Standardized Assessment and Level of Care User Manual

A step by step navigational process

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Contents

1 Introduction

1.1 Background

Maryland is currently embarking on a transformation and rebalancing of its long-term services and supports (LTSS). As programs change and evolve, the need for flexible, responsive technology to manage large volumes of data related to participant application, enrollment, and participation in LTSS is vital to the success of the programs. Federal requirements for quality monitoring and assurance cannot be met without technology support to gather, manage, and analyze data. To meet the need for technology, DHMH has decided to design the integrated LTSS software system.

The goal of the integrated solution is to have a system that is more client or "person" centric instead of being driven by the programs they apply for or are enrolled in. The centralized client record (referred as client profile in the document) will be the overarching umbrella module which will connect all the activities with the client and maintain historical records from the time the client record gets created in the system. With this new approach, every activity that has occurred with the client will be in one record, accessible in one place. The integrated system will assist in streamlining application and eligibility determinations across LTSS programs and increasing access to Home and Community based Services (HCBS).

1.2 Guide to navigate through user manuals

There are multiple LTSS user manuals describing, in detail, different aspects of the system. The goal of these user manuals is to provide you with information on how to navigate and complete tasks in the LTSS System. Below is a quick description of the various manuals and the order in which we recommend you use the manuals to familiarize yourself with the system.

1.2.1 User Manuals Descriptions

- **Common Functions** – This manual provides you with general information on system navigation and functionality that will be commonly used throughout your experience with LTSS. For example, this manual will contain descriptions of basic functionality such as menus, drop-downs, tables, actions/links, etc.
- **Client and Case Management** – This manual provides you with step-by-step instructions on how to create/view the centralized client record (profile) which will house information about the client that is program agnostic , such as demographic information, Medicaid number and eligibility, contact information, representative information, etc.. The manual will also provide information regarding program management for programs such as Money Follows the Person (MFP), Living at Home (LAH) waiver, Waiver for Older Adults (WOA) and Increased Community Services (ICS). The various programs referred to as case programs in the system will function as "containers" to store information that is specific to those programs such as application, various eligibility determinations, plans of service/care, etc. Information regarding adding/closing/reopening these case programs will be provided in this manual.

- **Administration** – This manual will provide information about various administration functions in the LTSS system, a major focus being agency and staff management. Note: This is mainly related to the LTSS system administration and not the actual day-to-day administration functions. Agency management module contains information about the agency, multiple locations (if any), programs that the agency works with, type of agency (contractor/government agency, etc.). Staff Management module contains information about each agencies' staff, how to create/edit staff profiles when a new staff member joins your agency, staff contact information, etc. This is critical because the roles and permissions given to a user will determine functionality they will see within LTSS.
- **Money Follows the Person** – This manual will provide information about how to complete various steps involved in the MFP process such as the Resident Contact Sheet, Ongoing Peer Support, Options Counseling, Peer Mentoring, Housing Assistance, Quality of Life, etc. The manual will give details about the necessary steps to complete each module, as well as information about the interaction between MFP and the waiver programs in LTSS. The manual is catered to all agencies associated with the MFP process.
- **Waiver Programs** – This manual will take you through the entire application process from the time a person chooses to apply for LAH/WOA/ICS, through the various eligibility determinations, until the enrollment eligibility determination. Instructions on how to add/edit/discard program-related forms will be provided here. The manual is catered to case management agencies and state oversight agencies.
- **Standardized Assessment and Level of Care** – This manual will provide information about how to complete an assessment, recommended plan of care, level of care determination in LTSS. The manual is catered to staff from Adult Evaluation and Review Services (AERS) and Utilization Control Agent (UCA).
- **Financial and Overall Eligibility Determination** – This manual will provide information about various forms and letters involved in determining financial and overall eligibility for programs such as LAH/WOA/ICS. The manual is catered to Division of Eligibility for Waiver Services (DEWS) staff members.
- **Appeals –** This manual will provide information regarding the appeals process in case a client chooses to appeal. The manual is catered to the appeals staff at DHMH and other users that may have permissions/role to view appeals
- **Quality Care Review**– This manual will walk the user through the steps necessary for completing a Quality Care Review (QCR) Worksheet for a client. The QCR Worksheet is used to perform a review of services given to a client through a specific waiver program the client was enrolled in. The manual is broken down into sections, including: adding QCR Review Periods, selecting potential clients to review, assignments and the three levels of review performed by QCR staff. The manual is catered to DHMH staff members.

1.2.2 Recommended approach

Although there is no specific requirement/restriction about manuals you access or the order in which you access manuals, here's the approach we recommend to become experts at using LTSS. Please review manuals that impact your daily tasks in order to carry them out smoothly in the LTSS system.

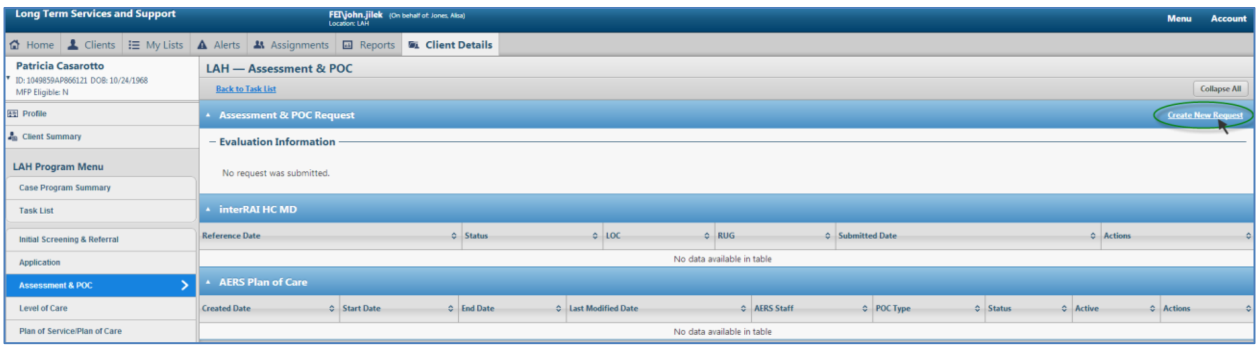
- Every new LTSS user may want to start with the common functions manual to get familiar with overall look and feel and system navigation.
- You then continue with the client and case management user manual.
- From an administration standpoint, you may then want to continue on to the administration functions manual.
- After these preliminary manuals, the remaining ones are more functionality and agency specific.
    - Case management agencies and oversight agencies users - you may want to get into the program specific manuals such as the waiver programs manual and then any other manuals for forms that you view/use for your daily tasks.
    - Users associated with MFP – you may want to continue with the MFP manual
    - AERS and UCA users – you may want to continue with the Standardized Assessment and Level of Care manual
    - DEWS users - you may want to continue with the Financial and Overall eligibility determination manual
    - Users associated with appeals - you may want to continue with the Appeals manual
    - QCR users at DHMH – you may want to continue with the QCR manual

2 Getting Started

2.1 Create Assessment & POC Request

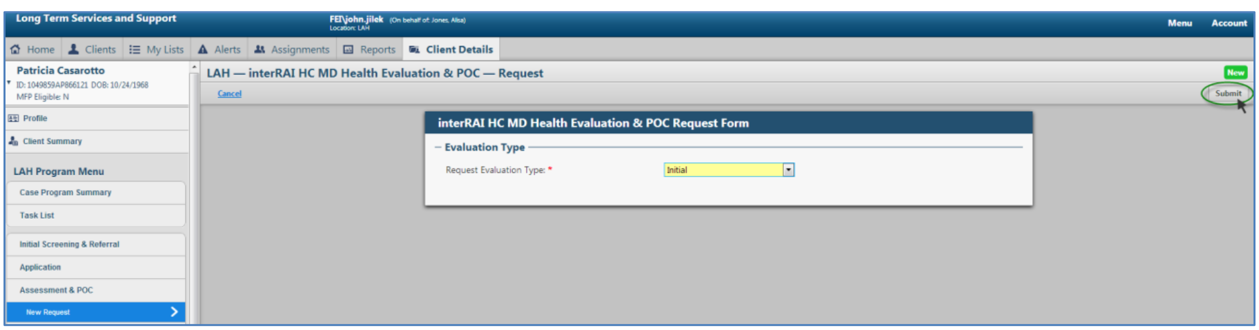
To create a new Assessment & POC Request, you must have a ‘Submitted’ Application Packet and log in as the permitted user. The following users are permitted to Add Documentation: (Assigned) TCC Case Manager…

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Go to Tasks** link for select program
5. Click **Assessment & POC** menu button OR click **Summary** from Task List
6. Click **Create New Request**



2.2 “Submit” AERS Assessment & POC Request

Click **Submit** to complete the form process. This will save all previous selections and entries and direct the user to view mode.

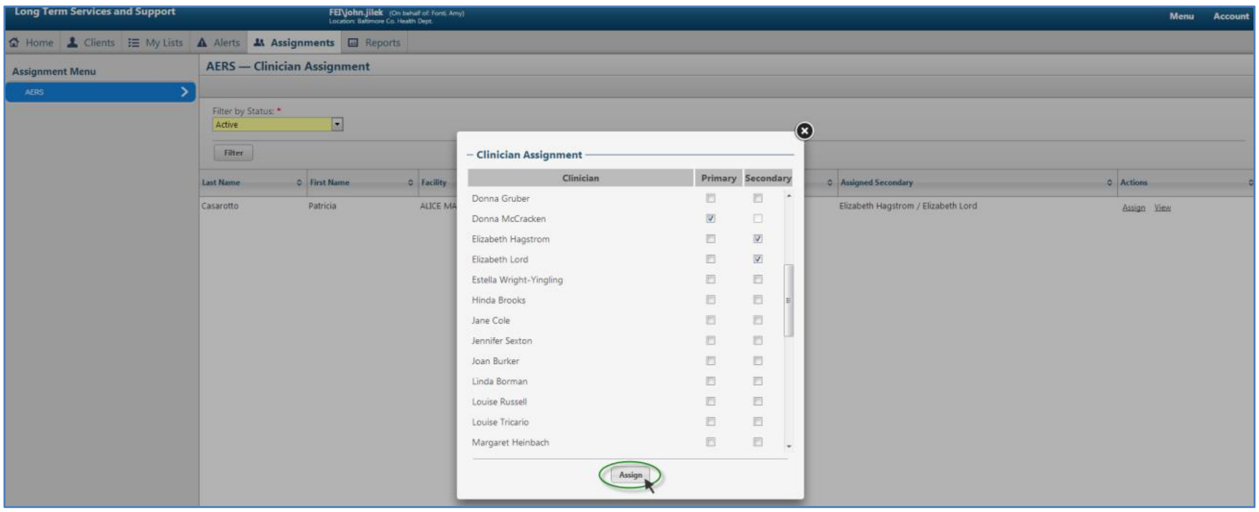


2.3 Assign an AERS Clinician

To assign an AERS Clinician, the client must have a ‘Submitted’ Assessment & POC Request (Refer to section “Submit Assessment & POC Request”). A single ‘Primary’ and multiple ‘Secondary’ Clinicians can be assigned to a single client, not to exceed three clinicians total. The following users are permitted to assign AERS Clinician: AERS Intake, AERS Admin, AERS Supervisor…

1. Log in as permitted user
2. Click the *Assignments* tab

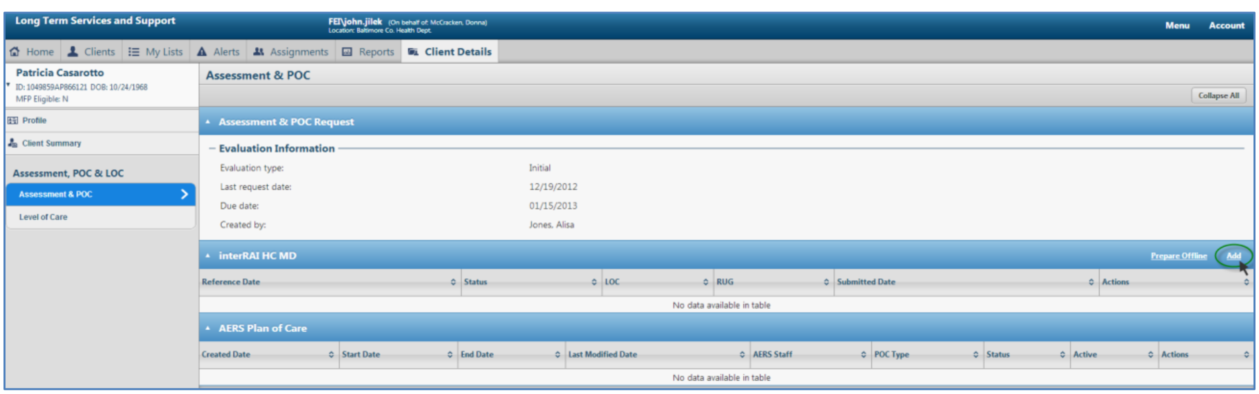
3. Click **AERS** menu button
4. Select client from list, click **Assign**
    a. <u>Clinician Assignment</u> window is opened and displays clinician by jurisdiction
5. Select AERS Clinician from list (primary/secondary)
6. Click **Assign**



2.4 Add InterRAI HC MD Assessment

To add an InterRAI HC MD Assessment, you must have an assigned AERS Clinician (Refer to section "Assign AERS Clinician").

