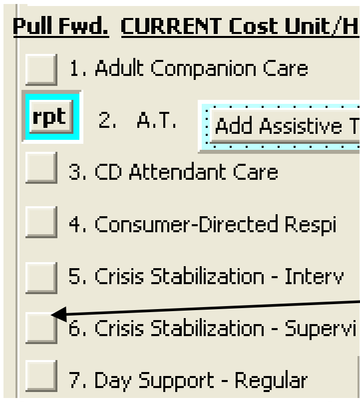


Figure 3-4. Auto-fill Field on CSP Screen (SEE NOTE ABOVE).

“Pulling Forward” Items from a Previous CSP

The DD Waiver database lets you “pull forward” service items that were designated in the most recent CSP, as long as that CSP is in the same plan year. For example, if an Annual CSP dated 9/15/2007 asks for 3,276 hours of In-home Residential Support, and a Revision comes in on 10/12/2007 asking for the same thing, you can “pull forward” the number of hours and approval status/date from the previous CSP just by clicking a button.

All of the services except Assistive Technology, Environmental Modifications, and Therapeutic Consultation have a “pull forward” button as shown below in Figure 3-4a:



Note that the button beside A.T. is *not* a pull-forward button. The other unlabeled buttons shown here are "pull forward" buttons, and they pull forward from the last CSP any services/approvals/dates for the corresponding service, as long as the last CSP is in the same Plan Year.

"Pull fwd" button

Figure 3-4a. "Pull Forward" Buttons.

Updating a CSP

When you do *anything* at all to a CSP that already has been saved in the system, you are "updating" it. See the subsections in this section for information on what update task you would like to perform.

Indicating "CSP Reason" (Type)

All CSPs are initially saved as "Awaiting Review". In other words, instead of being saved as an Enrollment, Annual, Revision, or Post-interruption, a CSP is saved the first time as "Awaiting Review." **<u>This is for administrative reasons that do not warrant explanation here.</u>**

Do the following to change the CSP Reason from "Awaiting Review" to anything else (e.g., Enrollment, Revision, etc.), but note that *you cannot change the CSP Reason until eligibility has been indicated in the "Recipient Status" field on the Screening screen.* That is, you cannot change a CSP from "Awaiting Review" to anything else until the Applicant's review has been completed and the "Recipient Status" field shows "ELIGIBLE".

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Verify that the "Recipient Status" field indicates "ELIGIBLE"
- Advance to the CSP Screen by clicking the Next Block icon on the toolbar
- Click the "CSP Reason" dropdown list and choose the desired type, but note the constraints (in Table 3-5 below) that apply to the choices:

Your Desired "CSP Reason" Selection	Restrictions Enforced by the Database
Waitlist	Applicant *must* already be on the Waitlist (as indicated by a number in the "Waitlist Number" field on the Screening Screen)
Enrollment	- Applicant must *not* already have an

	Enrollment CSP - Applicant *must* be in the waiver (as indicated by a number in the "Waiver Slot Number" on the Screening screen)
Revision	Applicant *must* already have an Enrollment CSP for which this can be considered a revision
Post-interruption	Applicant *must* have an interrupted CSP
Annual	Applicant *must* already have an Enrollment CSP for which this can be considered an annual renewal

Table 3-5. Restrictions that Apply to Setting the "CSP Reason" Field.

- Now you will fill in *some* of the fields shown in Figure 3-6 in accordance with the indications in Table 3-7. To do this, see the "CSP Reason You Chose" column of Table 3-7 below, and then fill in the date fields indicated in the "Which Date Field(s) to Fill in" column of the table

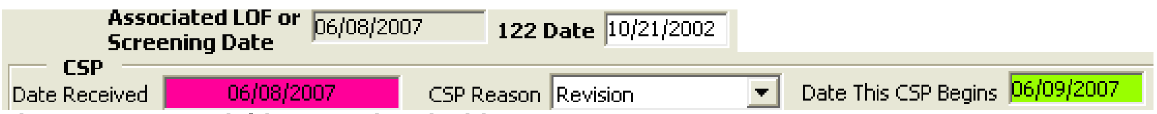


Figure 3-6. Date Fields Associated with "CSP Reason".

> NOTE: The "Anniversary Date" field (not shown above) is *always* calculated by the system and cannot be edited by the user.

"CSP Reason" You Chose	Which Date Field(s) to Fill in
Waitlist	None
Enrollment	"122 Date" "Date This CSP Begins"
Revision	"Date This CSP Begins"
Post-interruption	"Date This CSP Begins"
Annual	"Date This CSP Begins"

Table 3-7. Fields Required for Various CSP Reasons.

- Click the Save icon on the toolbar

Indicating Service Units/Costs

The following subsections describe how to indicate service units and costs for the various CSP services.

Units

All of the services have an "Annual # of Units" field that corresponds to them (shown partially in Figure 3-8 below). You will manually enter all of the numbers of units except for the Assistive Technology, Environmental Modifications, and Therapeutic Consultation services. The "Annual # Units" for those services is calculated automatically, hence the gray background for those three fields. Adding those three services is addressed separately, in the subsections by the corresponding names.

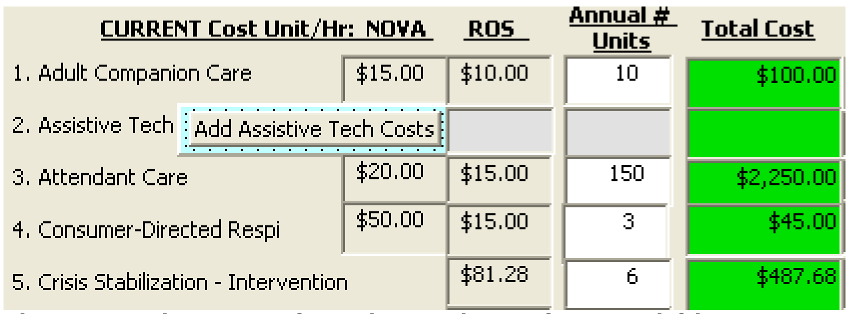


Figure 3-8. The "Annual # Units" and "Total Cost" Fields.

Do the following to add units for a given service:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- On the CSP screen, type the desired number of units for the desired service in the "Annual # Units" field for that service (shown in the figure above)
- Press Enter (doing this causes the database to calculate the total cost automatically)
- Click the Save icon on the toolbar
- Note that, by default, all services start with a status of "Awaiting Review." To approve, pend, or deny a service, see the corresponding instructions later in this section

> NOTE: The value you put in the "Annual # of Units" field should be an *annual* figure, not a monthly figure.

Costs

The DD Waiver database *automatically calculates* the total cost for a service based on the number of units and the ROS or NOVA cost. To do this, it multiplies the number of units by the ROS or NOVA cost based on the Zip Code of the recipient. The total cost figure appears in the "Total Cost" field (shown above) and cannot be edited by the user. (To change a total cost amount, you must change the number of units and press Enter to perform a recalculation.)

In the figure above, Adult Companion Care is automatically figured as 10 units multiplied by $10.00 per unit for a total of $100. (It is the ROS cost that is $10/unit for that service, so we can infer that the associated Recipient lives in the ROS area.)

Approving, Pending, Unpending, or Denying Services

All services begin with a default status of "Awaiting Review" (shown in Figure 3-9 below). When you are ready to do so, you must manually change that status (using the dropdown list) to Approved, Pended, or Denied for each service.

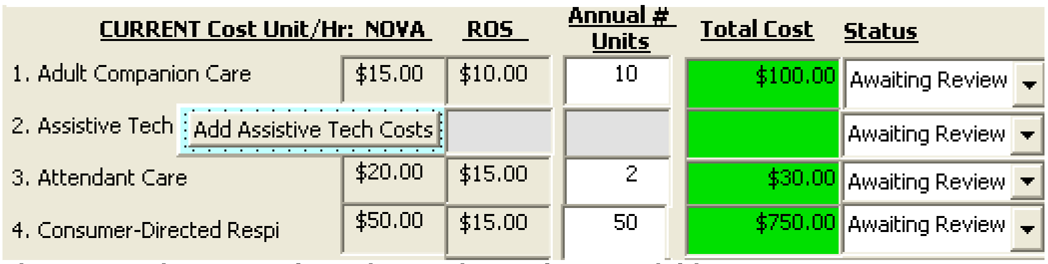


Figure 3-9. The "Annual # Units" and "Total Cost" Fields.

When you have changed the status to Approved, Pended, or Denied, the corresponding date field (shown in Figure 10 below) either fills in automatically or must be filled in manually. <u>Gray fields fill in automatically; white fields must be filled in manually.</u>

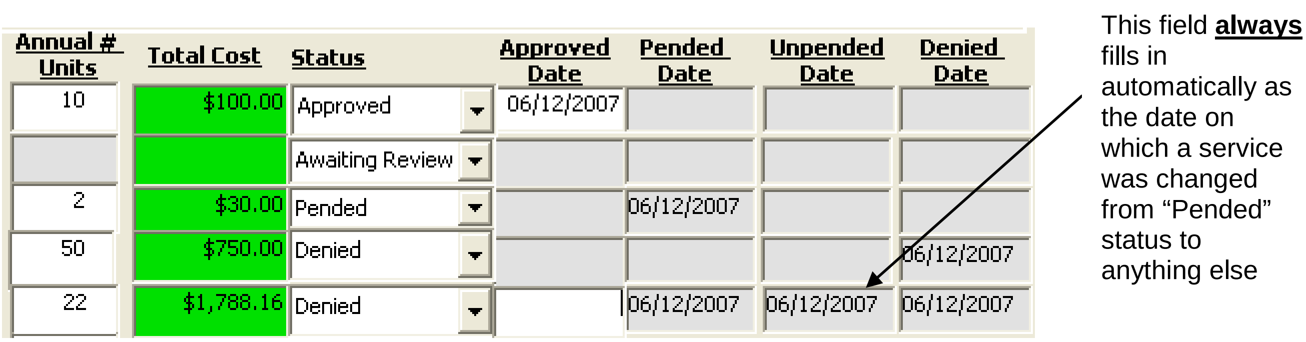


Figure 3-10. The Date Fields for the "Status" Field.

Do the following to approve, pend, or deny a service:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- For the service that you want to approve, pend, or deny, click the "Status" field dropdown arrow (shown in the figure above) and choose the desired status (e.g., Approved, Pended, or Denied). Note that "Unpended" is NOT a choice, since by default a service receives an "unpended" date on the date it is changed from "Pended" status to any other status (e.g., Approved or Denied).
- Repeat the above step for any other services you want to approve
- Click the Save icon on the toolbar

“Unpending” a Service

When you pend a service, the date on which you do it automatically appears in the “Pended Date” field for that service (shown in Figure 3-10 above). Then, when you change the status for that service to either Approved or Denied, the date on which you do that becomes the “Unpended Date” (also shown in Figure 3-10 above).

Look at the example in Figure 3-10 above. The last service in the graphic was pended on 6/12/2007. Then, it was denied later that day. Because it went from Pended status to Denied status on 6/12/2007, that date also became the “Unpended Date,” since the status was “unpended” on that day.

Adding Assistive Technologies

Adding Assistive Technologies is different from adding most of the other services, because it has a separate screen where you indicate more information than the number of units.

Do the following to add Assistive Technologies to a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the “rpt” button (shown in Figure 3-11 below) to see what Assistive Technologies have already been approved for the person for the current Plan Year. Proceed with the next bullet point below if the desired A.T. has not already been approved:
- Click the “Add Assistive Tech Costs” button (shown in Figure 3-11 below). Doing this will take you to the screen shown in Figure 3-12 below.

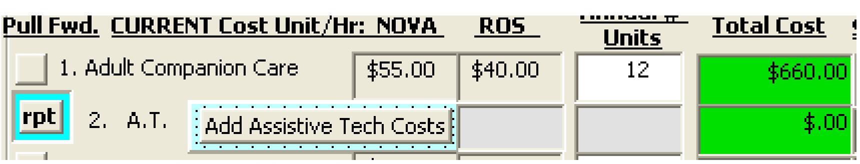


Figure 3-11. The “Add Assistive Tech Costs” Button.

- On the ADD ASSISTIVE TECHNOLOGIES screen (shown partially in Figure 3-12 below), type your first technology in the “Technology 1” field and press Enter

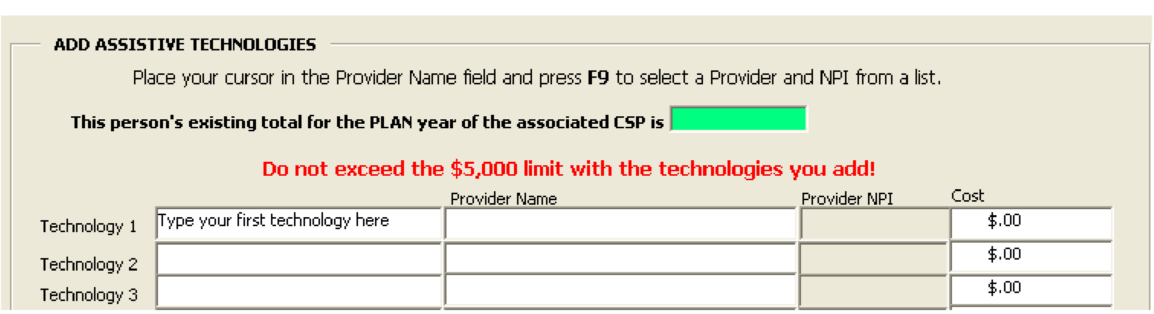
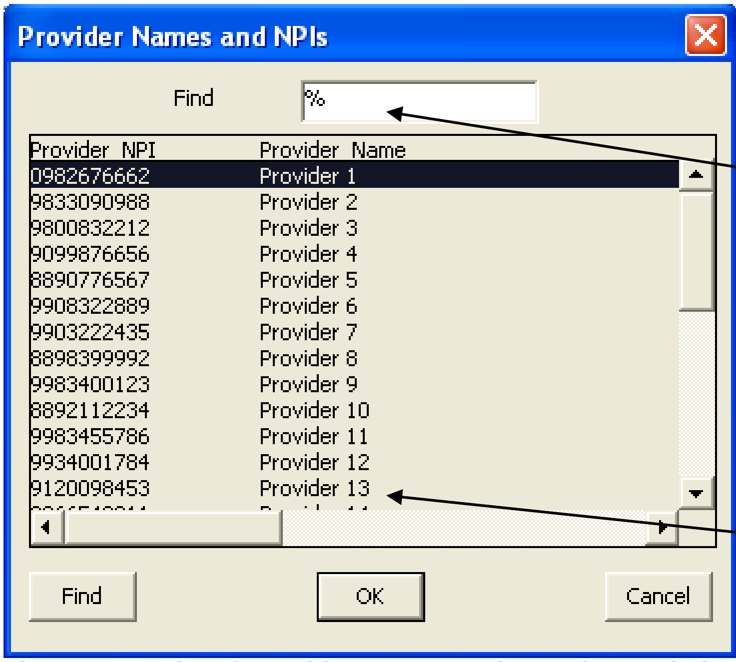


Figure 3-12. The ADD ASSISTIVE TECHNOLOGIES Screen.

- With your cursor in the "Provider Name" field (shown above), click the F9 button on your keyboard to produce a list of Providers (shown in Figure 3-13 below)



To query for the provider in a long list of providers, type some of the NPI in front of the "%" sign and click the "Find" button. This will reduce the list down to your provider or to a shorter list of providers whose NPIs begin with the digits you entered.

Note that in this example these are not real provider names or provider numbers

Figure 3-13. List of Provider Names and NPIs for Assistive Technologies.

- Click once on the desired provider (or if you cannot see the desired provider, query for it by typing some of the NPI digits in front of the "%" sign in the "Find" field and click the Find button)
- Click the "OK" button to select the provider name and NPI into the corresponding fields (shown in Figure 3-14 below)

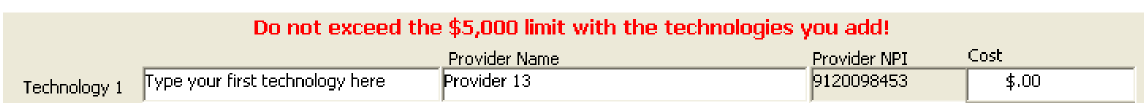
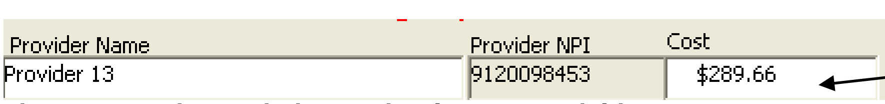


Figure 3-14. A Provider Name and NPI When They Have Been Selected.

