

Health Insurance Premium Payment Program

User Instructions

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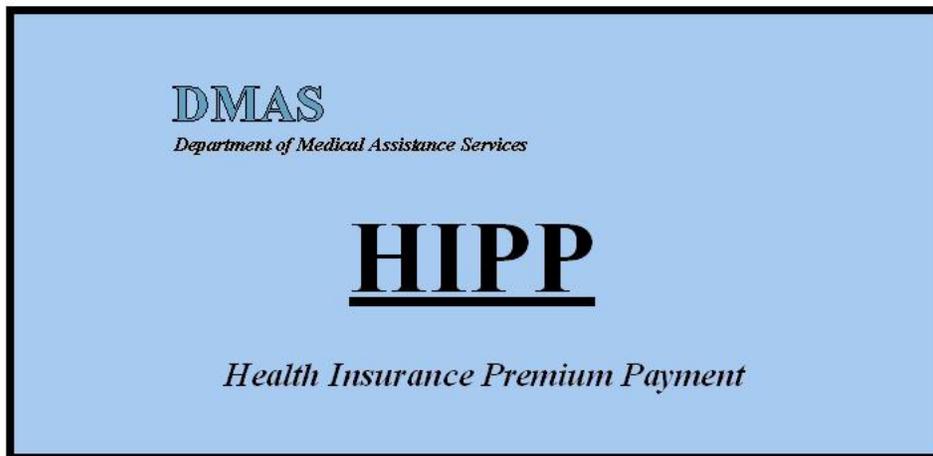
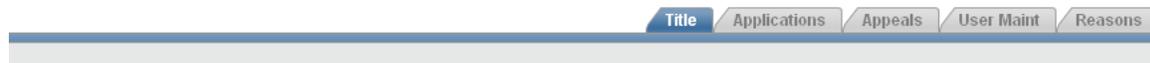
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Health Insurance Premium Payment Program User Instructions

The Health Insurance Premium Payment Program (HIPP) system provides a means to track and facilitate enrollment, payments, ongoing eligibility, and other recipient interactions with DMAS. This system consists of two primary parts. User entry and maintenance provides security as to who may enter and update HIPP information. Application tracking provides for application entry and tracking.

System Navigation

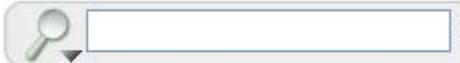
“Folder tabs” are located at the top of each page. The user’s security level determines which tabs are displayed. For example, only an administrator will see “User Maint”.



Initial Screen Option: To open the system to the screen that is most used:

- Open the HIPP system
- Go to the desired screen
- Bookmark the URL using the Microsoft Internet Explorer bookmark.
- Or, create a shortcut on the desktop using the URL as the location.

 This is the edit symbol. Mouse clicking this symbol will open a new screen so that changes may be made to the row on which the symbol resides.

 This will facilitate a search within a list.
Click of the hourglass to display search options.

Application Maintenance

Application Tracking contains two primary functions: application maintenance (entry, maintenance and retrieval) and checklist letter maintenance (entry, maintenance, printing, and retrieval).

Application Log: The first screen will provides a log of applications currently in the system.

The screenshot shows the 'Application Log' interface. At the top, there is a search bar, a 'Rows' dropdown set to 15, a 'Go' button, and a 'Create' button. Below this is a table with the following columns: App Id, Name, Status, Status Date, Days, Checklist, Analyst, and Reason. The table contains 10 rows of data, all with a status of 'Pended' and an analyst of 'Jameka Joyner'. To the right of the table are several filter controls: a 'Filters' list with 'Analyst' (Cynthia Cors, Jameka Joyner, status, Open(I,P,R,E)), 'Name' (Applicant), and 'Order' (ApplicantID); 'Refresh' and 'Reset' buttons; a 'Column' dropdown set to 'status' and an 'Add' button; and a 'Value' dropdown. At the bottom right is a 'Print Filtered Applications' button.

App Id	Name	Status	Status Date	Days	Checklist	Analyst	Reason
451		Pended	04/07/2009	88		Jameka Joyner	
446		Pended	04/07/2009	130		Jameka Joyner	
439		Pended	04/07/2009	76		Jameka Joyner	
435		Pended	04/07/2009	95		Jameka Joyner	
429		Pended	04/07/2009	77		Jameka Joyner	
427		Pended	04/07/2009	76		Jameka Joyner	
426		Pended	04/07/2009	95		Jameka Joyner	
422		Pended	04/07/2009	77		Jameka Joyner	
418		Pended	04/07/2009	111		Jameka Joyner	
417		Pended	04/07/2009	111		Jameka Joyner	

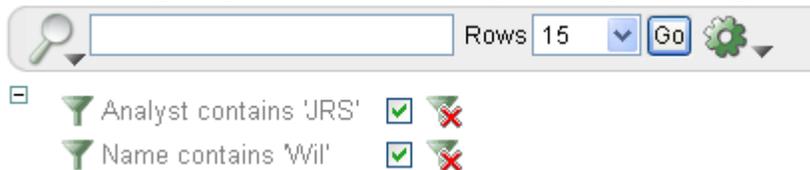
NOTE: The Names (above) have been removed for adherence to HIPAA regulations.