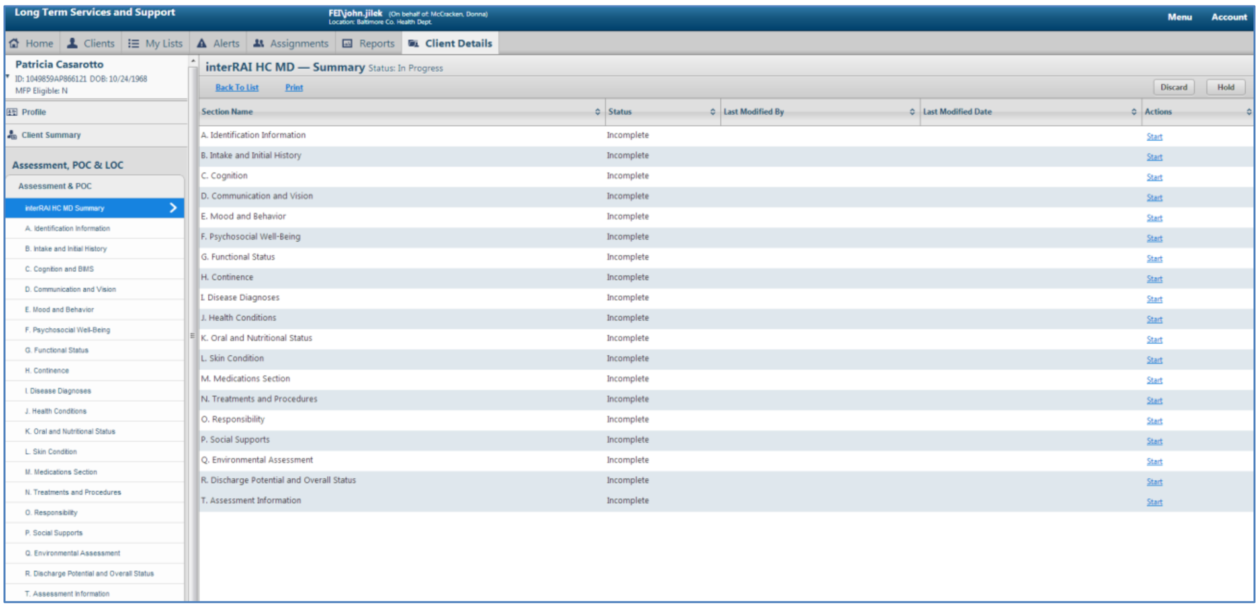
1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Click **Add**



2.5 InterRAI HC MD Summary View

The InterRAI HC MD Summary is dedicated to providing navigation, status, and section specific information. The left navigation menu permits the user to navigate to interRAI HC MD Summary, specific interRAI HC MD sections (A-T), or Assessment & POC List view. The main workspace permits the user to navigate to specific interRAI HC MD sections. If a section has a status of 'Incomplete', the user will be required to *Start* the section. If a section has a status of 'In Progress', the user will be permitted to *Edit*, *View*, or *Check for errors*.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Select existing interRAI HC MD Assessment, click **Summary**

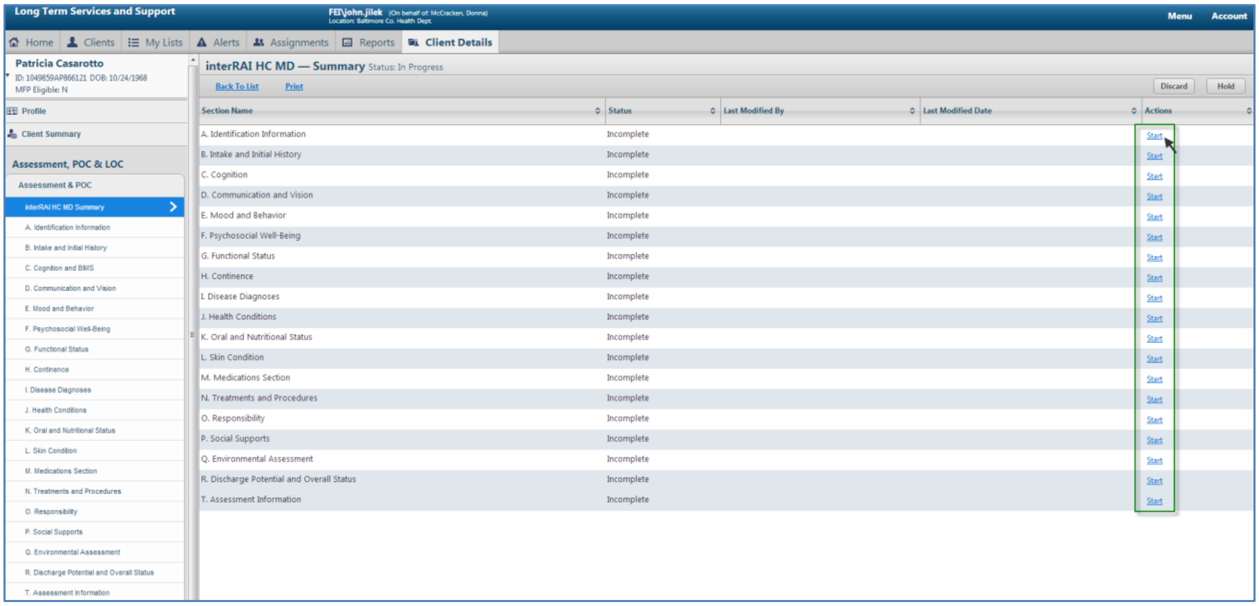


2.6 "Start" InterRAI HC MD Assessment section

From the interRAI HC MD Summary, the user is permitted to *Start* a specific section. If a section has a status of 'Incomplete', the user will be required to *Start* the section.

HELPFUL TIP: User the [Tab] key to navigate from question to question.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Select existing interRAI HC MD Assessment, click **Summary**
6. Select interRAI HC MD section, click **Start**

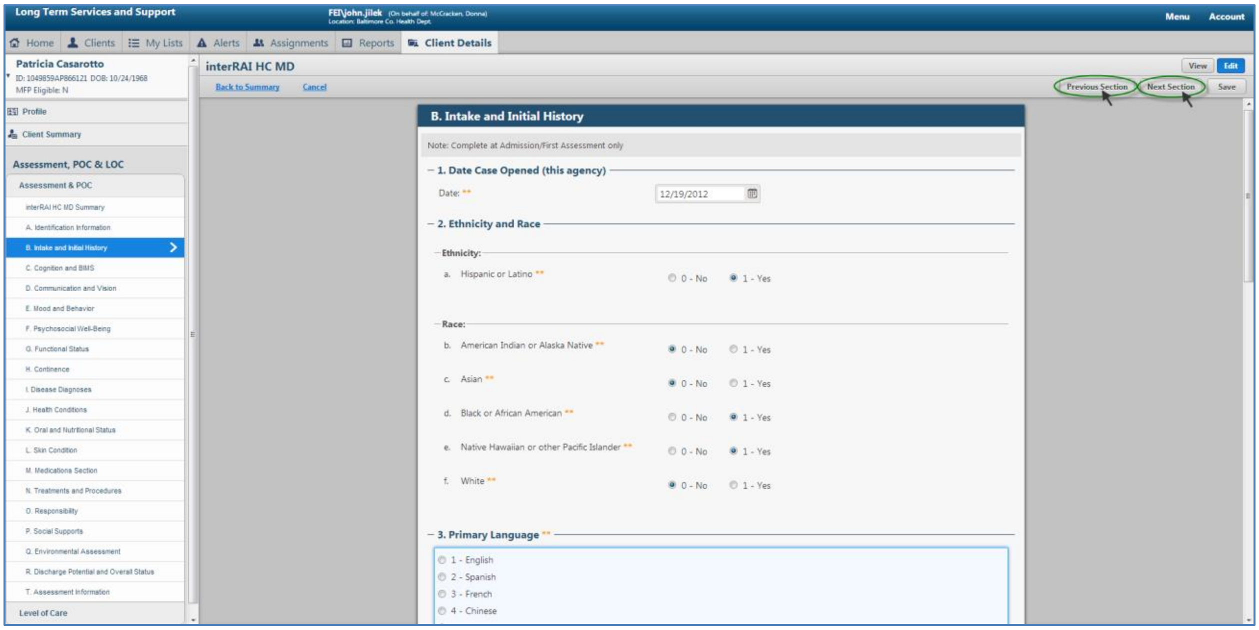


2.7 "Previous/Next Section" InterRAI HC MD section navigation

Once in a section of the interRAI HC MD Assessment, the user is permitted to navigate to the *Previous Section* or *Next Section*. If the user has completed any questions/selections on the section, the section will be saved automatically when navigating to the previous or next section.

HELPFUL TIP: User the [Tab] key to navigate from question to question.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Select existing interRAI HC MD Assessment, click **Summary**
6. Select interRAI HC MD section, click **Start**
7. Complete the section, click **Previous Section** OR **Next Section**

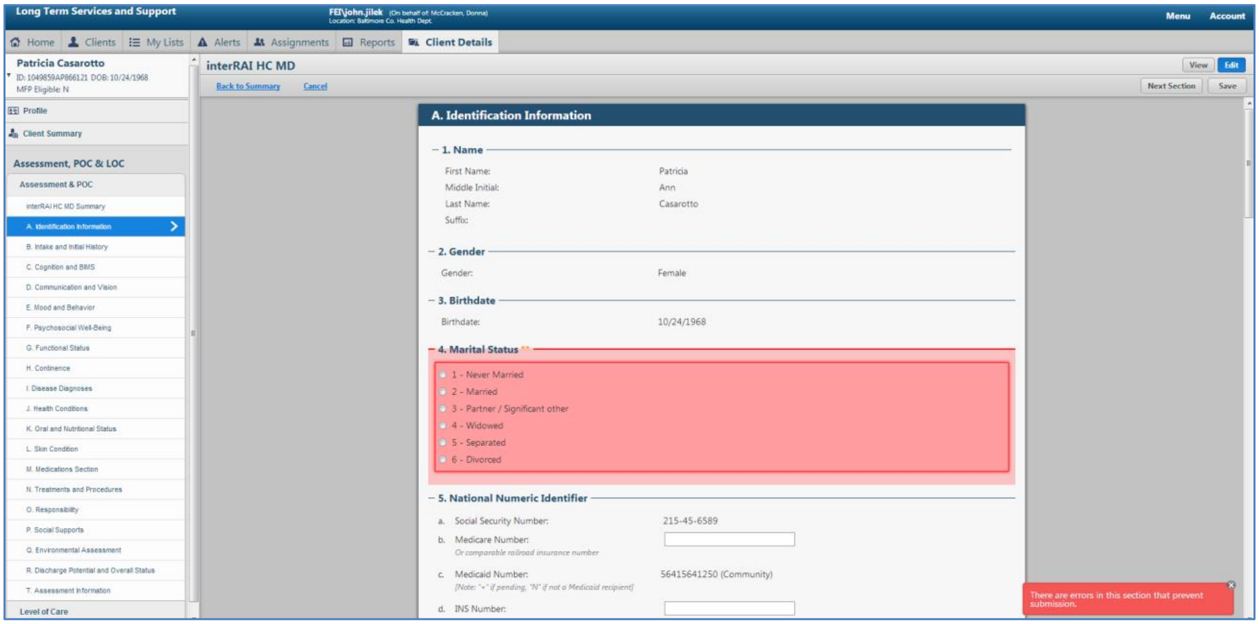


2.8 "Check for errors" InterRAI HC MD Assessment validation

For sections that have been saved without all required fields complete, the user will be provided an option to *Check for errors* on the interRAI HC MD Summary page. When the section is validated for errors, each missing required field will be highlighted in red.

HELPFUL TIP: User the [Tab] key to navigate from question to question.

