Tech Waiver User Guide

April 2008

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Working with Recipient 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 any associated phone, PED, ADULT, ASSESSMENT, ANNUAL ASSESSMENT, or other Tech Waiver records.

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

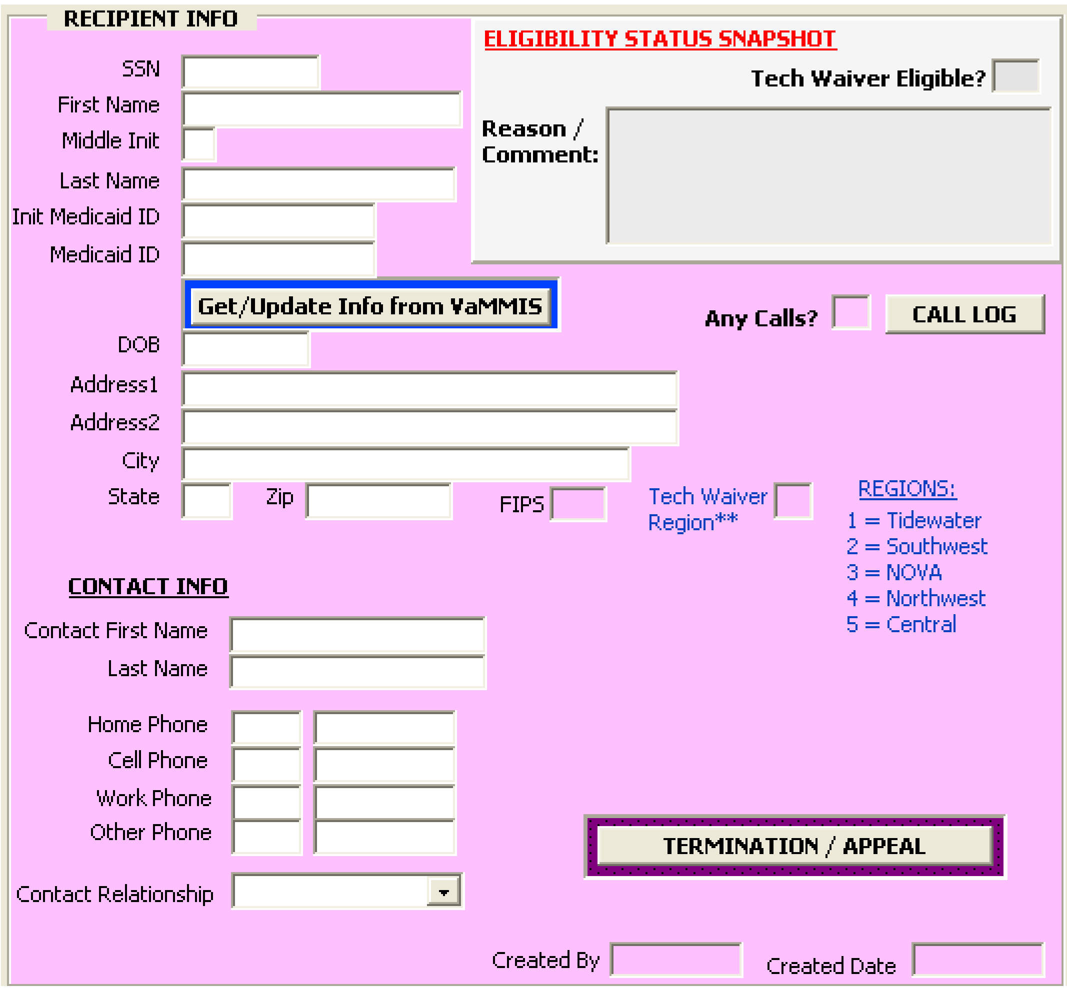


Figure 1-1. Recipient Information Screen.

Adding a New Recipient

Do the following to add a new Recipient:

- If you have an existing applicant on the Recipient screen, click the Insert Record icon on the toolbar to insert a blank Recipient record; then proceed to the next bullet point; or, if you already have a blank Recipient record, proceed to the next bullet point.
- Type the Recipient’s Social Security Number (without dashes) in the “SSN” field and press Enter.
- 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.
- If the person has an Initial Medicaid ID or Medicaid ID, do one of the following:

    - Type the “Initial” Medicaid ID in the “Init Medicaid ID” field; and,
    - Click the “Get Update Info from VaMMIS” button to pull in the rest of the person’s information,

-- OR --

    - Type the Medicaid ID in the “Medicaid ID field”; and,
    - Click the “Get Update Info from VaMMIS” button to pull in the rest of the person’s information.

- If the person does NOT have an Initial Medicaid ID or Medicaid ID, do the following:

    - Type the Recipient’s date of birth (MMDDYYYY, without slashes) in the “DOB” field and press Enter.
    - Type the address information in the corresponding address fields, or click the “Get/Update VaMMIS Info” button to populate them. Note that the “FIPS” field will automatically populate.

<u>Whether or not the person has a Medicaid or Initial Medicaid ID, do the following:</u>

- If there is information for an applicant contact, type that information in the Contact fields.
- Click the Save icon on the toolbar to save the new applicant.

Understanding Region Assignments

Tech Waiver automatically assigns a region (1 – 6) to each Recipient, based on the Recipient’s Zip Code. These regions do not correspond to any breakdown of regions in the state of VA outside the scope of Tech Waiver. The Tech Waiver manager determined the Zip Codes for the six Tech Waiver regions; the system assigns them on the basis of her decision.

Regions 1 – 5 correspond to the five Tech Waiver staff members. Region 6 is four Zip Codes: 23219, 23222, 23223, and 23298. When a Recipient has one of those four Zip Codes, the region assignment is set to "6", and then the Recipient is assigned, by way of a separate field, to one of the five analysts. The verbiage for that assignment is as follows:

REGION 1
REGION 2
REGION 3
REGION 4
REGION 5

When "REGION 1" appears in the box (shown in Figure 1-1a below), it means that this particular region 6 person is being assigned to whomever "owns" the region 1 territory. The assignments are done automatically and on a rotation. If a person moves and his or her address receives an update that includes one of the four region 6 Zip Codes, the same is true: The assignment is on a rotation, so that no one analyst receives more of the region 6 share than any other analyst. Likewise, when someone moves *out* of a region 6 Zip Code, the "REGION" indicator disappears, and one of the other regions (1 – 5) appears in the "Tech Waiver Region" field in accordance with the Zip Code breakdown for regions.

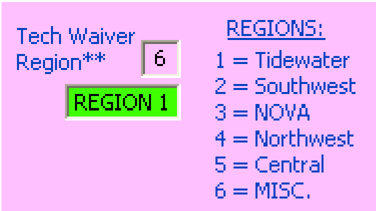


Figure 1-1a. Recipient Information Screen.

Logging Phone Calls

The Tech Waiver database allows you to log incoming phone calls that are specific to a Recipient.

Do the following to log a Recipient-related phone call:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the "CALL LOG" button (shown in Figure 1-1 above) to go to the Call Log screen, shown in Figure 1-2 below:

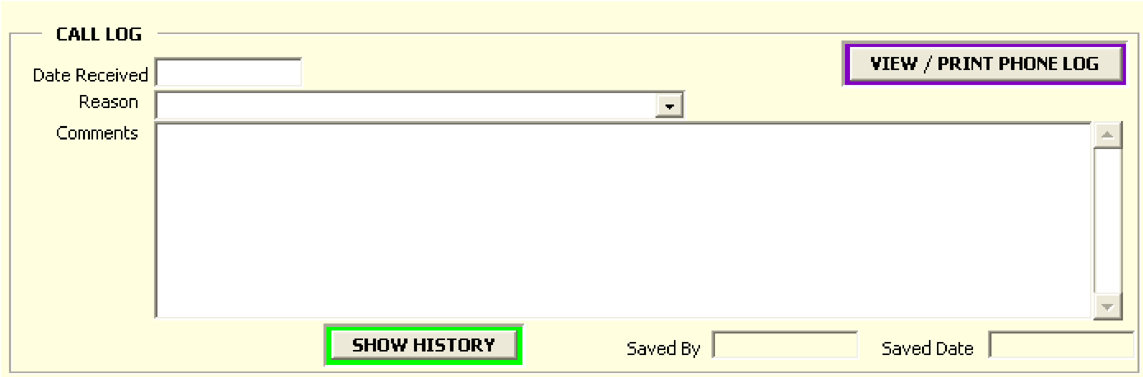


Figure 1-2. Recipient Call Log Screen.

- Indicate the date that the call was received.
- Choose the reason for the call from the "Reason" dropdown list.
- Type any comments about the call.
- Click either of the double arrows on the Toolbar to auto-save the call and return to the main screen.

Note that when you return to the Recipient screen, you will see a "Y" in the "Any Calls?" field shown in Figure 1-3 below:

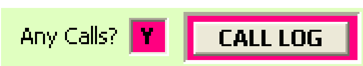


Figure 1-3. Any Calls? Display Field.

Pulling VaMMIS Address Info

At any time, as long as the Recipient has a Medicaid ID in the "Medicaid ID" field on the Recipient screen, you can click the "Get/Update VaMMIS Info" button on the Recipient screen, shown in Figure 1-1 above.

Tracking Missing Info

The Tech Waiver database allows you to track missing application information, be it a missing signature on a form or a form missing in its entirety.

Do the following to indicate missing information:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the MISSING INFO button on the right-hand side of the screen (shown below in Figure 1-4). Doing this will take you to the Missing Info screen shown partially in Figure 1-5 below.

Figure 1-4. MISSING INFO Button.

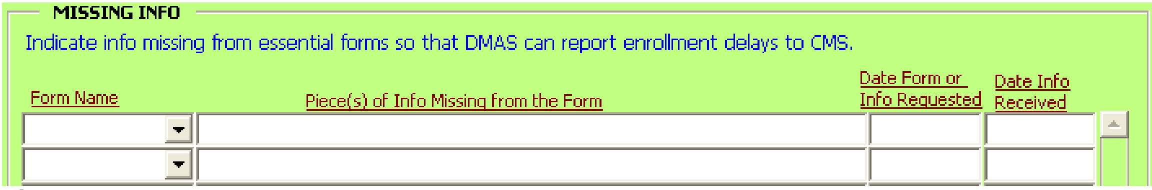


Figure 1-5. MISSING INFOScreen.

- Proceed to "Indicating a Missing Form" or "Indicating Missing Information on a Form" below as appropriate.

Indicating a Missing Form

The Missing Info screen allows you to indicate that an application form was missing from the Recipient's packet. On the Missing Info screen, do the following to indicate that an entire form was missing.

- Click the "Form Name" dropdown list and choose the form that is missing
- Press Enter. Doing this will cause the system to ask you to confirm that whatever form name you chose is missing in its entirety:

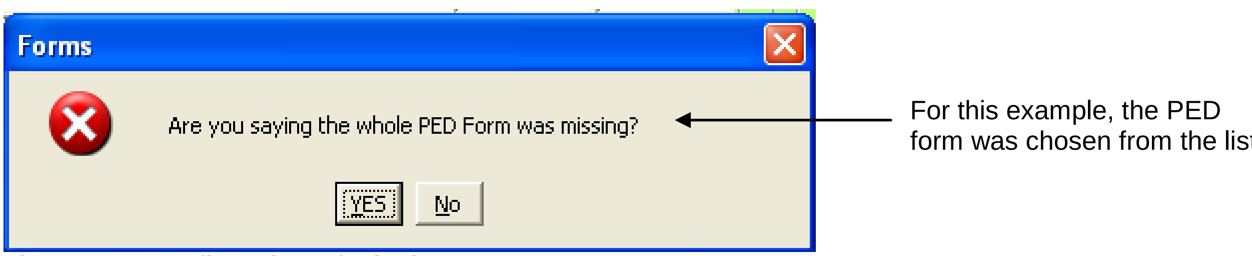


Figure 1-6. Confirmation of Missing Form Message.