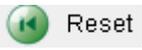
- “Days” is the number of days between application date and status date for approved and denied applications, or days between application date and current date for all other statuses.
- “Checklist Day” is the day since mailing the checklist; “2 of 10” is day four in a ten day turnaround period.

There are two types of filters built into the application log: a HIPP system filter and an Oracle APEX filter. Each user maintains their own filters and they may be changed at any time. Exiting and re-entering the system will not affect the HIPP filters. Unless saved, Oracle filters are lost upon exit.

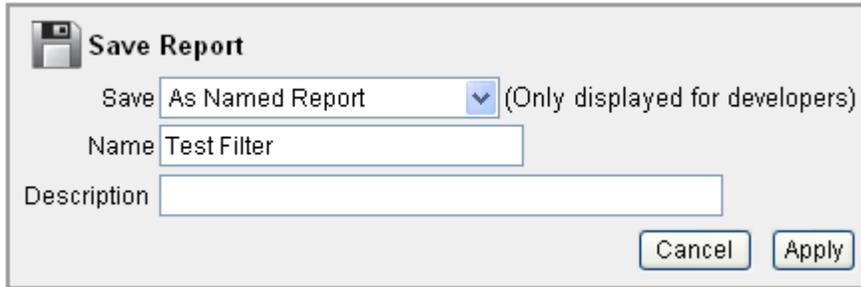
Oracle APEX filters:

Temporary filters are created by clicking the hourglass.



To turn off Oracle filters click  then .

To save the Oracle filters click on  then .



Save Report

Save: As Named Report (Only displayed for developers)

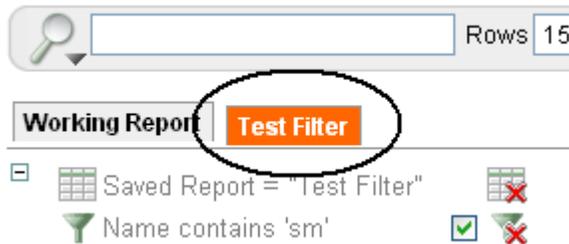
Name: Test Filter

Description: [Empty text box]

Buttons: Cancel, Apply

Enter a name and optional description then apply.

Result:



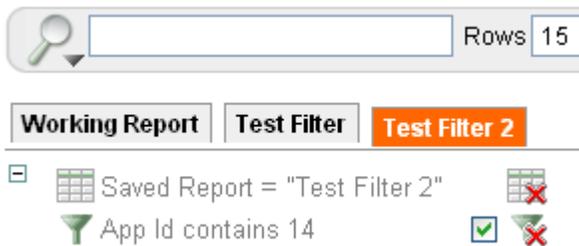
Search: [Empty text box] Rows: 15

Working Report: **Test Filter**

Saved Report = "Test Filter"

Filter: Name contains 'sm' [Checked]

More than one filter may be saved



Search: [Empty text box] Rows: 15

Working Report: Test Filter, **Test Filter 2**

Saved Report = "Test Filter 2"

Filter: App Id contains 14 [Checked]

Once created, the Oracle filters will be available until deleted. Click



Saved Report = "Test Filter 2" [Delete icon]

to delete the filter.

HIPP System Filters:

- “Name” is the name to be displayed in the log. “Applicant” will display only the applicant names, “Case” will display only the case names, and “Both” will display applicant and case names.
- “Order” designates the order the applications are shown. The choices are application id, name, and days.
- “Filter” – filters the log by analyst, program, and status.



Filters:

- analyst
 - Cynthia Cors
 - Jameka Joyner
- status
 - Open(I,P,R,E)

Name: Applicant [Dropdown] Refresh

Order: Name [Dropdown] Reset

Column: status

Value:

Examples,

1. To filter applications assigned to a particular analyst select “analyst”, “=”, and “Carol Cartte”.
2. To filter HIPA applications select “program”, “=”, and “HIPA”.
3. To filter applications by status “status”, “=”, and “Open”.

Please note that more than one expression may be selected for a filter; analyst may be “Carol Cartte” and “Kelly Calder”; status may be “Approved” and “Denied”.

After setting the filters click “Refresh” so that the log will reflect the new filters settings.

To remove a filter, place an “X” next to the filter to be removed then click on “Refresh”.

Filters:

- analyst
 - Patricia Taylor
 - Jameka JoynerX
- status
 - Open(I,P,R,E)X

Name: Applicant

Order: Applicant ID

In this example “Jameka Joyner” and “Open(I,P,R,E)” will be removed.