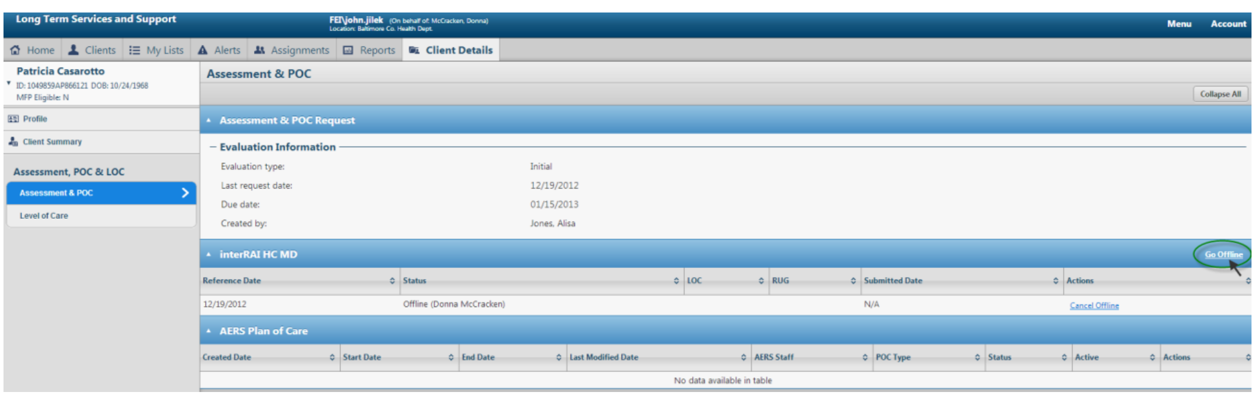
1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Select existing interRAI HC MD Assessment, click **Summary**
6. Select interRAI HC MD section 'In Progress', click **Check for errors**



2.9 "Go Offline" with InterRAI HC MD Assessment

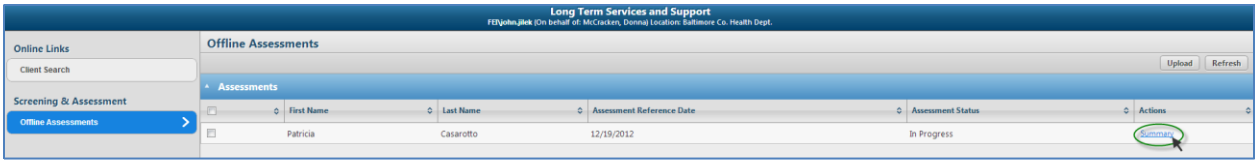
The user is permitted to go offline, disconnecting from Wi-Fi or Internet connection, and complete the assessment.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. For a new assessment, click **Prepare Offline**
6. For an existing assessment, click **Download**
7. Click Go Offline



   a. User will be prompted that offline resources are downloading
   b. User can disconnect from Wi-Fi or Internet connect

8. From the Offline Assessments list, click Summary

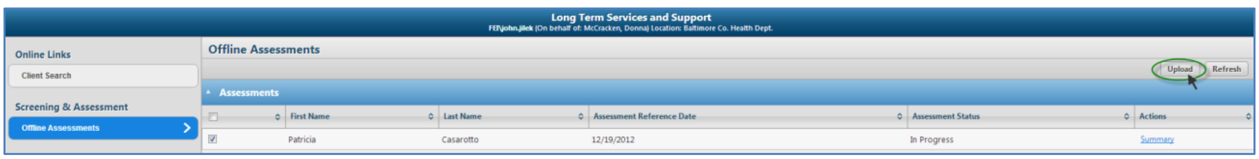


   a. User is permitted to complete assessment just as if online

2.10 "Upload" Offline InterRAI HC MD Assessment

After completing the assessment offline (Refer to section "Go Offline with InterRAI HC MD Assessment"), the user must *Upload* the assessment in order to submit.

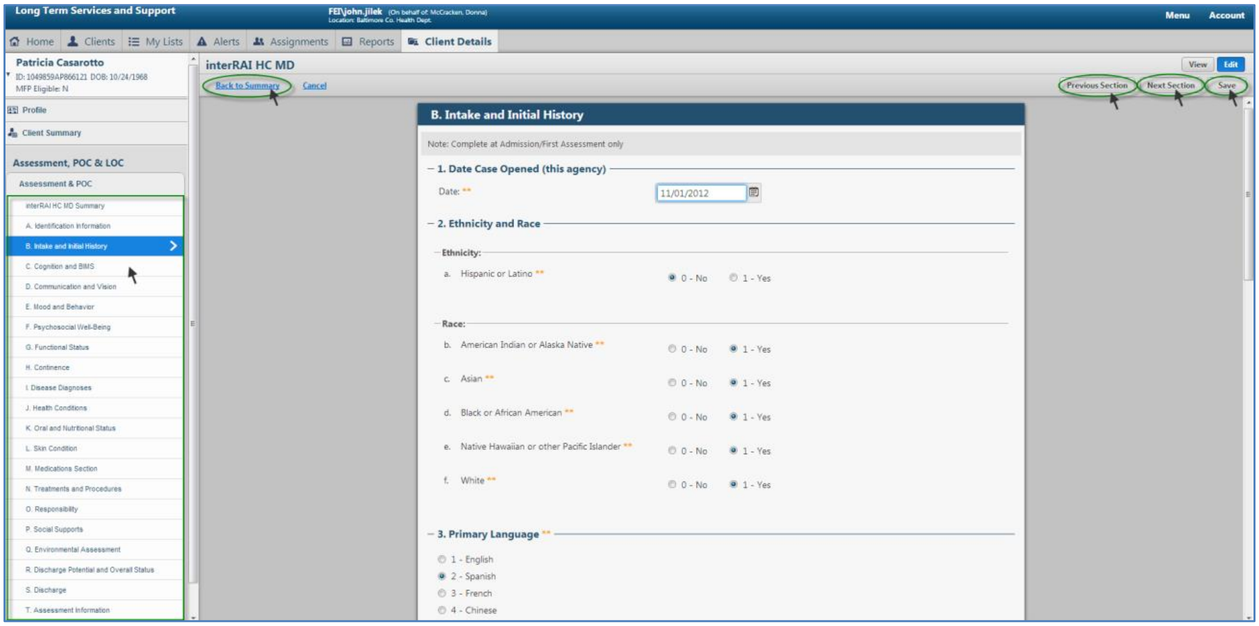
1. From the Offline Assessment Summary page, click **Offline Assessments** on left navigation
2. Select a client to upload, click **Upload**



2.11 "Save" InterRAI HC MD Assessment

There are multiple ways to save the progress of a section.

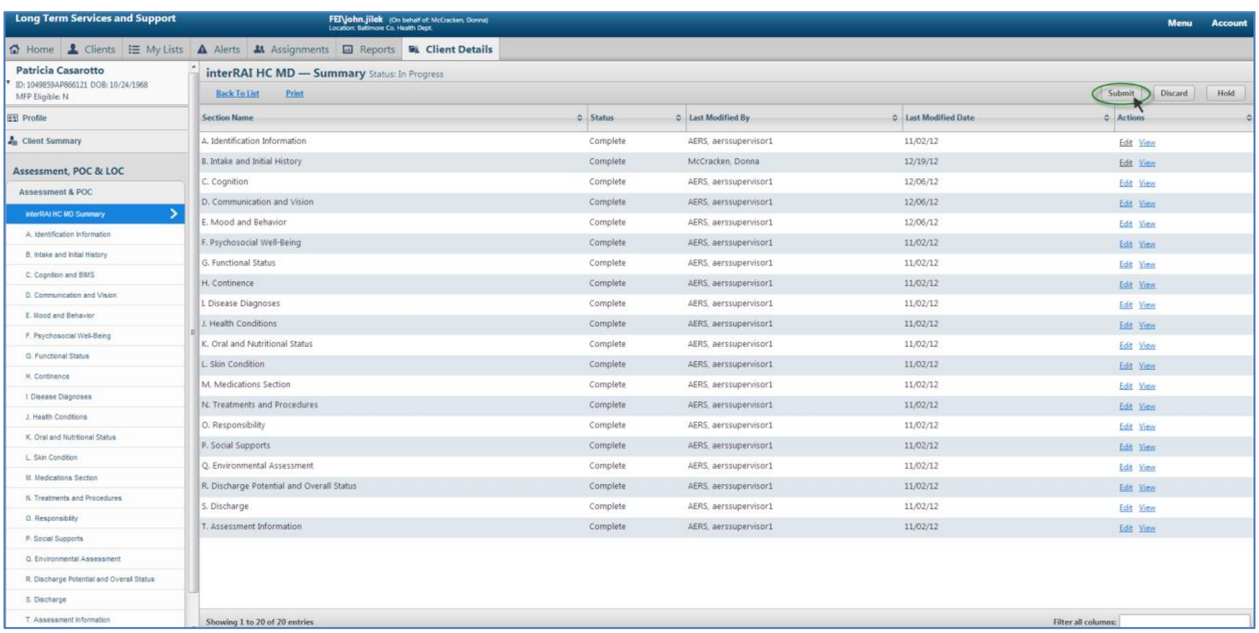
1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Select existing interRAI HC MD Assessment, click **Summary**
6. Navigate into a section
7. The following buttons commit a save: Section navigation, Back to Summary, Previous, Next, Save



2.12 "Submit" InterRAI HC MD Assessment

Once each section of the interRAI HC MD Assessment has a status 'Complete', the user will be permitted to *Submit*. NOTE: If any status is 'Incomplete' or 'In Progress', the user must *Start* or *Check for errors* to complete the section. User is permitted to *Edit* and *View* sections that are 'Complete'.

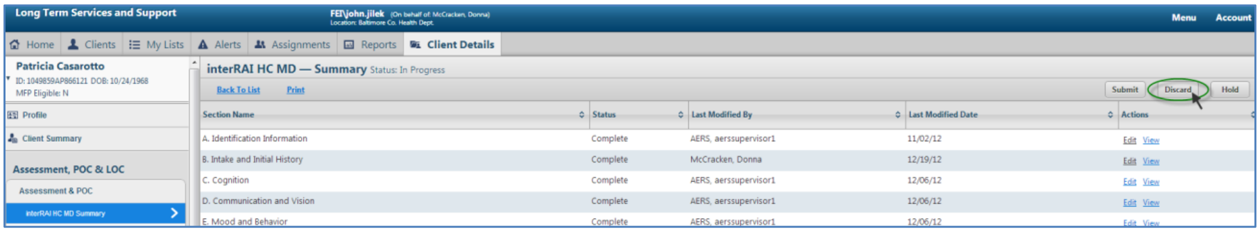
1. Navigate to the interRAI HC MD Summary page
2. Click Submit
    a. Confirmation prompt is displayed
3. Click **Yes**



2.13 "Discard" InterRAI HC MD Assessment

The user is permitted to discard a form that is 'In Progress' or 'Submitted'.

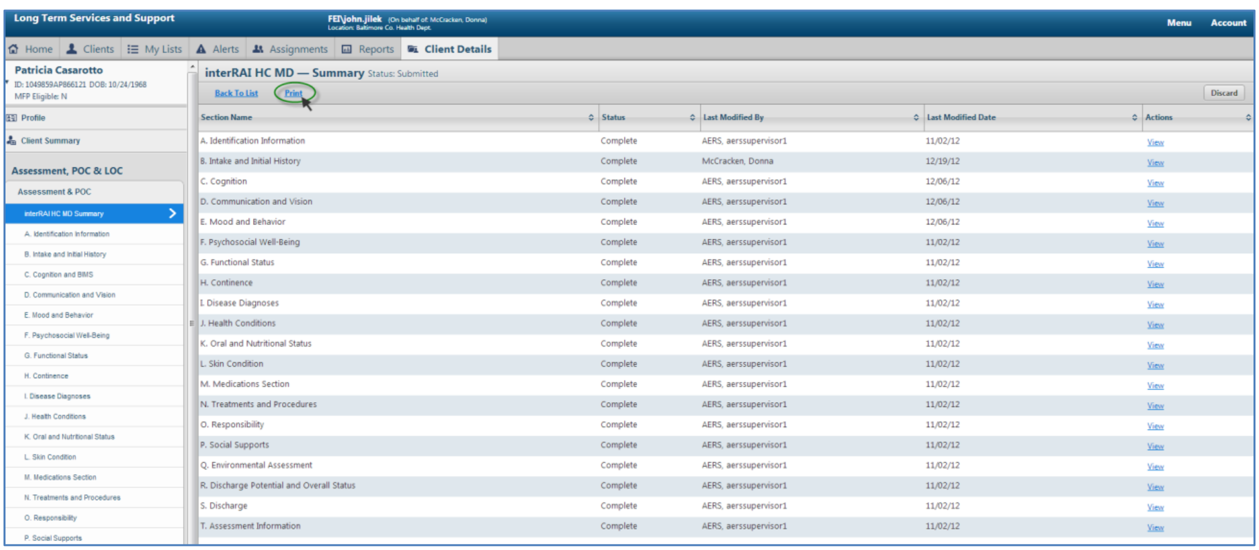
1. Navigate to the interRAI HC MD Summary page
2. Click **Discard**



2.14 "Print" InterRAI HC MD Assessment

The user is able to view the AERS POC in print view (PDF format displayed in a separate window/tab).