- Now type the cost of the Assistive Technology in the "Cost" field (NN.NN format, without the "$" sign) and press Enter to format the cost (shown in Figure 3-15 below)



Always type the cost using NNN.NN format and press Enter to have the database add the "$" sign

Figure 3-15. The Assistive Technology Cost Field.

- If there is a second Assistive Technology at this time, repeat the above four bullet points, this time with the "Technology 2" field. Repeat this for each Assistive Technology.
- To save the Assistive Technology(ies), you will **NOT** click the Save icon. Instead, you will *click either of the following toolbar icons*:

  - Next Block
  - Previous Block

  This is because there is a $5,000 annual service limit on Assistive Technologies, and the code for calculating the current person's total is connected to the Next Block and Previous Block icons

- After you have clicked Next Block or Previous Block, you will be on the CSP screen again, and you will note that the following have occurred, as shown in Figure 3-16 below:

  - The cost for the technology(ies) you added appears in the ROS field for "Assistive Tech" (Service 2 on the CSP screen). This does not mean that every Recipient who receives Assistive Technologies lives in the ROS region; that field is used for both NOVA and ROS persons
  - The number "1" appears in the "Annual # Units" field
  - The cost of the technology(ies) you added appears in the "Total Cost" field

Figure 3-15. The Assistive Technology Cost Field.

These fields are gray because you cannot edit them here. The "Annual # Units" field will always show "1".

The "ROS" cost value will change automatically as you add new services.

NOTE: Each time you go to the ADD ASSISTIVE TECHNOLGIES screen, the cumulative total for the current CSP year (as defined by the Anniversary Date) for the person will show in the green field (shown in Figure 3-16 below).

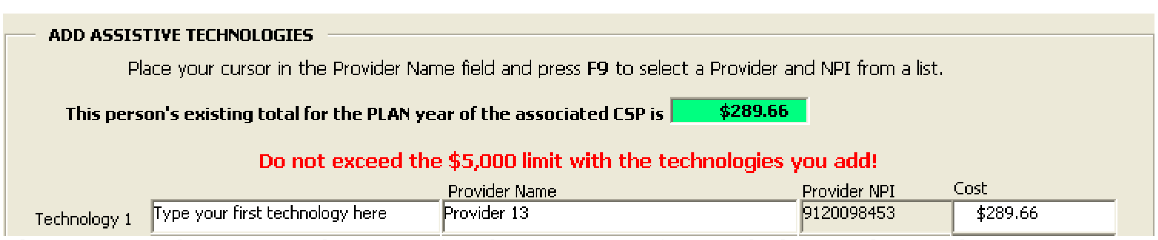


Figure 3-16. The Cumulative Total for the Plan Year for Assistive Technologies.

Heeding the $5,000 Limit Per Plan Year for Assistive Technologies

There is a $5,000 limit *per Recipient, per plan year*, for Assistive Technologies. The system will not allow you to exceed that limit.

You will receive the following message (while on the screen shown above) if the technology services you are trying to add causes the cumulative total for the current plan year to exceed $5,000:

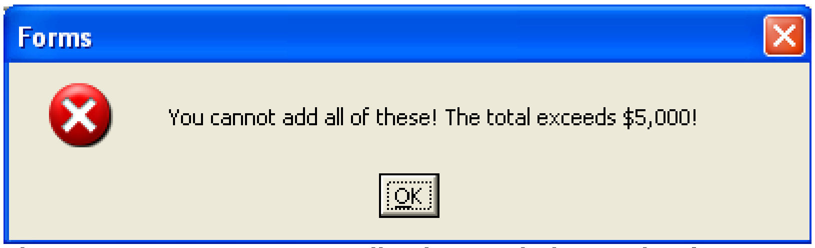


Figure 3-17. Message Box Indicating Assistive Technology Cost Excess.

> NOTE: The ADD ASSISTIVE TECHNOLOGIES screen shows only those *technologies* that belong to the associated CSP (e.g., whatever CSP you currently have on the screen), but if there are multiple CSPs (because of revisions) for a given plan year, The ADD ASSISTIVE TECHNOLOGES screen will show the *cumulative cost total* for that plan year in the green field at the top (shown in Figure 3-16 above).

Adding Environmental Modifications

Do the following to add Environmental Modifications to a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the "rpt" button (shown in Figure 3-18 below) to see what Environmental Modifications have already been approved for the person for the current Plan Year. Proceed with the next bullet point below if the desired E.M. has not already been approved:
- Click the "Add Env Mod Costs" button (shown in Figure 3-18 below). Doing this will take you to the screen shown in Figure 3-19 below.

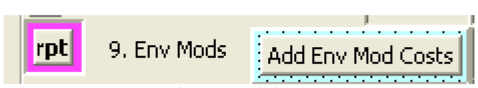


Figure 3-18. The "Add Env Mod Costs" Button.

- On the ADD ENVIRONMENTAL MODIFICATIONS screen (shown partially in Figure 3-19 below), type your first modification in the "Modification 1" field and press Enter

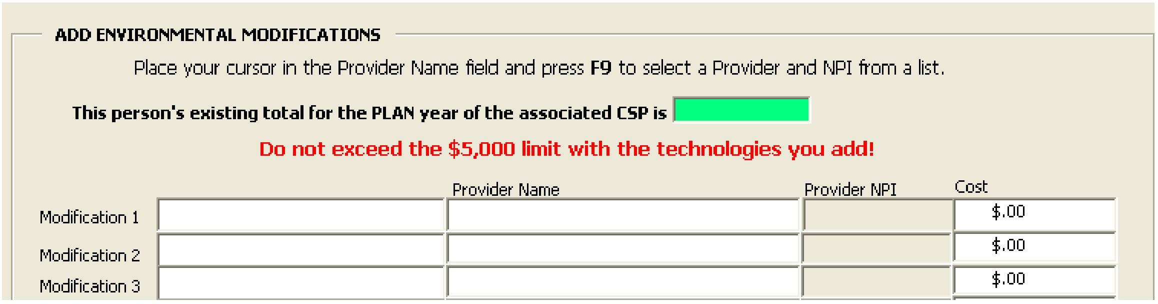


Figure 3-19. The ADD ENVIRONMENAL MODIFICATIONS Screen.

- With your cursor in the "Provider Name" field (shown above), click the F9 button on your keyboard to produce a list of Providers (shown in Figure 3-20 below)

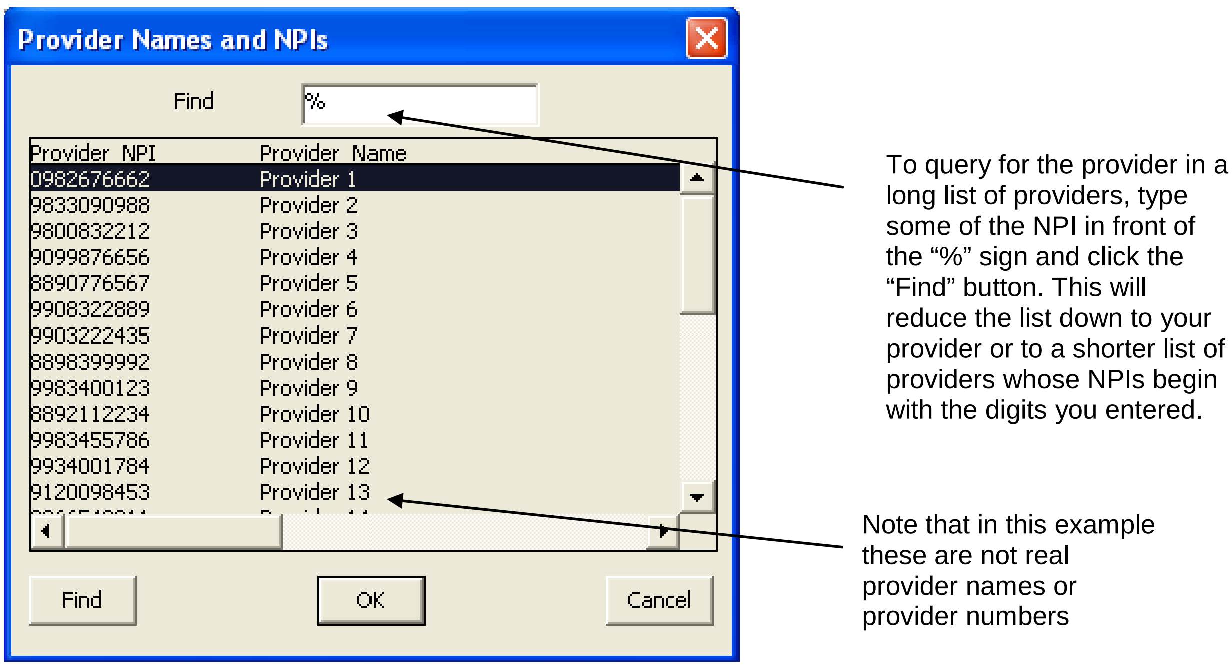


Figure 3-20. List of Provider Names and NPIs for Environmental Modifications.

- Click once on the desired provider (or if you cannot see the desired provider, query for it by typing some of the NPI digits in front of the "%" sign in the "Find" field and click the Find button)
- Click the "OK" button to select the provider name and NPI into the corresponding fields (shown in Figure 3-21 below)

Figure 3-21. A Provider Name and NPI When They Have Been Selected.

- Now type the cost of the Environmental Modification in the “Cost” field (NN.NN format, without the “$” sign) and press Enter to format the cost (shown in Figure 3-22 below)

Always type the cost using NNN.NN format and press Enter to have the database add the “$” sign

Figure 3-22. The Environmental Modification Cost Field.

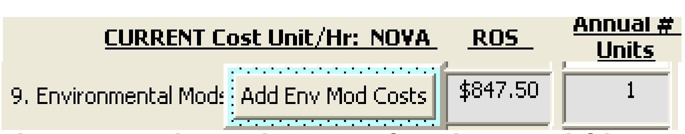
- If there is a second Environmental Modification at this time, repeat the above four bullet points, this time with the “Modification 2” field. Repeat this for each Environmental Modification
- To save the Environmental Modification(s), you will **NOT** click the Save icon. Instead, you will *click either of the following toolbar icons*:

  - Next Block
  - Previous Block

  This is because there is a $5,000 annual service limit on Environmental Modifications, and the code for calculating the current person’s total is connected to the Next Block and Previous Block icons

- After you have clicked Next Block or Previous Block, you will be on the CSP screen again, and you will note that the following have occurred, as shown in Figure 3-23 below:

  - The cost for the modifications you added appears in the ROS field for “Environmental Mods” (Service 9 on the CSP screen). This does not mean that every Recipient who receives Environmental Modifications lives in the ROS region; that field is used for both NOVA and ROS persons
  - The number “1” appears in the “Annual # Units” field
  - The cost of the modification(s) you added appears in the “Total Cost” field



These fields are gray because you cannot edit them here. The “Annual # Units” field will always show “1”.

The “ROS” cost value will change automatically as you add new modifications to this same CSP.

Figure 3-23. The Environmental Mods Cost Field.

NOTE: Each time you go to the ADD ENVIRONMENTAL MODIFICATIONS screen, the cumulative total for the current CSP year (as defined by the Anniversary Date) for the person will show in the green field (shown in Figure 3-24 below).

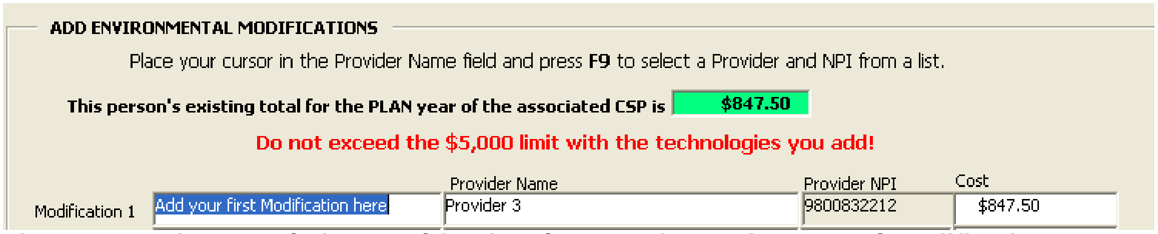


Figure 3-24. The Cumulative Total for the Plan Year for Environmental Modifications.

Heeding the $5,000 Limit Per Plan Year for Environmental Modifications

There is a $5,000 limit *per Recipient, per plan year*, for Environmental Modifications. The system will not allow you to exceed that limit.

You will receive the following message (while on the screen shown above) if the modifications you are trying to add cause the cumulative total for the current plan year to exceed $5,000:

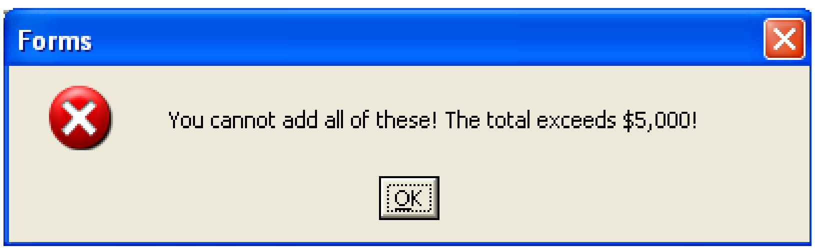


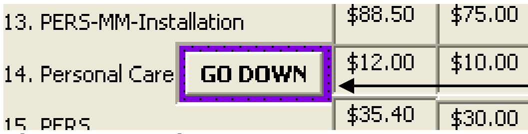
Figure 3-25. Message Box Indicating Environmental Modifications Cost Excess.

NOTE: The ADD ENVIRONMENTAL MODIFICATIONS screen shows only those *modifications* that belong to the associated CSP (e.g., whatever CSP you currently have on the screen), but if there are multiple CSPs (because of revisions) for a given plan year, The ADD ENVIRONMENTAL MODIFICATIONS screen will show the *cumulative cost total* for that plan year in the green field at the top (shown in Figure 3-24 above).

Adding Therapeutic Consultations

Do the following to add Therapeutic Consultations to a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the "GO DOWN" button (shown in Figure 3-26 below) to move to the part of the screen where the Therapeutic Consultations button is visible



This button is on the left side of the screen, at Service 14 in the services list. It takes you to the lower portion of the CSP screen.

Figure 3-26. The "GO DOWN" Button.

- Now that you are in the lower portion of the CSP screen, click the "Add Therapeutic Cons" button (shown in Figure 3-27 below). Doing this will take you to the screen shown in Figure 3-28.

Figure 3-27. The "Add Therapeutic Cons" Button.

- On the THERAPEUTIC CONSULTATIONS screen (shown in Figure 3-28 below), put your cursor in the first "Service" field and press F9 to generate the list of services (shown in Figure 3-29).

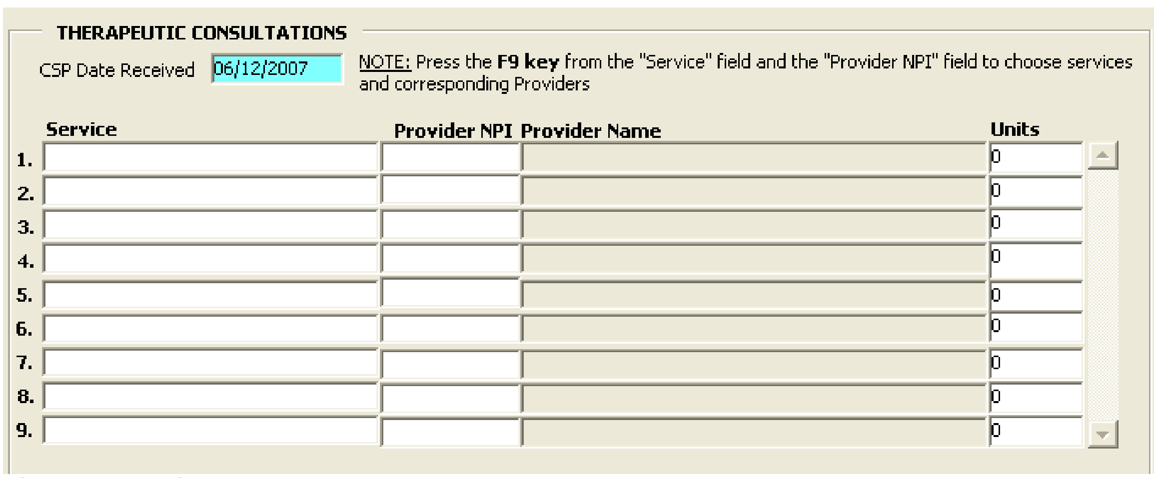


Figure 3-28. The THERAPEUTIC CONSULTATIONS Screen.