Result:

Filters:

- analyst
 - Patricia Taylor

Name: Applicant

Order: Applicant ID

Click “Reset” to remove all filters.

Application Log Report.

A report may be generated from the Application Log

Column: status [v] Add

Value: [v]

Print Filtered Applications

The report is generated by clicking in “Print Filtered Applications.

**Department of Medical Assistance Services
Health Insurance Premium Payment Program**

Rpt Date: 06/08/09
Rpt Time: 12:05 PM
Page: 1

Application Filters: analyst
• Cynthia Cors
• Jameka Joyner
status
• Open(I,P,R,E)

App Id	Name	App Date	45th Day	Action	Action Dt	Analyst	Reason	CL Sent	CL Recv'd
451		03/12/09	04/26/09	P	04/07/09	Jameka Joyner		03/27/09	04/07/09
446		01/29/09	03/15/09	P	04/07/09	Jameka Joyner		02/24/09	03/06/09
439		03/24/09	05/08/09	P	04/07/09	Jameka Joyner		03/27/09	04/07/09
435		03/05/09	04/19/09	P	04/07/09	Jameka Joyner		03/11/09	03/23/09
429		03/23/09	05/07/09	P	04/07/09	Jameka Joyner		03/27/09	04/07/09
427		03/24/09	05/08/09	P	04/07/09	Jameka Joyner			
426		03/05/09	04/19/09	P	04/07/09	Jameka Joyner		03/11/09	03/23/09
422		03/23/09	05/07/09	P	04/07/09	Jameka Joyner			
418		02/17/09	04/03/09	P	04/07/09	Jameka Joyner		03/16/09	03/26/09
417		02/17/09	04/03/09	P	04/07/09	Jameka Joyner			
409		03/16/09	04/30/09	P	04/07/09	Jameka Joyner			
406		03/16/09	04/30/09	P	04/07/09	Jameka Joyner			
402		03/18/09	05/02/09	P	04/07/09	Jameka Joyner		03/27/09	04/07/09
401		03/18/09	05/02/09	P	04/07/09	Jameka Jovner		03/27/09	04/07/09

NOTE: The Names (above) have been removed for compliance to HIPAA regulations.

Applications for the report are filtered with the same filter established on the Application Maintenance Log screen.

Application Maintenance:

Functions:

- < Previous: scroll alphabetically to the previous “Employee Last/First”.
- Next >: scroll alphabetically to the next “Employee Last/First”.
- Delete: only users with the administrator level of security will have this button; only an administrator can delete an application.
- Update: update the application with newly changed information.
- Refresh: re-loads the application without saving changes.
- Create: starts a new application.
- Documents: view or attach documents to the application

Fields:

- Application ID is system generated when a new application is entered.
- 45th day is system calculated based on “App Date”.
- “Day” is the days between “App Date” and “Status Date” for approved and denied applications; days between App Date and current date for all other statuses.
- “Checklist Mailed / Received” is user maintained in the checklist maintenance screen.
- “Day 1 of 10” is the number of days since the checklist was mailed.
- “Go to letter” – mouse click on “Go to letter” to create or edit a checklist.
- “Add” phone number – mouse click when a third or fourth phone number is needed.
- “Enter mailing address” – when the “Mailing Address” and “Street Address” are different, click on to allow mailing address entry.

Mailing Address ...

VA

- “Copy” will copy the street address to the mailing address; mailing address may be changed after the copy. If no mailing address is entered the checklist will use the street address in the letter.
- “Remove” will remove the mailing address from the application and remove the mailing address entry area.

When the status is changed to “Approved” several new fields will appear and are required so that an approval letter may be generated.

Application Entry < Previous Next > Refresh Update Create

App ID: 2 Status: Status Date: 05/15/2009 45th Date: 03/09/2009

Approval Eff Dt: 05/01/2009 Premium Amount: 100.00 Full Premium 10 month contract

First Check Months: May and June First Mailed: June

An “Approval Letter” button will also appear at the bottom of the screen. Upon clicking, a new screen will display asking for Medicaid household members that should be included in the letter.

Application Log > Application Maintenance > APP_MEDICAID_HOUSEHOLD

Letter

Application Id: 453 Letter Date: 06/10/2009

Medicaid Household Members

<input type="checkbox"/>	Name	DOB	Relationship
<input type="checkbox"/>	_____	_____	Daughter <input type="button" value="v"/>
<input type="checkbox"/>	_____	_____	Son <input type="button" value="v"/>

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COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

PATRICK W. FINNERTY
DIRECTOR

600 EAST BROAD STREET
RICHMOND, VA 23219
www.dmas.virginia.gov
804-786-7933
800-343-0634 (TDD)

NOTICE OF APPROVAL FOR THE HEALTH INSURANCE PREMIUM PAYMENT (HIPP) PROGRAM

--

Medicaid Case Name:	Medicaid Case Number:
HIPP Application Date: January 23, 2009	HIPP Number:

Action on your HIPP application was taken by the Department of Medical Assistance Services on.

