

Case Management

Case Letter setup – This creates the body of the case letter and up to four parameters that may be needed in the letter.

Select “Manager” tab.

Select  Case Letter Parameters

Manager Functions > Letter Parm List

Rows 20   

Type	Description
 C01	No longer employed
 C02	NC not cost effective
 C03	Not Medicaid Elig
 C04	Non compliant w.pay
 C05	Not residing in the same h
 C06	COBRA ended

Manager Functions > Letter Parm List > Letter Parm Maint

Letter Parm Maint   

Letter Type

Description

-PARAM1- Print format

-PARAM2- Print format

-PARAM3- Print format

-PARAM4- Print format

Heading:

Verbiage

The Health Insurance Premium Payment (HIPP) Program terminated premium assistance payment of your **employer** group health insurance premiums as of **-PARAM1-** as you are no longer employed. Your HIPP case will be canceled effective **-PARAM2-**. Members of your household who are currently covered by Medicaid will continue to be covered by Medicaid. If you wish to continue your employer group health coverage at your own expense, please contact your employer.

If you become employed and obtain employer group health insurance, you may re-apply to the HIPP program by submitting a new HIPP application and HIPP Employer

1773 of 2800

Parameters: -PARAM1- ... -PARAM2- ... -PARAM3- ... -PARAM4-

HTML Tags: Italic **** **** ... Bold **** **** ... Underline **<U>** **</U>**

Parm: the parameter description entered here will be shown when the letter is requested.

Generate Letter

Cancel Create Back

Case

Analyst

Letter C01 No longer employed

Premiums as of date

Canceled effective date

Reset

Print Format: Select the date format that should be used in the letter. If it is not a date select “Not a date”.

Health Insurance Premium Payment (HIPP) Program terminated premium assistance payment of your **employer** group health insurance premiums as of **February 01, 2010** as you are no longer employed. Your HIPP case will be canceled effective **February 02, 2010**. Members of your household who are currently covered by Medicaid will continue to be covered by Medicaid. If you wish to

Heading: Enter the heading that should appear in the letter.

DIRECTOR

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

HEALTH INSURANCE PREMIUM PAYMENT (HIPP) PROGRAM
Notice of HIPP Program Cancellation
February 15, 2010

Verbiage: Enter the body of the letter. Use the following HTML tags to begin and end text emphasis.

1. Italic: enter text here
2. Bold: enter text here
3. Underline: <U> enter text here </U>

The Health Insurance Premium Payment (HIPP) Program terminated premium assistance payment of your **employer** group health insurance premiums as of **-PARAM1-** as you are no longer employed. Your HIPP case will be canceled effective **-PARAM2-**. Members of your household who are currently covered by Medicaid will continue to be covered by Medicaid. If you wish to continue your employer group health coverage at your

Case Log - list HIPP cases. To see or edit a case click on .



Case	Payee	Status	Analyst	Enrollment	Coverage	Status Date
		C01	John Sydenstricker	01/01/2010 - 01/01/2010	01/01/2010 - 01/01/2010	12/02/2009
		A00	Admin	01/01/2010 - 01/01/2010	01/01/2010 - 01/01/2010	12/01/2009
		A00	Admin	01/01/2010 - 01/01/2010	01/01/2010 - 01/01/2010	12/01/2009
		A00	Admin	02/02/2010 - 02/02/2010	02/02/2010 - 02/02/2010	12/01/2009
		A00	Generated Case	-	-	12/01/2009
		A00	Generated Case	-	-	12/01/2009
		A00	Generated Case	-	-	12/01/2009

Buttons on the right: Case Letters, Enter Paystubs, Load Premium, DARs Spreadsheet