- Click "YES" to confirm, and note that the name of the form you chose will automatically appear in the "Piece(s) of Info Missing from the Form" field as shown below, along with text explaining that it was the entire form that was missing.

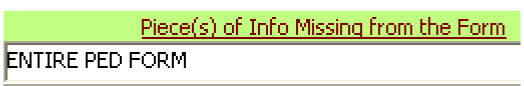


Figure 1-7. Name of Form.

- In the "Date Form or Info Requested" field, type the date you requested the form.
- Click either set of double-arrows to automatically save the record and return to the main screen.

Indicating Receipt of a Missing Form

When a form that you requested comes in, you must indicate it on the screen where you indicated that it was missing and when you requested it.

Do the following to indicate receipt of a missing form:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the MISSING INFO button on the right-hand side of the screen (shown below in Figure 1-4). Doing this will take you to the Missing Info screen shown partially in Figure 1-5.
- Fill in the “Date Info Received” field (shown in Figure 1-5 above) for the form that was missing.
- Click either set of double-arrows to automatically save the record and return to the main screen.

Indicating Missing Information on a Form

If one of the following forms is missing information (e.g., a signature, a date, etc.), do NOT enter the form into the Tech Waiver database until you have requested the missing information *and* received it:

- PED
- ADULT
- ASSESS
- ANNUAL ASSESS
- AIDE POC
- PDN AUTH

Forms are not updateable once they have been saved, so you must wait until you have a complete form to enter it into the system.

Do the following to indicate that a form was missing one or more pieces of information, such as a signature or date:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the MISSING INFO button on the right-hand side of the screen (shown above in Figure 1-4). Doing this will take you to the Missing Info screen shown partially in Figure 1-5 above.
- Click the “Form Name” dropdown list and choose the form that is missing some information.
- When asked if you are saying that the entire form was missing (as shown in Figure 1-8 below), click “NO”

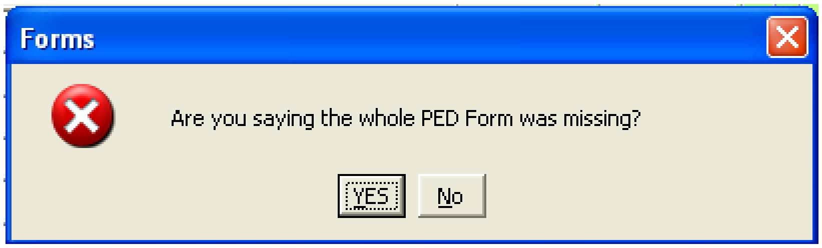


Figure 1-8. Confirmation Question (say "NO" this time).

- When told to indicate what information was missing (as shown in Figure 1-9 below), click OK

Figure 1-9. System Request Message.

- Click in the "Piece(s) of Info Missing from the Form" field (shown in Figure 1-5 above) and type what piece(s) of information were missing.
- Click either set of double-arrows to automatically save the record and return to the main screen.

Indicating Receipt of Missing Information

When information that you requested comes in, you must indicate it on the screen where you indicated that it was missing and when you requested it.

Do the following to indicate receipt of a missing form:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the MISSING INFO button on the right-hand side of the screen (shown above in Figure 1-4). Doing this will take you to the Missing Info screen shown partially in Figure 1-5 above.
- Fill in the "Date Info Received" field (shown in Figure 1-5 above) for the form that was missing.
- Click either set of double-arrows to automatically save the record and return to the main screen.

Understanding the Tech Waiver Process

This subsection describes the administrative process for Tech Waiver Recipients, both new and existing. Subsequent sections of the manual describe that process in more detail, on the basis of the forms (e.g., PED, ADULT, etc.) involved.

For New People

In general, the process for dealing with new Tech Waiver Recipients is as described in the subsections below.

The Recipient Record

First, add the Recipient. If you are not sure how to do this, please see the “Adding a New Recipient” subsection above.

New LOCERI Verification

Click the “CHECK LOCERI ELIGIBILITY” button, and:

a. If the person’s LOCERI eligibility is “Y,” then skip down to the “New ADULTS” or “New PEDs” section below, depending on whether the person is an ADULT or a PED:

--OR--

b. If the person’s LOCERI eligibility is “N,” then an Appeal letter will auto-generate.
c. Mail out that letter and do nothing more for the time being.

New ADULTs

Click the ADULT button. Fill out the form. Click the Save icon on the toolbar, and:

a. If the ADULT is ventilator-dependent, then skip down to the ASSESSMENTs section below.

--OR--

b. If the ADULT is ***not*** ventilator-dependent, then an Appeal letter will auto-generate.
c. Mail out the letter and do nothing more for the time being.

New PEDs

Click the PED button. Fill out the form. Click the Save icon on the toolbar, and:

a. If the PED score is 50 or higher, then skip down to the ASSESSMENTs section below.

--OR--

b. If the PED score is *not* 50 or higher, then an Appeal letter will auto-generate.
c. Mail out the letter and do nothing more for the time being.

ASSESSMENTs

Click the ASSESSMENT button. Fill out the form. Click the Save icon on the toolbar, and:

a. If Home Care is approved, then skip down to the PDN AUTHs section below.

--OR--

b. If Home Care is *not* approved, then an Appeal letter will auto-generate.
c. Mail out the letter and do nothing more for the time being.

PDN AUTHs

Click the PDN AUTH button. Fill out the form. Click Save on the toolbar. Doing this will generate the "Admit Letter," which is what goes out to the Recipient to indicate his or her approved hours for private duty nursing. See the subsection below for additional information.

Note that the "Care Coordinator Approved Date" on this form constitutes the person's Enrollment Date in the waiver (or revised services date). Jot down that date, because you will need it when you add a CSP for the first time.

Sending out the Admit Letter (PDN Auth Letter)

When you save a PDN Auth, the system generates an Admit Letter. You should print this (and the envelope that follows it) and mail it out immediately upon generation.

CSPs

After completing all of the forms above (and without any Appeal letters being generated), you are ready to add a CSP for the person.

For instructions on adding a new CSP, see the "Working with CSPs" subsection of this manual.

For Existing People

People already in the system have to have their information updated on an annual basis. The process for doing this is the same for the new people, except for a few subtle changes in the process:

LOCERI Verification

After you have added one LOCERI record for someone, you must re-check the LOCERI status on an annual basis. To do this, first click the NEW button in the LOCERI area of the screen; then click the CHECK LOCERI ELIGIBILITY button.

PEDs

If the person is still a PED, click the PED button. Then, click the Insert Record icon on the toolbar to get a new, blank record. Fill out the form like you did before and save it.

ADULTs

What you need to do here depends on which of the following conditions applies:

a. If the person was also an ADULT the previous year, then:
    - Click the ADULT button.
    - Then, click the Insert Record icon on the toolbar to get a new, blank record.
    - Fill out the form like you did before and save it.

b. If the person was a PED the previous year, then:
    - Click the ADULT button.
    - Fill out the form and save it.

ANNUAL ASSESSMENTS

Now that someone has been in the waiver for a year, you will use the ANNUAL ASSESSMENT form. Simply click the ANNUAL ASSESSMENT button and fill out the form. See the subsection below for information on the Annual QA Survey instrument that generates automatically when you save the ANNUAL ASSESSMENT.

Sending out the Annual QA Survey

When you save the ANNUAL ASSESSMENT, a QA survey instrument will generate automatically. You should print this and print the envelope that generates after it. Then, mail out the survey immediately.

Tracking Survey Responses

As described above, the Annual QA Survey instrument generates when you save the ANNUAL ASSESSMENT. This is a convenient way of tying the two together, since procedurally they should coincide.

When you receive a filled-out QA survey instrument from a Recipient, do the following to log its results:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Click the ANNUAL ASSESSMENT / QA SURVEY button.

- On the ANNUAL ASSESSMENT form, click the GO TO QA SURVEY button (shown in Figure 2-1).

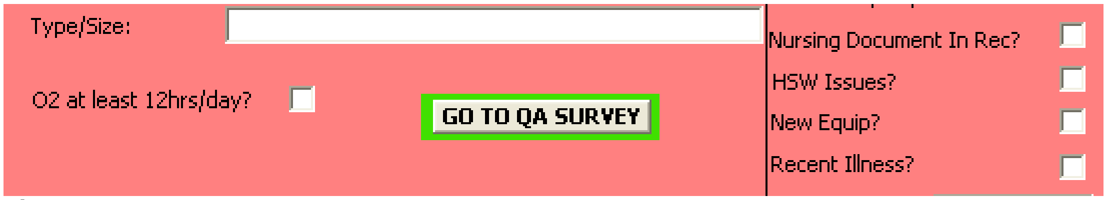


Figure 2-1. GO TO QA SURVEY Button on ANNUAL ASSESSMENT Screen.

- On the QA Survey screen (shown in Figure 2-2 below), fill in the date that you received the survey in the "Date Response Received" field.

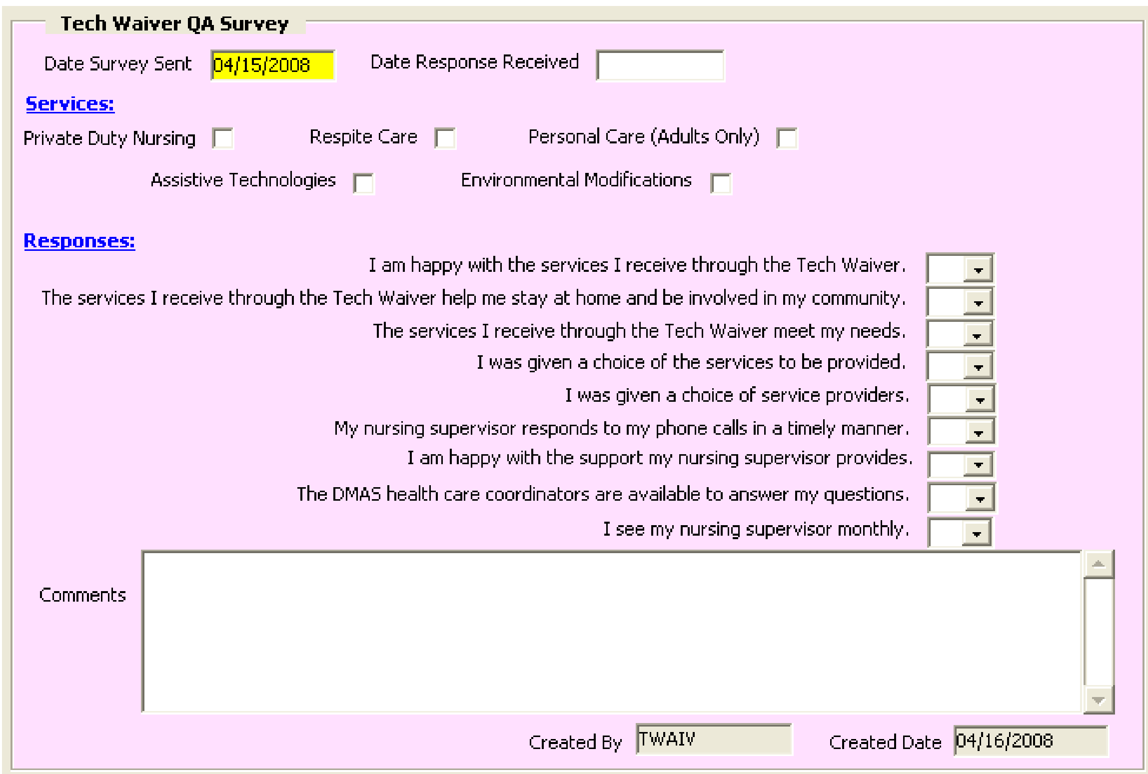


Figure 2-2. QA Survey Screen.