YOUR HIPP APPLICATION HAS BEEN APPROVED.

Premium Assistance Amount \$100 Monthly during month employment Effective Date: 05/01/2009

Your first premium assistance check(s) for the month(s) May and June will be mailed to you and the end of June.

For continued enrollment in HIPP you must submit proof of premium payment to receive monthly premium assistance. It is imperative that you read and comply with the attached document in order to meet program requirements. The premium assistance checks are mailed on the 1st Friday every month. **Note: Since you are paid 10 months/school year, you will not receive a premium check the months you have not incurred any costs.**

You will not be reimbursed for your full premium amount; your health insurance premium exceeds the allowable rate of reimbursement (cost-effectiveness amount). If you choose to cancel your group health insurance coverage because you do not wish to pay the difference in your insurance premium and the reimbursement amount, you may do so. Cancellation of your insurance coverage will not affect Medicaid eligibility; however, you should contact your employer and notify the HIPP Program if you cancel.

Premium Assistance was approved for the Medicaid-enrolled household members listed below:

<u>Name</u>	<u>Date of Birth</u>	<u>Age</u>	<u>Relationship</u>
		9	Son
		9	Daughter
		7	Son
		21	Daughter

If you disagree with this action, you have the right to file an appeal. You or your authorized representative must send a written appeal request within 30 days of receipt of this notification. You may write a letter or complete an Appeal Request Form. Forms are available on the internet at www.dmas.virginia.gov, at your local department of social services, or by calling (804) 371-8488. Please include a copy of this notification. Sign the appeal request and mail it to: **Appeals Division, Department of Medical Assistance Services, 600 E. Broad Street, 11th Floor, Richmond, Virginia 23219. Appeal requests may also be faxed to: (804) 371-8491.**

05/18/09

Date Mailed

(Jameka Joyner) HIPP A

HIPP Analyst

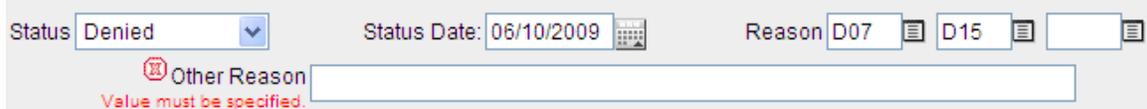
1-800-432-5924

Phone

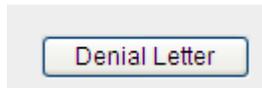
Enclosure- HIPP Packet

Checklist Entry a

When the status is changed to “Denied” and a reason code with the description of “Other” is selected a new field, “Other Reason”, is displayed so that a reason may be entered. The reason entered will display in the denial letter.



The screenshot shows a form with the following fields: 'Status' is a dropdown menu set to 'Denied'; 'Status Date' is a date field set to '06/10/2009'; 'Reason' consists of three dropdown menus, the first two containing 'D07' and 'D15', and the third being empty. Below these is an 'Other Reason' text input field with a red error message 'Value must be specified.' to its left.



A “Denial Letter” button will appear at the bottom of the screen. Upon clicking the denial letter will be generated. To add, change, or remove a denial reason from the letter click on the “Reasons” tab at the top of the screen.

COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

PATRICK W. FINNERTY
DIRECTOR

600 EAST BROAD STREET
12TH FLOOR
RICHMOND, VA 23219
www.dmas.virginia.gov
800-432-5924/804-225-4236

NOTICE OF DENIAL FOR THE HEALTH INSURANCE PREMIUM PAYMENT PROGRAM (HIPP)

--

Case Name	Case Number:
HIPP Application Date: June 04, 2009	HIPP Number:

Action on you HIPP application was taken by the Department of Medical Assistance Services on 06/10/09.

YOUR HIPP APPLICATION HAS BEEN DENIED FOR THE FOLLOWING REASON(S) :

- 1 . You are not eligible to enroll in your employer's health insurance coverage at this time (D02).
NOTE: You may reapply for HIPP if you choose to enroll your Medicaid eligible family member(s) in your health plan.
- 2 . Individual healthcare plans are not eligible for HIPP participation except if self-employed (D07).

Checklist Entry and Maintenance: This maintains information needed to generate the checklist letter.

Functions:

“Checklist”: The checklist button will only appear when a previous checklist has been mailed to the applicant. Mouse click “Checklist” to view a list of previously mailed checklists.

Fields.

“Mail To” name is initially loaded from the employee name when present, otherwise it is loaded from “other contact”. Address is loaded from the “mail to” when present, otherwise from “street address”. The address may be changed when necessary.