- Click once on a service in the list of services (shown in Figure 3-29 below) to select it

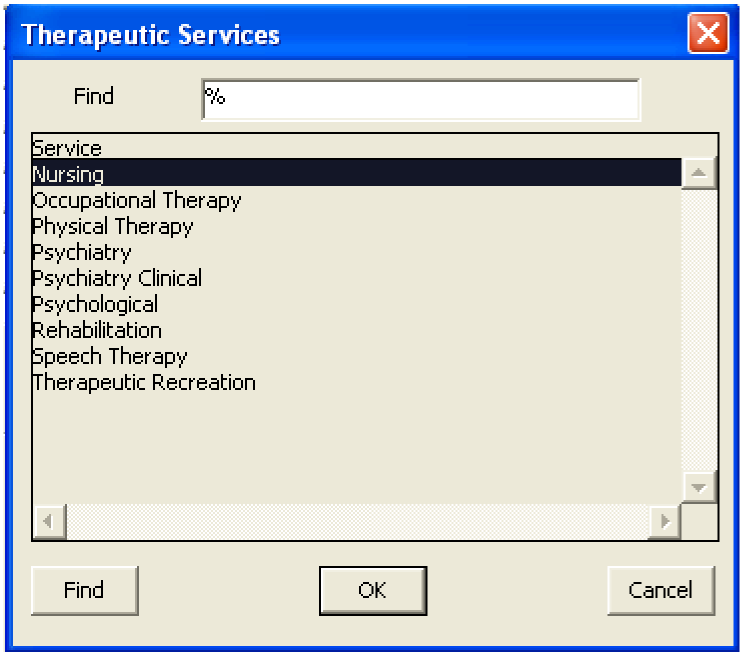
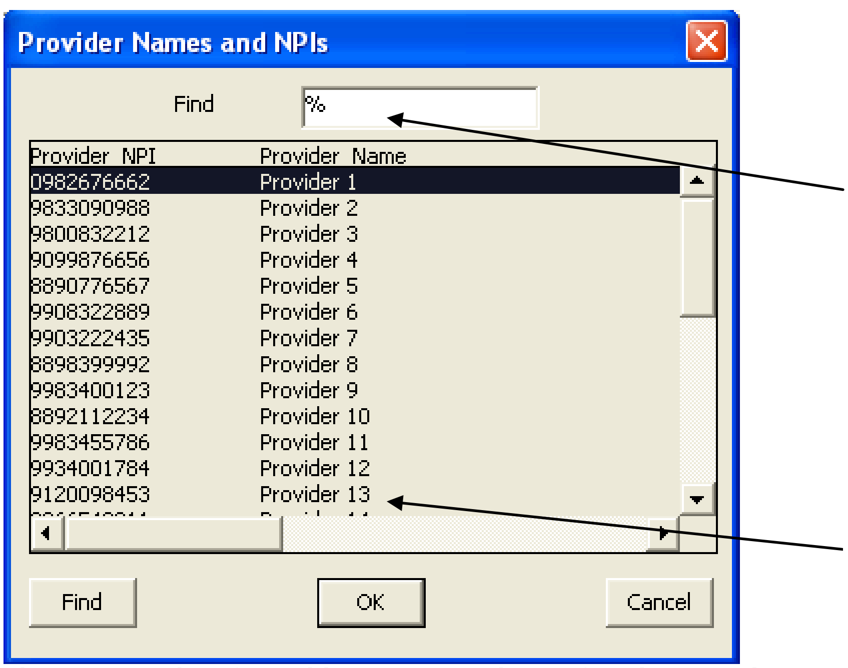


Figure 3-29. The List of Therapeutic Serivces.

- Click the "OK" button (shown above) to pull the service into the THERAPEUTIC CONSULTATIONS screen
- Put your cursor in the "Provider NPI" field and press F9 on your keyboard to bring up a list of Providers (shown in Figure 3-30 below)



To query for the provider in a long list of providers, type some of the NPI in front of the "%" sign and click the "Find" button. This will reduce the list down to your provider or to a shorter list of providers whose NPIs begin with the digits you entered.

Note that in this example these are not real provider names or provider numbers

Figure 3-30. List of Provider Names and NPIs for Therapeutic Consultations.

- Click once on the desired provider (or if you cannot see the desired provider, query for it by typing some of the NPI digits in front of the "%" sign in the "Find" field and click the Find button)
- Click the "OK" button to select the provider name and NPI into the corresponding fields (shown in Figure 3-31 below)

Figure 3-31. Provider NPI and Provider Name.

- Type the desired number of units in the "Units" field
- Click the Next Block or Previous Block toolbar icon *to automatically save the data* and return to the CSP screen.

Note that when you return to the CSP screen, the number of units you specified will appear in the "Annual # Units" field for Therapeutic Consultations (shown in Figure 3-32 below), and the total dollar amount will show in the "Total Cost" field. The total cost is calculated as the cost amount shown in the "ROS" field (this amount applies to NOVA and ROS) multiplied by the number of units you specified. As you add more services/units, the cost will update automatically.

Figure 3-32. Therapeutic Consultation Units and Total Cost.

Adding Comments

The CSP screen has a button that takes you to the screen shown in Figure 3-33 below. Instructions for accessing the screen appear below the figure.

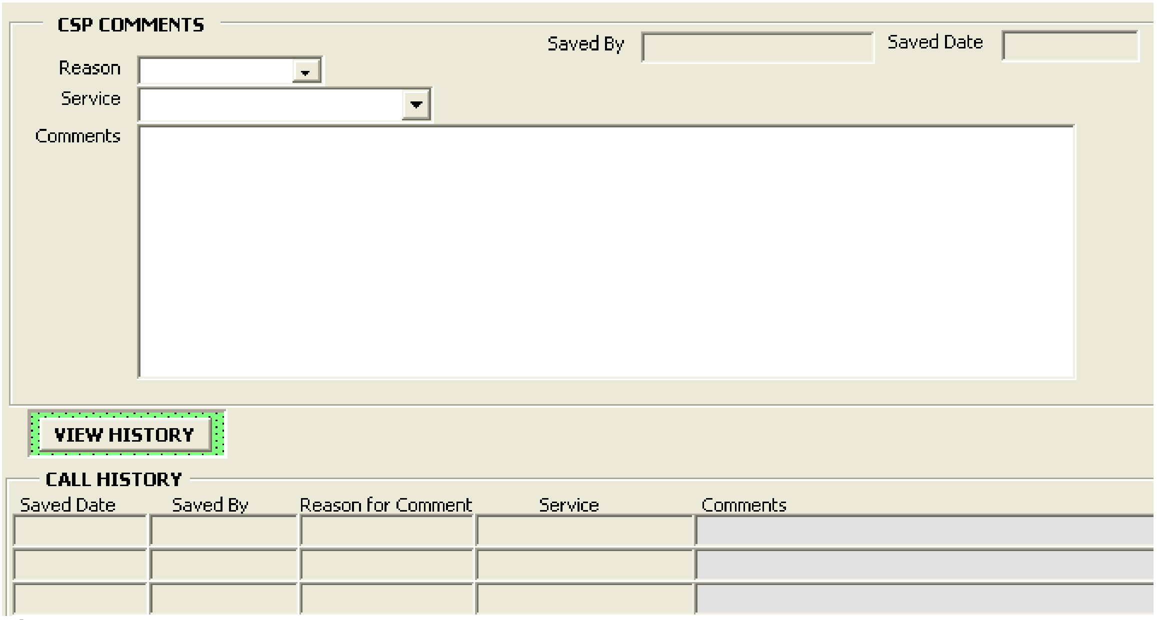
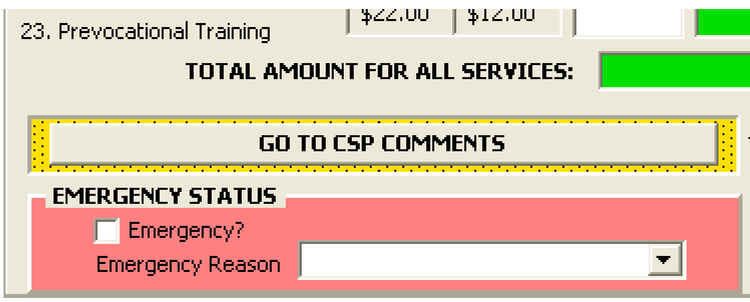


Figure 3-33. CSP Comments Screen.

Do the following to add comments to a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the "GO DOWN" button (shown in Figure 3-26 above) to move to the part of the screen where the "GO TO CSP COMMENTS" button (shown in Figure 3-34 below) is visible



Click this button to go to the screen shown in Figure 3-33 above. This button is towards the lower left of the CSP screen.

Figure 3-34. The "GO TO CSP COMMENTS" Button.

- Click the "GO TO CSP COMMENTS" button
- On the CSP COMMENTS screen (shown in Figure 3-33 above), click the "Reason" field dropdown arrow and choose the reason for the comment
- Then click the "Service" field dropdown arrow to choose the service to which the comment applies
- In the "Comments" field, type the relevant comments

- Click the Save icon on the toolbar to save the comment

Viewing the Comment History for a Specific CSP

Do the following to view the comment history for a specific CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the “GO DOWN” button (shown in Figure 3-26 above) to move to the part of the screen where the “GO TO CSP COMMENTS” button (shown in Figure 3-34 above) is visible
- Click the “GO TO CSP COMMENTS” button
- On the CSP COMMENTS screen (shown in Figure 3-33 above), click the “VIEW HISTORY” button. You will then see the comment history in the grid below the button, as shown in Figure 3-35 below

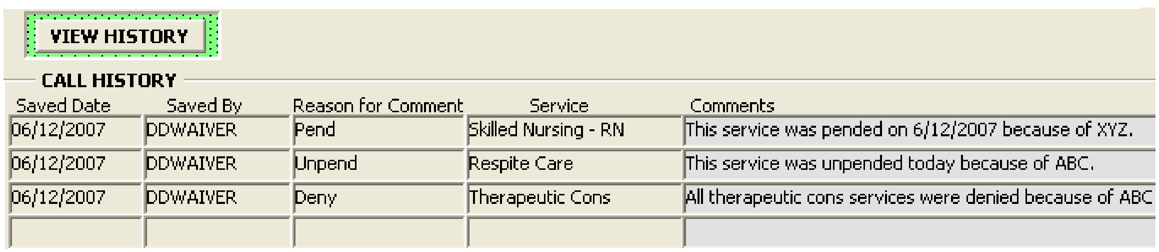


Figure 3-35. The Comment History Grid on the CSP COMMENTS Screen.

Note that Comments appear in the history grid (shown above) in date order, with the most recent comments at the top. Note also that you cannot edit anything in the grid.

Indicating Living Arrangements

Do the following to indicate living arrangements on a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the “Performing Queries” section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- In the Living Arrangements area of the CSP screen (shown in Figure 3-36 below), click the checkboxes that apply. In the example below, the “Resident of State Mental Hospital” box has been checked to indicate that is where the Recipient lives.

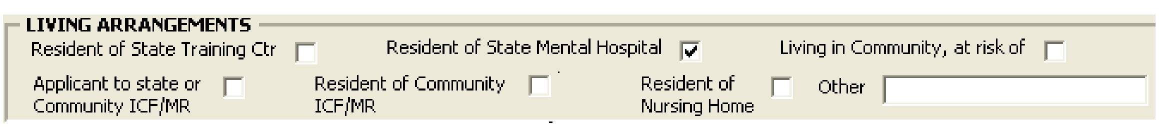


Figure 3-36. Living Arrangements Checkboxes.

- Click the Save icon on the toolbar

Indicating an Emergency CSP

Do the following to indicate that a CSP is an "Emergency CSP":

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the "GO DOWN" button (shown in Figure 3-26 above) to move to the part of the screen (lower left side) where the Emergency indicators appear (shown in Figure 3-37 below)

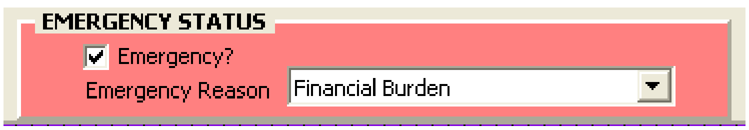


Figure 3-37. Emergency Status Fields.

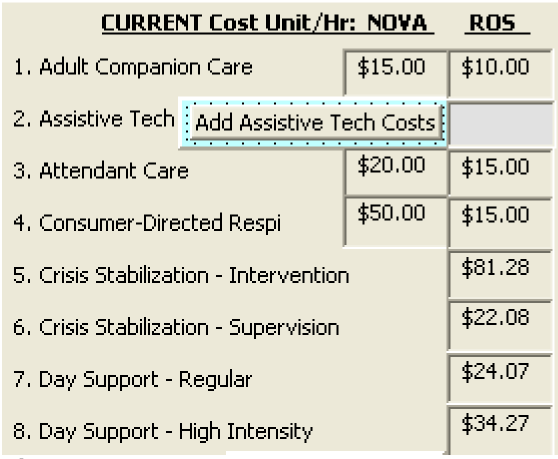
- Click the "Emergency?" checkbox
- Click the "Emergency Reason" dropdown arrow to choose a reason. In the example above, the "Financial Burden" option has been selected
- Click the Save icon on the toolbar

Viewing Present-day and Original Service Costs for a CSP

CSP Service costs increase over time, so we have to have a way of tracking both the *current cost* (e.g., the service cost for the current fiscal year) and the cost that was in place at the time when a CSP was done. The subsections below explain where on the CSP screen you can see these values.

Present-day Costs

Present-day service costs appear in the "ROS" and "NOVA" columns on the left-hand side of the CSP screen as shown (partially) in Figure 3-38 below.



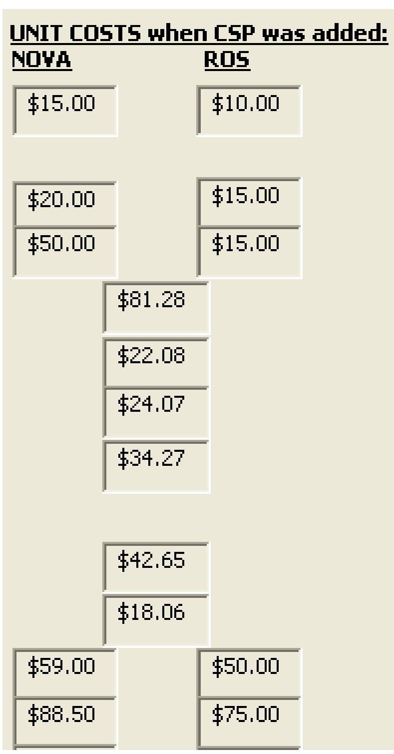
The costs shown in the NOVA and ROS columns are always current, present-day costs.

These values are pulled from the table that stores Provider services and cost amounts.

Figure 3-38. Current CSP Costs.

Original CSP Service Costs

To see the costs that were in place at the time a CSP was saved to the database, look to at the far right side of the screen. There you will see the costs that, when multiplied by the service unit numbers for each service, result in the values in the "Total Cost" field for all services (except AT and EM).



On the far-right side of the CSP screen you will see this list of costs (not shown entirely here). These are the unit costs that were in place for each service at the time the CSP was added to the databases.

Figure 3-39. Original CSP Costs.

Indicating a 122 Date

You must indicate a 122 Date to change the "CSP Reason" from "Awaiting Review" to "Enrollment". Once you have added a 122 Date, you never indicate it again for any CSP for that person (*unless* the person is withdrawn and reapplies, in which case all processes start anew.) This is because the 122 Date is automatically "pulled forward" with each new CSP (e.g., Revision, Annual, Post-interruption) for a given person.

Do the following to indicate a 122 Date:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- At the top of the CSP screen (shown in Figure 3-40 below) type the 122 Date in the "122 Date" field. Note that you may be prompted to enter other dates in that area of the screen when you save the change

Figure 3-40. The "122 Date" Field.