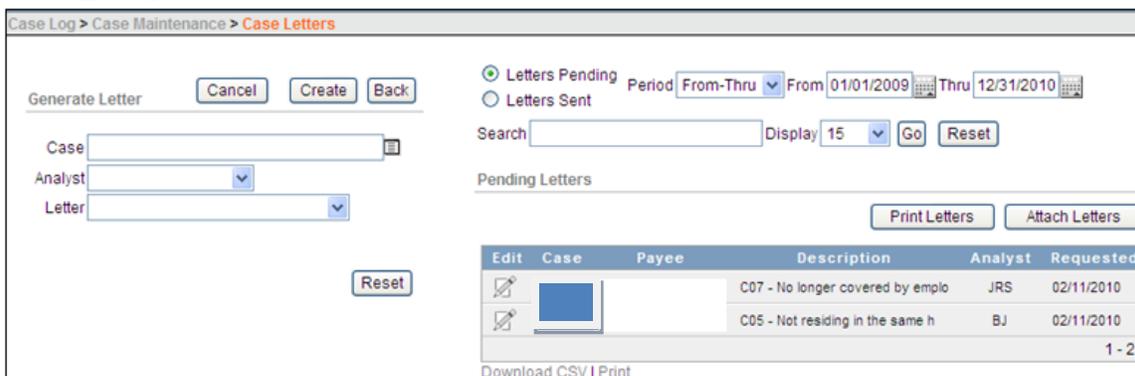
“Case Letter” will go to a screen to create case letters.

“Enter Paystubs” will go to a screen that will allow the user to log paystubs received from the case enrollee.

“Load Premium” will load the premium paid amount to Oracle from an Excel spreadsheet.

“DARs Spreadsheet” will display spreadsheets loaded from DARs into Oracle.

Case Letters



Case Log > Case Maintenance > Case Letters

Generate Letter:

Case:

Analyst:

Letter:

Letters Pending Period: From: Thru:
 Letters Sent

Search: Display:

Pending Letters

Edit	Case	Payee	Description	Analyst	Requested
			C07 - No longer covered by emplo	JRS	02/11/2010
			C05 - Not residing in the same h	BJ	02/11/2010

1 - 2

[Download CSV](#) | [Print](#)

Steps:

1. Create letter request.
2. Print letters from letter requests.
3. Attach letters to cases.
4. Review letters sent.

Create letter request

1. Enter a case by clicking on  and selecting a case.
2. Select an analyst.
3. Select a letter type.

- C01 No longer employed
- C02 NC not cost effective
- C03 Not Medicaid Elig
- C04 Non compliant w.pay
- C05 Not residing in the same h
- C06 COBRA ended
- C07 No longer covered by emplo
- C08 Individual Health Plan
- C2F Existing Family Health Plan
- C2H High Deduct
- C2M Existing Family Health Pla
- C3F Medicaid to FAMIS
- C4E Non compliant no.pay
- C4P Non compliance template
- O01 Open enrollment 10-15-09
- R01 Re-evaluation requirement

4. Enter required parameters that will print in the letter.
5. Click “Create”. Upon creating the request the letter will display in “Letters Pending”. Click on “Type of Letter” to preview the letter; do not save or send the previewed letter. Click on “Print Letters” to print and save letters.

Pending Letters

Edit	Case	Payee	Type Of Letter	Requested	Analyst
			C03 - Not Medicaid Elig	02/15/2010	CAC
			C01 - No longer employed	02/15/2010	CXC
					1 - 2

Download CSV | Print

Print letters

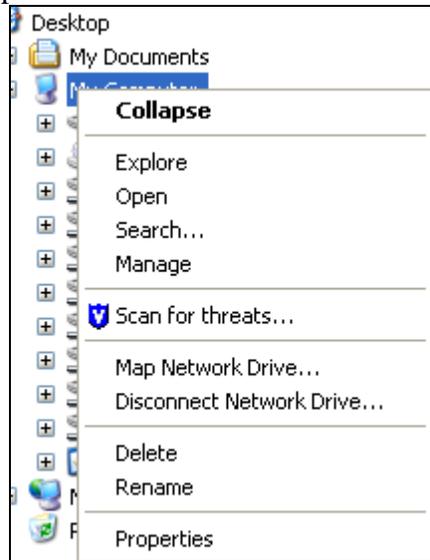
** Before printing letters the following server directory must be mapped on your computer:

Production: [\\dmasora\famis_files](#)