“Checklist 2 of 2” indicates that there was a previously created checklist mailed to this applicant. If this is the first checklist being sent to this applicant this verbiage will not display; it will not display “Checklist 1 of 1”.

- “< Previous” will scroll to the previously mailed checklist.
- “Next >” will scroll to the next existing checklist for the application.
- “Checklist” – view list of existing checklists for the application.

“Lock” will appear before “Print”. The checklist must be locked from further update before it may be printed.

“Print” will appear after the checklist has been locked. The checklist must be locked from further update before it may be printed.

“Checklist printed and locked” - “Print” will cause a checkmark to display in “Checklist printed and locked”. Either an administrator or the checklist creator can remove the checkmark to allow further editing. The checklist should not be changed after final print and mailing so that an accurate history is maintained.

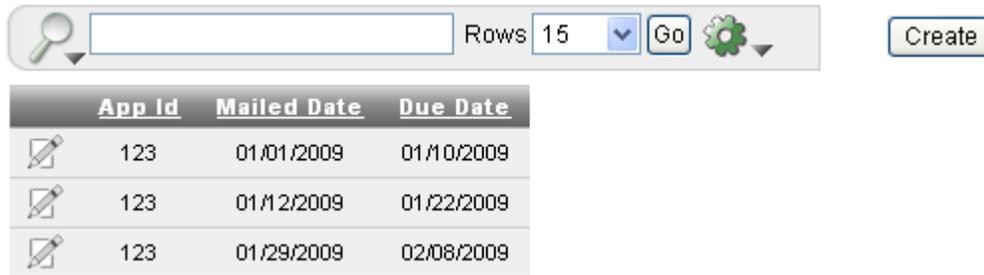
Documents/Other – up to 160 characters may be entered.



A screenshot of a web form. At the top left, there is a checkbox labeled "Other". Below it is a large, empty text input field. At the bottom left of the input field, it says "0 of 160". On the right side of the input field, there is a small button with a checkmark and the letters "ABC" inside, which is circled in black. This button is used for spellchecking.

Spellchecker: click the “ABC” button to check the spelling.

Checklist Log.



A screenshot of the "Checklist Log" interface. At the top, there is a search bar with a magnifying glass icon on the left and a "Go" button with a gear icon on the right. To the right of the search bar, it says "Rows 15" with a dropdown arrow. Further right is a "Create" button. Below this is a table with three columns: "App Id", "Mailed Date", and "Due Date". Each row in the table has a pencil icon in the first column.

App Id	Mailed Date	Due Date
123	01/01/2009	01/10/2009
123	01/12/2009	01/22/2009
123	01/29/2009	02/08/2009

A mouse click on “Checklist” in the checklist maintenance screen will open this screen. This screen list all checklists previously mailed to the applicant.

Attach Documents

Application Log > Application Maintenance > **Attachments**

App ID: **151**
Employee: **MICHELLE SALLEY**

Browse File

File Description

Documents Saved In The Database

<input type="checkbox"/>	Doc Name	Doc Desc	Created By	Created Dt
<input type="checkbox"/>	This is test document 2.doc		JSYDENSTRICKER	17-MAR-09
<input type="checkbox"/>	This is test document 1.doc		JSYDENSTRICKER	17-MAR-09

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- “Browse” to select a file to attach. The file may be in any file having user access.
- “Attach Document” will copy the “Browse File” into the Oracle server.
- To view a file click on the file name under “Documents Saved In The Database”.
- To Update a file, first delete it then re-attach it.

Reports

Reports

Report Options
 Reporting Group: Application Reports

Dashboard overview with report thumbnails:

- Status by Month: Table showing monthly counts for Rec'd, Approved, Denied, Pending.
- Applications Closed by Month: Bar chart showing monthly closed counts.
- Applications Closed: Pie chart showing distribution of closed applications.
- Applications Closed by Analyst: Pie chart showing distribution by analyst.
- Applications Pending: Pie chart showing distribution of pending applications.
- Application Processing: Table showing processing details.
- Internal HIPP Calendar: Calendar view of the Internal Health Information Privacy Program.

Click on the desired report.

Application - Status by Month

Reports > Status by Month

Status by Month Refresh

Max Month 05
 Year: 2009 Application Date: All

Month	# Rec'd	Rec YTD	Approved	App YTD	Denied	Den YTD	Pending	Pend YTD
Jan-09	154	154	43	43	106	106	5	5
Feb-09	148	302	23	66	96	202	29	34
Mar-09	146	448	1	67	32	234	113	147
Apr-09	3	451	0	67	1	235	2	149
May-09	1	452	0	67	0	235	1	150
Total	452	452	67	67	235	235	150	150

Select year, date to use (application date or status date), and analyst (“All” or analyst name) then click on “Refresh”.