- Click the Save icon on the toolbar, and fill in other dates if prompted. Note that the "Anniversary Date" field will automatically fill in as 122 Date + 365 once you save the 122 Date. In the example above, the Save icon has not yet been clicked, which is why the "Anniversary Date" field is empty.

Indicating an Anniversary Date

You do not indicate the "Anniversary Date". It is calculated *automatically* as "122 Date" + 365 the first time you save an Enrollment CSP. From there, it adjusts with each annual renewal.

Indicating the Date when a CSP Begins

The "CSP Begin Date" field populates automatically when you save a CSP as long as that CSP has a 122 Date. The CSP Begin date is calculated against the "Anniversary Date" as follows: The "Anniversary Date" is calculated as the 122 Date plus 365 days for every year that the person has been in the program. Note that the "Anniversary Date" is when the Annual Renewal comes due. The "CSP Begin Date" is the "Anniversary Date" minus 365 days, or, in other words, it is the begin date for the plan year. A plan year goes from the "CSP Begin Date" to the "Anniversary Date" specified.

Figure 3-41. The "Date This CSP Begins" Field. NOTE: Name and SSN have been obscured (above) for HIPAA reasons.

- Click the Save icon on the toolbar (and supply any other dates as prompted)

Deleting a CSP

You can only delete the *most recent CSP* for a person, since we do not want gaps in the person's CSP history.

Do the following to delete a CSP:

- Query for the applicant (if you are not sure how to query for an applicant, see the "Performing Queries" section of the manual.)
- Advance to the Screening screen by clicking the Next Block icon on the toolbar
- Advance to the CSP screen by clicking the Next Block icon again
- Click the Remove Record icon on the toolbar (alternatively, you can click the "DELETE THIS CSP!" button at the bottom right side of the screen)
- Click "DELETE" on the pop-up box shown in Figure 3-42 below. Doing this will delete the CSP *and save the deletion*.

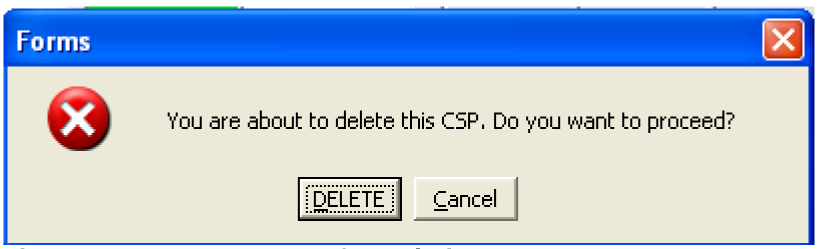


Figure 3-42. Message Box for Deleting a CSP.

Note that if you are not on the most current CSP, you will see the following message instead of the one above in Figure 3-42:

Figure 3-43. Message Box Indicating CSP is Not Must Recent.

4. Working with Appeals

The DD Waiver program requires that persons being withdrawn from the waiver or the waitlist be given 30 days to appeal DMAS's decision to withdraw them.

Starting the Appeal Process

The Appeal process begins with the *automatic* generating of an Appeal letter that informs the Recipient of his or her appeal rights and advises of the 30-day window for response.

Generating an Appeal Letter

Do the following to generate an Appeal letter:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the "Recipient Status" field (shown in Figure 4-1 below) dropdown arrow and choose "NOT ELIGIBLE"

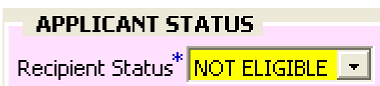


Figure 4-1. Choosing "NOT ELIGIBLE" Status.

- Click the "LIST" button beside the "Reason if NOT ELIGIBLE" field (shown in Figure 4-2 below)and choose the applicable reason

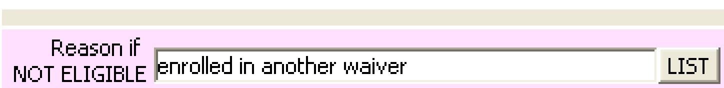


Figure 4-2. Indicating the "NOT ELIGIBLE" Reason.

- Click the Save icon
- Click "YES" on the pop-up box that asks if you want to:

  - Generate the Appeal letter; and,
  - Fill in the "Appeal Letter Sent" field (shown in Figure 4-3 below)

- When the letter comes up, click the Print icon on its toolbar
- Dismiss the letter by clicking the "X" in the upper-right corner
- Note that the current day's date automatically appears in the "Appeal Letter Sent" date (shown in Figure 4-3 below), which means you need to retrieve the letter from the printer and send it out.

Figure 4-3. The "Date Appeal Letter Sent" Field.

- Wait 33 days to see if the Recipient/Applicant submits an appeal, then do what applies below:

  ➢ If the Recipient/Applicant does submit an Appeal, refer to the "Processing Appeals" subsection below.

  -OR-

  ➢ If the Recipient/Applicant does *not* submit an Appeal, refer to the subsection of the manual titled "Part II: Withdrawing the Applicant/Recipient Who Does NOT Submit an Appeal." Note that this subsection is within the larger section titled, "Withdrawing a Recipient/Applicant from the Waiver or Waitlist" and is found early in the manual.

Processing Appeals

If a Recipient/Applicant appeals DMAS's decision to withdraw him or her from the waiver or waitlist, there are pieces of information about that process that must be tracked alongside the associated Screening.

Do the following to add information to an Appeal:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the "GO TO APPEAL" button (shown in Figure 4-4 below), but note that you cannot go to the Appeal screen until an Appeal letter has been generated. If the Appeal letter has been generated, you will see a date in the "Appeal Letter Sent" field (also shown below). If the Appeal letter has not been generated yet, see the "Starting the Appeal Process" subsection above

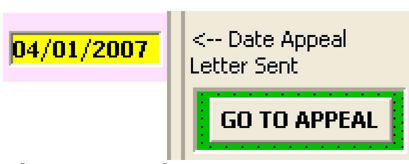
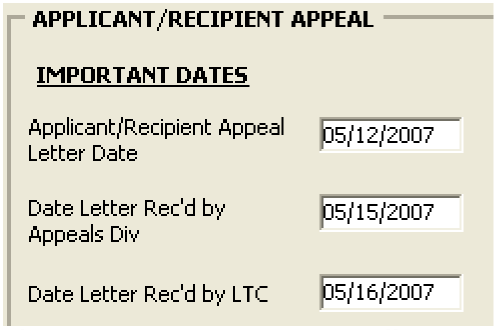


Figure 4-4. The "GO TO APPEAL" Button and "Date Appeal Letter Sent" Field.

- Now that you are on the Appeal screen, refer to the subsection(s) below that address(es) what you would like to do

Saving a New Appeal / Indicating Initial Dates

There are *three dates* that you <u>must</u> indicate on an Appeal screen before you can save the Appeal for the first time. Those dates are in the IMPORTANT DATES section of the Appeal screen as shown in Figure 4-5 below.



You must fill in all three of these date fields before you can save the Appeal for the first time

Figure 4-5. Dates You Must Indicate Before You Can Save an Appeal.

Do the following to indicate the three dates shown in Figure 4-5 above:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the “GO TO APPEAL” button (shown in Figure 4-4 above)
- Type the date that appeared on the Applicant/Recipient’s letter in the “Applicant/recipient Appeal Letter Date” field (MMDDYYYY format, without slashes) and press Enter
- Type the date the Appeals Division received the Applicant/Recipient’s letter in the “Date Letter Rec’d by Appeals Div” field (MMDDYYYY format, without slashes), and press Enter
- Type the date the LTC unit received the Applicant/Recipient’s letter (MMDDYYYY format, without slashes) and press Enter
- Click the Save icon on the toolbar
- Click the Previous Block toolbar icon to return to the Screening

Adding Hearing Information

Do the following to add Hearing Information to an Appeal:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the “GO TO APPEAL” button (shown in Figure 4-4 above)
- In the HEARING INFO section (shown in Figure 4-6 below), indicate the applicable information

Figure 4-6. HEARING INFO on the Appeal Screen.

- Click the Save icon on the toolbar

- Click the Previous Block toolbar icon to return to the Screening

Adding Summary Information

Do the following to add Summary Information to an Appeal:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the “GO TO APPEAL” button (shown in Figure 4-4 above)
- In the SUMMARY INFO section (shown in Figure 4-7 below), indicate the applicable information

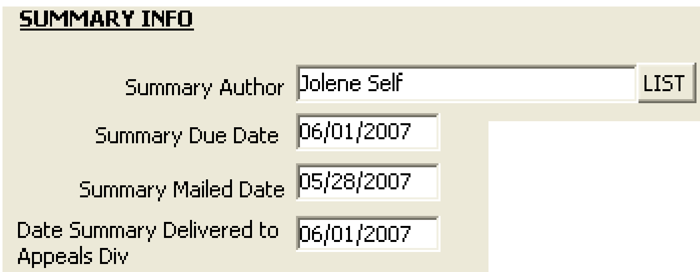


Figure 4-7. SUMMARY INFO on the Appeal Screen.

- Click the Save icon on the toolbar
- Click the Previous Block toolbar icon to return to the Screening

Indicating the Disposition

Do the following to add Disposition Information to an Appeal:

- Query for the Applicant
- Click the Next Block icon on the toolbar to advance to the Screening screen
- Click the “GO TO APPEAL” button (shown in Figure 4-4 above)
- In the DISPOSITION INFO section (shown in Figure 4-8 below), indicate the disposition and disposition date. Note that if you enter one of those, the system will require you to enter the other.

Figure 4-8. SUMMARY INFO on the Appeal Screen.

- Click the Save icon on the toolbar
- Click the Previous Block toolbar icon to return to the Screening

5. Working with Letters

The DD Waiver database automatically generates the letters that are critical to DD Waiver business processes. See the subsection below for information on what those letters are, and when they will pop up on your screen.

Generating Letters (both Automatically and Manually)

The following letters generate automatically in response to the specific events described:

- 122 Date Letter
- Notice of Right to Appeal Letter

The subsections below address these letters. The Waitlist letter does NOT generate automatically and is addressed after the 122 letter and Appeal letter.

122 Date Letter

When someone receives a waiver slot (meaning that the "Waiver Slot Number" field on the Screening screen shows a number) *under any of the following circumstances*, the letter requesting a 122 Date *and* an updated CSP for that person pops up:

- The person received a waiver slot automatically when someone else was withdrawn;
- The person was moved manually (using the "MOVE THIS PERSON TO THE WAIVER" button on the Screening screen) to the waiver because the General Assembly allocated additional slots for the current fiscal year;
- The person applied for the waiver at a time when no one was on the waiting list.

The 122 Letter looks like Figure 5-1 below when it comes up on your screen:

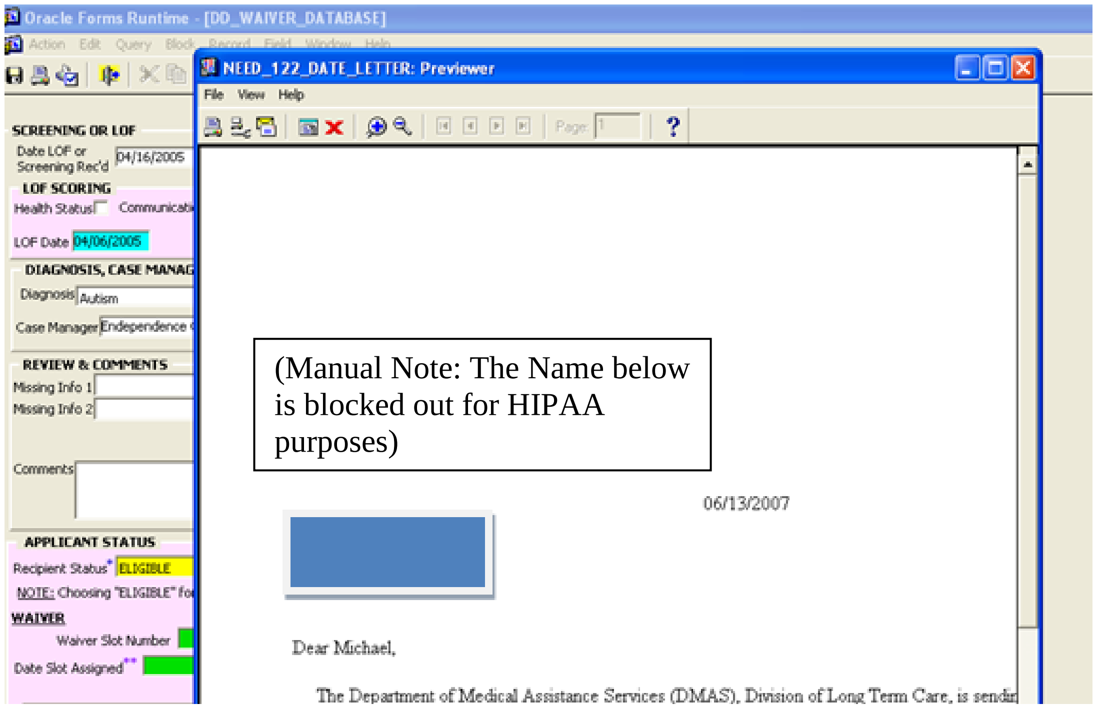


Figure 5-1. The "Need 122 Date" Letter.

Notice-of-Right-to-Appeal Letter

When you deem a Waiver or Waitlist person ineligible, you must send out a letter that indicates the ineligibility and informs the person of his or her right to appeal. The Appeal letter generates automatically to make this easy, and it comes up automatically when you complete the steps in the "Generating an Appeal Letter" subsection in the "Working with Appeals" section of the manual.

Waitlist Letter

You should generate the waitlist letter using the button shown in Figure 5-2 when a new person applies for the DD Waiver and either of the following is true:

- There is no waitlist, but the waiver is fill (e.g., such that the person would be #1 on the waitlist); OR
- There is a waitlist in place

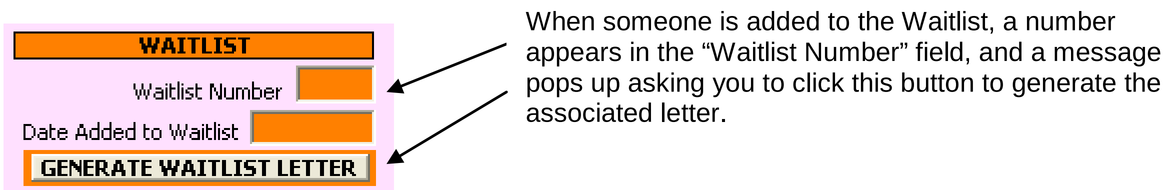


Figure 5-2. The Waitlist Letter Button (on Screening Screen).

To better understand the above, consider the following circumstance where a person would be added to the waitlist:

- There *is* a Waitlist, and there is any number – including zero – of slots remaining from the increase over last year as allocated by the General Assembly.

In this case a new person goes to the Waitlist instead of receiving one of the General Assembly slots, because that enforces the first-come, first-served basis of the waiver. In other words, people who were *already on the waitlist* will receive one of the new General Assembly slots before a new applicant will. That happens by way of the “MOVE THIS PERSON TO THE WAIVER” button. See the subsection, “Manually Moving a Waitlist Person to the Waiver” for additional information.

A screen capture of the Waitlist letter appears in Figure 5-2a below. Note that the title bar says WAITLIST_LETTER. Look at the title bar if a letter ever comes up whose content or reason for coming up you are uncertain about.

Figure 5-2a. The Waitlist Letter.

Printing Letters

When a letter appears on your screen, you need to print and mail it. Do the following to ring a letter:

- On the report toolbar (shown in Figure 5-3 below), click the Print icon (circled and labeled below)

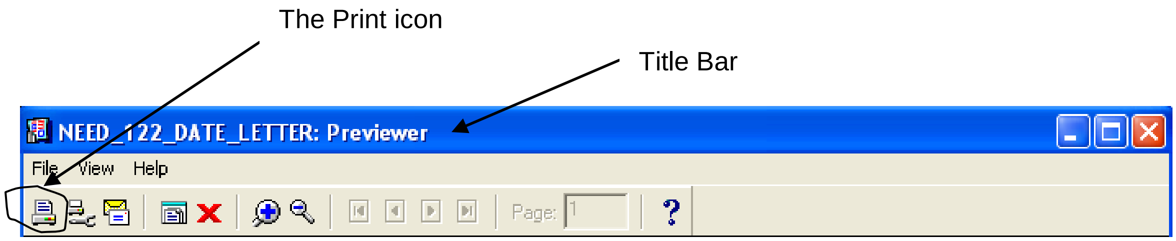


Figure 5-3. The Letter Toolbar and Title Bar.