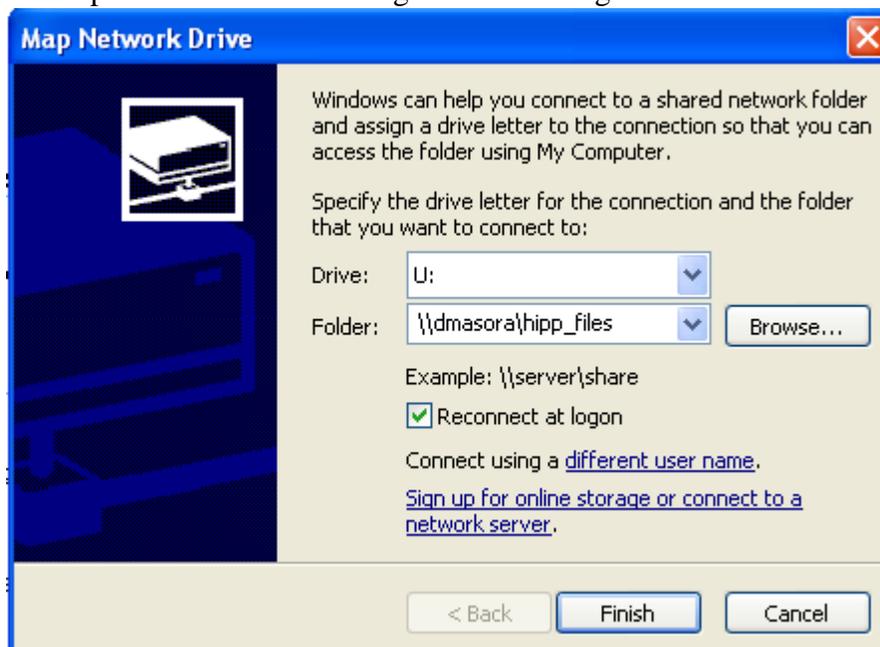
UAT: [\\dmasora1\famis_files_uat](#) (only needed when testing)

To map the server directory:

1. Right click “Start”; then click on “Explore”.
2. Right click “My Computer”



3. Select “Map Network Drive...” to get the following window.



4. Select any available drive (“U:” was selected above).
5. Type in [\\dmasora\hipp_files](#). (UAT: [\\dmasora1\hipp_files_uat](#))
6. Click on “Finish”

To map the

Letters Pending Period **From-Thru** From Thru
 Letters Sent

Search Display

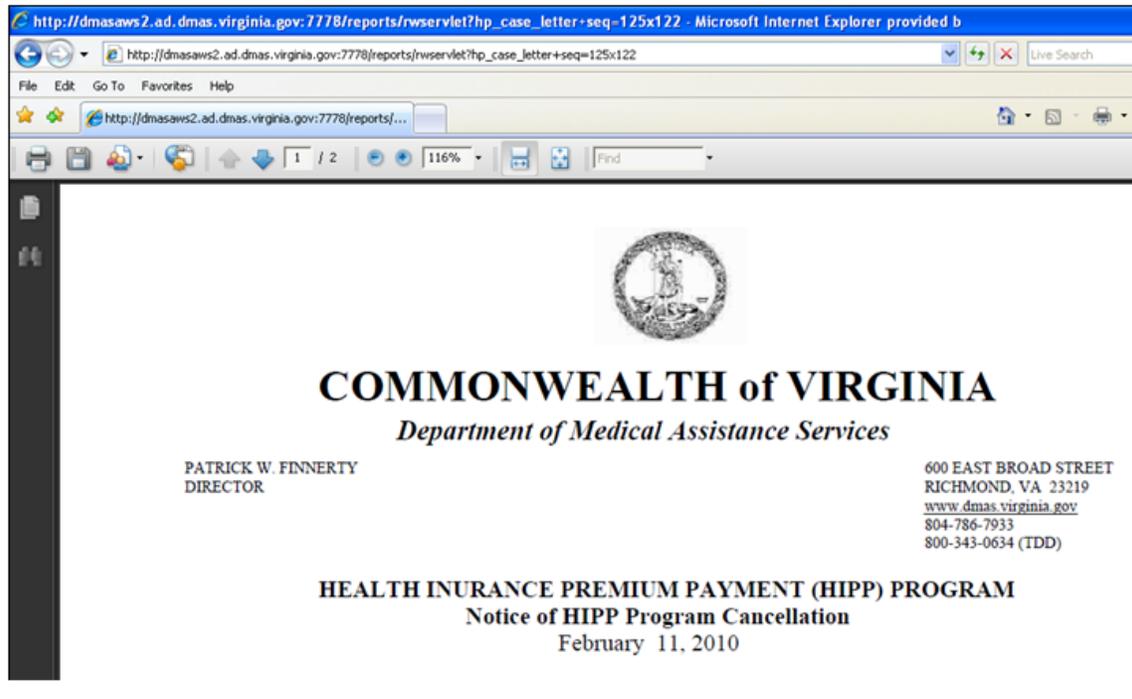
Pending Letters

Edit	Case	Payee	Description	Analyst	Requested
			C07 - No longer covered by emplo	JRS	02/11/2010
			C05 - Not residing in the same h	BJ	02/11/2010