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Under interRAI HC MD list, click **Summary**
6. Click **Print**

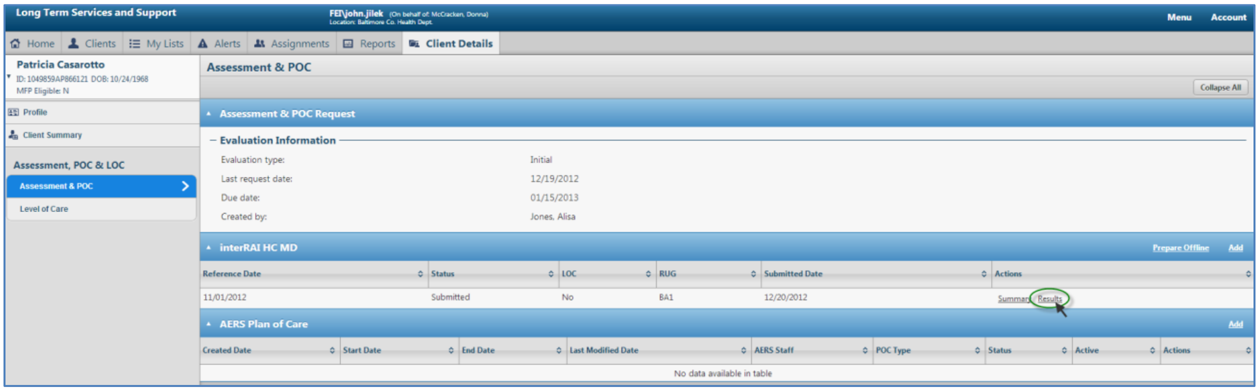


2.15 View InterRAI HC MD Assessment Results

After submitted the interRAI HC MD Assessment, results will be generated. These assessment results are comprised of LOC Results, RUG-III Results, and Triggered CAPs.

1. Log in as the permitted user
2. Search for client under *Clients* tab

3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Click **Results** link

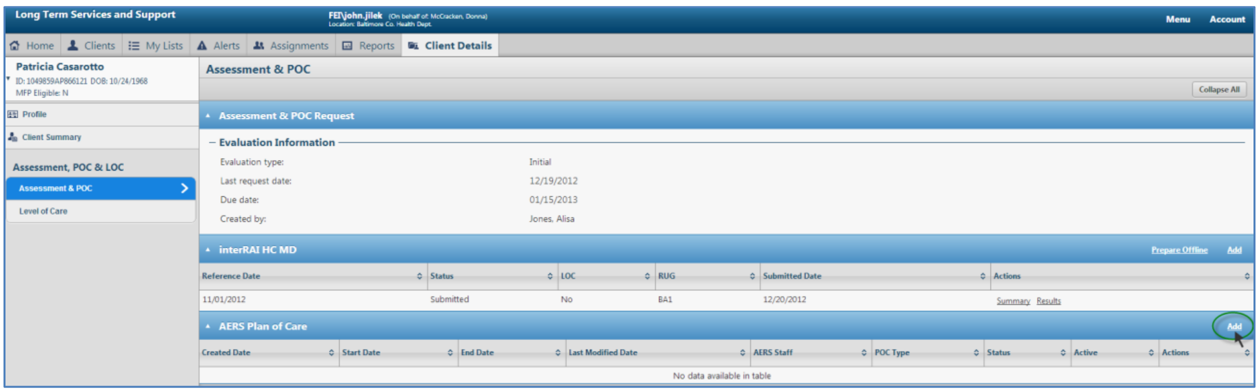


3 AERS Plan of Care

3.1 “Add” AERS Plan of Care

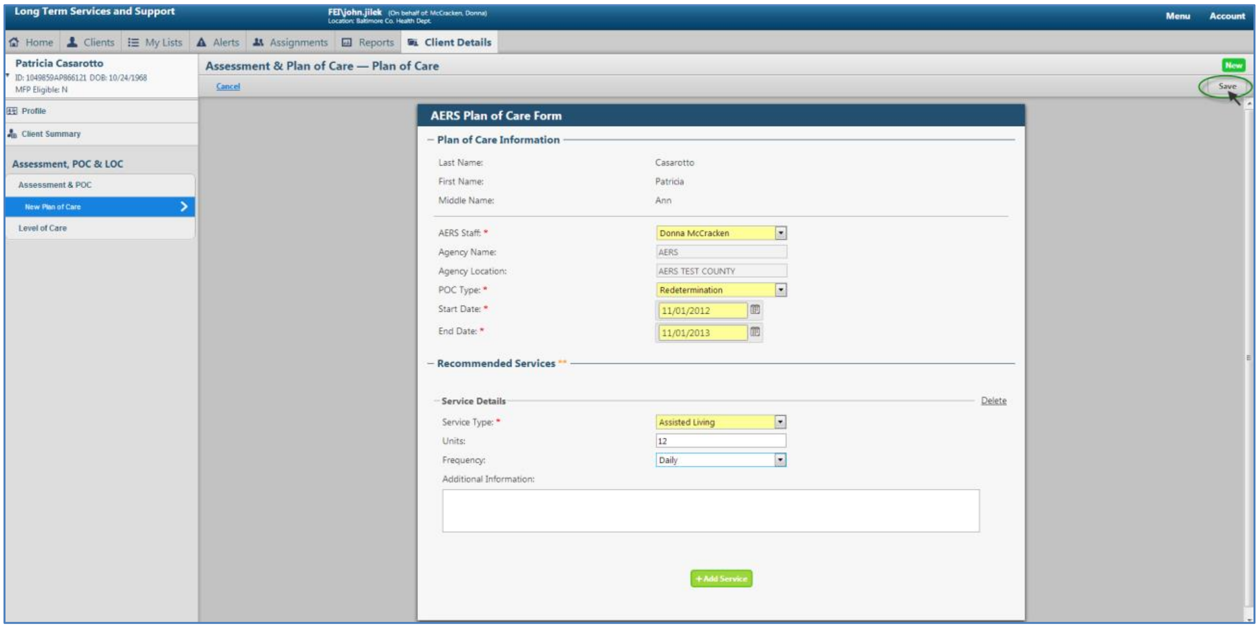
Once the interRAI HC MD Assessment has a ‘Submitted’ status, the user will be permitted to add an AERS Plan of Care.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Click **Add**



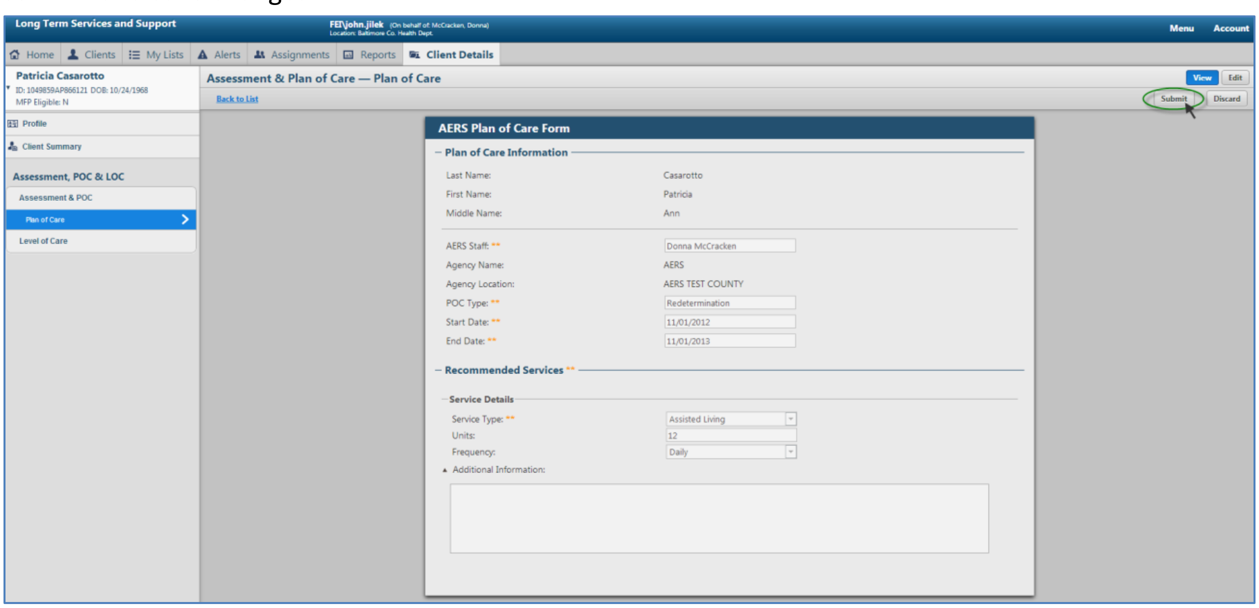
3.2 "Save" AERS Plan of Care

Click **Save** after completing the form. This will save all selections and entries on the form and direct the user to view mode.



3.3 "Submit" AERS Plan of Care

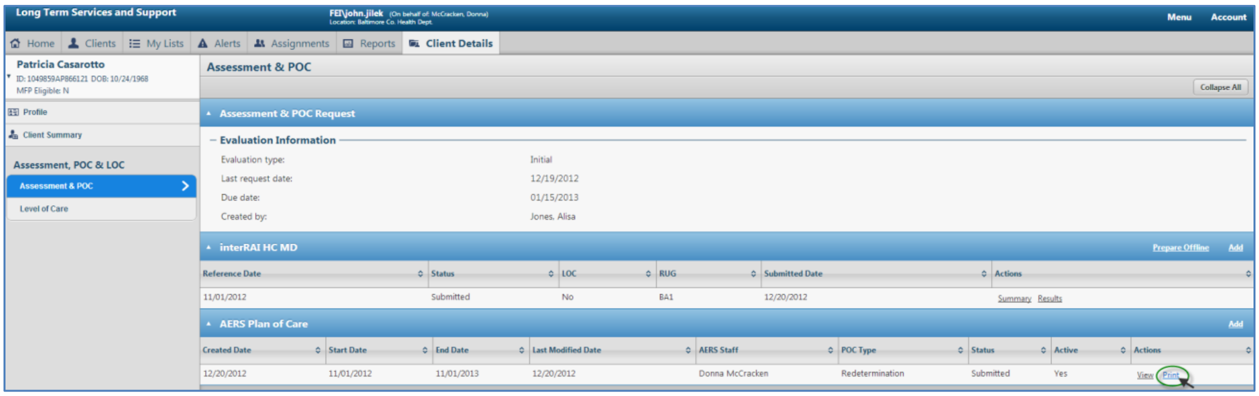
Click **Submit** to complete the form process. This will save all previous selections and entries and direct the user to view mode. Prior to submitting, the user is permitted to toggle between *View* and *Edit* to commit and save changes.



3.4 "Print" AERS Plan of Care

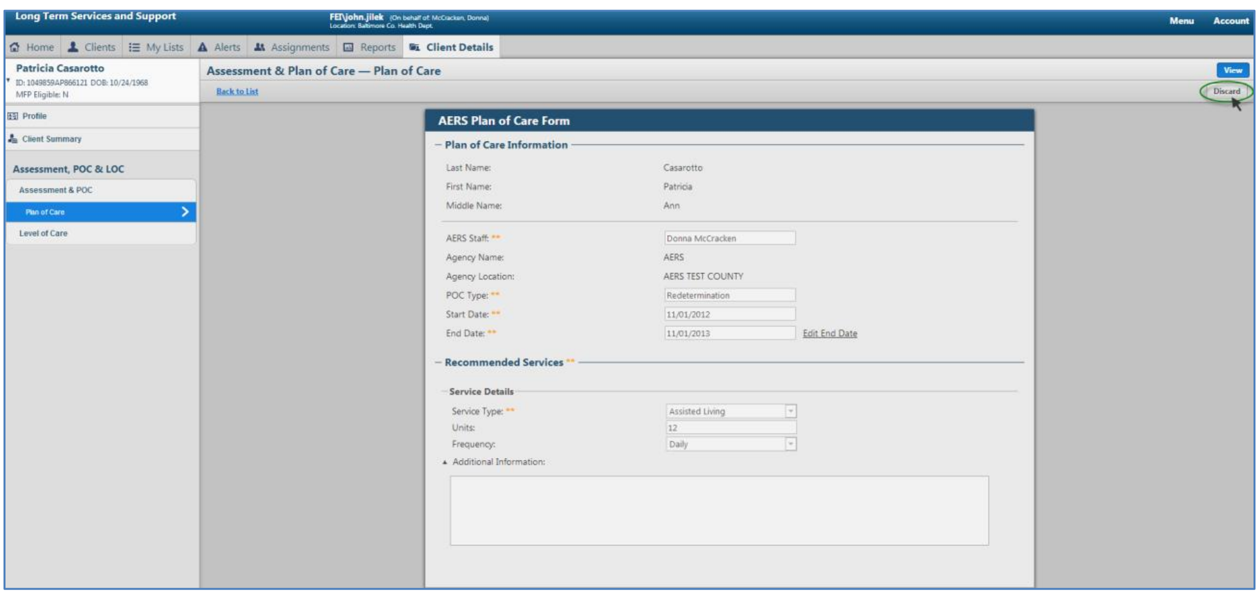
The user is able to view the AERS POC in print view (PDF format displayed in a separate window/tab).