- On the pop-up box that comes up (shown in Figure 5-4), indicate the number of copies you want to print (the 122 Date letter, for example, has a “cc” for the case manager, so you would want to print at least 2 copies)

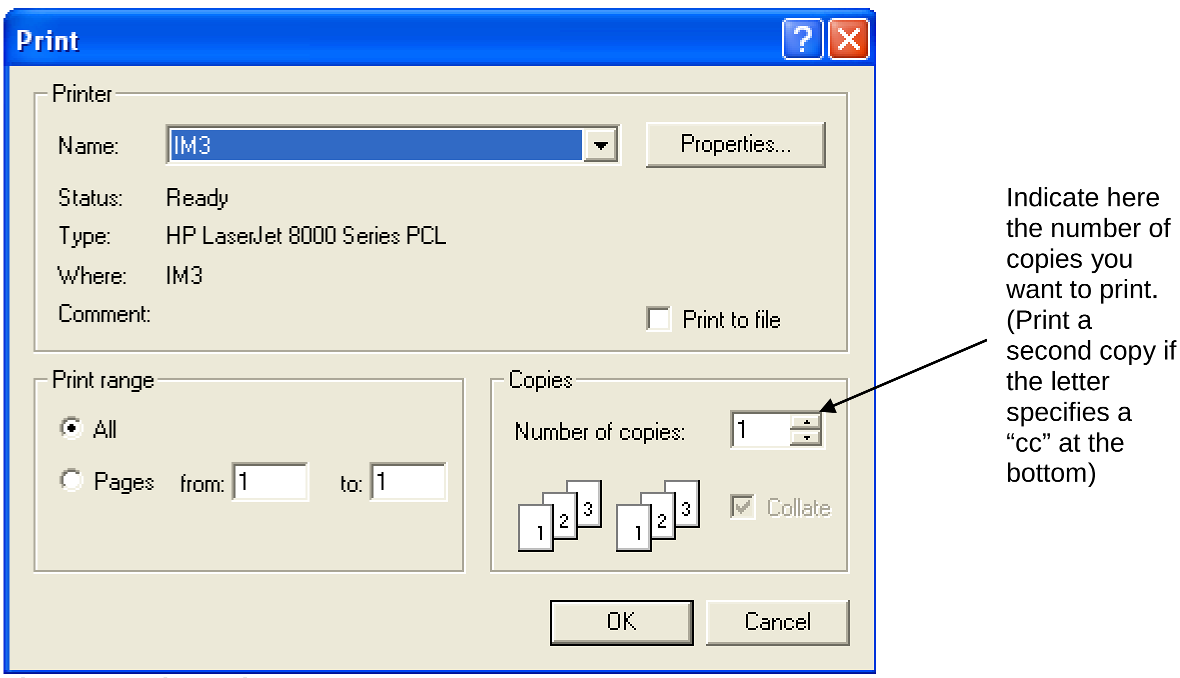


Figure 5-4. The “Print” Pop-up Box.

- Click OK on the pop-up box shown above
- Close out the letter by clicking the “X” in the upper-right corner of the Title Bar (shown and labeled in Figure 5-3 above).

6. Working with Maintenance Screen Items

The DD Waiver database includes a Maintenance screen that allows you to add things that are used in other areas of the application. For example, if you need to add a new Hearing Officer to the list of Appeal Hearing Officers, you do so using the Add/Edit Appeal Hearing Officers screen, which is accessible on the Maintenance screen. Likewise, if you need to add a new Withdrawn Reason for Screenings, you do so on the Maintenance screen as well.

Accessing the Maintenance Screen

You have to go to the Maintenance screen before you can use any of its items.

- To go to the Maintenance screen (shown in Figure 6-1 below), click the "MAINTENANCE" button at the bottom beneath the "Applicant Contact" section of the Applicant screen.

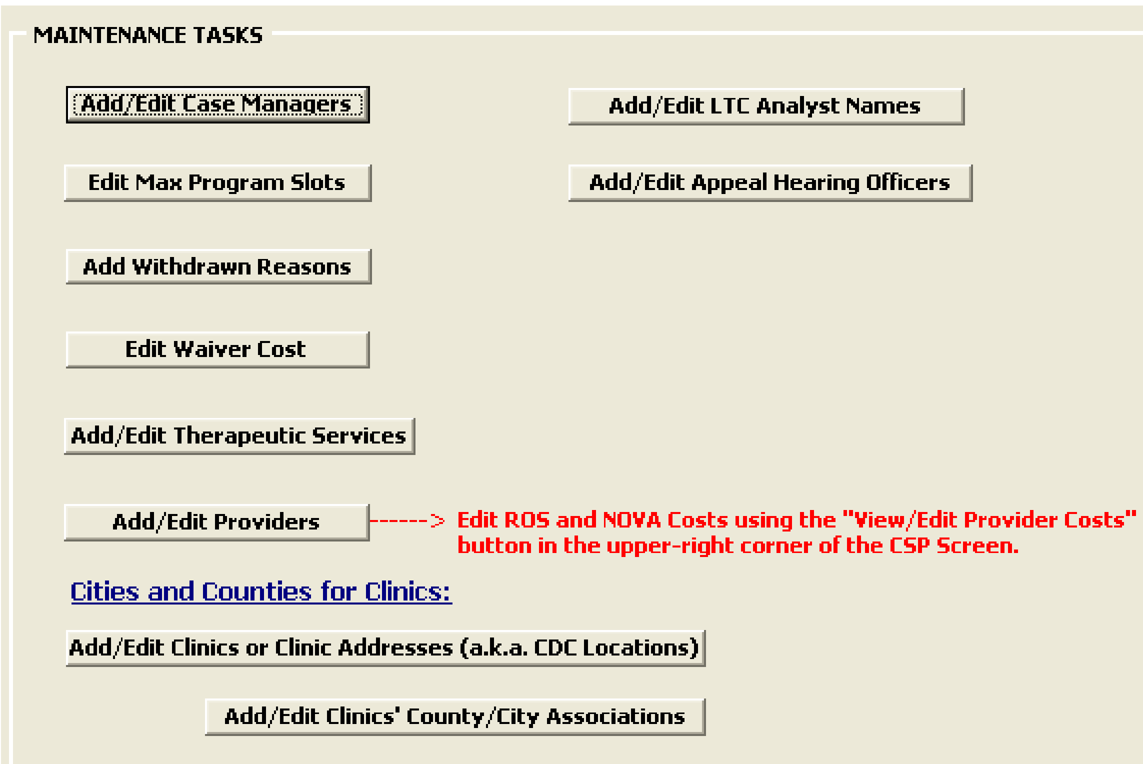


Figure 6-1. The Maintenance Screen.

Adding/Editing Providers

Note that the DD Waiver stores only minimal information about Providers: NPI numbers, and Provider names. Note, also, that the place in the database where you update provider costs is the same place where you update Provider name or NPI information. To learn about the former, see the "Editing ROS and NOVA Costs" subsection of this chapter.

Do the following to add/edit Providers:

- Click the "MAINTENANCE" button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- On the Maintenance screen, click the Add/Edit Providers button (shown in Figure 6-1 above). Doing this will take you to the screen shown in Figure 6-2 below:

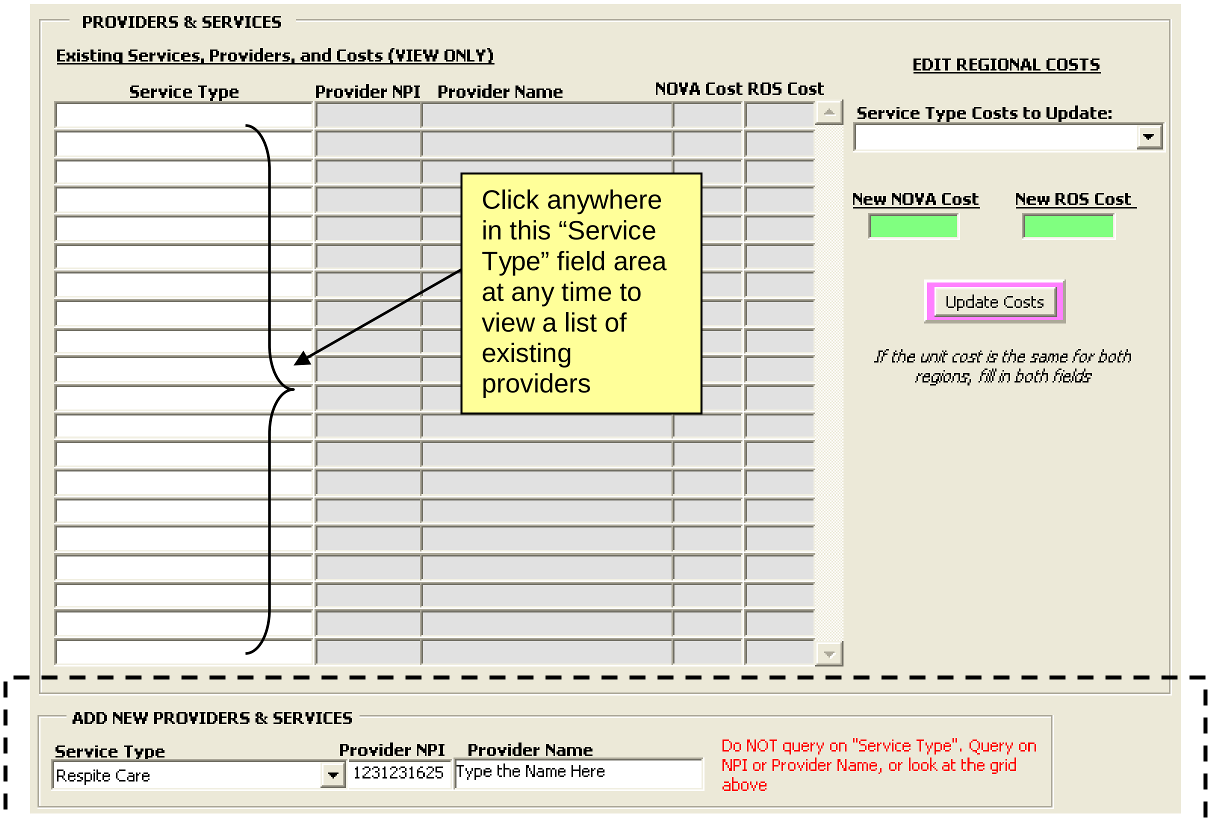


Figure 6-2. The Providers & Services Screen.

> ⓘ <u>NOTE</u>: As large as the above screen is, you will only use *the bottom portion of it* (shown above within dotted line) to add a new Provider and NPI.

- First, choose the desired service type from the "Service Type" dropdown list (shown within dotted border above)
- Next, type the provider's NPI in the "Provider NPI" field and press Enter
- Type the provider's name in the "Provider Name" screen
- Click the Save icon on the toolbar. To view a list of all providers, click anywhere in the "Service Type" field at the top of the screen (labeled in Figure 6-2 above)
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

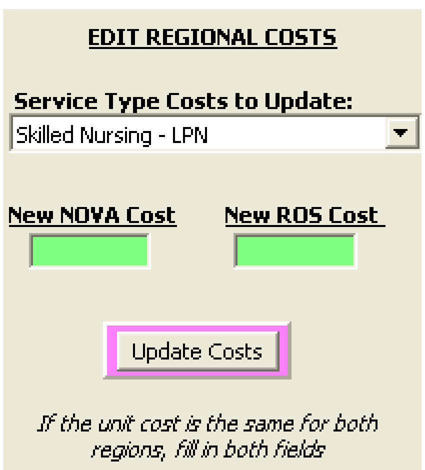
ⓘ NOTE: When you add a new provider, its ROS and NOVA costs are automatically assigned by the database on the basis of which Service Type you chose

Editing ROS and NOVA Costs (for Services)

Periodically, ROS and NOVA costs go up. To update these you need to go to the Adding/Editing Providers screen shown in Figure 6-2 above.

Do the following to update ROS and NOVA costs:

- Click the "MAINTENANCE" button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above. (Alternatively, you may click the "View/Edit Provider Costs" in the upper-right corner of the CSP screen.)
- On the Maintenance screen, click the Add/Edit Providers button (shown in Figure 6-1 above). Doing this will take you to the screen shown in Figure 6-2 above)
- In the EDIT REGIONAL COSTS area of the screen (shown in Figure 6-3 below), click the "Service Type Costs to Update" dropdown list and choose the type of service for which you want to update costs



Click here to choose the type of service for which you want to update costs

Note that if a given service has a single cost, you should make both costs (ROS and NOVA) the same

Figure 6-3. The EDIT REGIONAL COSTS Portion of the Add/Edit Providers Screen.

- Next, type the new NOVA cost (without the "$" sign) in the "New NOVA Cost" field and press Enter. (Pressing Enter will format the field with "$")
- Type the new ROS cost in the "New ROS Cost" field (without the "$" sign) and press Enter. (Pressing Enter will format the field with "$")
- Click the "Update Costs" button (shown in Figure 6-3 above) to update the costs
- To actually see the updated costs for all providers that have the service type you just updated costs for, click anywhere in the "Service Type" field grid at the left side of the screen. Doing this will populate the grid with providers, in alphabetical order by service type, and the new costs will show (as shown in Figure 6-4 below)

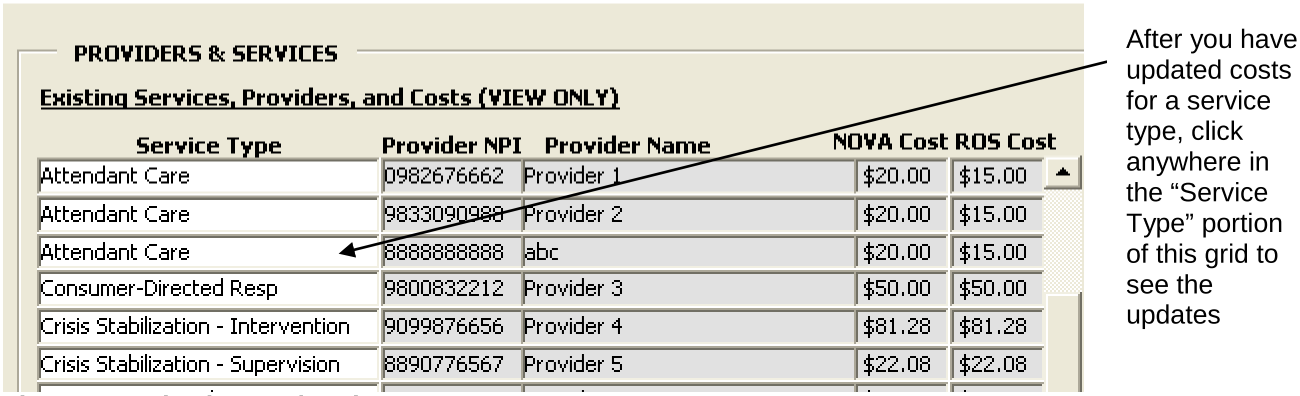


Figure 6-4. Viewing Updated Costs.

- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Adding/Editing Case Managers

Case manager names appear in dropdown lists on the Screening and CSP screens. Those dropdown lists are “dynamic,” meaning that you can add names to them as needed, and you can see your results immediately.

Do the following to add/edit Case Manager names:

- Click the “MAINTENANCE” button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- On the Maintenance screen, click the “Add/Edit Case Managers” button. Doing this will take you to the CASE MANAGERS screen, shown in Figure 6-5 below, and already shown will be the list of existing case managers.

