Client & Case Management User Manual

A step by step navigational process

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Client & Case Management User Manual

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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

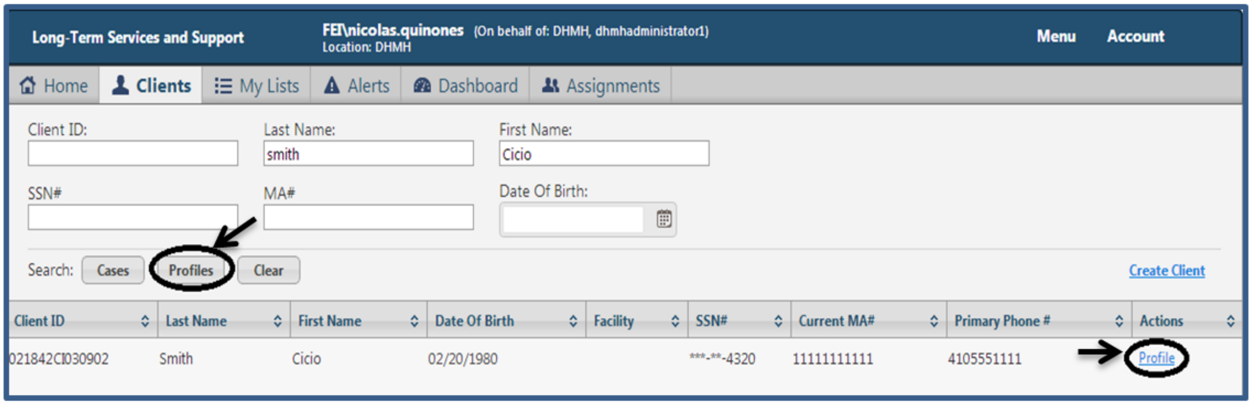
2.1 Client Profile

As mentioned above, the centralized client record, referred to as Client Profile, 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. Client profile has information about the specific client, regardless of the program. For example, demographic information, Medicaid number and eligibility, contact information, representative information, etc.

Certain fields in the client profile will get updated regularly from Maryland's MMIS with the latest information. Note: It is **extremely important** to keep the client profile up-to-date since all agencies across all programs will view the same client profile. Also, forms across the system will reference the client profile for client related information. In order for the forms to have the latest, correct information it is critical to have the profile completed.

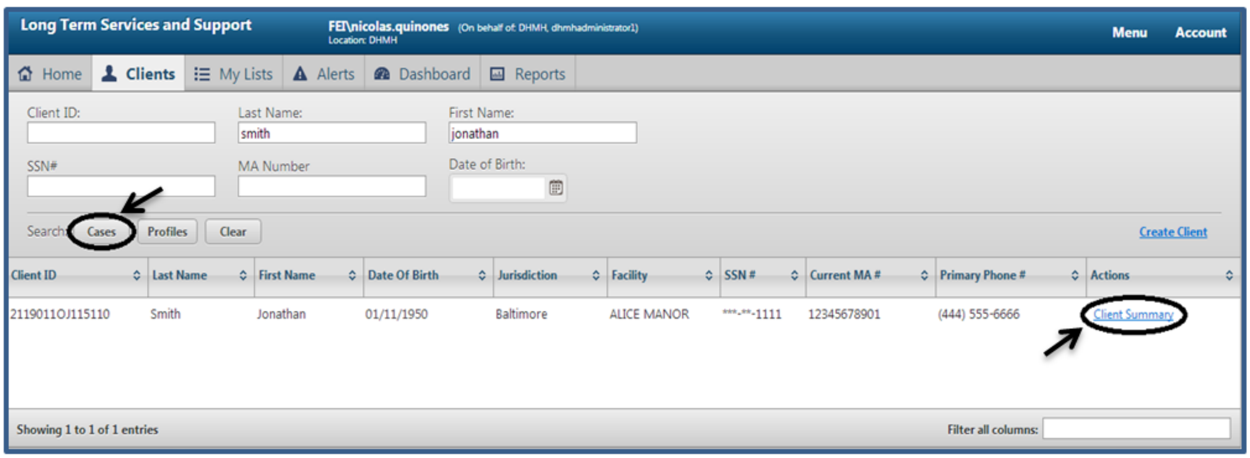
2.1.1 Client Profile Search

The **search** feature can be used to locate clients based on Client ID, Last Name, first name, SSN#, MA# and Date of Birth. The search function can be used by entering any one of these items individually or by using a combination. Note: Client ID here is a system-generated, unique number for each client.