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Assessment & POC** menu button
5. Under AERS Plan of Care list, click **Print** link



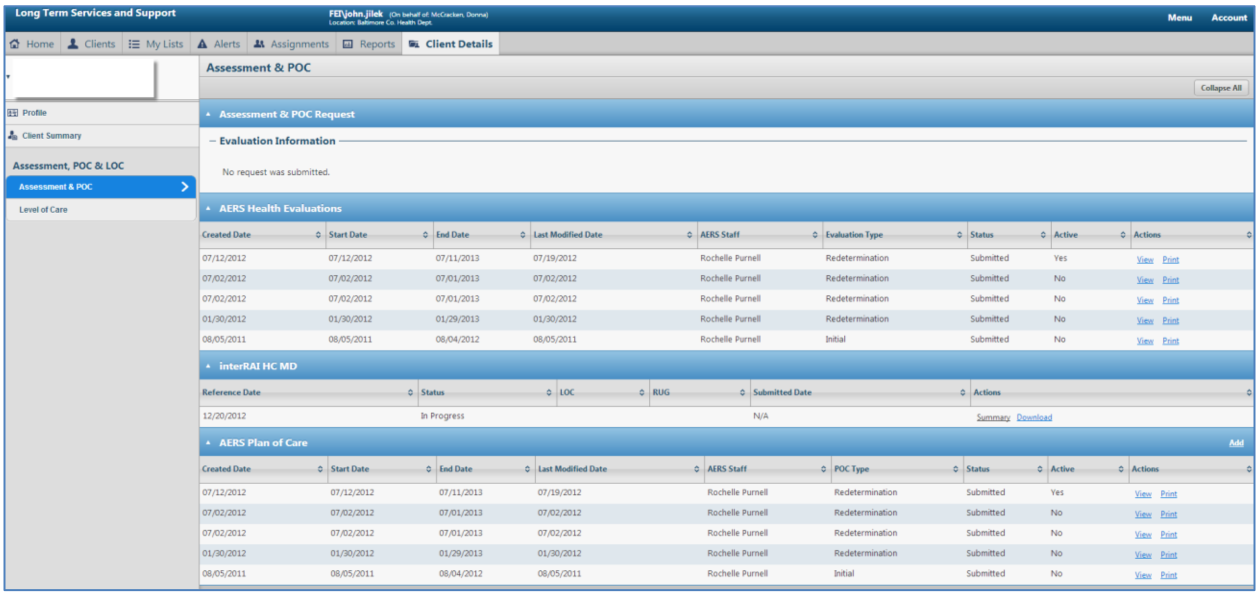
3.5 "Discard" AERS Plan of Care

The user is permitted to discard a form that is 'In Progress' or 'Submitted'.



3.6 Assessment & POC List View

The user can view the Assessment & POC Request information as well as a list of AERS Assessments, interRAI HC MD Assessments, and AERS Plan of Care forms and the status of each ('Submitted', 'In Progress', or 'Discarded'). The list of AERS Assessments will be provide a view of Assessments in the past, prior to interRAI HC MD Assessment.

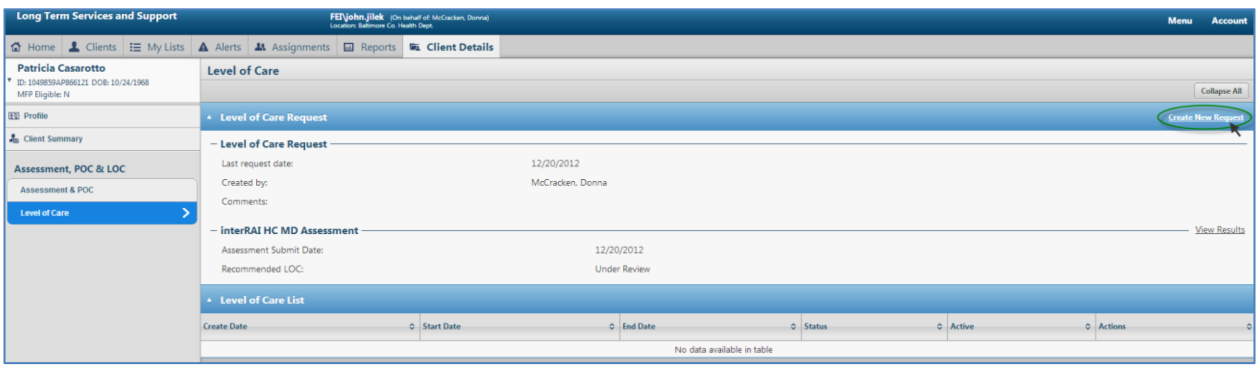


4 Level of Care

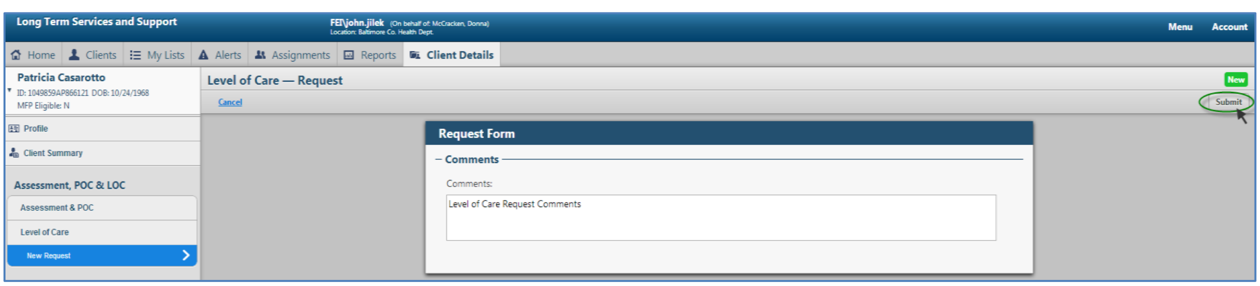
4.1 “Submit” NEW LOC Request

Once the AERS Plan of Care has been ‘Submitted’, the authorized user is permitted to create a new Level of Care Request. Per the interRAI HC MD Assessment results, a Level of Care Request may automatically be generated.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Click **Create New Request**



6. Click **Submit**

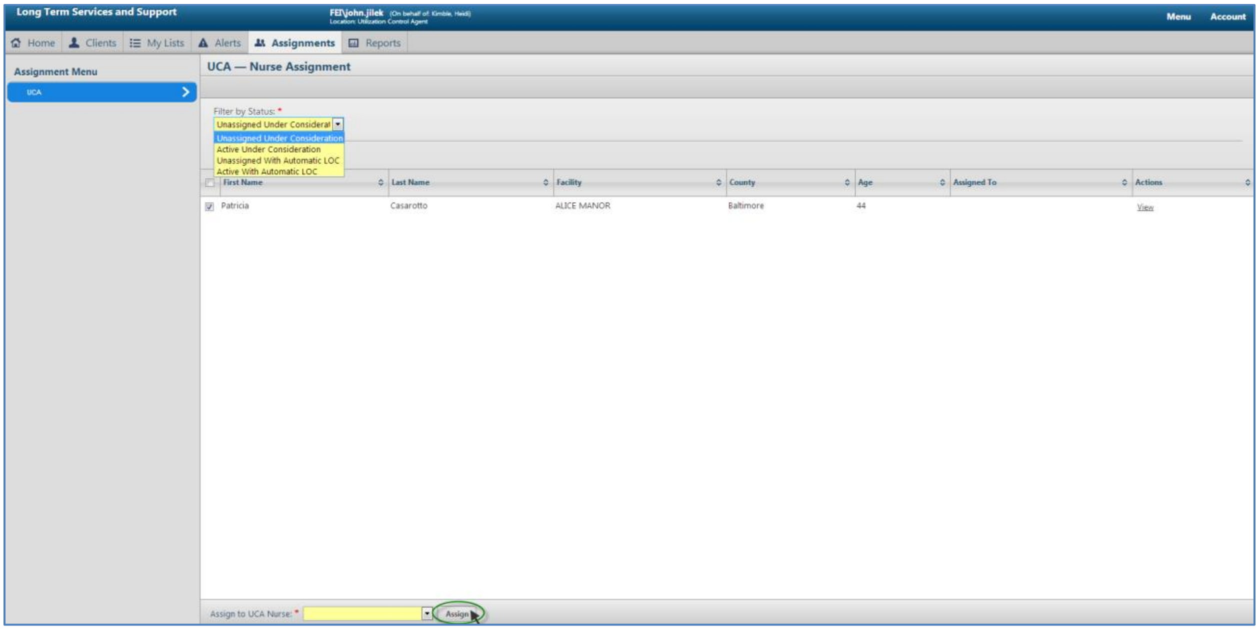


4.2 Assign UCA Nurse

To assign an UCA Nurse, the client must have a ‘Submitted’ LOC Request (Refer to section “Submit New LOC Request”). There are several filters for the UCA Assignment list including: Unassigned Under Consideration, Active Under Consideration, Unassigned With Automatic LOC, and Active With Automatic LOC. Those ‘Under Consideration’ did not generate a Level of Care automatically via interRAI Assessment Results, whereas, those ‘With Automatic LOC’ did generate a Level of Care. ‘Unassigned’ lists will display unassigned clients. ‘Active’ lists will display clients who have been assigned. The following users are permitted to assign a UCA Nurse: UCA Intake, UCA Admin…

1. Log in as permitted user

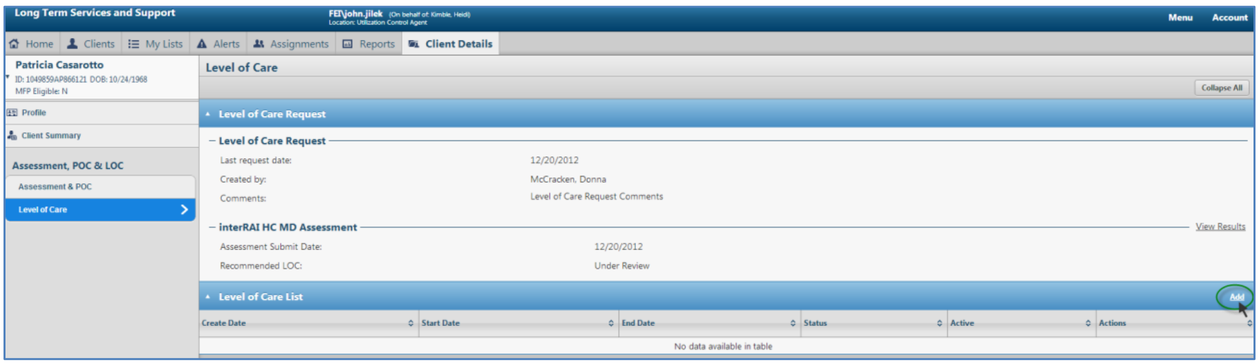
2. Click the *Assignments* tab
3. Click **UCA** menu button
4. Select client from list
5. Select UCA Nurse from dropdown list
6. Click **Assign**



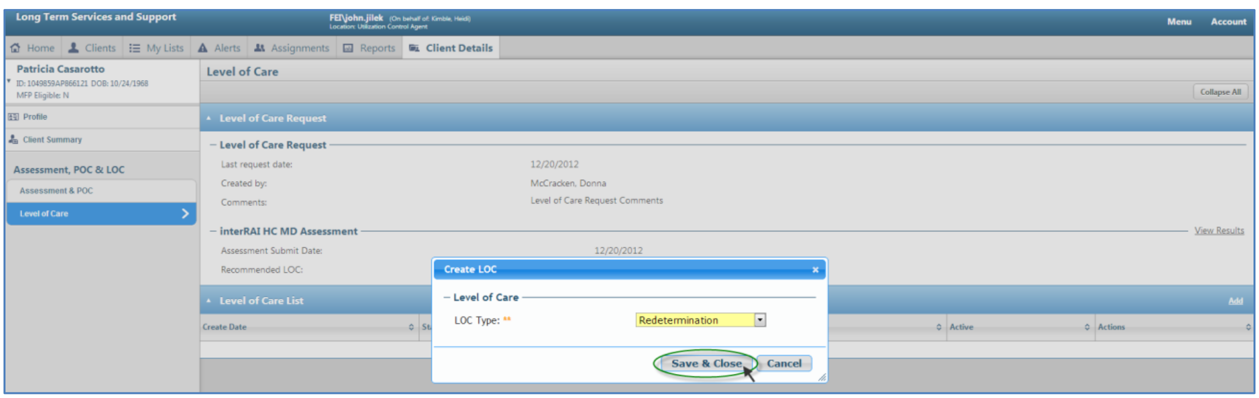
4.3 "Add" Level of Care

Once the Level of Care Request has been submitted, the authorized user is permitted to add a Level of Care. You must first assign a UCA Nurse, unless admin rights have been granted (Refer to section "Assign UCA Nurse").