- In the "Services" area of the screen, click the checkbox(es) that correspond to the services that the Recipient has.
- In the "Responses" area of the screen, use the dropdown lists to fill in the response values indicated by the Recipient, and add any comments in the Comments field.
- Click either set of double-arrows on the toolbar to automatically save the survey responses and return to the ANNUAL ASSESSMENT screen.
- Click the ANNUAL ASSESSMENT / QA SURVEY button to close the ANNUAL ASSESSMENT screen.

PDN AUTHs

A person must have a new PDN AUTH form annually, to re-establish enrollment. Simply click the PDN AUTH button, click the Insert Record icon on the toolbar, and fill out the form.

CPSs

A person should receive a new plan of care on an annual basis. To learn how to enter an Annual CSP, refer to the “Adding a Revision or Annual CSP for Someone” subsection of the “Working with CSPs” section below.

Working with Eligibility and Enrollment Forms

At the heart of Tech Waiver are several forms that establish a person's eligibility and indicate a person's enrollment. See the subsections below for information on each form.

Working with LOCERI Records

A waiver person (both PED and ADULT) must have a valid LOCERI record on file. A valid record is defined as follows:

- ✓ UAI date within 180 days at enrollment; or,
- ✓ UAI date within 365 days at annual review, and
- ✓ "Eligible?" status of "Y" as shown below

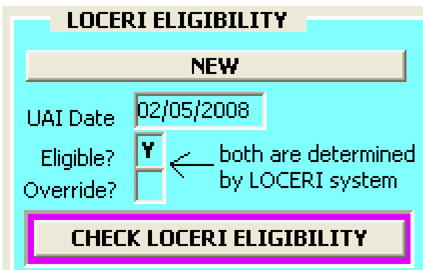


Figure 3-1. LOCERI UAI Date and "Eligible?" Fields.

Working with PED Records

A pediatric waiver person must have a valid PED record on file. A valid record is defined as follows:

- ✓ Physician's Signature Date (shown below, from the PED form) no more than 180 days old at enrollment; or,
- ✓ Physician's Signature Date no more than no more than 365 days old at annual reassessment; and,
- ✓ "Total Technology and Nursing Score" of 50 or more

Figure 3-2. Physician's Signature Date on PED Form.

Figure 3-3. Total Technology and Nursing Score Field on PED Form.

Working with ADULT Records

An adult waiver person must have a valid ADULT record on file. A valid record is defined as follows:

- ✓ Physician’s Signature Date (shown below, from the ADULT form) no more than 180 days old at enrollment; or,
- ✓ Physician’s Signature Date no more than no more than 365 days old at annual reassessment; and,
- ✓ Ventilator dependency as indicated by a checkmark in the checkbox shown below.

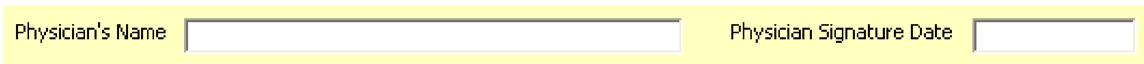


Figure 3-4. Total Technology and Nursing Score Field on PED Form.

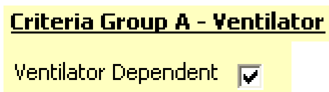


Figure 3-5. Ventilator Dependent Checkbox on ADULT Form.

Working with ASSESSMENT Records

A waiver person (both PED and ADULT) must have a valid ASSESSMENT record on file. A valid record is defined as follows:

- ✓ Community Attending Physician’s Signature Date is less than 180 days old at enrollment **OR** Facility Physician’s Signature Date is less than 180 days old at enrollment; and,
- ✓ Home Care is approved and qualified (as shown below); and,
- ✓ All three “Choice” checkboxes have been checked (as shown below).

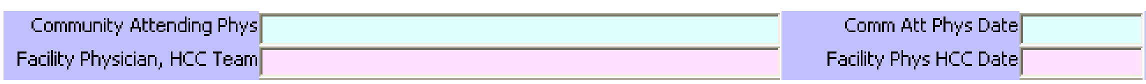


Figure 3-6. Community Attending Physician / Facility Physician Signatures and Dates on ASSESSMENT Form.

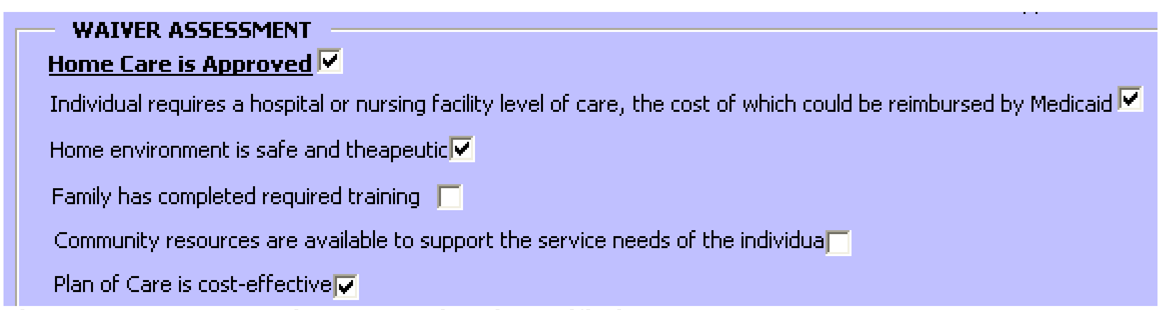


Figure 3-7. Home Care is Approved and Qualified on ASSESSMENT Form.

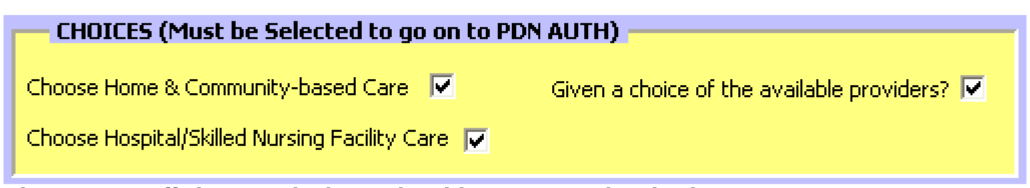


Figure 3-8. All three “Choice” checkboxes are checked on ASSESSMENT Form.

Working with ANNUAL ASSESSMENT Records

A waiver person (both PED and ADULT) must have a valid ANNUAL ASSESSMENT record on file starting one year from initial enrollment. A valid record is defined as follows:

- ✓ "Have Read Rights – DMAS Date" must be less than 365 days old at all times starting one year from initial assessment (as defined by the HCC or Facility Physician date on the initial ASSESSMENT)

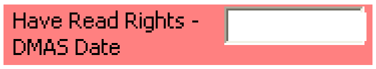

Have Read Rights - DMAS Date

Figure 3-9. Have Read Rights DMAS Date on ANNUAL ASSESSMENT Form.

Working with PDN AUTH Records

A waiver person (both PED and ADULT) must have a valid PDN AUTH record on file. A valid record is defined as follows:

- ✓ "Care Coord Approve Date" must be less than 180 days old at enrollment
- ✓ Care Coord Approve Date must be less than a year old at all other times

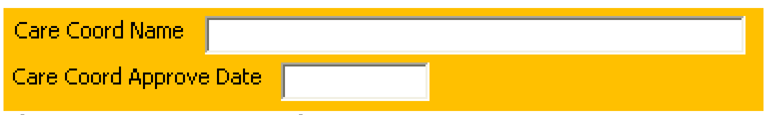

Care Coord Name
Care Coord Approve Date

Figure 3-10. Care Coord Approve Date on PDN AUTH Form.

Working with CSPs

CSPs are the real reason for the Tech Waiver database, because that is where a Recipient’s services are tracked.

See the subsections below for information on processing CSPs.

Dealing with Prerequisites

Note that there are prerequisites for adding a CSP for the first time. The Recipient must have all of the following before you can add the first CSP for him or her:

- LOCERI verification of “Y”
- PED or ADULT record, depending on which applies
- ASSESSMENT record
- PDN AUTH record

Adding the First CSP for Someone

When you add a CSP for someone for the first time, it is a little bit different than adding a “revision” or “annual” CSP later on.

Do the following to add a CSP for someone for the first time:

- Perform a query to find the desired Recipient. If you are unsure how to perform a query, refer to Appendix B.
- Make sure you have all of the prerequisite forms in place as described above.
- Then, click the CSP button shown in Figure 4-1 below. Doing this will take you to the CSP screen.

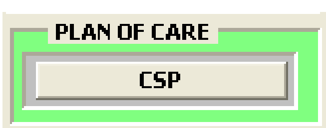


Figure 4-1. CSP Button.

- On the CSP Screen (shown partially in Figure 4-2 below), type the date you received the CSP.

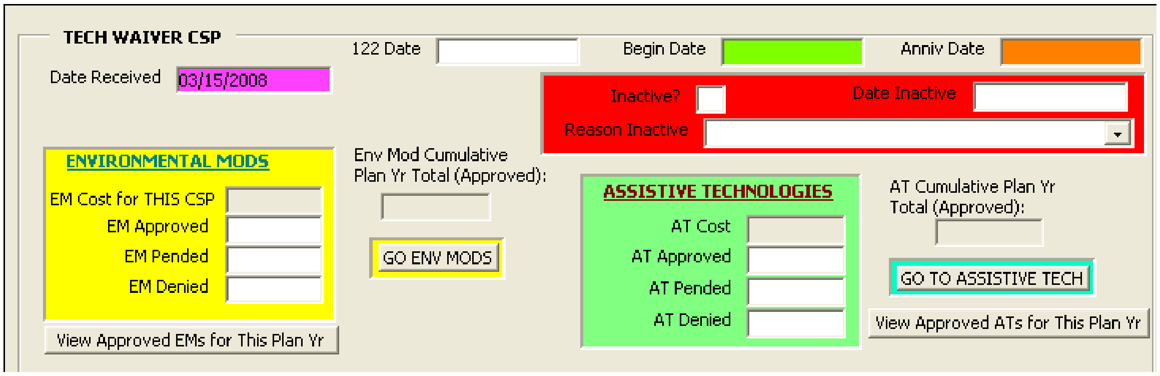


Figure 4-2. CSP Screen (partial).

- Then, type the 122 Date, which is the same as the "Care Coord Approve Date" from the PDN AUTH form. Note that if you enter the wrong date, the system will automatically pull in the PDN AUTH date for you. Note that the CSP Begin Date and Anniversary dates fill in automatically when the 122 Date has been entered, as shown below:

Figure 4-2a. 122, Begin, and Anniversary Dates.

- Scroll to the bottom area of the screen, shown below, and fill in the two signature and date fields.

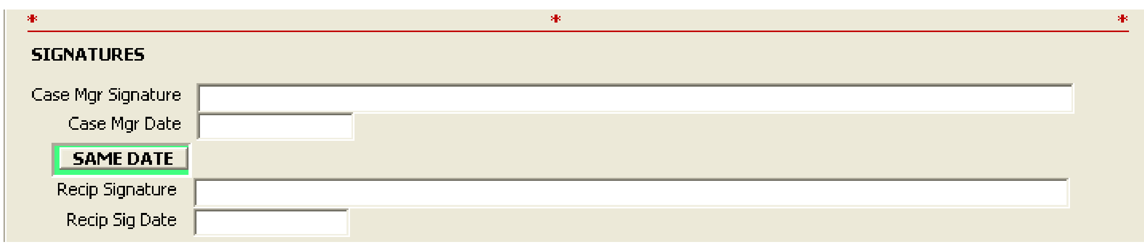


Figure 4-3. Signature Area of CSP Screen

- Click the Save icon on the toolbar.
- Now you are ready to add Units and dates for the various services. Add what you know, by filling in the Unit and date fields for the services that the Recipient is scheduled to receive. To add Environmental Modifications, Assistive Technologies, or Transition Services, see the corresponding subsections below.
- Click the Save icon on the Toolbar.
- Click the CSP button again to close the CSP screen. Note that the CSP Begin and Anniversary dates will appear in the "VIEW ONLY – SIGNATURE DATES" area of the screen, as shown below:

Figure 4-4a. Display-only Begin and Anniversary Dates.