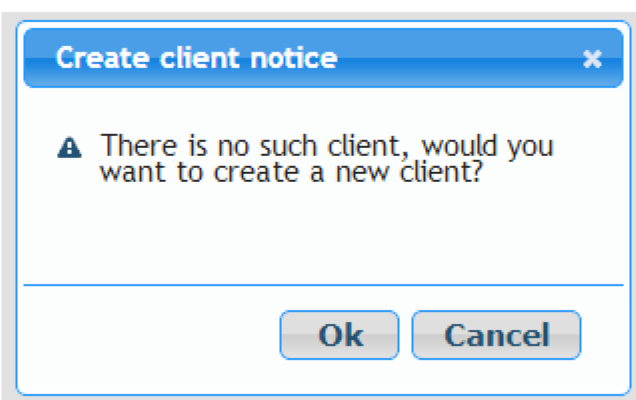


If you want to review the client profile, you can enter the search criteria and hit the *profiles* button (as shown in the screenshot above); this will show you a list of clients, with the action link *Profile.*

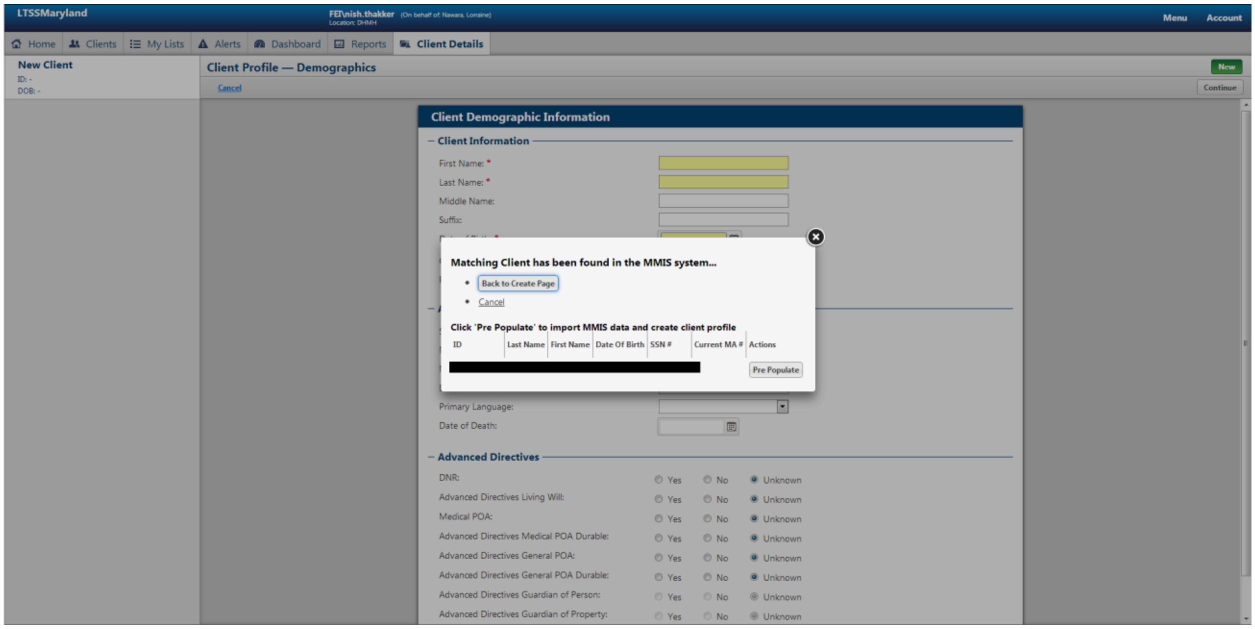
If you want to review program-related information for a client, you can enter the search criteria and hit the *Cases* button (as shown in the screenshot below), this will show you a list of clients, with the action link *Client Summary.*