Applications Closed By Month

Reports > Applications Closed By Month

Applications Closed During 12 Month Period
 Closed thru: June 2009 Analyst: All

Applications Closed: 1091

Month	Closed
Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Jan	20
Feb	165
Mar	233
Apr	206
May	107
Jun	280

Closed Applications

Applications closed during January

App Id	Name	App Date	Action	Action Dt	Reason
2080		03/03/2009	D	01/17/2009	D02
2040		02/17/2009	D	01/17/2009	D12
2229		02/11/2009	D	01/27/2009	D04
2340		02/11/2009	D	01/27/2009	D04
2087		02/10/2009	D	01/27/2009	D04
2383		02/10/2009	D	01/27/2009	D04
2210		02/09/2009	D	01/27/2009	D04
2225		02/09/2009	D	01/27/2009	D04
2251		02/09/2009	D	01/27/2009	D04
2049		01/23/2009	D	01/17/2009	D02
2376		01/23/2009	D	01/26/2009	D12
2007		01/23/2009	D	01/17/2009	D03 D12
2096		01/23/2009	D	01/17/2009	D03 D12

To view applications for a month, click on the month’s abbreviation or the month’s bar on the graph.

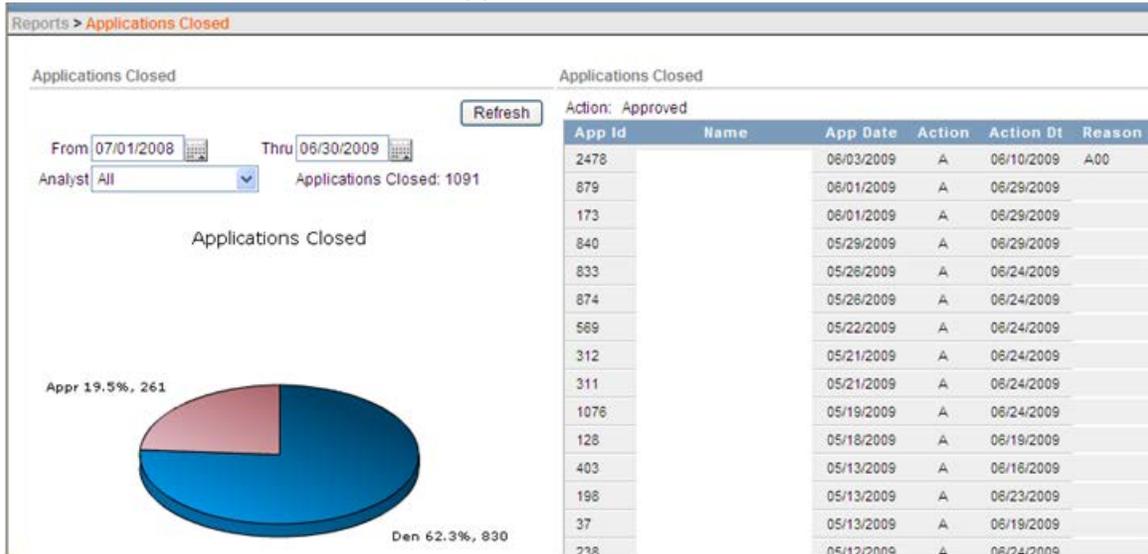
Applications Closed

Applications Closed

Refresh

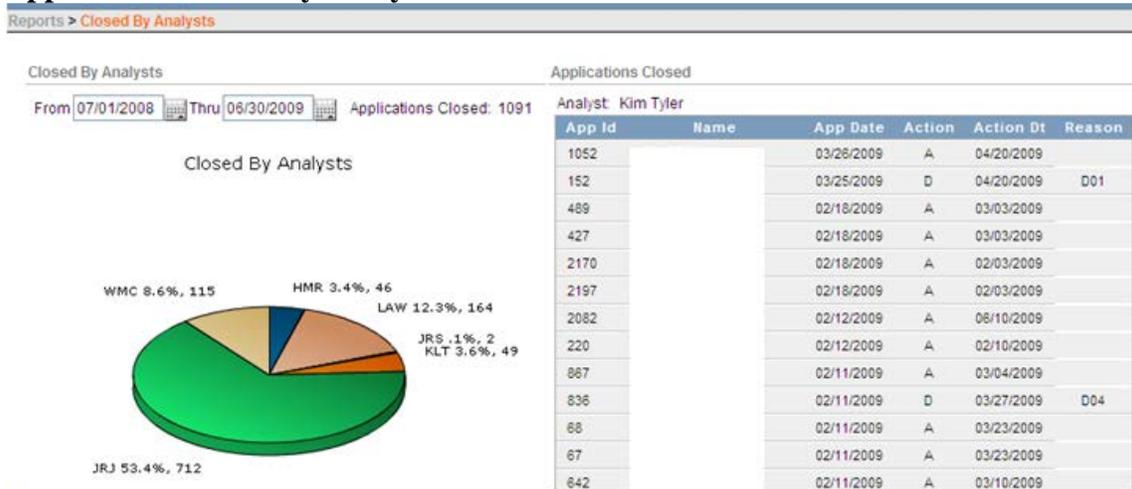
From 06/01/2008 Thru 05/31/2009 Analyst All Applications Closed: 121

Applications Closed



To view applications for click on the “Appr”/”Den” or the Appr/Den part of the graph.