Adding Environmental Modifications

Environmental Modifications are different than most of the other services in that they require you to add text that indicates what modifications will be performed, and they involve a dollar amount ceiling of $5,000 for a given Plan Year.

The system automatically tracks an individual's running total for the Plan Year so that you do not have to do that. The specifics of this receive attention below.

Before you add Environmental Modifications for someone, the Environmental Modifications fields on the CSP screen appear as shown below:

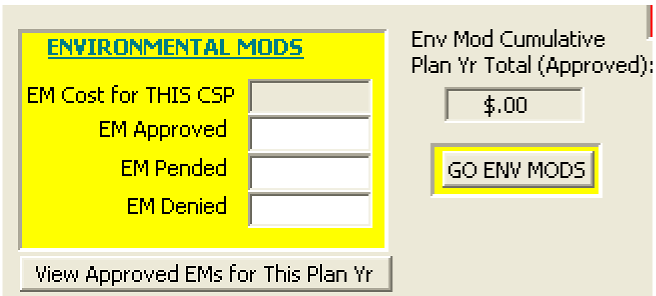


Figure 4-5. Environmental Mod Fields on the CSP Screen.

Do the following to add Environmental Modifications for someone:

- On the CSP screen, click the "GO ENV MODS" button shown above. Doing this will take you to the Environmental Modifications screen shown below:

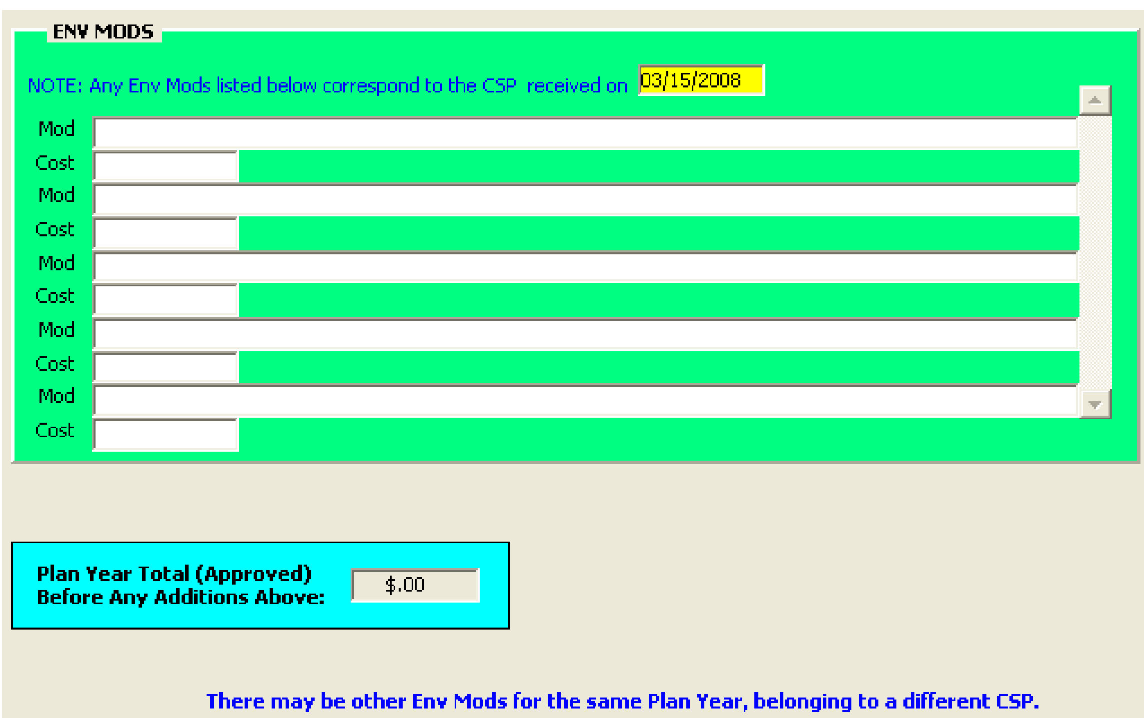


Figure 4-6. Environmental Modifications Screen.

- Type the first modification in the first "Mod" field shown above. Then, type the corresponding cost in the first "Cost" field. (You do not need to supply formatting for the dollar amount; it will auto-format.)
- If there are additional modifications, type them in the same manner, using the other "Mod" and "Cost" fields.
- When you have indicated all of the modifications and costs, click either of the sets of double-arrows on the Toolbar to return to the CSP screen. Note that the "Env Mod Cost for THIS CSP" field now shows whatever amount (or sum of amounts) you indicated on the Environmental Modifications screen, as shown below:

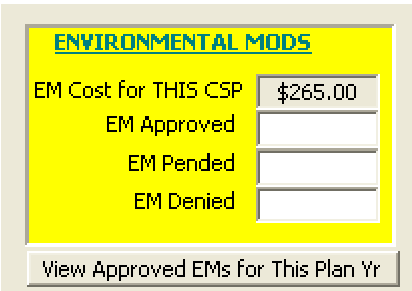


Figure 4-7. Display Amount for Env Mods for THIS CSP.

When you supply an Approved Date, the "Env Mod Cumulativ Plan Yr Total (Approved)" field will populate, as shown in the figure below:

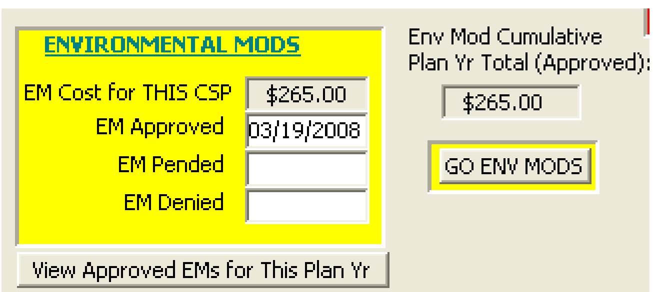


Figure 4-8. Display Cumulative Amount for Env Mods for Plan Year.

Again, there is a $5,000 limit for Environmental Modifications, which is why there is a field that tracks the Plan Year total.

When you add a "Revision" CSP for the same Plan Year, the running total for that Plan Year will automatically appear in the field above, even if the Revision itself does not have any corresponding environmental modifications.

Adding Assistive Technologies

Assistive Technologies are different than most of the other services in that they require you to add text that indicates what modifications will be performed, and they involve a dollar amount ceiling of $5,000 for a given Plan Year.

The system automatically tracks an individual's running total for the Plan Year so that you do not have to do that. The specifics of this receive attention below.

Before you add Assistive Technologies for someone, the Assistive Technologies fields on the CSP screen appear as shown below:

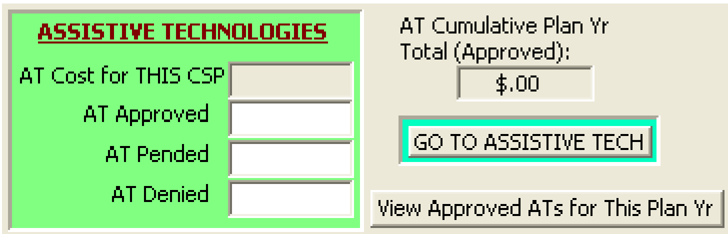


Figure 4-5. Assistive Tech Fields on the CSP Screen.

Do the following to add Assistive Technologies for someone:

- On the CSP screen, click the "GOTO ASSISTIVE TECH" button shown above. Doing this will take you to the Environmental Modifications screen shown below:

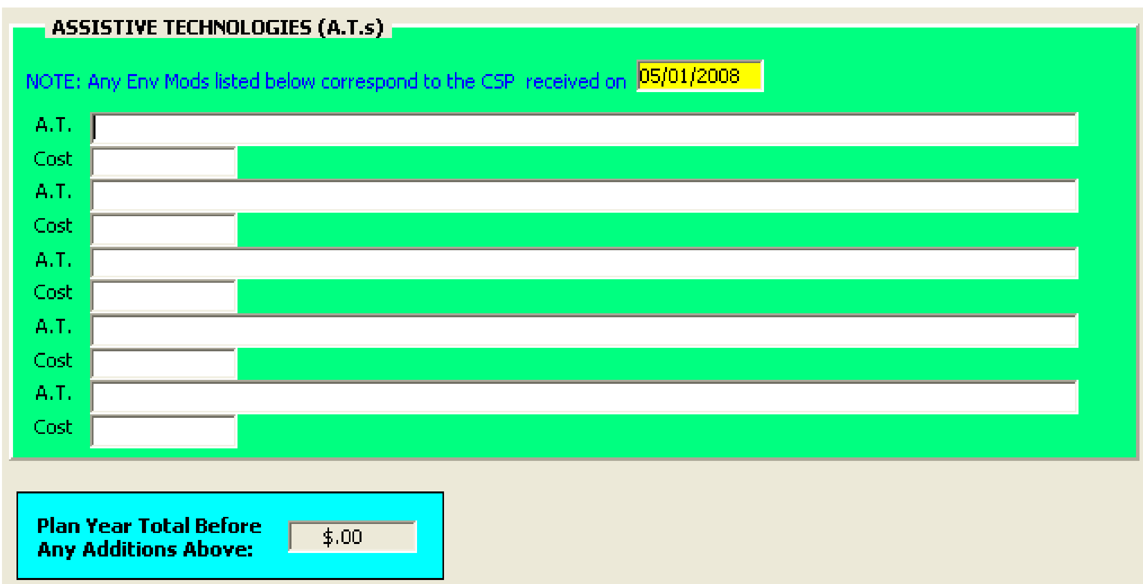


Figure 4-6. Assistive Technologies Screen.

- Type the first modification in the first "A.T." field shown above. Then, type the corresponding cost in the first "Cost" field. (You do not need to supply formatting for the dollar amount; it will auto-format.)
- If there are additional modifications, type them in the same manner, using the other "A.T." and "Cost" fields.
- When you have indicated all of the modifications and costs, click either of the sets of double-arrows on the Toolbar to return to the CSP screen. Note that the "Env Mod Cost for THIS CSP" field now shows whatever amount (or sum of amounts) you indicated on the Environmental Modifications screen, as shown below:

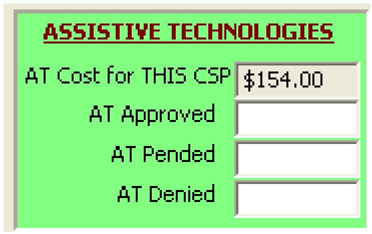


Figure 4-7. Display A.T. Amount for THIS CSP.

When you supply an Approved Date, the "AT Cumulativ Plan Yr Total (Approved)" field will populate, as shown in the figure below:

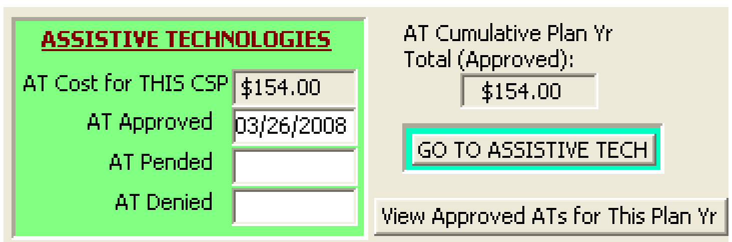


Figure 4-8. Display Cumulative Amount for Env Mods for Plan Year.