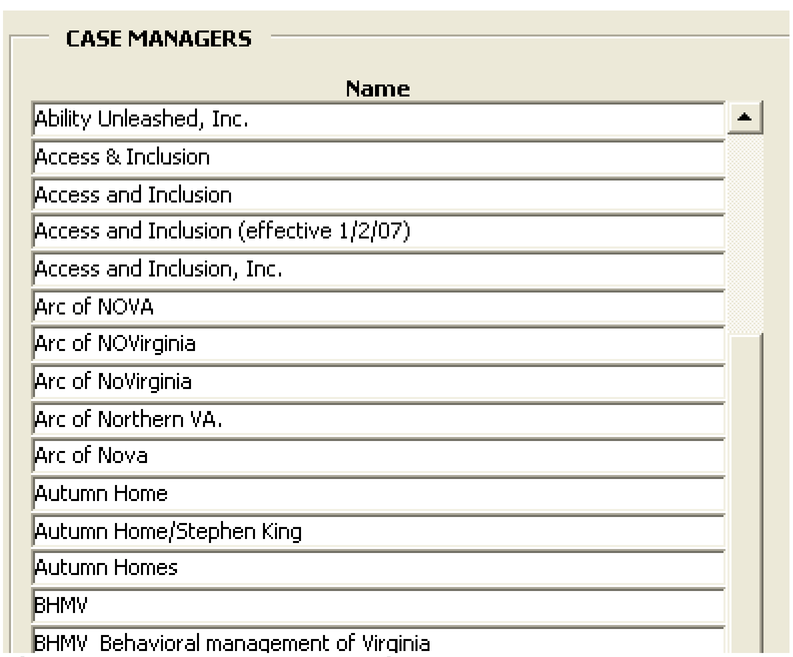


Figure 6-5. Case Managers Maintenance Screen.

- Click the Insert Record icon on the toolbar to insert a new row in the grid of names
- Type the new Case Manager name
- Click the Save icon to save the new Case Manager name
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Adding Withdrawn Reasons

Reasons why a person can be withdrawn from the DD Waiver program appear in the "Withdrawn Reason" dropdown list on the Screening screen. That list is "dynamic," meaning that you can add new reasons as needed, and you can see those reasons immediately upon going to the "Withdrawn Reason" field and clicking the dropdown arrow.

Do the following to add withdrawn reasons:

- Click the "MAINTENANCE" button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- Click the "Add Withdrawn Reasons" button
- If there is a blank row in the grid on the WITHDRAWN REASONS screen (shown in Figure 6-6 below), then type the new reason directly into the blank row. If there is *not* a blank row, click the Insert Record icon on the toolbar to insert one, and then type the reason directly into that new row

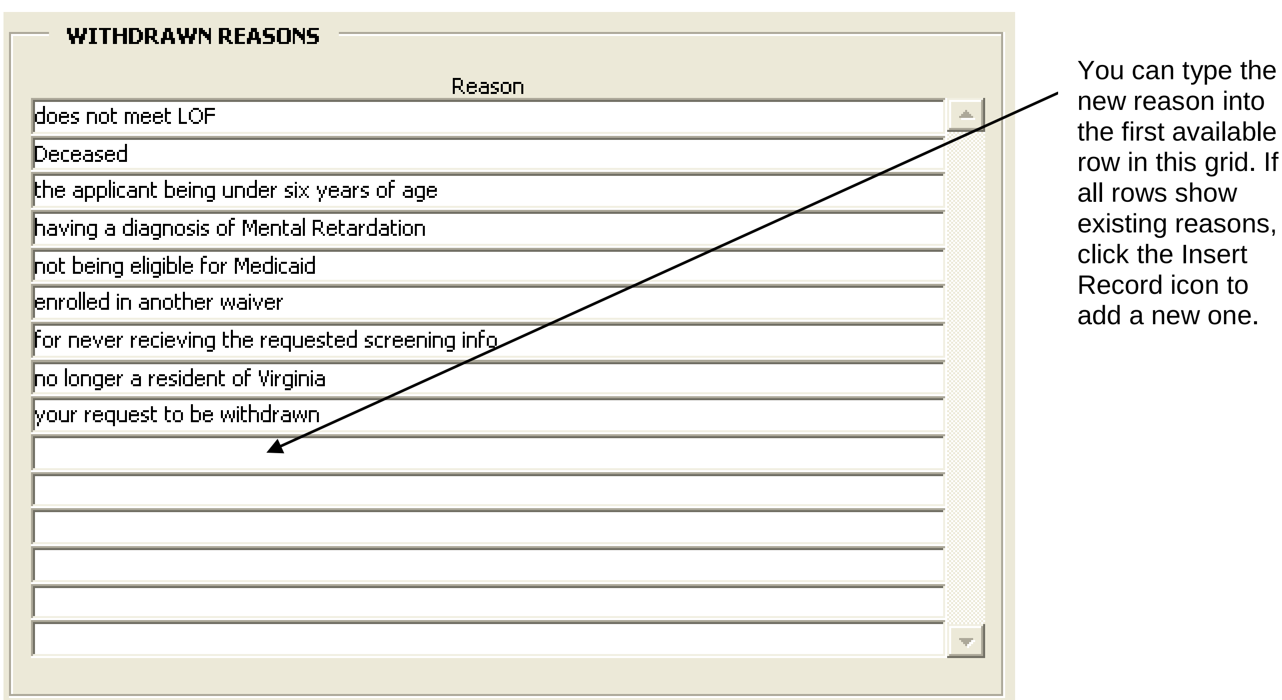


Figure 6-6. Withdrawn Reasons Screen.

- Click the Save icon on the toolbar to save the new reason

- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Updating Screening Costs

Periodically the cost for a Screening will go up. The DD Waiver database allows you to update costs for both ROS and NOVA Screenings.

Do the following to update Screening Costs:

- Click the “MAINTENANCE” button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- Click the “Edit Screening Costs (NOVA and ROS)” button. Doing this will take you to the WAIVER COST screen, shown in Figure 6-7 below

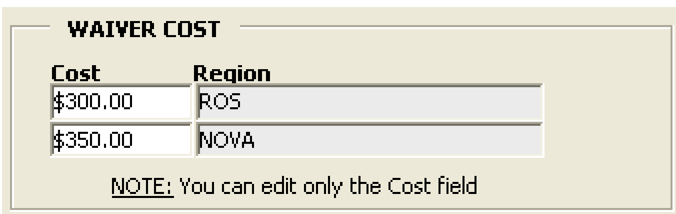


Figure 6-7. Waiver Cost Screen.

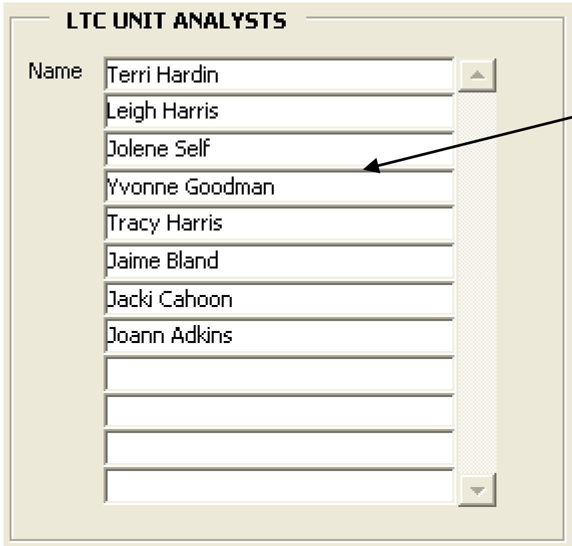
- Click in the “Cost” field that corresponds to the region (ROS or NOVA) that you want to update first.
- Type the new cost (without the “$” sign) and press Enter to format it with “$”
- Click in the other “Cost” field as desired
- Type the new cost (without the “$” sign) and press Enter to format it with “$”
- Click the Save icon on the toolbar to save the changes
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Adding/Editing Appeal Summary Author Names

The Appeal screen has a dropdown list field called “Summary Author,” which lists DMAS LTC analysts.

Do the following to add a name to the list for that field:

- Click the “MAINTENANCE” button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- Click the “Add/Edit Appeal Summary Author Names” button. Doing this will take you to the LTC UNIT ANALYSTS screen, shown in Figure 6-8 below:



You can type the new name into the first available row in this grid. If all rows show existing names, click the Insert Record icon to add a new one.

Figure 6-8. LTC Unit Analysts Screen.

- If there is a blank row in the grid on the LTC UNIT ANALYSTS screen (shown in Figure 6-8 above), then type the new reason directly into the blank row. If there is *not* a blank row, click the Insert Record icon on the toolbar to insert one, and then type the reason directly into that new row
- Click the Save icon on the toolbar to save the changes
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Deleting Appeal Summary Author Names

You can delete names from the list of LTC Analysts as people leave the unit. Those names appear in the dropdown list for the "Summary Author" field on the Appeal screen.

Do the following to delete a name from the "Summary Author" dropdown list field:

- Click the "MAINTENANCE" button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- Click the "Add/Edit Appeal Summary Author Names" button. Doing this will take you to the LTC UNIT ANALYSTS screen, shown in Figure 6-8 above
- Click in the field for the person you want to delete
- Click the Remove Record icon on the toolbar
- Click the Save icon on the toolbar to save the deletion
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Adding/Editing Therapeutic Services

The "Add Therapeutic Cons" button on the CSP screen takes you to the screen where you indicate therapeutic consultations for a Recipient. On that screen (shown in Figure 6-9 below) is a field called "Service," where you press F9 on your keyboard to see a list of therapeutic services that you can choose from. To add to that list, you need to access the

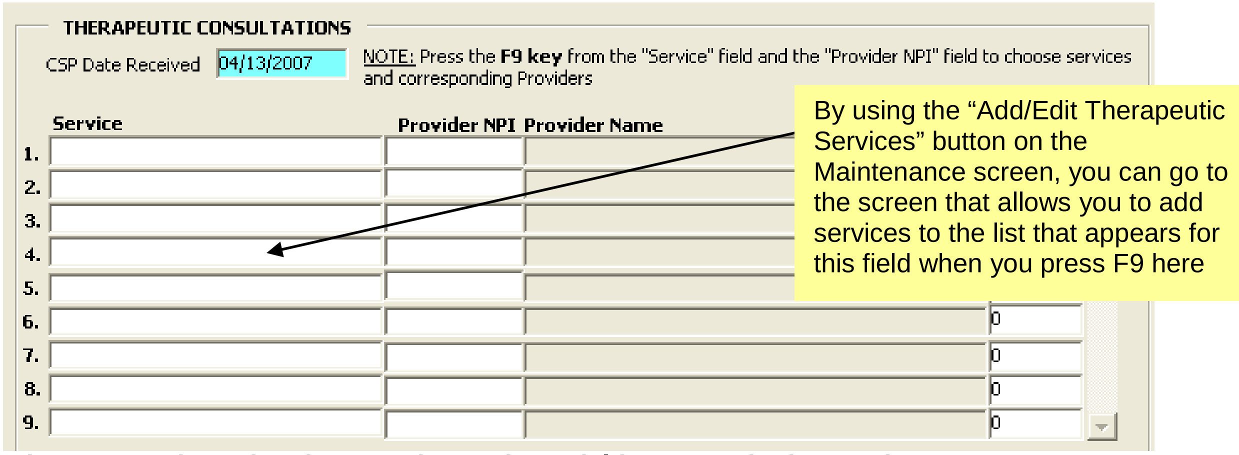


Figure 6-9. Where the Therapeutic Services Field Appears in the Database.

Do the following to add a name to the list for that field:

- Click the “MAINTENANCE” button on the Applicant screen. Doing this will take you to the screen shown in Figure 6-1 above
- If there is a blank row in the grid on the THERAPEUTIC SERVICES screen (shown in Figure 6-10 below), then type the new service directly into the blank row. If there is *not* a blank row, click the Insert Record icon on the toolbar to insert one, and then type the service directly into that new row

Figure 6-10. Therapeutic Services Screen.

- Click the Save icon on the toolbar to save the deletion
- Click the Next Block or Previous Block icon on the toolbar to return to the Maintenance screen

Working with MFP Persons

MFP is the abbreviation for a program called "The Money Follows the Person," which provides monies for individuals who are transitioning from an institution into a community and simultaneously entering one of the waiver programs.

MFP has several big-picture guidelines:

- ✓ Persons can be enrolled for only one year from the date of leaving an institution
- ✓ If an individual goes back to an institution during the one-year time allotment, the clock stops ticking on the 365 days until he or she comes out of the institution and returns to the MFP program
- ✓ When the year has elapsed, the individual remains entitled to the other services that the waiver offers

Understanding the MFP Enrollment Process

Putting someone into the MFP program is a four-part process. In general, the steps are as follows, and the subsections below describe the one unfamiliar process (e.g., the second half of Step 1 below) in greater detail, as well as how to supply the "end" date(s) for someone's time in the MFP program.

Step ❶: Put in the Recipient information and supply the MFP Begin Date on the MFP Screen

Step ❷: Put in the Screening and CSP, and designate the CSP Emergency / Transfer / Institution / MFP reason as "MFP"

Step ❸: Designate the person as "ELIGIBLE" on the Screening screen

Step ❹: *Without generating the Appeal letter*, click the "MOVE PERSON TO WAIVER" button on the Screening screen to move the person to the waiver.

That's it!

See the subsections below for additional information on the steps indicated above.

Indicating MFP Begin Dates

Do the following to indicate the "start" date for someone's entry in the MFP program:

- Enter the person's personal information. (If you are not sure how to do this, refer to the "Adding a New Applicant" subsection above).
- In the "ADDRESS" area of the Applicant screen, click the "MFP" button (shown in Figure 7-1 below). (Note that the placement of the button in that area of the screen is arbitrary; there is no connection between MFP and address….)

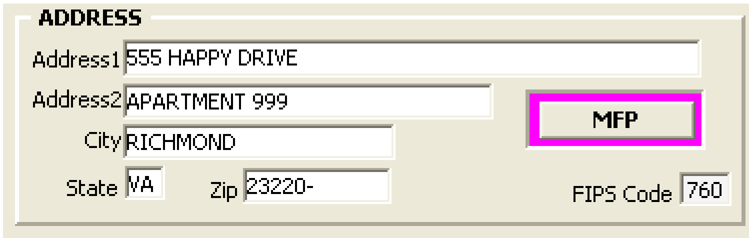


Figure 7-1. MFP Button.

- On the MFP screen (shown in Figure 7-2 below), type the starting date for the person's enrollment in MFP in the "From Date" field. (If the person already has a "From" and "To" date range, type the date in the "From Date" field in the first blank row.)

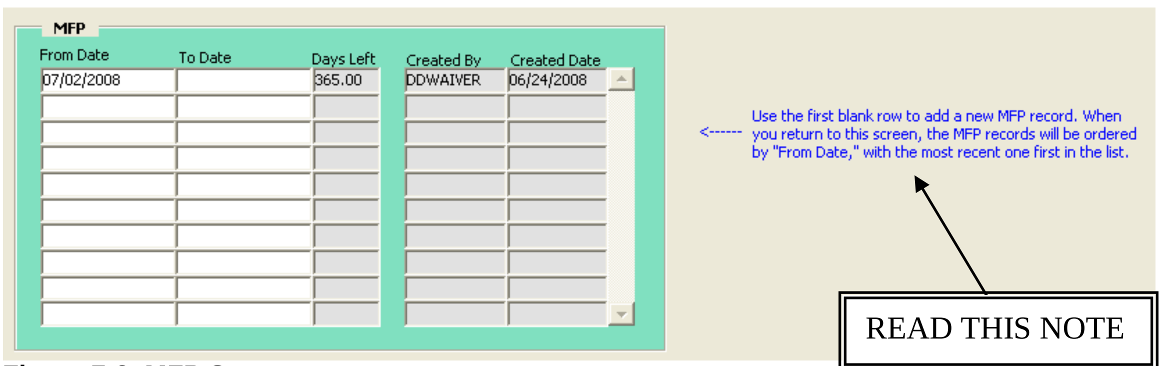


Figure 7-2. MFP Screen.

- Click the "Save" icon on the toolbar to save the record (doing this will populate the "Created Date" and "Created by" fields with the current date and your username, and it will put the number of days remaining out of 365 in the "Days Left" field.)
- Click either set of double arrows on the toolbar to return to the main screen.
- Look in the "VIEW ONLY" area of the screen. You will see something that resembles the following:

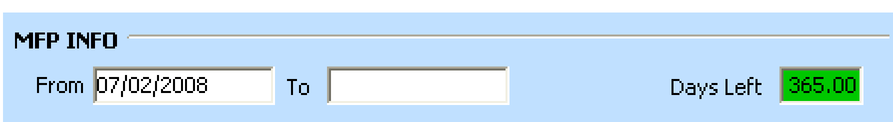


Figure 7-3. MFP Display Values.