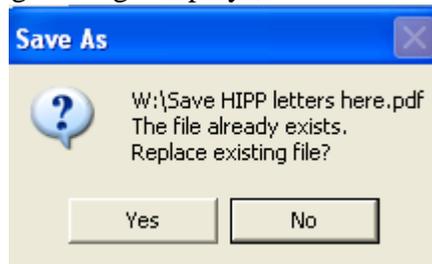
1 - 2

[Download CSV](#) | [Print](#)

1. Select pending letters to be created.
 - a. Select date range.
 - b. Search for specific pending letters. Enter full or partial:
 - 1) Case number
 - 2) Payee
 - 3) Letter type
 - 4) Analyst
 - c. Click on “Go”.
2. Click on “Print Letters” to print the listed pending letters. This will display the following screen. Scroll down to view all of the requested letters.

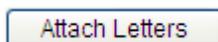


3. Print these letters by clicking on .
4. Create a PDF that will be attached to the cases. The PDF contains the image of what was printed. The PDF will be attached to each case for historical reference.
 - a. Click on .
 - b. Choose this directory  hipp_files.
 - c. "Save HIPP letters here" will already exist but it will have no content at this time. Click on  Save HIPP letters here; then on "Save".
 - d. When the following message displays, click on "Yes".



- e. Click on  to return to the application.

Attach letters. The letters have been request, written, and the PDF image has been saved. The last step is attaching the PDF to the cases. One click on



will attach the letter PDF to every case included in the PDF.

Pending Letters

Edit	Case	Payee	Description	Analyst	Requested
			C07 - No longer covered by emplo	JRS	02/11/2010
			C05 - Not residing in the same h	BJ	02/11/2010
					1 - 2

After the letter PDF has been attached no pending letters will display because the letters are no longer pending; they may be found in the “Letter Sent” report.



Review letters sent.

Letters Pending Period: From-Thru From: Thru:

Letters Sent

Search: Display:

<input type="checkbox"/>	Case	Payee	Type Of Letter	Generated	Analyst
<input type="checkbox"/>			C04 - Non compliant w.pay	02/04/2010	CYC
<input type="checkbox"/>			C04 - Non compliant w.pay	02/09/2010	CXC
<input type="checkbox"/>			C4E - Non compliant no.pay	02/10/2010	CXC
<input type="checkbox"/>			C4E - Non compliant no.pay	02/04/2010	CYC

1. Select Letters Sent .
2. Select date range.
3. Search for specific pending letters. Enter full or partial:
 - 1) Case number
 - 2) Payee
 - 3) Letter type
 - 4) Analyst
4. Click on .
5. Click on “Type of Letter” to view the original letter that was sent.

Enter Paystubs

Enter Paystubs

Submit Cancel

Payment Month Paystub Received

Analyst Search Search Status Sort

Pay Prd End	Edit	Case	Payee	Status	Analyst	Comments	Stub Rec	Prd End
<input type="text"/>				A00	NAG			
<input type="text"/>				A00	NAG		11/19/2009	11/02/2009
<input type="text"/>				A00	NAG		11/19/2009	11/11/2009
1104				A00	NAG			
<input type="text"/>				A00	NAG			

“Payment Month” is the month credited for the payment; not necessarily the month the paystub came in.

“Paystub Received” is the date the paystub arrived in DMAS.

“Analyst” will display only the analyst selected.

“Search” will display only the names beginning with entered letter(s).

“Status”

Status

- All
- Approved & Suspended
- Canceled

“Sort” will sort by case number or payee name.

Sort

- Case #
- Payee
- Status

“Stub Rec” is populated from “Payment Received” (at the top of the screen).

Select to go to Receive Paystub screen and enter comments.

Click on the case number under “Case” to go to the case maintenance screen.