Again, there is a $5,000 limit for Assistive Technologies, which is why there is a field that tracks the Plan Year total.

When you add a "Revision" CSP for the same Plan Year, the running total for that Plan Year will automatically appear in the field above, even if the Revision itself does not have any corresponding environmental modifications.

Adding Transition Services

Transition Services are different than most of the other services in that they require you to add text that indicates what services will be compensated, and they involve a dollar amount ceiling of $5,000 for a given Plan Year.

The system automatically tracks an individual's running total for the Plan Year so that you do not have to do that. The specifics of this receive attention below.

Before you add Transition Services for someone, the Transition Services fields on the CSP screen appear as shown below:

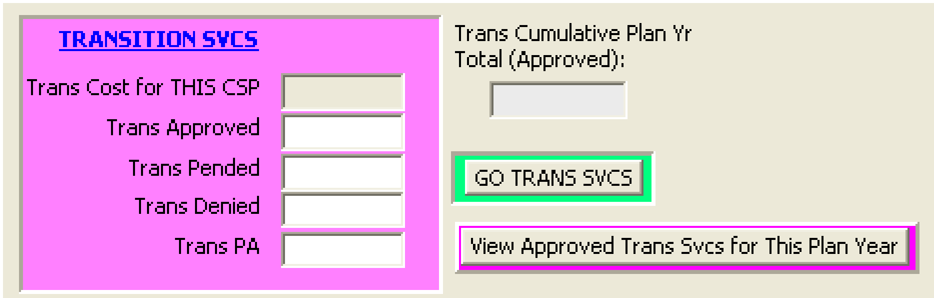


Figure 4-9. Transition Service Fields on the CSP Screen.

Do the following to add Transition Services for someone:

- On the CSP screen, click the “GO TRANS SVCS” button shown above. Doing this will take you to the Transition Services screen shown below:

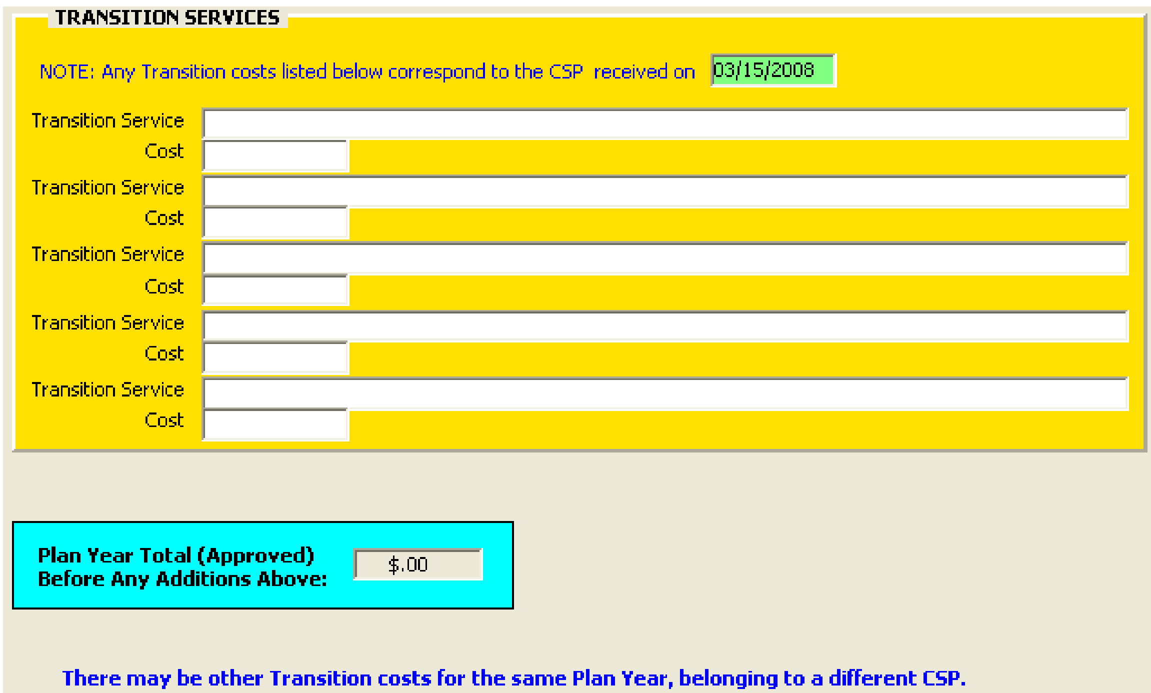


Figure 4-10. Transition Services Screen.

- Type the first modification in the first “Transition Service” field shown above. Then, type the corresponding cost in the first “Cost” field. (You do not need to supply formatting for the dollar amount; it will auto-format.)
- If there are additional modifications, type them in the same manner, using the other “Transition Service” and “Cost” fields.
- When you have indicated all of the services and costs, click either of the sets of double-arrows on the Toolbar to return to the CSP screen. Note that the “Transition Cost for THIS CSP” field now shows whatever amount (or sum of amounts) you indicated on the Transition Services screen, as shown below:

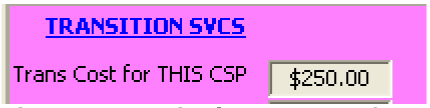


Figure 4-11. Display Amount for Transition Services for THIS CSP.

When you supply an Approved Date, the "Transition Cost Cumulative Plan Yr Total (Approved)" field will populate, as shown in the figure below:

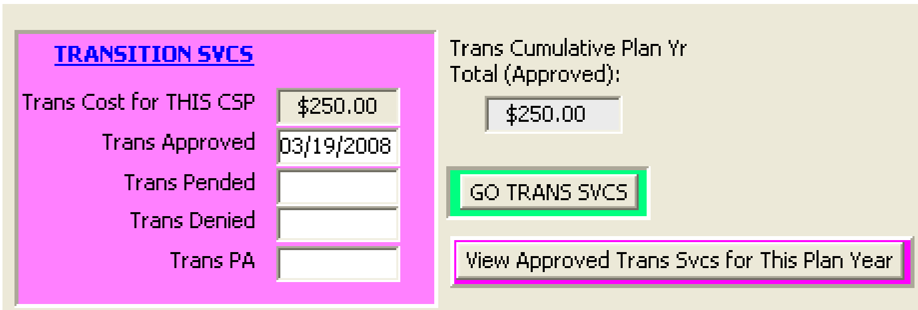


Figure 4-12. Display Cumulative Amount for Transition Services for Plan Year.

Again, there is a $5,000 limit for Transition Services, which is why there is a field that tracks the Plan Year total.

When you add a "Revision" CSP for the same Plan Year, the running total for that Plan Year will automatically appear in the field above, even if the Revision itself does not have any corresponding environmental modifications.

Adding a Revision or Annual CSP for Someone

When you add the first CSP for someone, you have to supply the "122 Date" date, as shown below:

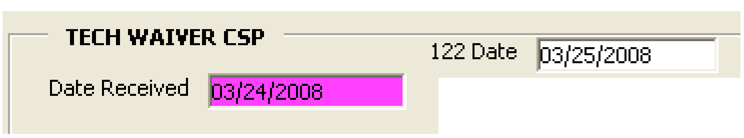


Figure 4-16. "122 Date" Field.

Follow-up CSPs, however, do not require you to add that date, because they will inherit the Begin and Anniversary dates derived from that date (shown below).

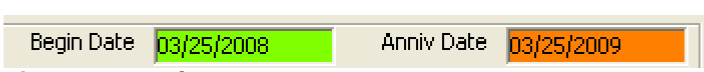


Figure 4-17. Plan Year Dates.

What follow-up CSPs do require you to do is indicate whether they are Revisions or Annual follow-ups. See the subsections below for more information on both types.

Revision CSPs

A "Revision" CSP is defined as follows:

A Revision CSP is a CSP that is received within *an already defined plan year*, and it supersedes the last CSP on record with one or more modifications to the services indicated on that last CSP.

Do the following to add a Revision CSP:

- Make sure you have current LOCERI, PED or ADULT, ASSESSMENT or ANNUAL ASSESSMENT, and PDN AUTH forms.
- Click the CSP button shown in Figure 4-1 above. Doing this will take you to an already-existing CSP for the person (meaning that you will not arrive on a blank CSP).
- On the CSP screen, click the "Insert Record" icon on the Toolbar. Doing this will cause the system to ask you the following question:

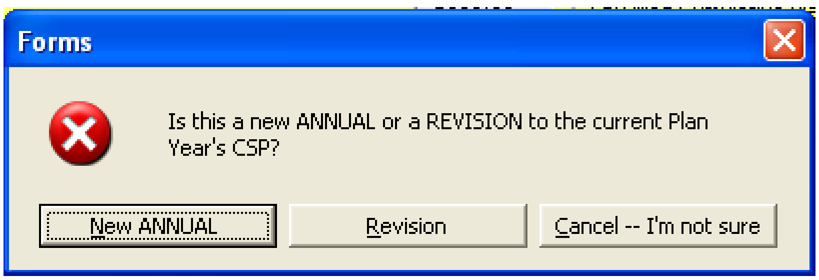
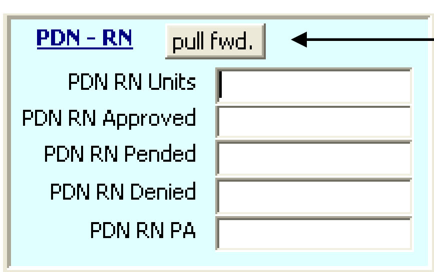


Figure 4-18. Revision or Annual? Pop-up Box.

- Click the "Revision" button. (Doing this will return you to the CSP screen, with the new Revision CSP in place.)
- Supply the "Date Received" (shown below again), and note that the Begin and Anniversary Dates have been filled in for you:

Figure 4-19. Date Received and Begin/Anniversary Date Fields.

- Fill in the two required signature and date fields at the bottom of the screen and click the Save icon on the toolbar.
- If any of the services are the same from the previous CSP, click the "pull fwd." button for that service (PDN RN "pull fwd." button shown in Figure 4-18a below).



Click this button to pull forward the Units and any dates / PA number associated with the same service for the previous CSP (in the same Plan Year).

Figure 4-18a. Example of Pull Fwd Button.

ⓘ Note that Assistive Technologies, Environmental Mods, and Transition Services do not have pull forward buttons. This is because those things are understood to be "singular events in time" rather than approvals for services that span a period of time. This means that EMs, ATs, and Trans Services "belong" to the CSP where they were originally submitted. Use the report button beside each of these services to view cumulative Plan Year totals.

- Fill in any other service units, dates, etc., for services that are NOT being pulled forward, and then click the Save icon on the toolbar. If you need to add Environmental Modifications, Assistive Technologies, or Transition Services, see the corresponding subsections above.

Adding CSP Comments

The "COMMENTS" button on the CSP screen (shown in Figure 4-20 below) allows you to add comments that are specific to the CSP on your screen.

Figure 4-20. CSP Comments Button on CSP Screen.