Automatic Adjustment the Number of "Days Left"

Note that each time you access a MFP person's Applicant information on the main screen, the "Days Left" value shown above will be *automatically adjusted* to reflect the real-time number of days that remain for the person, as long as there is no end date for his or her most current MFP record. To make this more clear, let's look at the following example:

ⓘ Let's say John Doe entered MFP on July 2, 2008 with 365 days remaining, as shown above. And let's say we don't access his information for another 27 days, for the simple reason that we don't have a need to. When we log back in (27 days later), the number in the "Days Left" field will be 337 and some fraction, as follows:

> Any given day starts at midnight, so by 8AM we are 1/3 of the way through the day. At 8AM, some 27 days after his entry to the program, John Doe would have 337.66 days remaining.

The "Days Left" field will NOT be automatically updated if there is a date in the "To" field, because this means that the person's time in the program is not still open-ended. To make this clearer, let's use the following example:

ⓘ Let's say Jane Doe enters MFP on July 2, 2008, and goes back into an institution on October 31. This would make these dates her "From" and "To" dates for MFP, and that would mean she is not currently in the program. If she is not currently in the program (defined as a "From" date that has no corresponding "To" date), the passage of time does not count against any allotment of days that may be remaining.

Indicating MFP End Dates

Someone's time in MFP can come to an end at the end of 365 uninterrupted days in the program, or it can start and stop in connection with one or more institutionalizations.

You should supply the end date for someone's time in the MFP program just as soon as you know it. This date goes in the "To" field on the MFP screen.

Do the following to supply an end date for someone's time in MFP:

- Query for the Recipient.
- Click the MFP button.
- Type the end date for the person's time in MFP in the "To" date field as shown below:

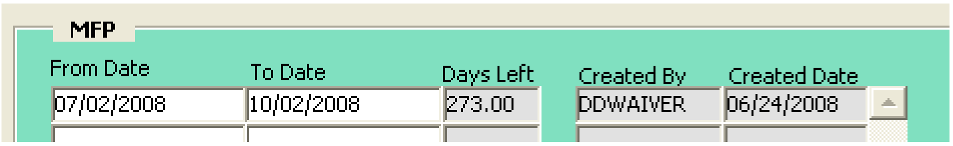


Figure 7-4. MFP "To Date" Field.

Automatic Supplying of the End Date

If someone's time in MFP elapses before you access his or her record again, the system will automatically supply the applicable "To Date" for the person and zero out the number of "Days Left". To make this clearer, let's look at the following example:

Let's say John Smith entered the program and left the program in connection with the dates shown below:

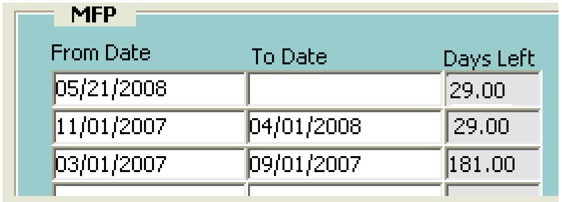


Figure 7-5. MFP Date Ranges.

According to these dates, John Smith's time in MFP is due to expire on June 19, 2008, which represents the 29 days he had left on May 21.

Then let's say that you did not access his record again until June 30, 2008. As soon as you log in on June 30, you will see the following for John Smith in the "VIEW ONLY" area of the screen, because the system knows that his time has run out, and it forces the "To Date" and updates the "Days Left" to reflect 0:

Figure 7-6. View of Automatic Update of MFP "To Date" and "Days Left".

Next, if you were to click the "MFP" button to go to John Smith's MFP date ranges, you would see the following, which reflects the update you see above:

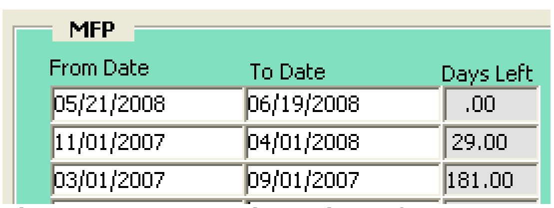


Figure 7-7. Automatic Update of MFP "To Date" and "Days Left".

Appendix A: Auto-generated Reports

When you log into DD Waiver, there are *five* reports that will come up *if* there are Screenings or CSPs (whichever applies) in the database that meet the conditions of the reports. The subsections below describe each report and indicate what conditions will cause it to come up when you log in.

There is a sixth report – explained first below – that tells you what your slot usage (e.g., Emergency, Level I and Level II) is currently, as well as how many slots remain for each category.

Waiver Slot Allotments / Current Counts / Slots Remaining

The Slot Count report shows how many Emergency, Level I and Level II slots have been used, how many have been allocated for the current fiscal year, and how many remain. A screen shot of this report is not shown here, but the report comes up at login.

Hold Open Slots (General Assembly Slot Increase Report – Who Should Move to Waiver)

This report shows the number of people on the waitlist that corresponds to the number of open slots that still remain from the General Assembly's allocation of new slots for a given fiscal year. This report contains the fields shown in Figure A-1 below and is best explained with the following example:

<u>SAMPLE SCENARIO:</u>
Let's suppose that the General Assembly allocated 139 new slots for FY2007, and let's assume that there were 789 people on the waitlist at the time of that allocation. When you log into the system (*after* updating the number of slots on the Maximum Slots Maintenance Screen from 455 in FY2006 to the new 594), the Hold Open Slots report will come up upon login, and it will list the first 139 people on the waitlist, indicating that they are eligible for being moved manually from the waitlist to the waiver. See the subsection, "Manually Moving a Waitlist Person to the Waiver" for more information.

Run Date: 06/13/2007

Hold Open Slots for These People

The individuals on this report **<u>may change daily</u>**, so it should be reviewed daily. As people are withdrawn from the V
#1 continues to be reassigned, and the person who has it takes the newly available existing slot (e.g., slot that belor
Withdrawn person). Only when a Waitlisted person is manually moved to the waiver does the number of remaining "e
decrease. The number of currently existing "extra slots" from last year is represented by the number of people below
reduced each time someone is manually (on the Screening screen) assigned one of the extra slots.

Waitlist #	SSN	DOB	Name	LOF Date	CSP Date Rec'd

Figure A-1. The Hold Open Slots Report.

Note that the far-right column of this report shows the CSP Total Dollar Amounts for each person, so that you can determine who should be moved over based on Level I and Level II requirements.

No Approved Services within 60 Days of Receipt of 122 Date

If one or more persons have a 122 date that is 60 days old but do not have any approved services on the CSP screen, a pop-up message shown in Figure A-2 below will come up when you log in. If you click "OK" on the pop-up message, you will see the report shown in Figure A-3 below.

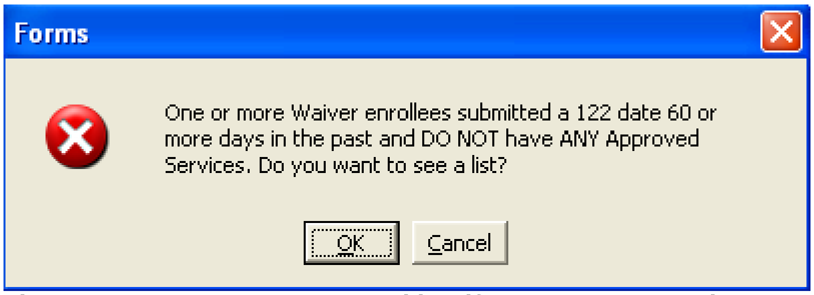
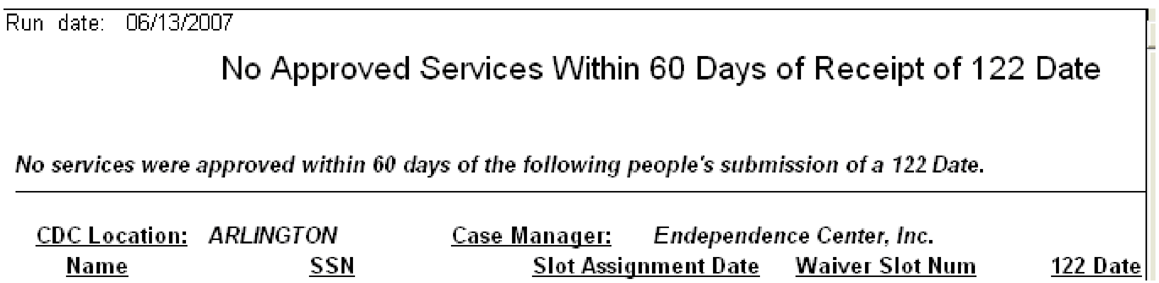


Figure A-3. Pop-up Message Asking if you Want to see the 60-Day Report.

If you click "OK" on the pop-up box above, the report below will automatically pop up.


Run date: 06/13/2007

No Approved Services Within 60 Days of Receipt of 122 Date

No services were approved within 60 days of the following people's submission of a 122 Date.

CDC Location: *ARLINGTON* Case Manager: *Endependence Center, Inc.*

Name	SSN	Slot Assignment Date	Waiver Slot Num	122 Date

Figure A-4. The 60-Day Report.

Annual Renewal Overdue

If one or more persons have an Annual renewal CSP that is 30 or more days overdue, the following message will pop up to ask you if you want to see a list of those people. If you click "OK," the report shown in Figure A-6 below will automatically pop up.

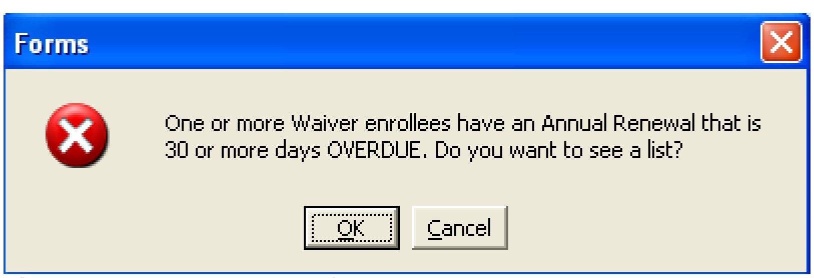
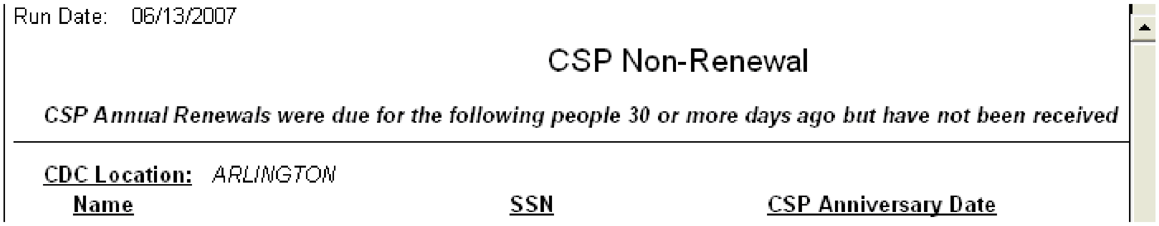


Figure A-5. Message Box for Annual Renewal Report.

If you click "OK" on the message above, you will see the report shown below.



Run Date: 06/13/2007

CSP Non-Renewal

CSP Annual Renewals were due for the following people 30 or more days ago but have not been received

CDC Location: *ARLINGTON*

Name	SSN	CSP Anniversary Date

Figure A-6. Overdue Annual Renewal Report.

Have LOF but Need Eligibility Status

When Screenings and LOFs have been entered into the database (along with the CSPs that belong with them), it is possible for there to be a lag time in between when those things get entered and when an analyst reviews them and establishes Applicant eligibility.

So that you can know who has a Screening/LOF and CSP *but does not have an eligibility status*, a report comes up and tells you – but only if one or more persons have a Screening/LOF and CSP but no eligibility status.

Note that "having an eligibility status" is defined as having a value, either ELIGIBLE or NOT ELIGIBLE (see Figure A-7 below), in the "Recipient Status" field on the Screening Screen.

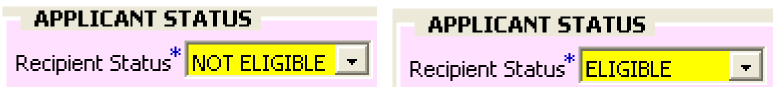
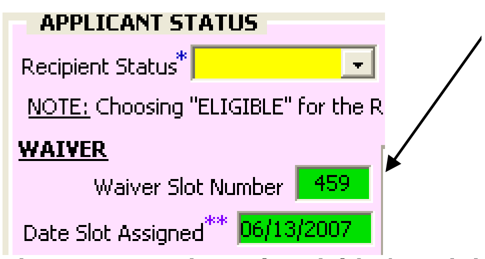


Figure A-7. The Recipient Status Field.

<u>Do not skip this note:</u>

Eligibility is ***<u>not</u>*** determined by a person having a waiver or waitlist number, because those things are carried forward on follow-up LOFs until eligibility is established (e.g., until the analyst chooses "NOT ELIGIBLE" or "ELIGIBLE" for the status), and the person either stays in the waiver or gets withdrawn (after the Appeal process).

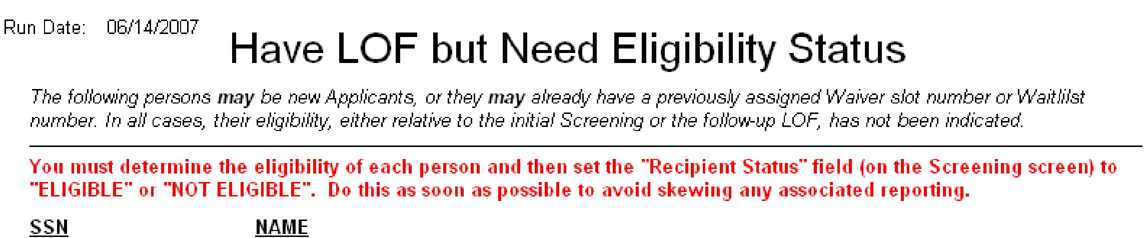


Waiver slot numbers and waitlist numbers are carried forward from one LOF to the next, because someone is in the program until he or she is taken out, so they are NOT indicators of a person's eligibility status.

Only the "Recipient Status" field indicates eligibility, and in this example an analyst has not yet reviewed the person's follow-up LOF.

Figure A-8. Waiver Slot Fields / Recipient Status Field.

The "Have LOF but Need Eligibility Status" report appears in the screen shot below. Use the report to tell you which Applicants need to have their eligibility statuses determined by a DMAS analyst.



Run Date: 06/14/2007

Have LOF but Need Eligibility Status

The following persons ***may*** *be new Applicants, or they* ***may*** *already have a previously assigned Waiver slot number or Waitlist number. In all cases, their eligibility, either relative to the initial Screening or the follow-up LOF, has not been indicated.*

You must determine the eligibility of each person and then set the "Recipient Status" field (on the Screening screen) to "ELIGIBLE" or "NOT ELIGIBLE". Do this as soon as possible to avoid skewing any associated reporting.

SSN	NAME

Figure A-9. The Have LOF but Need Eligibility Status Report.

IMPORTANT NOTE: Every person on this report is either a *new Applicant* or *existing Waiver/Waitlist person*. This means a person on the list can already have a waiver number or a waitlist number, or neither, but no person on the list has an eligibility indicator in the "Recipient Status" field (shown in Figure A7 above) for the current Screening or LOF, whichever it is.

Remember that waiver and waitlist slot numbers are carried forward from one LOF to the next, and only when someone is withdrawn do they go away. **This means a person can have a number on a Screening that does not yet have a status.**

Appeal Past Due

When the date in the "Appeal Letter Sent" date field (shown in Figure A-10 below) is more than 33 days old and the Recipient/Applicant has *not* signaled the intent to appeal (by submitting a letter), it is time to withdraw the Recipient. So that the person's waiver slot does not languish while waitlist people wait, we have a report (shown in Figure A-11 below) that tells us who those people are.

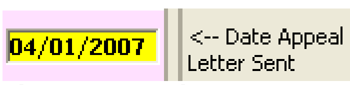


Figure A-10. The "Appeal Letter Sent" Date Field.

The "Recipient/Applicant Appeal Letter Past Due" report (shown partially below) comes up when there are people who received an Appeal letter 33 days ago and did not initiate an Appeal. Note that we know who did not initiate an Appeal by looking at the Appeal screen. If there is nothing in the first three date fields of that screen, we know the person did not start the process. The report generates on that basis.