When you enter client information, in the search criteria, if the client is not present within LTSS, the system will show you the following message:

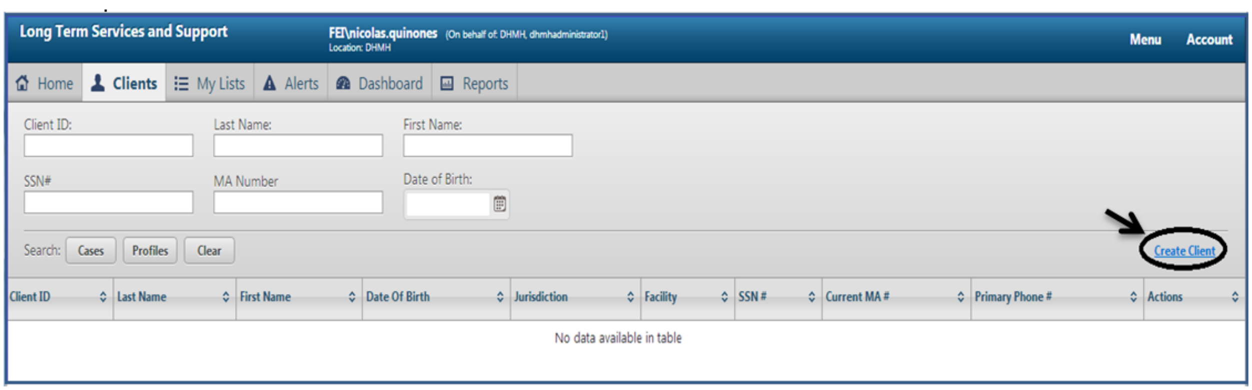


When you click Ok, the LTSS system automatically searches the MMIS system. If the client is present in MMIS, you will see the following message. If you find the client in the list in the pop-up, you can click on the *pre-populate* button and the client profile will be system-populated by importing information from MMIS. If you don't find your client in the list, you can click on the *Back to Create Page* button and start entering the information, as described in the sections below.

