# Case Routing Logic

* Maximum Score for HRA is 57
* Cases should only display in one queue one time.
* Complex, High Risk, Mandatory, and MLTSS queue should trump the Low Risk queue.

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| **Queue Logic** | **Queue** |
| HRA Score total is between 54-57 points | HRA Complex Queue |
| If any of the following answer values are selected for each listed question; send to queue regardless of total points scored:  Question 2 = Hospital Bed  Hoyer Lift  Ventilator  Question 12 = 3 times or more  Question 13 = 3 times or more  Question 23 = Homelessness | HRA Complex Queue |
| HRA Score total is between 34-53 points | HRA High Risk Queue |
| HRA Score total is between 0-33 points | HRA Low Risk Queue (Not active at this time) |
| If question 29 = Yes | HRA Mandatory Reporting Queue |
| If question 24 = No, identified as Caregiver Stress | MLTSS Queue |
| If question 25 = Yes, identified as Caregiver Stress | MLTSS Queue |
| If question 19 = Yes to any, identified as Limitations & Supports | MLTSS Queue |
| If question 22 = No to any, identified as Housing Environment / Functional Supports | MLTSS Queue |
| If question 27 = Yes, identified as Financial Security | MLTSS Queue |
| If question 9 = ANY OTHER response than; None, Not Answered/Left Blank, or Other, identified as Chronic Medical Condition | MLTSS Queue |
| If question 5 = Yes, Identified as Cognitive Impairment | MLTSS Queue |
| If question 8 = No, identified as PCP | MLTSS Queue |
| If question 20 = Yes | MLTSS Queue |
| If question 21 = Yes | MLTSS Queue |
| If question 30 = Yes | MLTSS Queue |

**Excerpt from the Build Requirements Document**