Do the following to add comments to a CSP:

- On the CSP screen, click the "CSP Comments" button shown above. Doing this will take you to the "Tech Waiver CSP Comments" screen shown below:

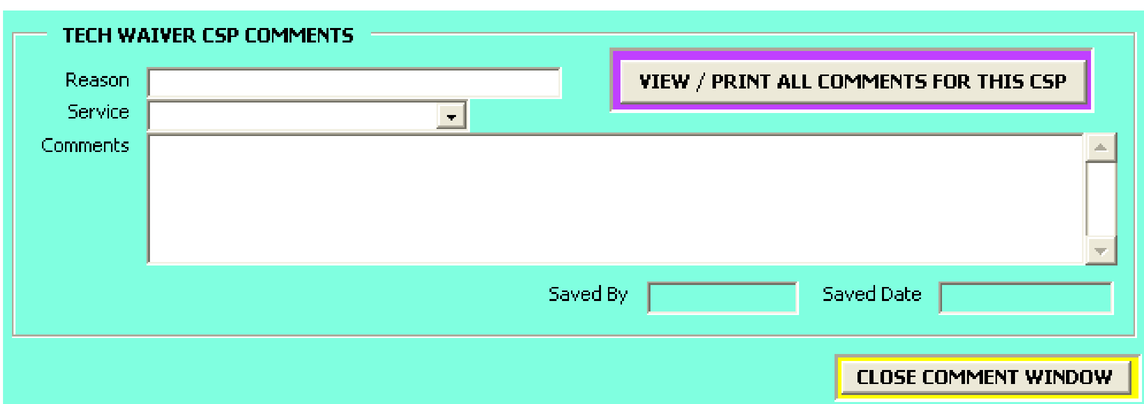


Figure 4-21. CSP Comments Screen.

- On the CSP Comments screen, type the reason for the comment.
- Using the "Service" field dropdown list, choose the service that the comment is about.
- Type the comments
- Click the "CLOSE COMMENT WINDOW" button to auto-save the comments and close the CSP Comments window and return to the CSP.

Note that when you return to the CSP, you will see a “Y” in the “Any Comments?” field as shown in Figure 4-22 below:

Figure 4-22. Any Comments? Display Field.

Working with Discharges and Appeals

Eventually, everyone leaves the Tech Waiver program, either because they no longer have a qualifying status or because they have completed the program. In both cases, an Appeal letter goes out that indicates appeal rights, and the Recipient has 30 days to respond to the letter. If the Recipient does not respond, then it is your job to supply a “Termination Date” on the “Appeal/Termination” screen.

Discharging a Recipient

Do the following to initiate the discharge/termination process, which is begun with a reason and an auto-generated Appeal letter:

- Perform a query to find the desired Recipient.
- On the Recipient screen, click the “CREATE A MISC TERMINATION” button shown below:

Figure 5-1. CREATE A MISC TERMINATION Button.

- On the Misc Terminations screen (shown below), choose a discharge/termination reason from the dropdown list field:

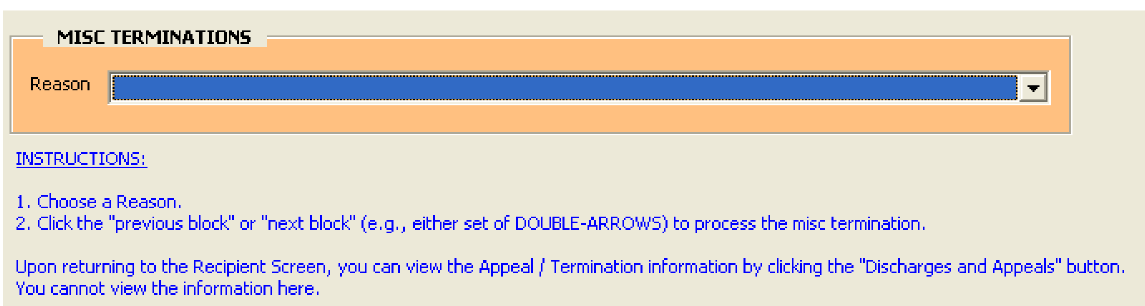


Figure 5-2. MISC TERMINATIONS Screen.

- Click either set of double-arrows to return to the Recipient screen. Doing this will cause the message shown below to appear:

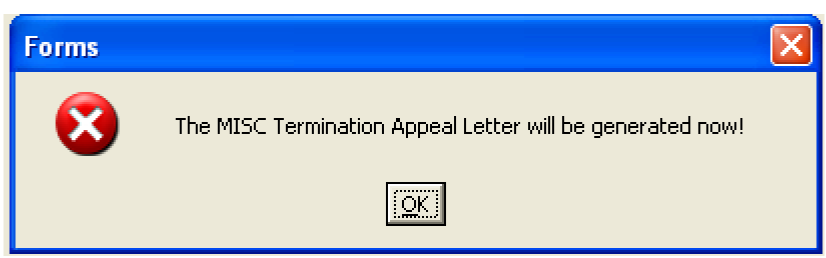
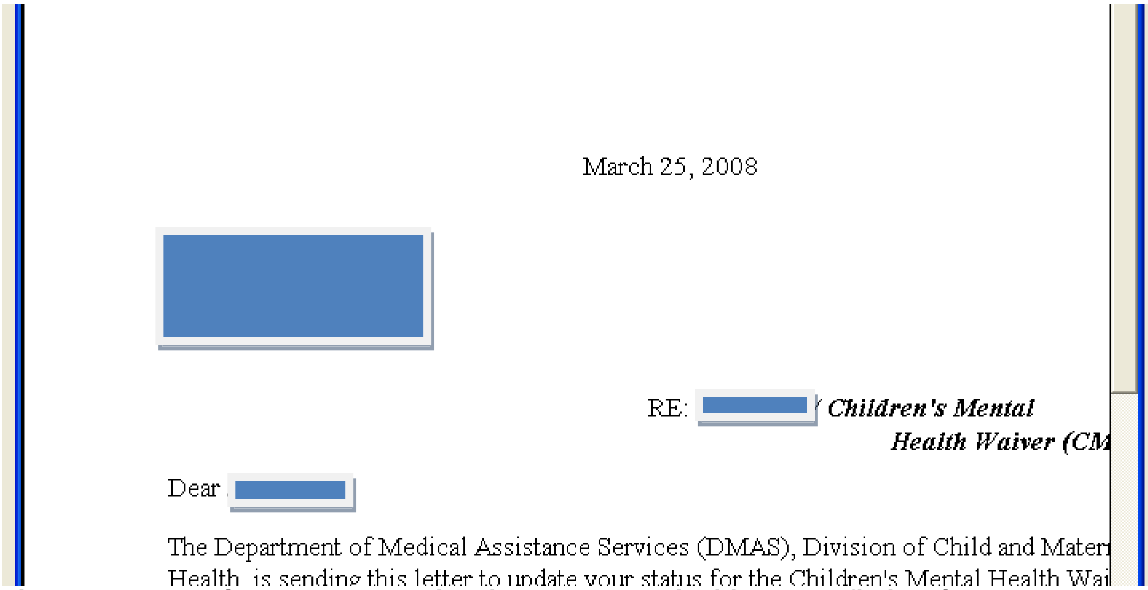


Figure 5-3. Appeal Letter Message.

- Click "OK" to dismiss the message. Doing this will cause the Appeal letter to pop up on your screen as shown (partially) below:


March 25, 2008

RE: Children's Mental Health Waiver (CM

Dear

The Department of Medical Assistance Services (DMAS), Division of Child and Mater
Health is sending this letter to update your status for the Children's Mental Health Wai

Figure 5-4. Appeal Letter. NOTE: The above name and address are fictional.

- Click the Print icon on the Toolbar to print the letter.
- Click the "X" in the upper-right corner of the letter to dismiss it. Doing this will cause the envelope to appear.
- Click the Print icon on the Toolbar to print the envelope.
- Click the "X" in the upper-right corner of the envelope to dismiss it.
- Note that the current day's date will appear in the "Appeal Letter Sent" field of the "Current Dates – View Only" area of the screen. As with the other dates in that section, this is strictly for your convenience.

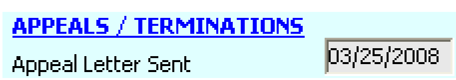


Figure 5-5. Display-only Appeal Letter Sent Date.

Processing a Recipient Appeal

If a Recipient responds to an Appeal letter by submitting an Appeal within 30 days, you have to track that, as well as the progress and conclusion of the Appeal as it proceeds.

Do the following to access the Appeal/Termination Screen:

- Perform a query to find the desired Recipient.
- Click the "Terminations and Appeals" button shown below:

Figure 5-6. Terminations and Appeals Button.

- On the Appeal/Termination Screen, fill in the information that you have received:

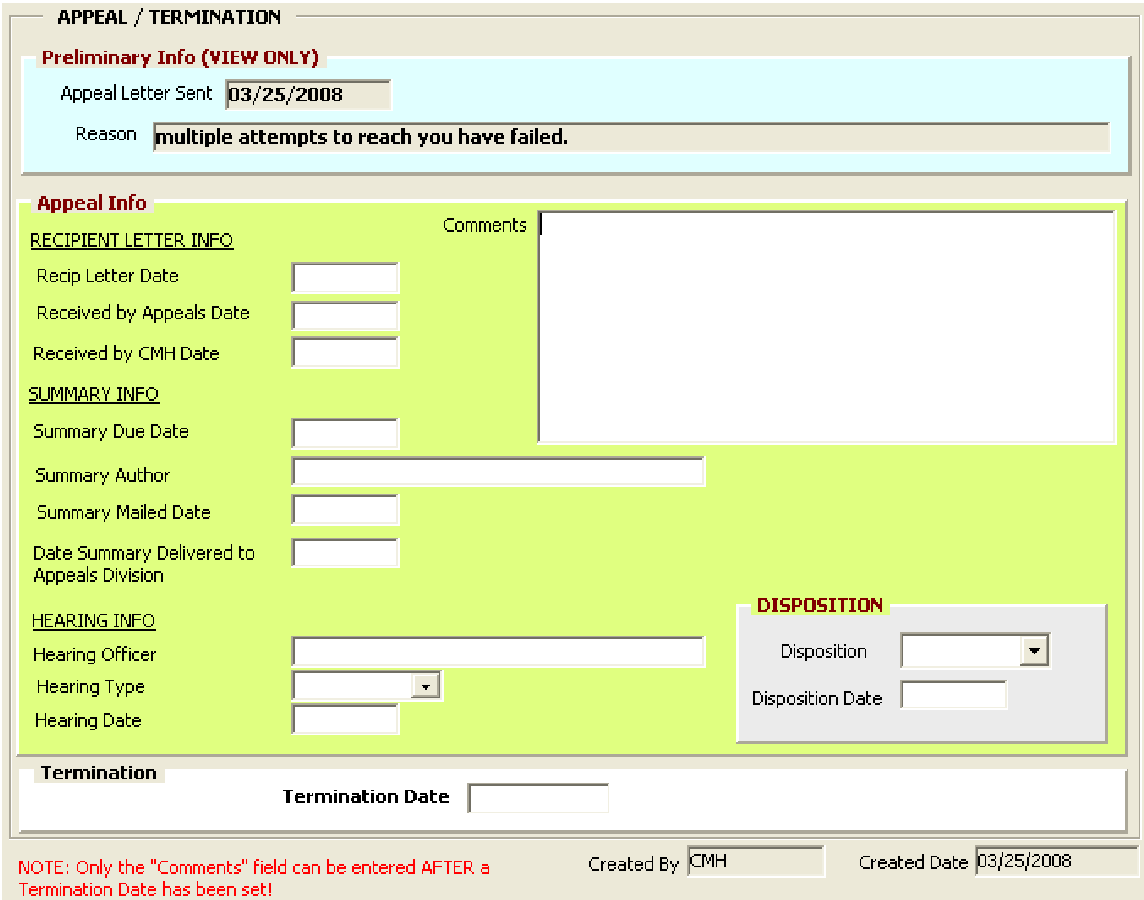


Figure 5-7. The Appeal/Termination Screen.