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Click **Add**



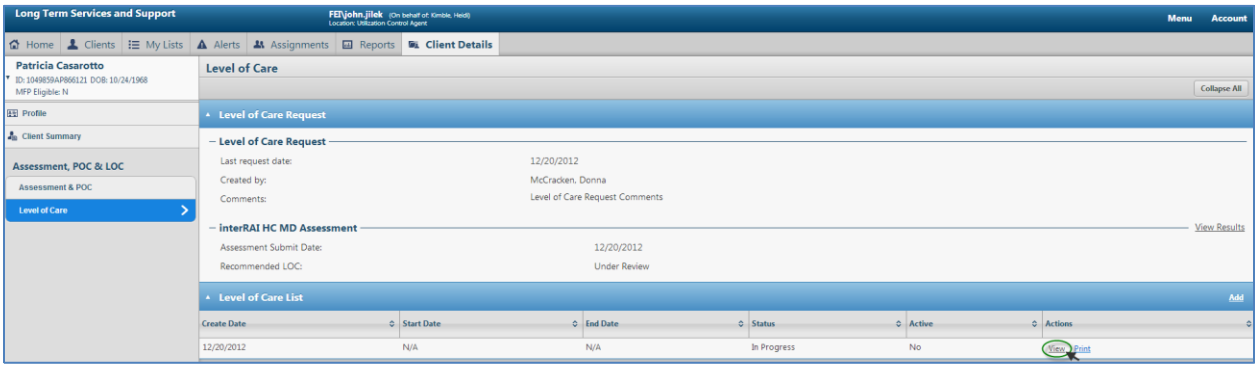
6. Select LOC Type from dropdown list, click **Save & Close**



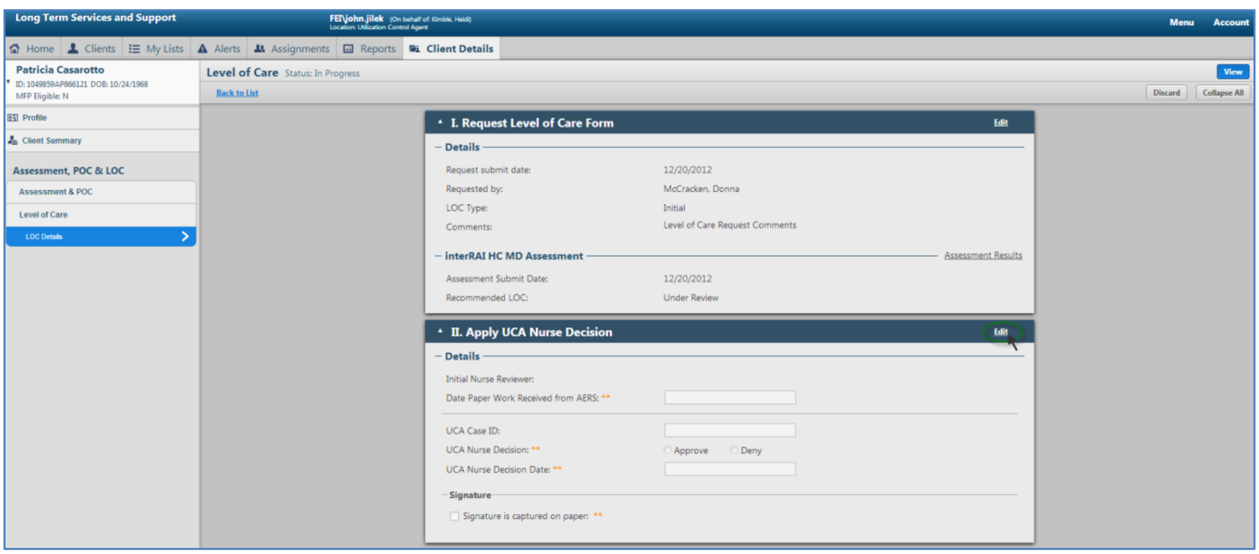
4.4 Apply UCA Nurse Decision

To apply UCA Nurse Decision, you must first assign a UCA Nurse (Refer to section “Assign UCA Nurse”).

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Under the Level of Care List, click **View**

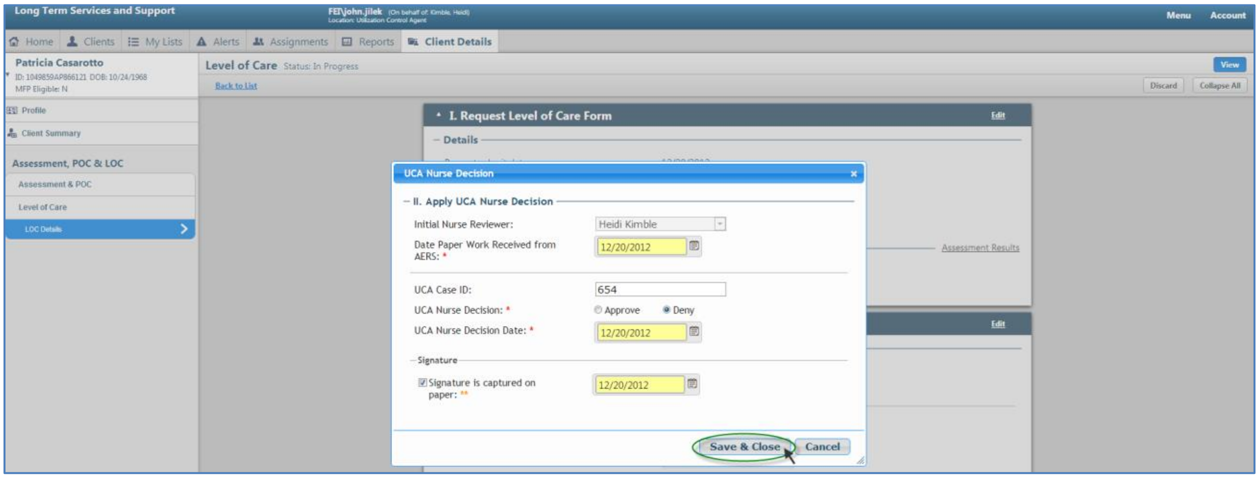


6. Under section II. Apply UCA Nurse Decision, click **Edit**



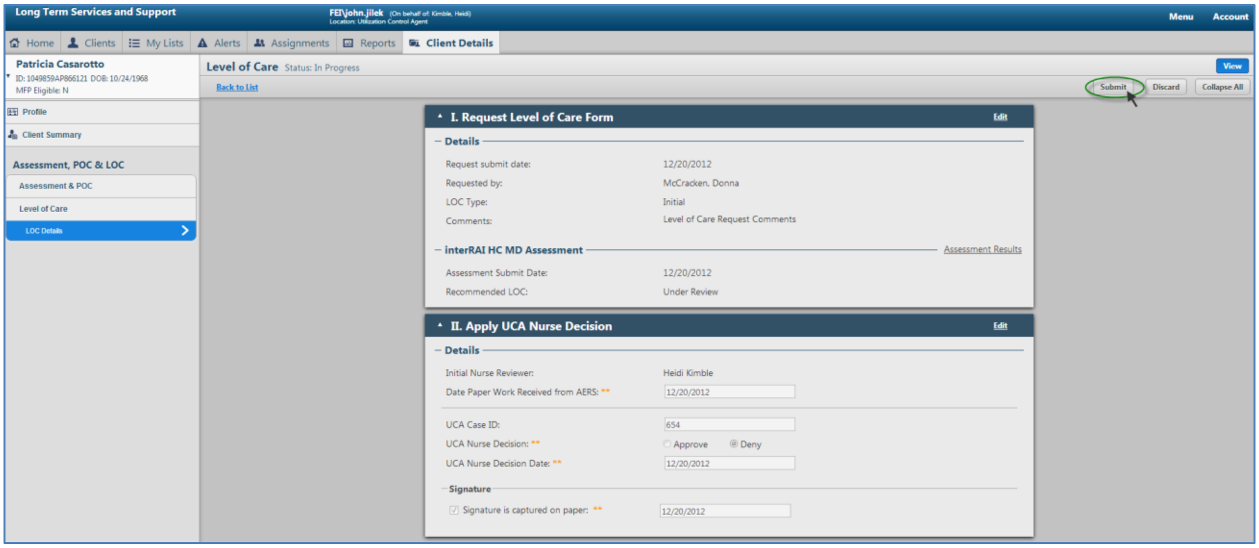
4.5 "Save" UCA Nurse Decision

Click **Save** after completing the form. This will save all selections and entries on the form and direct the user to view mode.



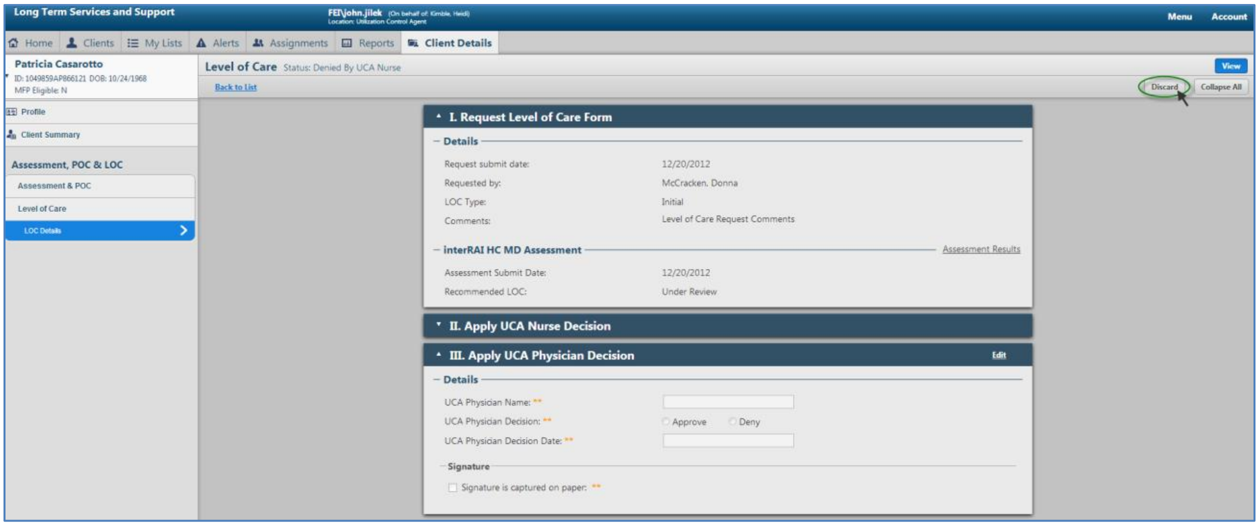
4.6 "Submit" UCA Nurse Decision

Click **Submit** to complete the form process. This will save all previous selections and entries and direct the user to view mode. If UCA decision is "Deny", the UCA Physician will be alerted to apply decision.



4.7 "Discard" UCA Nurse Decision

An authorized user is permitted to discard a UCA Nurse decision that is 'In Progress' or 'Submitted'.