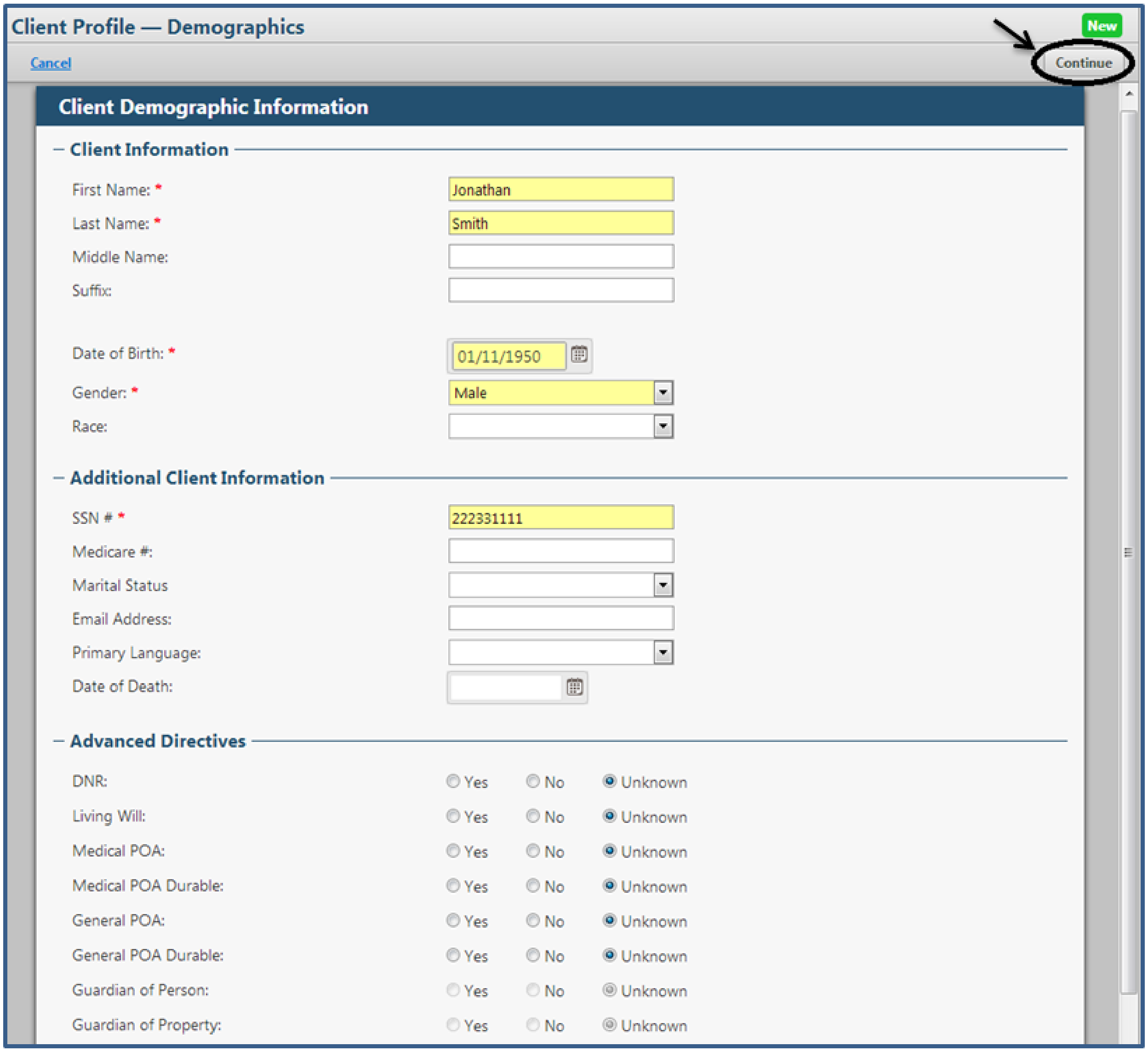


2.1.2 Client Profile Creation

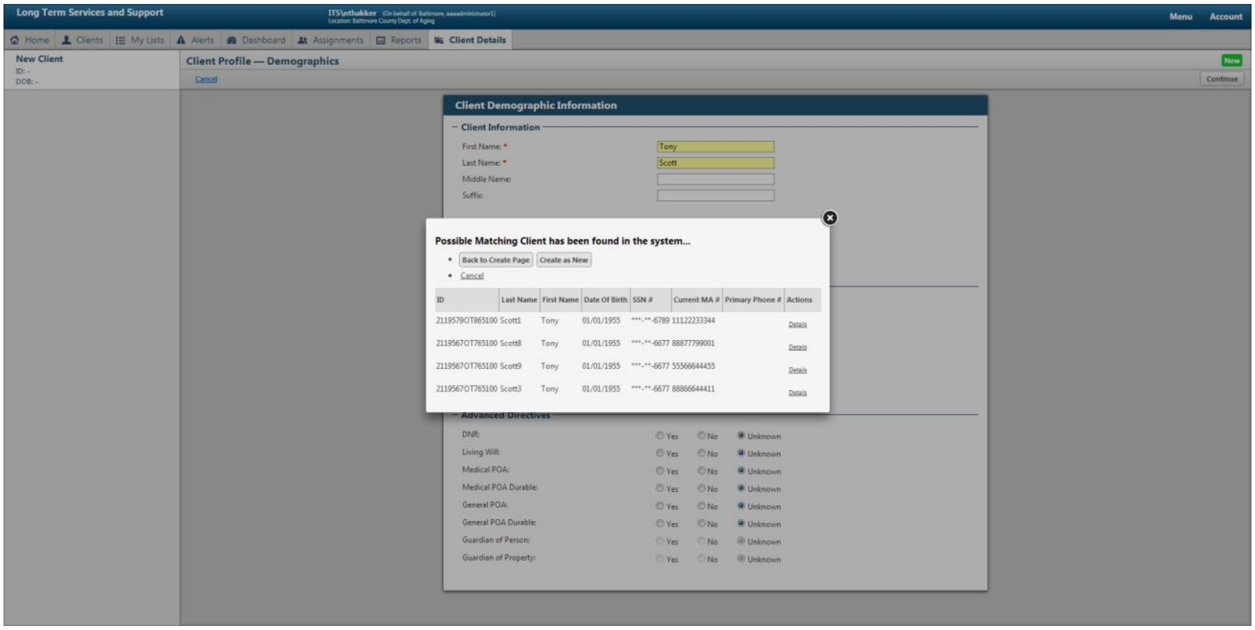
For a first-time client the user would click the ***Create Client*** link located on the right side of the screen.