- As the Appeal proceeds, continue to log the information here.
- At the conclusion of the Appeal, indicate its disposition and disposition dates. If the outcome is "Sustained," note that the system will flag you to enter a date in the "Termination Date" field. This is because when DMAS's decision is sustained, that equates to a termination of the Recipient's participation in the program.

Terminating a Recipient Who Did Not Submit an Appeal

If a Recipient does not respond within the 30 days allowed by the Appeal letter, you must go into the system and "terminate" that Recipient's participation in the program.

Do the following to terminate a Recipient:

- Perform a query to find the desired Recipient.

- Click the “Terminations and Appeals” button shown in Figure 5-6 above.
- Type a date in the “Termination Date” field shown in Figure 5-7 above.
- Click the Save icon on the Toolbar.
- Click either set of double arrows on the Toolbar to return to the Recipient screen.
- Note that the “terminated” status displays in red in the APPEALS/TERMINATIONS area of the “Current Signatures – View Only” area of the screen:

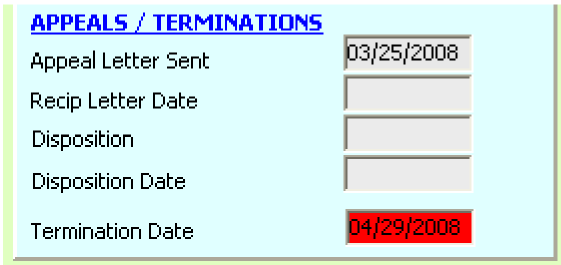


Figure 5-8. Display-only Termination Date.

Working with the Maintenance Screen

The Maintenance screen allows you to add values to List of Values fields in the system. "List of Values" fields are those fields that allow you to access a pre-determined list of acceptable values by doing the following:

- Placing your cursor in the field; and,
- Pressing the F9 key on your toolbar.

Examples of List of Values fields in the Tech Waiver system include the "Diagnosis" and "Care Coordinator Name" fields on the PDN AUTH screen and the "Nursing Provider" field on the XXX Screen.

The Maintenance screen allows you to add items to those lists.

Adding New Diagnoses

The "Diagnosis" field appears at the top of the PDN AUTH field and has a LIST button next to it, as shown in Figure 6-1:

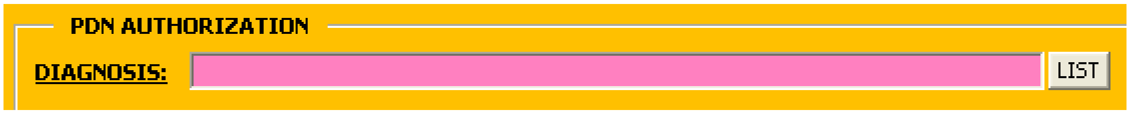


Figure 6-1. Diagnosis Field on PDN AUTH Screen.

When you want to add a new Diagnosis to the list, you must go to the Maintenance screen to do this.

Do the following to add a new Diagnosis to the "Diagnosis" field list:

- Click the MAINTENANCE button on the main screen.
- On the Maintenance Screen (shown in Figure 6-2 below) click the DIAGNOSES button.

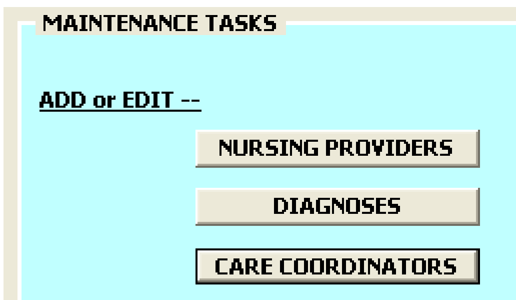


Figure 6-2. Maintenance Screen.

- On the Diagnoses Screen, click in the first blank row and type the new diagnosis, as shown below:

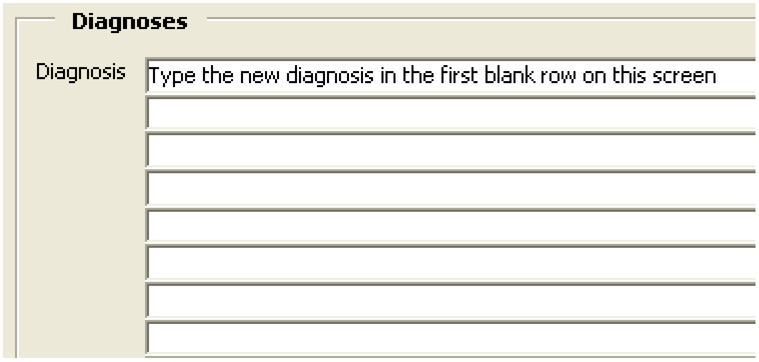


Figure 6-3. Diagnosis Maintenance Screen.

- Click either of the double-arrows on the toolbar to return to the Maintenance Screen. (Doing this automatically saves your addition.)

Adding New Care Coordinators

The "Care Coordinator Name" field appears at the bottom of the PDN AUTH form and has a LIST button next to it, as shown below:

Figure 6-4. Care Coordinator Name Field on PDN AUTH Screen.

When you want to add a new Care Coordinator to the list, you must go to the Maintenance screen to do this.

Do the following to add a new Care Coordinator to the "Care Coordinator" field list:

- Click the MAINTENANCE button on the main screen.
- On the Maintenance Screen (shown in Figure 6-2 above), click the CARE COORDINATOR button.
- On the Care Coordinator Screen (shown in Figure 6-5 below) type the name of the new Care Coordinator in the first blank row.

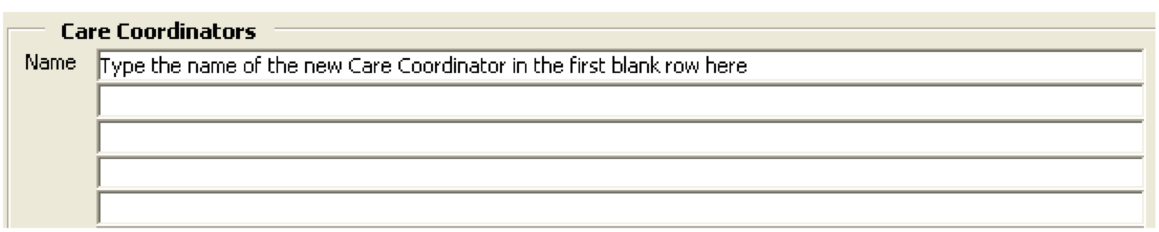


Figure 6-5. Care Coordinator Maintenance Screen.

- Click either of the double-arrows on the toolbar to return to the Maintenance Screen. (Doing this automatically saves your addition.)

Reports

With a few exceptions, reports are accessible under the “REPORTS” button on the main screen, shown in Figure 7-1 below.

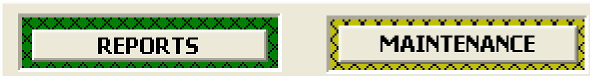


Figure 7-1. REPORTS Button.

Exceptions to the reports found under the above button are noted in the subsections below.

Automatic Reports

The following reports will generate *automatically at login* in response to their conditions being met:

Overdue Termination Report

The condition for this report is as follows: One or more persons have an “Appeal Letter Sent” date that is more than 33 days in the past, and there is no date in either the “Recip Letter Date” or the “Termination Date” field on the Appeal record for that person. When this report comes up, the person(s) on it should be withdrawn immediately. If you are not sure how to withdraw someone, see the “Working with Discharges and Appeals” section of the manual.

Need PDN AUTH Report

The “Need PDN Report” indicates who has a valid PED or ADULT record on file as well as a valid ASSESSMENT record on file but does not have a PDN AUTH record. This report allows you to see who is ready for Enrollment in the Tech Waiver, based on the preliminary forms being in place.

Note that if an Appeal letter has gone out in connection with a person’s PED, ADULT, or ASSESSMENT record but the Appeal has not resolved in a disposition of “Reversed,” then that person will NOT appear on this report.

Nurse’s Notes Overdue Report

Nurse’s notes must be received every 36 days at a minimum.

Nurse’s notes are overdue for an Enrolled person under the following conditions:

- Nurse’s notes were not received within 36 days of the Enrollment date; or,
- Nurse’s notes have not been received in 36 days (or more) since the last time they were received for an Enrolled person.

Overdue Annual Assessment Report

An ANNUAL ASSESSMENT is overdue under either of the following conditions:

- The initial ASSESSMENT is over 180 days old and there is no ANNUAL ASSESSMENT on file; or,
- There is an ANNUAL ASSESSMENT on file and it is over 365 days old.

For

Environmental Modifications Cumulative Plan Year Total Report

At any time, you can see a Recipient's cumulative Plan Year total for Environmental Modifications by clicking the "View Approved EMs for This Plan Yr" button (shown below) on the CSP screen.

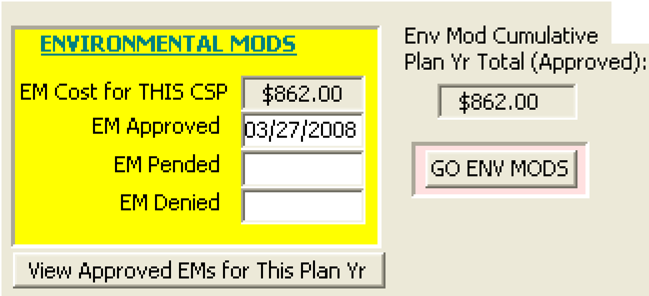


Figure 7-2. View Approved Ems for This Plan Yr Button.

Assistive Technologies Cumulative Plan Year Total Report

At any time, you can see a Recipient's cumulative Plan Year total for Assistive Technologies by clicking the "View Approved ATs for This Plan Yr" button (shown below) on the CSP screen.

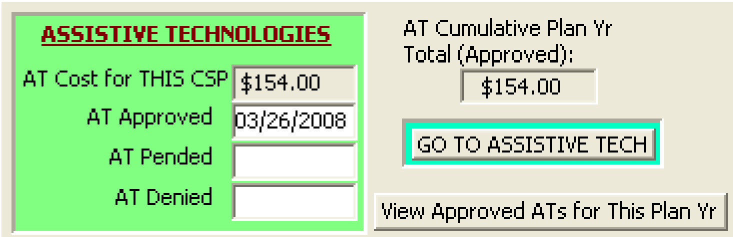


Figure 7-2. View Approved Ems for This Plan Yr Button.

Transition Services Cumulative Plan Year Total Report

At any time, you can see a Recipient's cumulative Plan Year total for Transition Services by clicking the "View Approved Trans Svcs for This Plan Yr" button (shown below) on the CSP screen.

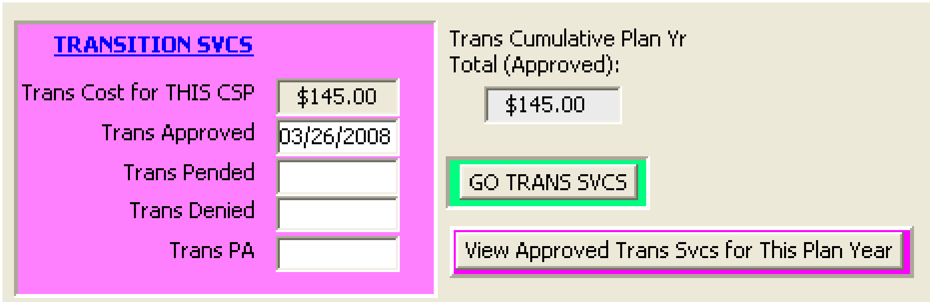


Figure 7-3. View Approved Transition Svcs for This Plan Yr Button.

Recipient Call Log Report

At any time you can view all calls received in reference to a specific individual by clicking the "VIEW / PRINT PHONE LOG" on the Call Log screen. If you are not sure how to access that screen, please see the "Logging Phone Calls" subsection of the "Working with Recipients" section of the manual.