Applications Closed by Analyst



To view applications for an analyst click on the analyst’s initials or the analyst’s part of the graph.

Application Pending

Reports > Applications Pending

Applications Pending: Pending [All Pending] 266 applications

- All Pending
- Pending 1-29
- Due within 7 days
- Pending 30 days
- Pending 45+ days

Analyst Applications: Applications pending for Lamisha Ward

App ID	Name	App Date	Pend 45	Action	Action Dt	Reason
458		07/08/2009	08/22/2009	P	07/15/2009	
203		06/29/2009	08/13/2009	P	07/15/2009	
801		06/26/2009	08/10/2009	P	07/15/2009	
692		06/25/2009	08/09/2009	P	07/15/2009	
975		06/18/2009	08/02/2009	P	07/15/2009	
1116		06/18/2009	08/02/2009	P	07/15/2009	
1098		06/18/2009	08/02/2009	P	07/15/2009	
63		06/18/2009	08/02/2009	P	07/15/2009	
685		06/17/2009	08/01/2009	P	07/15/2009	
38		06/16/2009	07/31/2009	P	07/15/2009	
707		06/05/2009	07/20/2009	P	07/15/2009	

To view applications for an analyst click on the analyst's initials or the analyst's part of the graph.

Application Processing

Application Processing Report

Year 2009 Month June Analyst All

Description	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
Day	31	1	2	3	4	5	6	7	8	9	10	11	12	13
Application Processing														
Pending				5	5	2	2				1	4	4	3
Received			5							1	3	1	1	
Approved					2		2					1		
Denied													1	
Referred					1								1	
Documents Generation	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Checklist Mailed					7	3		1	1			20		
Checklist Received									24			1	1	

...

Description	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Monthly Total	Ytd Total
Day							
Application Processing							
Pending							
Received	5	6	3			14	14
Approved	4	1	1			6	6
Denied		1			1	2	2
Referred	1	1	2			4	4
Document Generations	*	*	*	*	*	*	*
Checklist Mailed	10	22	22	27	10	91	91
Checklist Received		26	11	40	8	85	85

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Internal HIPP Calendar

Internal HIPP Calendar

< Previous Next >

July 2009

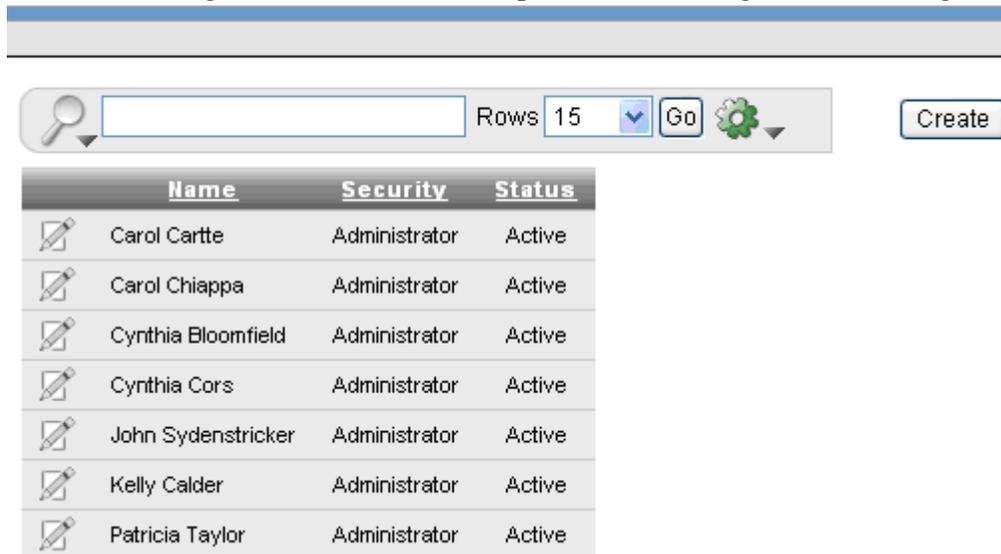
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			01 Premium Verify Non-monthly *** HIPP Rates Updated	02	03	04
05	06	07	08	09	10 Premium Verification Monthly	11
12	13	14	15	16 Hold letters until this date	17	18
19	20	21	22	23	24 Reimbursement Checks Mailed	25
26	27	28	29	30	31	

Setup Screens

User Maintenance

To access the HIPP system a user must be assigned a security level. User Maintenance provides for the entry and update of HIPP system users. There are two levels of authority: administrator and analyst. Administrators have access to all functions within the system. Analysts do not have access to user maintenance and they are also restricted in other parts of the system (detailed later).