To receive a paystub

1. Enter period end date under “Pay Prd End”. Formats:

- MMDD 0115 → 01/15/2009
- M/D 7/8 → 07/08/2009
- MMDDYY 011508 → 01/15/2008
- M/D/Y 1/2/7 → 01/02/2007
- MMDDYYYY 01152006 → 01/15/2006
- M/D/Y 2/1/8 → 02/1/2008
- Enter “R” or “r” to remove the “Stub Rec” and “Prd End” dates

2. Click on “Submit” to update the pay period end and paystub received dates in each marked row.

Example of two paystubs received:

Enter Paystubs Cancel Submit

Payment Month: 11/2009 Paystub Received: 11/18/2009

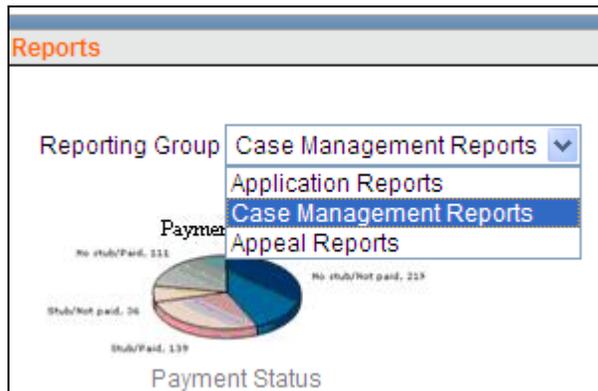
Analyst: All Search: Search Status: All Sort: Case #

Pay Prd End	Edit	Case	Payee	Status	Analyst	Comments	Stub Rec	Prd End
				A00	NAG			
				A00	LSB		11/18/2009	11/12/2009
				A00	LSB			
				A00	NAG		11/18/2009	10/19/2009

Case Reports

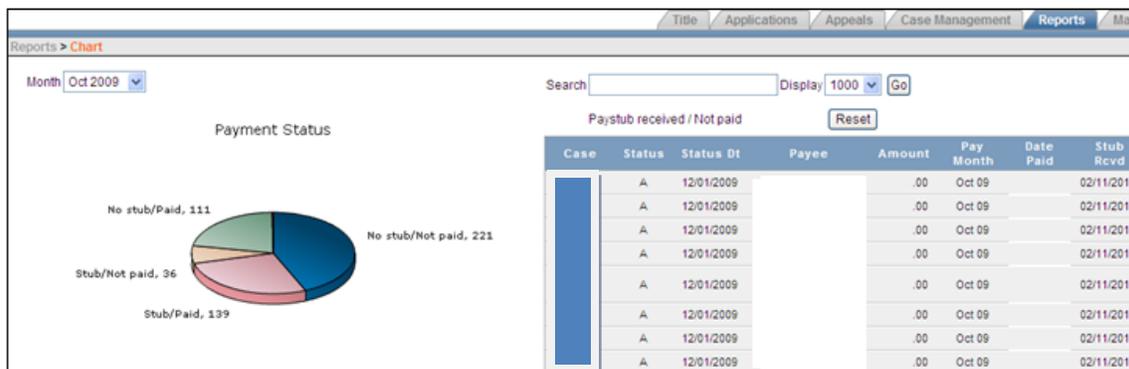
Select "Reports" tabs.

Select "Case Management Reports".



Payment Status may have up to 5 pieces in the pie.

1. Active status / paid / paystub received
2. Active status / not paid / paystub received
3. Active status / paid / no paystub received
4. Active status / not paid / no paystub received
5. Not active status / paid / no paystub received



To view detail, click on the applicable piece of the pie. Detail by be searched by case number or payee.

Import Premium Payments

Case Log > **Import Premium Payments**

Import Premium Payments

The premium payments come from an Excel spreadsheet generated in DARs. To insure that the spreadsheet will be correctly read into Oracle please verify the following totals before proceeding.

Total Premium Amount: 512,291.62

Total Number of Payments: 1,758

Continue

Back

Note: Spreadsheet totals are found at the bottom of the spreadsheet.

“Import premium Payments” will load the premium paid amount to Oracle from an Excel spreadsheet. For this to occur:

1. Go to MMIS DARs report RD-O-061 after the nightly batch run on the 17th of each month.
2. Download the file as a CSV (comma delimited spreadsheet).

Save the spreadsheet into [\\dmasora1\hipp_files_uat\premium payment.csv](#)

3. Verify that the amount and payments displayed on the screen matches the totals at the bottom of the spreadsheet. If they do not match, Oracle could not read part of the spreadsheet. Notify IT to correct the problem.
4. Click on “Continue” to copy the spreadsheet into Oracle.

If “Load Premium” was previously done for the current spreadsheet the following message will display:

1 error has occurred
• Premium has been previously imported; import failed

Import notes regarding Oracle updates from the spreadsheet.