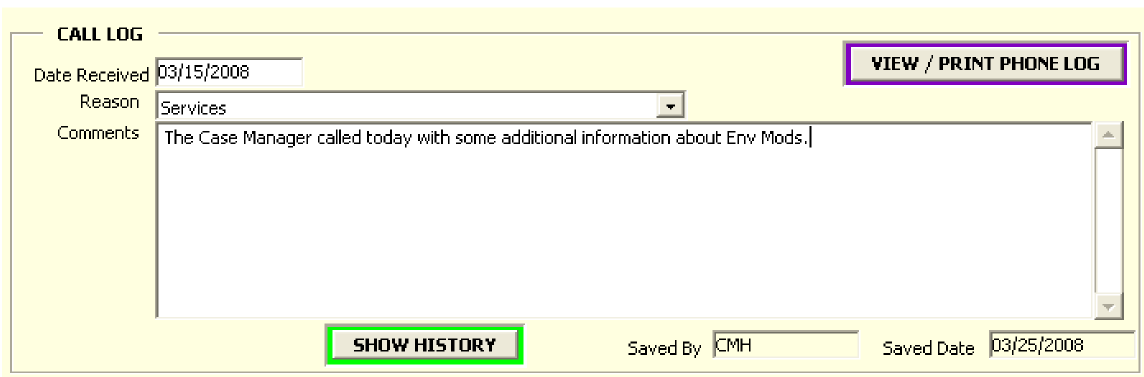


Figure 7-4. VIEW / PRINT PHONE LOG Button on Call Log Screen.

CSP Comment Report

At any time you can view all comments for a specific CSP by clicking the "VIEW / PRINT ALL COMMENTS FOR THIS CSP" button on the CSP Comments screen. If you are not sure how to get to the CSP Comments screen, please see the "Adding CSP Comments" subsection of the "Working with CSPs" section of the manual.

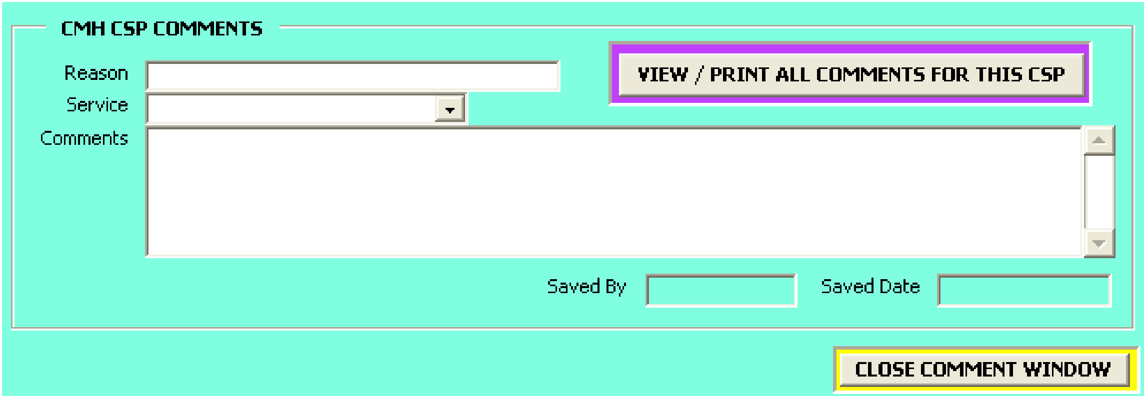


Figure 7-5. VIEW / PRINT ALL COMMENTS FOR THIS CSP Button on CSP Comments Screen.

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 two-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 all of the required Tech Waiver eligibility forms and the CSP.

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 Recipient” subsection above).
- At the bottom of the Recipient screen, click the “MFP” button (shown in Figure 8-1 below).

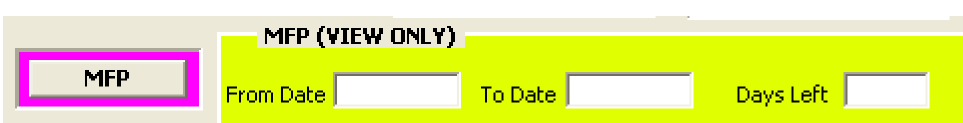


Figure 8-1. MFP Button.

- On the MFP screen (shown in Figure 8-2 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.)

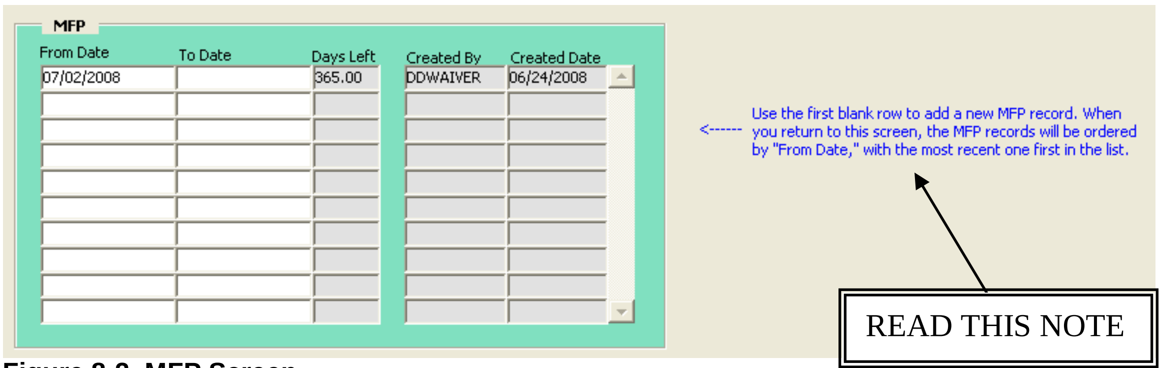


Figure 8-2. MFP Screen.

- 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:

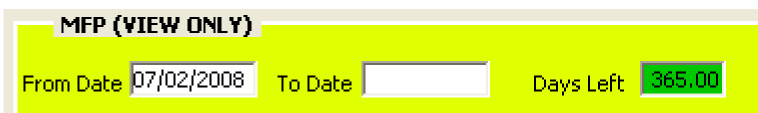


Figure 8-3. MFP Display Values.

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 8-4. 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:

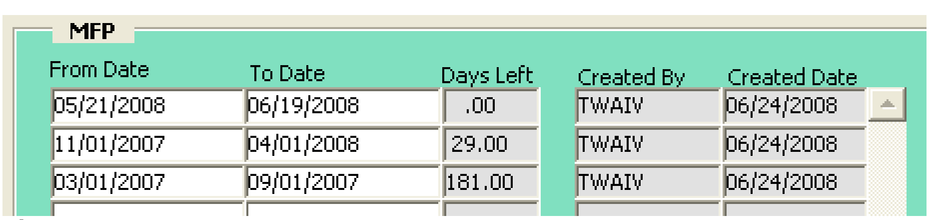


Figure 8-5. MFP Date Ranges.

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:

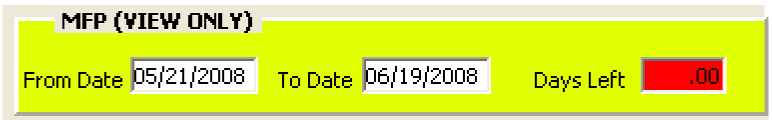


Figure 8-6. View of Automatic Update of MFP "To Date" and "Days Left".

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:

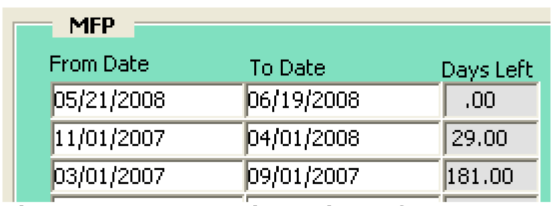


Figure 8-7. Automatic Update of MFP "To Date" and "Days Left".

Appendix A: The Toolbar

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 the Tech Waiver database. 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.

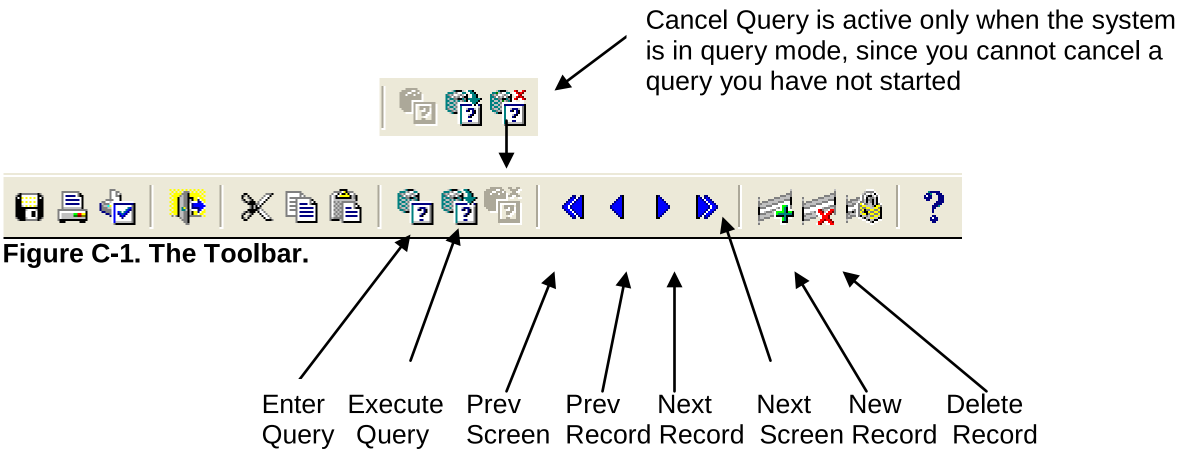


Figure C-1. The Toolbar.

> ⓘ Note: By "record" we mean an "instance" of whatever screen you are on. If you are on the Recipient screen, then a record is an Recipient, such as Johnny Doe's record. If you are on the CAFAS screen, then a record is a CAFAS record, such as Jenny Horn's CAFAS 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 Tech 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 Tech 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 Tech 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 Tech 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 Tech 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 Entrance Dates and Diagnoses screen back to the Recipient screen.

Previous Record

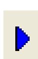
Click this icon to return to move to the previous record in a given set of records on one of the screens. This strange-sounding concept is best illustrated with an example. See the example below for clarification.

> <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 9^{th} one, but you realize the person you want is the 8^{th} one. To return to that 8^{th} record, you would click the Previous Record icon.

Next Block

Click this icon to advance backwards (sounds strange, but it’s true) to the screen where you came from. For example, click this icon from the Decline screen to advance back to the Recipient screen.

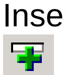
Next Record



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.

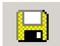
> <u>Example</u>
> Suppose you query on the Recipient screen for the last name “DOE,” and the query returns 17 people; and suppose you want to scroll through the records to find “JANE DOE”. To scroll through the records, you would click the Next Record icon.

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 Tech Waiver database from any screen.

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. For the most part, you will do your querying on the Recipient screen:

- Press **F7** on your keyboard to put the system in "Query Mode".
- Type your criteria; usually this will be the SSN on Recipient screen.

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

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

> ⓘ Note that if you used fairly general criteria, such as the last name of "Smith," 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.

Enter Query icon

Execute Query

"Cancel Query" is active only when the system is in query mode, since you can't cancel a query you haven't started

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 ‘%’ **<u>in place of zero or more characters you do not know.</u>** Note the examples below:

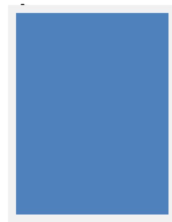
Field / Screen	Criterion Supplied	Results
Last Name / Recipient	&son	

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