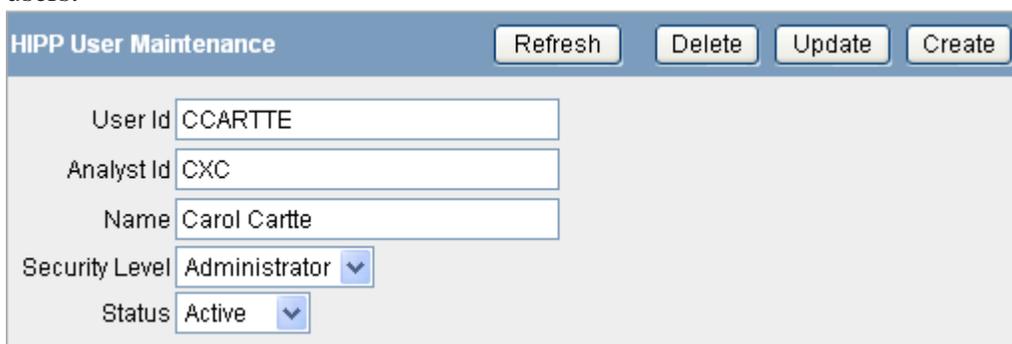
Selecting the “User Maint” tab opens the following folder showing users that



The screenshot shows a web interface for user maintenance. At the top, there is a search bar with a magnifying glass icon, a "Rows" dropdown set to "15", a "Go" button, and a gear icon for settings. To the right is a "Create" button. Below this is a table with three columns: "Name", "Security", and "Status". Each row in the table has an edit icon (a pencil) to the left of the name. The table lists seven users, all with "Administrator" security and "Active" status.

Name	Security	Status
 Carol Cartte	Administrator	Active
 Carol Chiappa	Administrator	Active
 Cynthia Bloomfield	Administrator	Active
 Cynthia Cors	Administrator	Active
 John Sydenstricker	Administrator	Active
 Kelly Calder	Administrator	Active
 Patricia Taylor	Administrator	Active

are currently allowed access to the system, their security level, and status. Click on “Create” to allow a new user into the system or the edit symbol to update an existing users.



The screenshot shows the "HIPP User Maintenance" form. At the top, there are four buttons: "Refresh", "Delete", "Update", and "Create". Below these are five input fields: "User Id" with the value "CCARTTE", "Analyst Id" with the value "CXC", "Name" with the value "Carol Cartte", "Security Level" with a dropdown menu set to "Administrator", and "Status" with a dropdown menu set to "Active".

- “User Id” is the same id used when the user signs onto the computer in the morning; normally first initial and last name.
- “Analyst Id” should be three letters, normally the user’s initials, and must be unique in the system.
- Security level may be administrator or analyst.
- Status may be active or inactive.

Reason Code Maintenance

Manager Functions > Reason Codes

Action Processed.

Rows

Code	Description	Status	Letter
C2H	Cancelled - Not Cost Effective - High Deductible	Active	
C3F	Cancelled - No Longer Medicaid Eligible - FAMIS Eligible	Active	
C4E	Cancelled - Non Compliant - Failure to Complete Review	Active	
C4P	Cancelled - Non Compliant - Failure to Submit Premium Payment Documentation	Active	
D02	Denied - Cannot Enroll Yet	Active	Denial
D03	Denied - Not Medicaid Eligible	Active	Denial
D04	Denied - Information Not Received	Active	Denial
D05	Denied - Dependent Must Be Enrolled	Inactive	

“Denial” indicate the reason will display in the denial letter.

Manager Functions > Reason Codes > Reason Code Maintenance

REASON_CODE_MAINTENANCE

Code

Description

Begin Date

End Date

Letter

Letter Verbage

For historical reference, discontinued reason codes should be changed to “Inactive” (not deleted).

Common Documents

This screen provides for the addition and maintenance of documents that may need to be printed within the system. Administrators may access this screen.

Manager Functions > Common Attachments

Attach To

Browse File

File Description

Documents Saved In The Database

No data found.

Manager Functions > Common Attachments

Attach To

Browse File

File Description

Documents Saved In The Database

No data found.

Attach To

Browse File

File Description

Documents Saved In The Database

<input type="checkbox"/>	Doc Name	Doc Desc	Created By	Created Dt	Seq Display
<input type="checkbox"/>	Final HIPP Application 082508.doc	Instructions for completing the HIPP program application	JSYDENSTRICKER	11-JUN-09	149
<input type="checkbox"/>	Final Employer Verification Form 071808.doc	Employer Insurance Verification form 071808	JSYDENSTRICKER	11-JUN-09	146

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