Run Date: 06/13/2007

Recipient / Applicant Appeal Letter Past Due

The following Applicants/Recipients should have submitted an Appeal Letter by the date in the "Recip Appeal Letter Due By" column *but did not do so*. These persons are now eligible for withdrawal from the DD Waiver program.

SSN	Name	Waiver Slot Num	Appeal Letter Sent	Recip Appeal Letter Due By	Case Manager

Figure A-10. The "Recipient / Appeal Letter Past Due" Report.

Stuck in Awaiting Review

When a CSP is in "Awaiting Review" status, it appears in the "Stuck in Awaiting Review" report as a reminder. A screen shot of this report appears in the figure below.

Run Date: 10/15/2007

CSPs Stuck in "Awaiting Review"

The following CSPs for the following Waiver people are still in "Awaiting Review" and thus have no Begin and Anniversary dates. Please indicate for each person whether the CSP should be an Annual or a Revision so that the Begin and Anniversary dates will populate and prevent the skewing of date-related reports. **Each of these people has an "ELIGIBLE" status and is already IN the Waiver (not on the Waitlist).**

Note that the report is ordered by oldest CSP "Date Received" to newest CSP "Date Received".

Name	SSN	CSP Date Received

Figure A-11. "Stuck in Awaiting Review" Report.

Post-Interruption CSP Overdue

When the 90-day date for an Interruption CSP has come and gone without the Post-interruption CSP being submitted, the person's name appears on the report shown below.

Run Date: 10/15/2007

Post-Interruption CSP Overdue

Post-Interruption CSPs are overdue for all of the people on this report. A Post-Interruption CSP should have been submitted by the date in the "Post-Interruption CSP Was Due On" column.

SSN	Recip Name	Case Manager	Post-Interruption CSP Was Due On:	CSP Anniversary Date

Figure A-12. "Stuck in Awaiting Review" Report.

Appendix B: Performing Queries

Querying is the key to effective use of the database, because it allows you to find things you have already put in it. Do the following to find a Recipient, Screening, or CSP that you have already put in the database:

- Press **F7** on your keyboard to put the system in "Query Mode".
- Type your criteria
  - For example, type an "SSN" on the Applicant screen; or,
  - Type a "Date Rec'd at DMAS" date on the Screening screen; or,
  - Type a "Date Received" date on the CSP screen.

> ⓘ Note that you can type more than one piece of criteria, such as first and last names on the Applicant screen.

- Press **F8** on your keyboard to execute the query.

> ⓘ Note that if you used fairly general criteria, such as a "Date Received," your query may return more than just the record you want. Press the "down" arrow (↓) on your keyboard to scroll through multiple records.

Alternatively, you can click the "Enter Query" icon on the toolbar instead of pressing **F7**, and you can press the "Execute Query" icon instead of pressing F8.

Figure B-1. Query Items on the Toolbar.

Case-sensitivity of Queries

Queries are case-sensitive. This means that if "Sue Johnson" is in the database as "Sue Johnson," you will not find her if you supply "SUE JOHNSON" as your query criteria. Nor will you find her if you supply "sue johnson" or "sUe Johnson". Bear this in mind as you query. It does not matter for numbers, but it does matter for alpha characters.

Date Format for Queries

All dates in the database are in the 'MM/DD/YYYY' format. This means that if you query using a date, you must use this format for the date you supply.

Wildcard Characters in Queries

Oracle "forgives" you for not knowing an entire piece of search criteria. Maybe you remember the year that something occurred, but not the month or day; maybe you remember that someone's last name ended in '-son' but do not remember the first part of the last name. You can still find records for which you do not know a full piece of search criterion by supplying '%' **in place of zero or more characters you do not know.** Note the examples below:

Field / Screen	Criterion Supplied	Results
Last Name /Applicant	&son	Aaronson Richardson Donelson Thomson Apperson Jameson
Date Received at DMAS / Screening	12%2006	Any Screenings received in December of 2006
Add/Edit Clinics and Clinic Addresses / Maintenance	%Wilson% %Murphy%	3033 Wilson Boulevard Kay Murphy (this addresses the zero or more characters)

Table B-2. Sample Query Results.

Use the "down" arrow on your toolbar to scroll through the results when you use a wildcard character. Because the '%' stands in place of one or more characters, you are probably going to get more than one record when you use it (as with '-son' above).

Appendix C: The Toolbar and "List of Values" Fields

The following subsections describe the non-standard items on the toolbar and the concept of a "list of values" field, how it works, and where to find it.

Toolbar Icons

Using the toolbar effectively is another important part of using DD Waiver. To do this, you have to know what each toolbar icon is for.

Note that the explanation below focuses only on those toolbar icons that are not standard Windows icons.

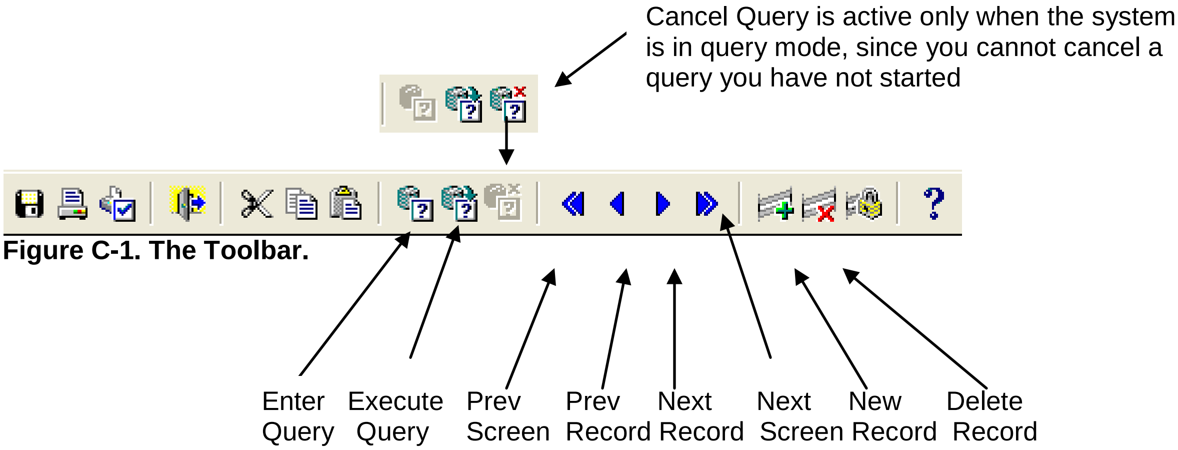


Figure C-1. The Toolbar.

> ⓘ Note: By "record" we mean an "instance" of whatever screen you are on. If you are on the Applicant screen, then a record is an Applicant, such as Johnny Doe's record. If you are on the Screening screen, then a record is a screening, such as Jenny Horn's screening for this year. If you are on the CSP screen, then a record is Tony Jones' CSP for this year.

Enter Query

Clicking the Enter Query icon places the DD Waiver database in "query mode" so that you can search for a record based on no criteria, a whole piece of criterion, or a partial piece of criterion. Clicking Enter Query automatically clears out any data on the screen (without deleting it) and causes the following message to appear in the lower-left corner of the screen:

You will always see this message in the lower-left corner of your screen when DD Waiver is in "query mode".

Note that you cannot add a new record, edit a record, or delete a record while the system is in query mode. (You have to either execute or cancel the query first.)

An alternate way to put DD Waiver in query mode is to click the F7 function key on your keyboard.

Execute Query

Clicking the Execute Query icon will execute a query. In order to execute a query with one or more pieces of criteria, you must first put DD Waiver in query mode (by either clicking the Enter Query icon or pressing the F7 key on your keyboard) and supplying zero or more pieces of search criteria. See Appendix B for additional information on performing queries.

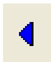
Cancel Query

This toolbar icon is only active when DD Waiver has been put in query mode by way of either the F7 key on the keyboard or the Enter Query icon on the toolbar. Click this icon when you want to get out of query mode without executing a query.

Previous Block

Click this icon to return to the screen you were previously on. For example, click this icon to move from the CSP screen back to the Screening screen.

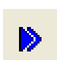
Previous Record



Click this icon to return to move to the previous record in a given set of records on one of the screens. This strange-sounding concept is best illustrated with an example. See the example below for clarification.

> <u>Example</u>
> Suppose you query on the Recipient screen for the last name “SMITH,” and the query returns 17 records; and suppose you have scrolled (using either the down arrow (↓) on your keyboard or the Next Record icon) through the 17 records to the 9th one, but you realize the person you want is the 8th one. To return to that 8th record, you would click the Previous Record icon.

Next Block



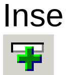
Click this icon to advance to the next screen. For example, click this icon from the Recipient screen to advance to the Screening screen. Click it on the Screening screen to advance to the CSP screen.

Next Record

Click this icon to advance to the next record in a given set of records on one of the screens. This strange-sounding concept is best illustrated with an example. See the example below for clarification.

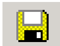
> <u>Example</u>
> Suppose you query on the Recipient screen for the last name “DOE,” and the query returns 17 people; and suppose you want to scroll through the records to find “JANE DOE”. To scroll through the records, you would click the Next Record icon.

Insert Record



The Insert Record icon gives you a blank record for adding new information. The type of blank record you get depends on the screen you are on. For example, if you are on the CSP screen and you click this icon, you will get a blank record for adding a new CSP.

Save



Clicking the Save icon will save any changes you have made.

Remove Record

The Remove Record icon will delete a record. (The deletion will not be saved unless you subsequently click the Save icon.)

Exit

Clicking the Exit icon will take you out of the DD Waiver database from any screen.

"List of Values" Fields

Some of the fields have automatic lists of values that you can choose from, and this prevents you from having to type long things, such as Case Manager names.

Do the following to access a "list of values":

- Put your cursor in the field, and click **F9** on your keyboard. Then, select the desired item by clicking once on it, and dismiss the list by pressing the OK button on the list box, as shown in Figure 1 below.

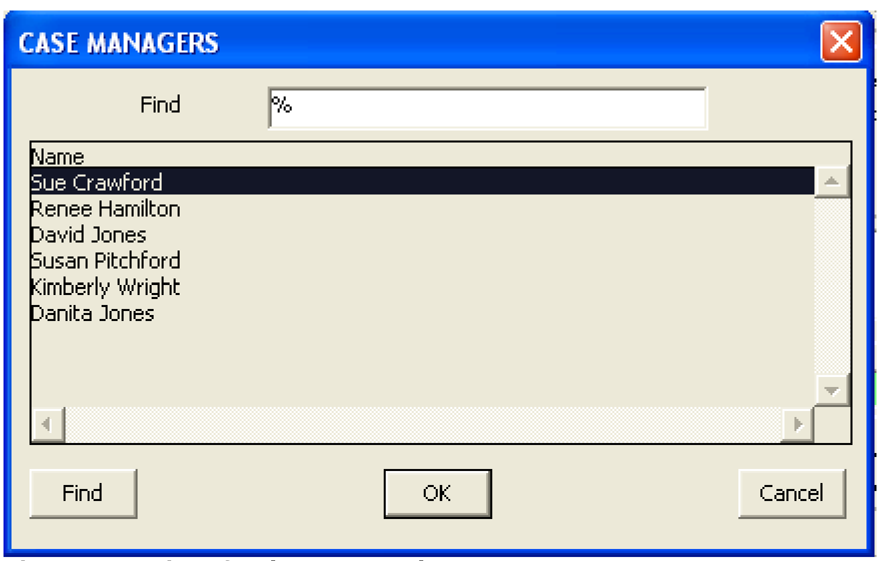


Figure C-2. List of Values Example.

Clicking OK on the above box will select “Sue Crawford” into the Case Manager field (on the Screening screen) and dismiss the box.

Fields That Are “List of Values” Fields

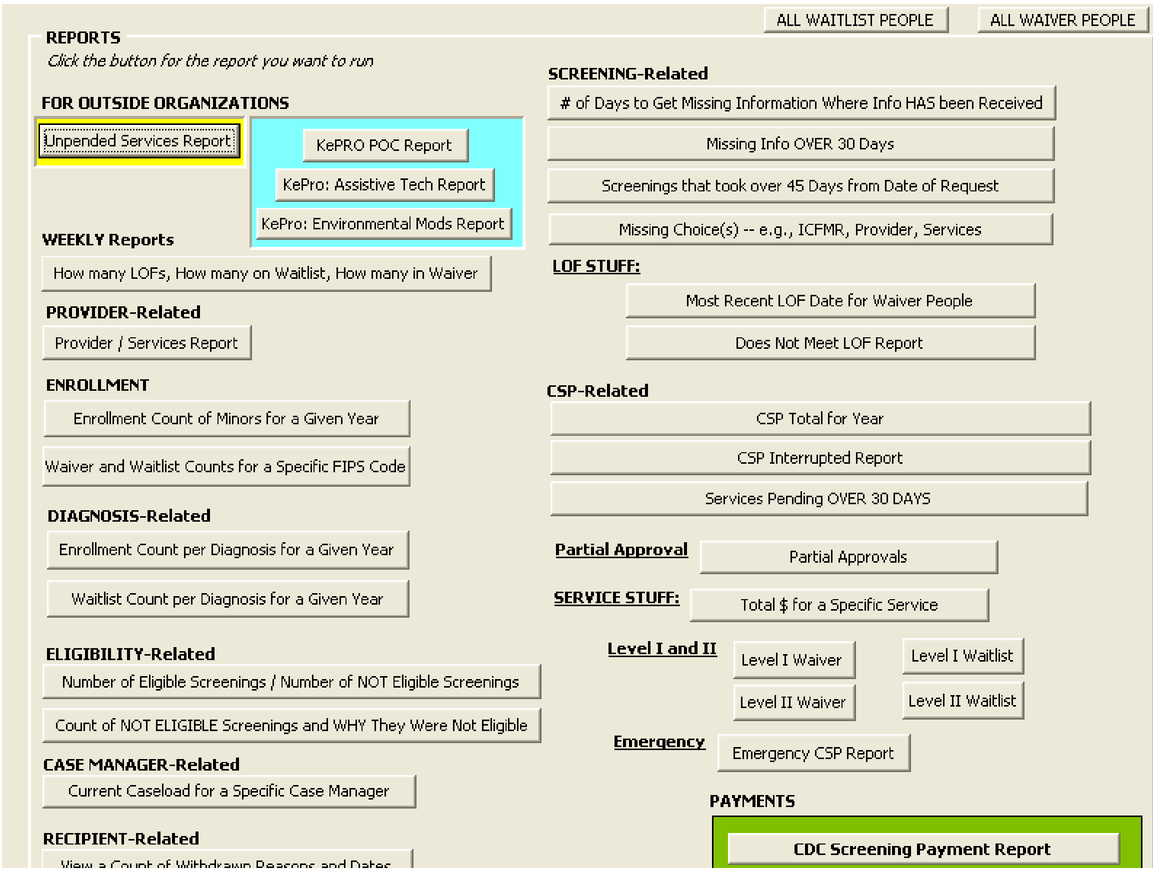
The following DD Waiver fields have lists of values associated with them. Their corresponding Screens and the paths to their maintenance screens are named in the adjacent columns. The maintenance screen is where you add an item so that it will appear in the list the next time you access the list using F9.

Field	Screen	Path to the Associated Maintenace Screen Where you Add New Values to the List
Case Manager	Screening	Applicant Screen → click “Go to Maintenance Screen” button → click “Add/Edit Case Managers” button
Withdrawn Reason	Screening	Applicant Screen → click “Go to Maintenance Screen” button → click “Add/Edit Withdrawn Reasons” button
Case Manager	CSP	Applicant Screen → click “Go to Maintenance Screen” button → click “Add/Edit Case Managers” button
Service	Therapeutic Consultations (accessible from CSP screen)	Applicant Screen → click “Go to Maintenance Screen” button → click “Add/Edit Therapeutic Services” button
Provider NPI	Therapeutic Consultations (accessible from CSP screen)	Applicant Screen → click “Go to Maintenance Screen” button → click “Add/Edit Providers” button

Table C-3. “List of Values” Fields and How to Access their Maintenance Screens.

Appendix D: Reports

The “REPORTS” button on the main interface screen leads to a screen of thirty-some reports whose buttons, shown below, indicate their purpose.



Of special interest are the “ALL WAITLIST PEOPLE” and “ALL WAIVER PEOPLE” reports, because they indicate who is in which list, by number.

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