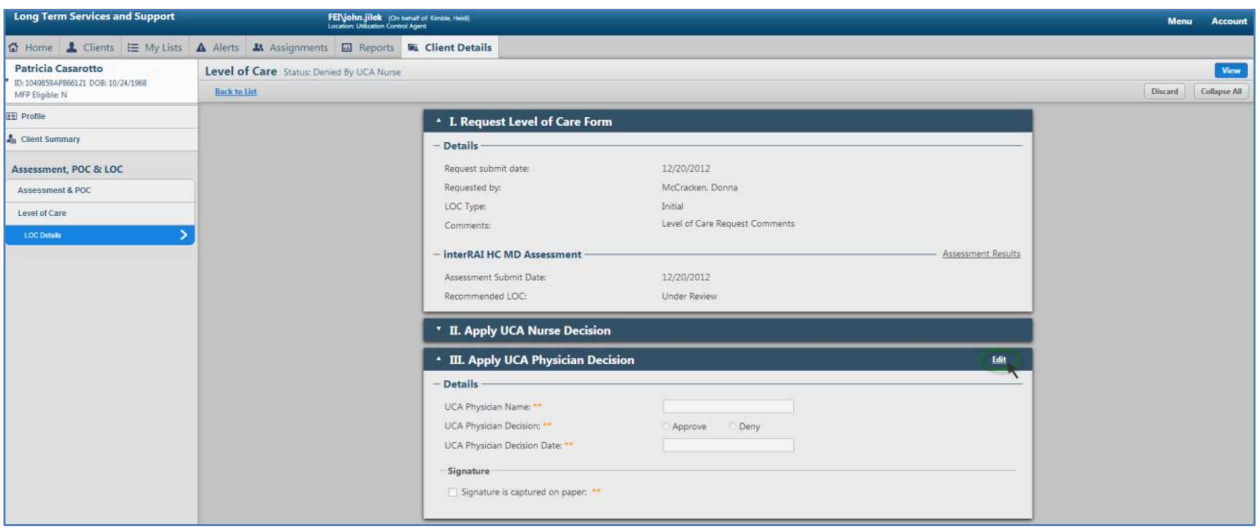


4.8 Apply UCA Physician Decision

To apply UCA Physician Decision, UCA Nurse submits a "Denied" decision. From the Level of Care List view, the status is 'Denied By UCA Nurse".

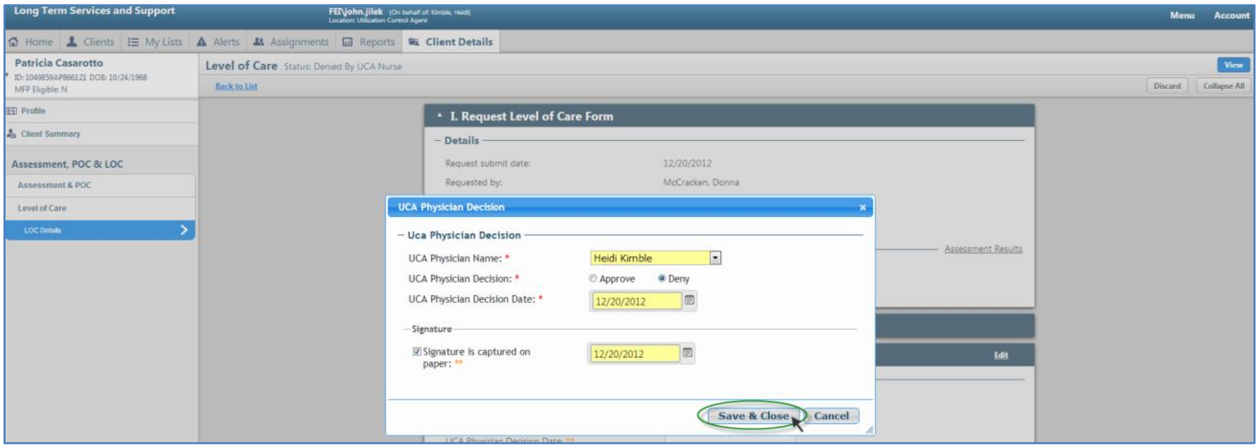
1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Under the Level of Care List, click **View**

6. Under section III. Apply UCA Physician Decision, click **Edit**



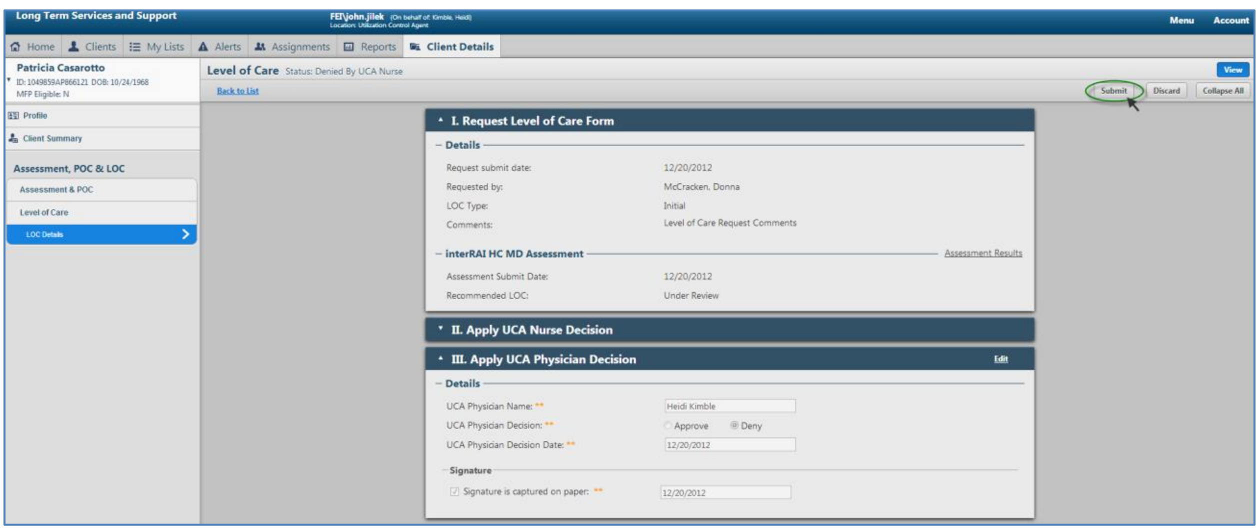
4.9 "Save" UCA Physician Decision

Click **Save** after completing the form. This will save all selections and entries on the form and direct the user to view mode.



4.10 "Submit" UCA Physician Decision

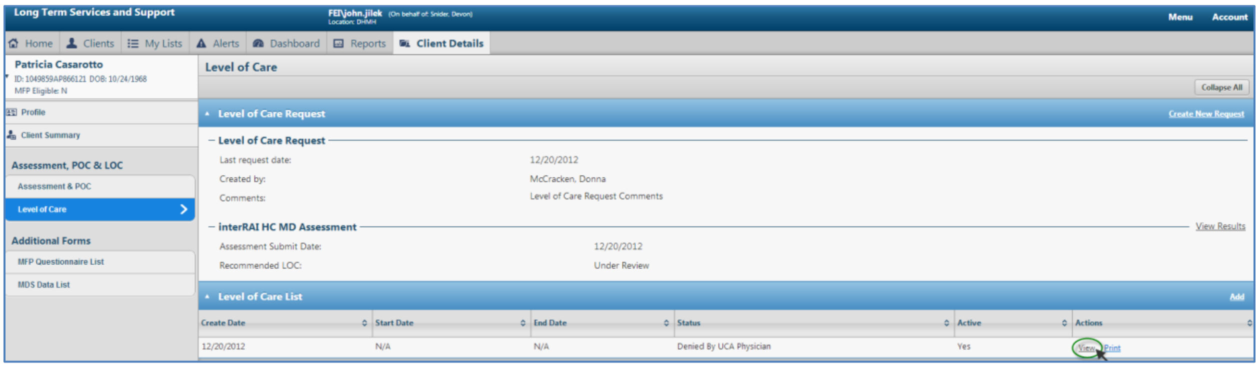
Click **Submit** to complete the form process. This will save all previous selections and entries and direct the user to view mode. If UCA decision is "Deny", the DHMH Physician will be notified to apply decision.



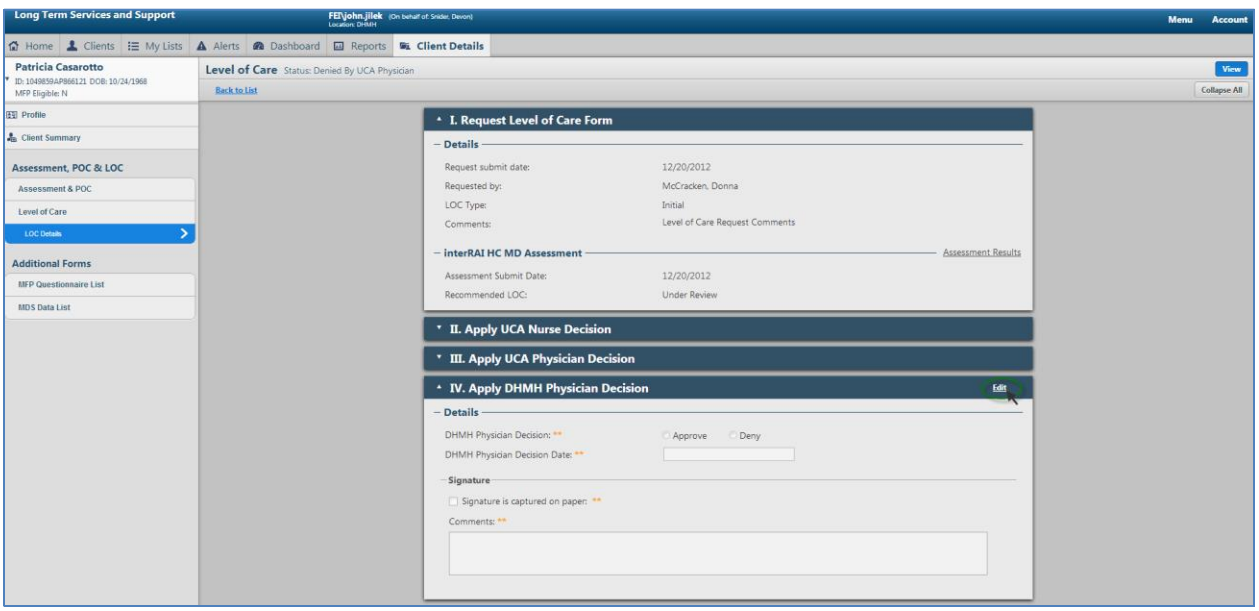
4.11 Apply DHMH Physician Decision

To apply DHMH Physician Decision, UCA Physician submits a “Denied” decision. From the Level of Care List view, the status is ‘Denied By UCA Physician’.

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Under the Level of Care List, click **View**