1. If an application for the case does not exist in Oracle it is created using the limited information from the Spreadsheet and the Oracle MMIS Enrollee tables.
** To identify generated applications, analyst is loaded with “MIS” **
2. If the case does not exist in Oracle it is created.
3. If the payment month does not exist it is created. The paystub received date will be null.

Example DARs Spreadsheet

	A	B	C	D	E	F	G	H	I	J	K
1	HIPP #	ID NUMBER	CASEHOLDER NAME	PAYEE ID	PAYEE NAME	SSN	PAY TYPE	PAY AMT	PAY MTH	PAY DATE	ANL
2							M	291.33	9-Jun	6/17/2009	NAG
3							I	226	9-Jun	6/17/2009	NAG
4							M	575.2	9-Jun	6/17/2009	NAG
5							M	176.1	9-Jun	6/17/2009	NAG
6							M	512.98	9-Jun	6/17/2009	NAG
7							M	296.18	9-Jun	6/17/2009	NAG
8							M	112.84	9-Jun	6/17/2009	NAG
9							M	384.23	9-Jun	6/17/2009	NAG
10							M	278.76	9-Jun	6/17/2009	NAG
11							M	287.47	9-Jun	6/17/2009	NAG

DARs Spreadsheet

DARs Spreadsheet

[Back](#)

Conversion Date: 11/19/2009 Payment Month:

Case #	Case Id	Caseholder	Payee Id	Payee Name	SSN	P Type	P Amt	P Month	P Date	Analyst
						M	291.33	Jun-09	06/17/2009	NAG
						I	226.00	Jun-09	06/17/2009	NAG
						M	575.20	Jun-09	06/17/2009	NAG
						M	176.10	Jun-09	06/17/2009	NAG

To view a previously imported spreadsheet select “Conversion Date” or “Payment Month”. “Conversion Date” is the date spreadsheet was imported in Oracle; it will contain multiple payment months.

Paystub Received

This screen is used to enter comments or Pay Period Ending date when the date cannot be selected in “Enter Paystub” screen. Note that the “Payment Month” is brought forward from the “Enter Paystub” screen.

Case Log > Enter Paystubs > **Paystub Received**

Receive Paystub Cancel Create Back

Case Number: 19501
Name:

Paystub Received: 11/18/2009

Comments:

Payment Month: November 2009
Pay Period Ending:

Case Maintenance

CASE_MAINTENANCE Cancel Delete Update Back

Letters pending: 1; sent: 4 Letters

Case Number: Analyst: Admin History

Status: A01 Status Date: 10/01/2010

SAVE

Payee Name: Payee Id: 43

Address1:

Address2:

City: Richmond State: VA Zip: 23060

Open Enrollment: 01/01/2010 01/01/2011

Coverage Effective: 01/01/2010 01/01/2011

Notes:

0 of 400

Application Open an Appeal

premium payments

Edit	Caseholder	Payee	Type	Amount	Month	Pay Date	Analyst	Stub Rec	Prd End	Comments
			M	225.52	Oct-09	10/19/2009	KLT	-	-	

1 - 1

History displays in descending order. Only statuses of active and canceled are recoded in history; a suspended case will be treated as active (a canceled status changed to suspended will be recorded in history as canceled changed to active). If a new status date is entered, and that date is less than a history status date, the following prompt will appear.

Status: A01 Status Date: 09/01/2010

Status date is less than status date in history

Letter

Payee Name: Payee Id: 43

Address: 400 West Broad Street

History: A 10/01/2010, C 09/01/2010, A 08/01/2010

Delete history after status date

To continue with the update, click on “Delete history after status date”

Select to go to Premium Payment Maintenance.

Premium Payment Maintenance

Case Log > Case Maintenance > Premium Payment

Premium Payments Cancel Delete Apply Back

Case:
Case Id:
Caseholder Name
Payee Id:
Payee Name
SSN
Payment Type: M
Payment Amt:
Payment Month: June 2009
Payment Date:
Analyst:
Conversion Date: 11/17/2009

**** Paystub Information ****

Paystub Received: 11/18/2009
Pay Period Ending: 11/12/2009
Comments: Test comments

Receive Paystub Cancel Delete Apply Back

Case Number:
Name:
Paystub Received:
Comments:
Payment Month: June 2009
Pay Period Ending:

If more than one paystub come in for a month, document the second in "Comments".