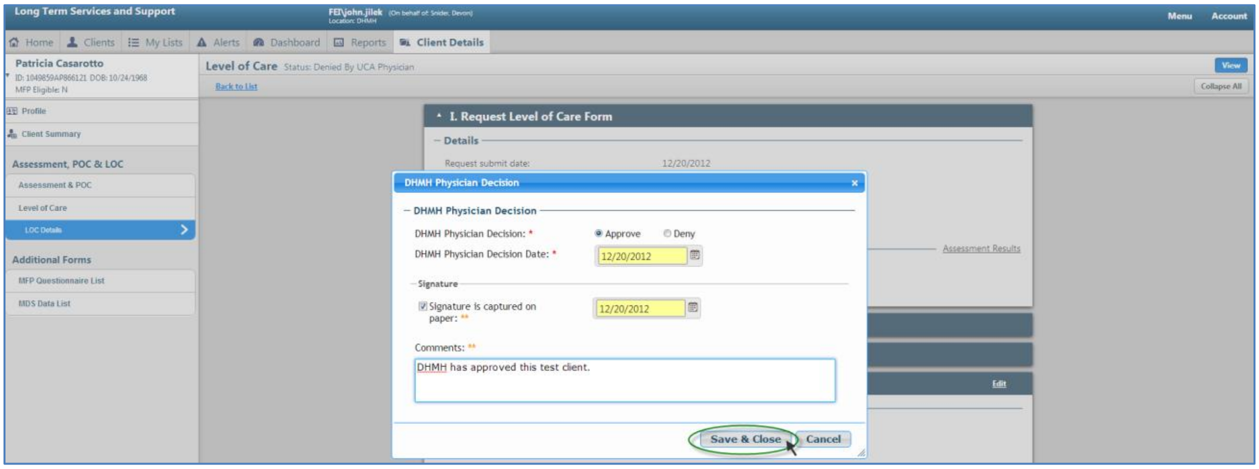


6. Under section IV. Apply DHMH Physician Decision, click **Edit**



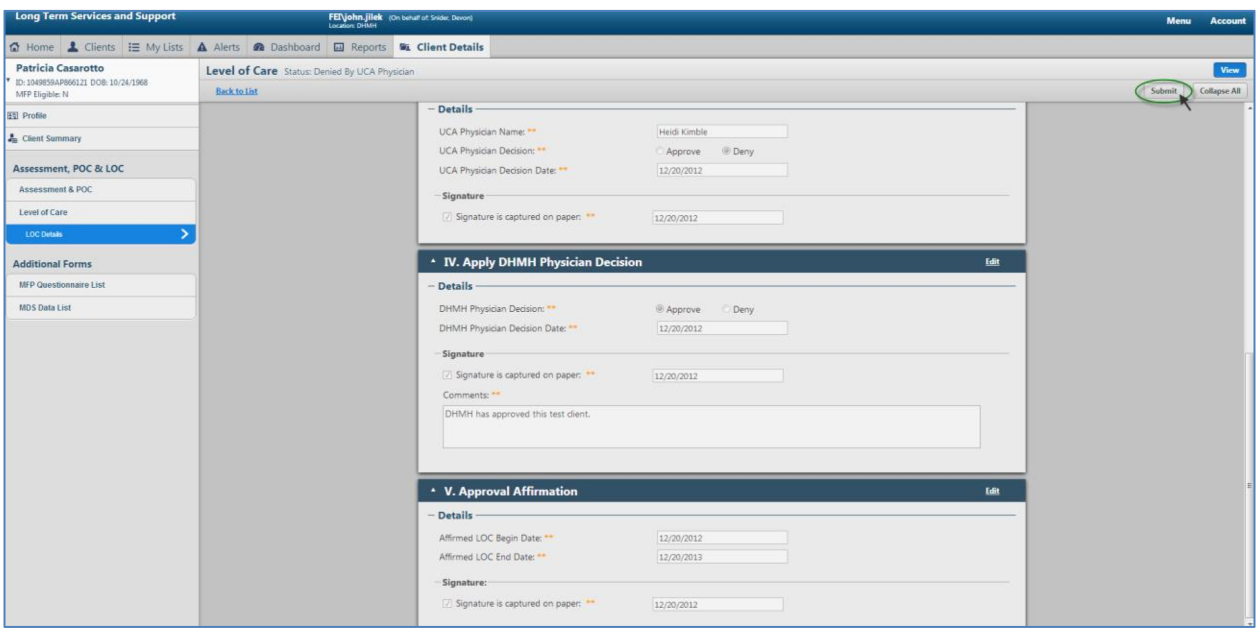
4.12 "Save" DHMH Physician Decision

Click **Save** after completing the form. This will save all selections and entries on the form and direct the user to view mode.



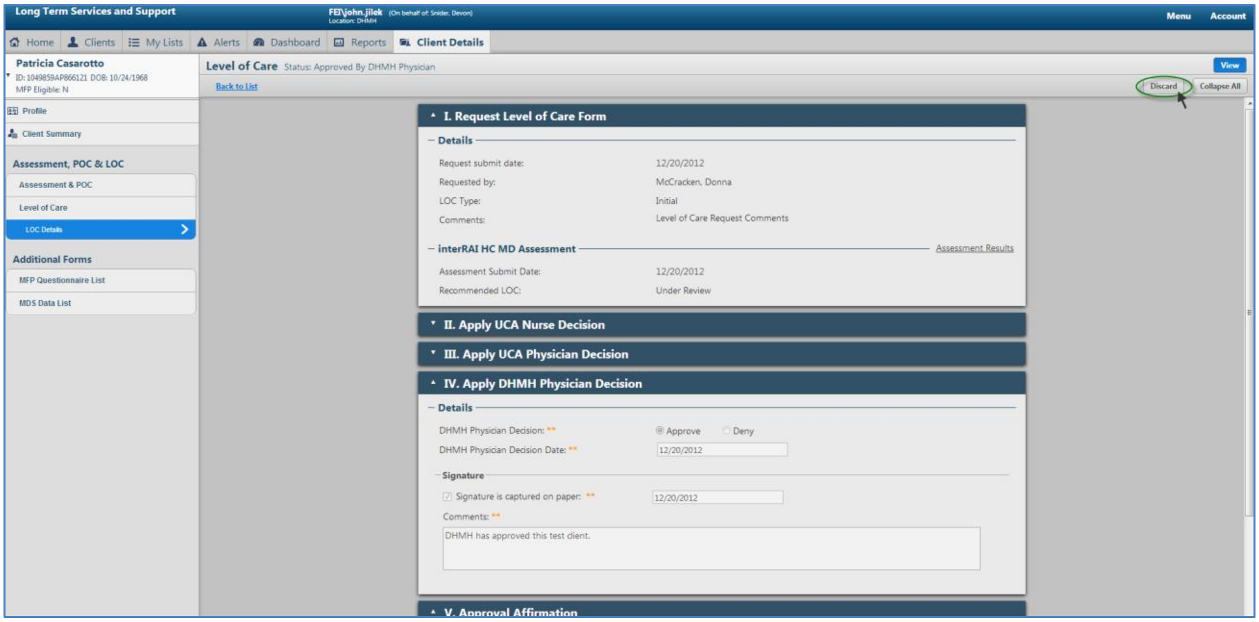
4.13 "Submit" DHMH Physician Decision

Click **Submit** to complete the form process. This will save all previous selections and entries and direct the user to view mode. Once the UCA Nurse, UCA Physician, or DHMH Physician has applied an 'Approve' decision, the Approval Affirmation section will display. Complete the Approval Affirmation section and submit the Level of Care.



4.14 "Discard" DHMH Physician Decision

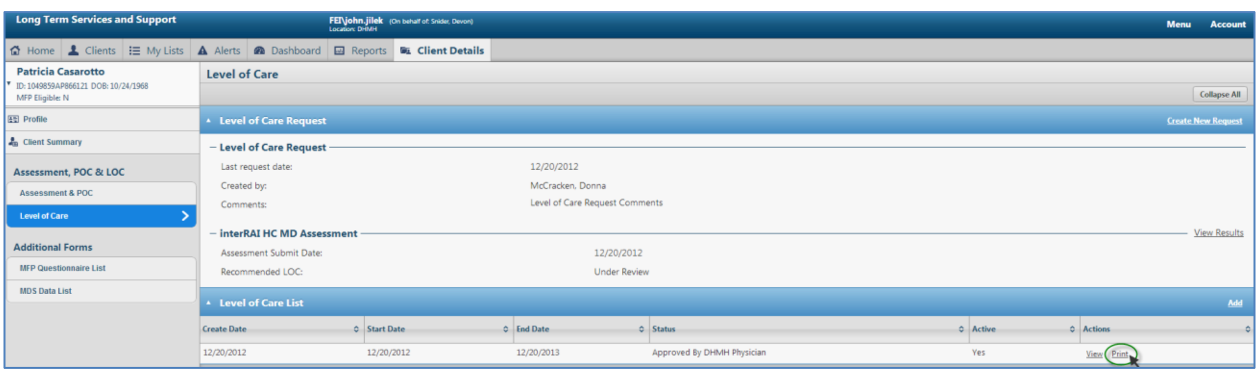
The user is permitted to discard a form that is 'In Progress' or 'Submitted'.



4.15 "Print" Level of Care

The user is permitted to view the Level of Care in print view (PDF format displayed in a separate window/tab).

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Level of Care** menu button
5. Click **Print** link



4.16 "Acknowledge" Level of Care

To Acknowledge the Level of Care, the Level of Care Decision and Affirmation must be 'Submitted' and you must be logged in with the permitted user. The following are permitted to acknowledge the Assessment Packet: (Assigned) TCC Case Manager…

1. Log in as the permitted user
2. Search for client under *Clients* tab
3. Click **Client Summary** for client
4. Click **Go to Tasks** link for select program
5. Click **Level of Care** menu button OR click **Summary** from Task List
6. Under the Level of Care List, click **View**
7. Click Acknowledge

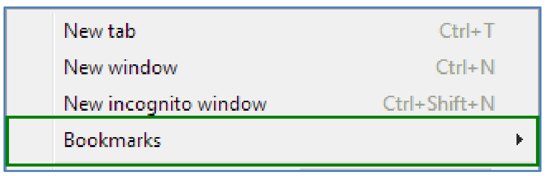
5 Appendix A: Bookmarks and Favorites

5.1 Creating and Using Bookmarks (Google Chrome)

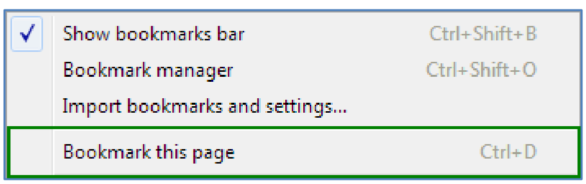
Prior to going out of connectivity or "Offline", it is important to save the Offline Assessment location by bookmarking the URL. This *bookmark* will allow you to access the Offline Assessment list without connectivity. "Bookmarks" are used in the Google Chrome web browser.

5.1.1 Adding Bookmark via menu dropdown (Example 1)

1. Launch Google Chrome web browser Google Chrome
2. Navigate to the Offline Assessment view (Refer to "'Go Offline' with InterRAI HC MD Assessment")
3. Click the control dropdown in the top right corner
4. Click **Bookmarks**



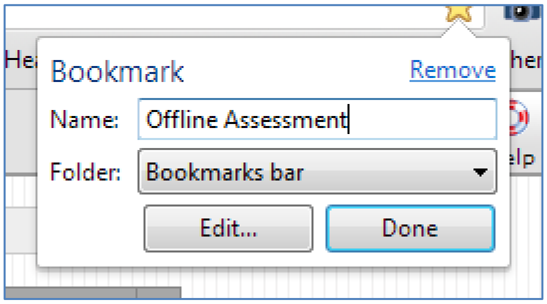
5. Click **Bookmark this page**



5.1.2 Adding Bookmark via "star" icon (Example 2)

1. Launch Google Chrome web browser Google Chrome
2. Navigate to the Offline Assessment view (Refer to "'Go Offline' with InterRAI HC MD Assessment")
3. Click the star icon located on the Address Bar

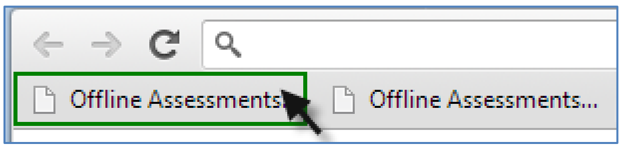
4. Name the Bookmark and click **Done**



5.1.3 Launching a Bookmark

1. Launch Google Chrome web browser 

2. Locate the Bookmark (previously created) on the top of the browser window

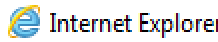


3. Click the Bookmark

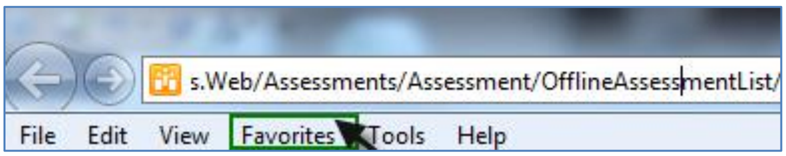
5.2 Creating and Using Favorites (Internet Explorer)

Prior to going out of connectivity or “Offline”, it is important to save the Offline Assessment URL Favorites Bar. The *Favorites Bar* will allow you to access the Offline Assessment list without connectivity. “Favorites” are used in the Internet Explorer web browser.

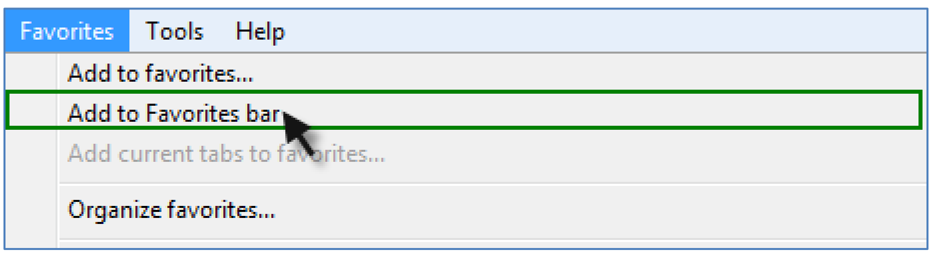
5.2.1 Adding Favorites Bar via menu dropdown (Example 1)

1. Launch Internet Explorer web browser 

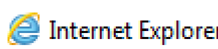
2. Navigate to the Offline Assessment view (Refer to “’Go Offline’ with InterRAI HC MD Assessment”)
3. Click the **Favorites** menu option



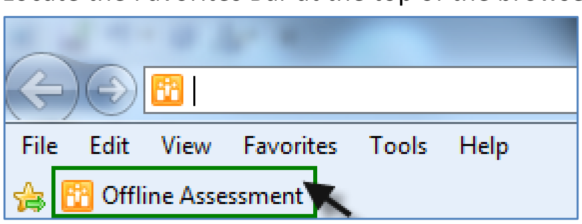
4. Click **Add to Favorites bar**



5.2.2 Launching a URL from Favorites Bar

1. Launch Internet Explorer web browser 

2. Locate the Favorites Bar at the top of the browser window



3. Click the Favorite