This link will direct the user to the *Client Profile—Demographics* section of the Client Profile. The user will be prompted to enter required information to create the client profile. After entering the client demographic information click the **Continue** button.



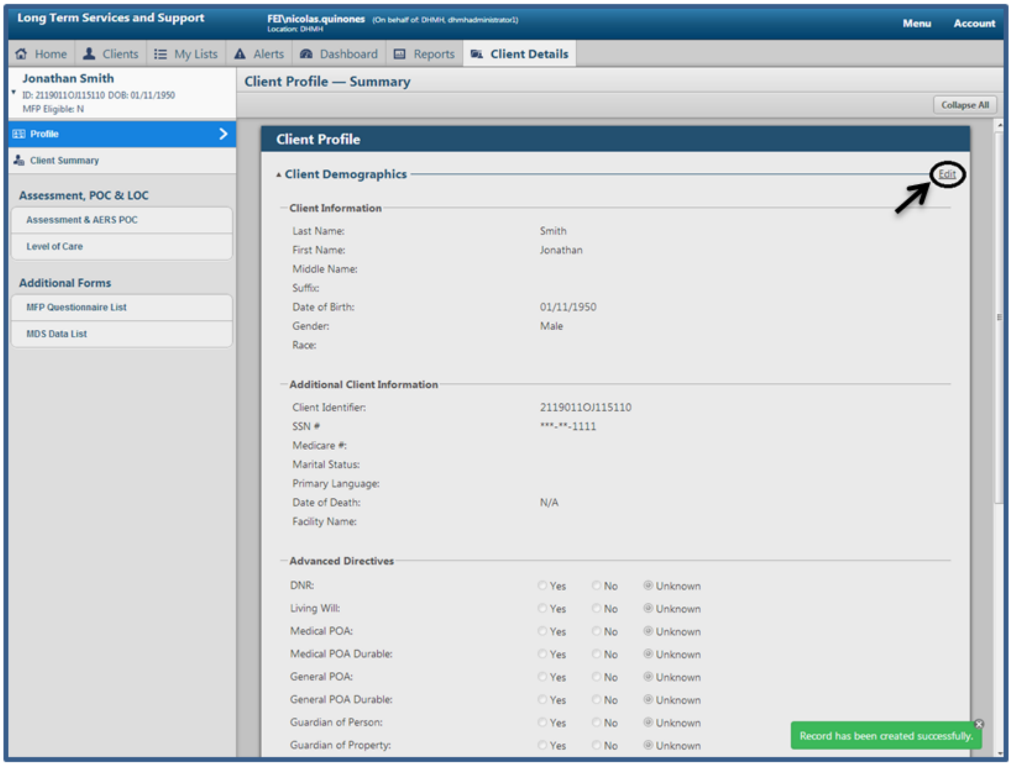
After clicking the Continue button in the figure above, if you have entered information for a client that already exists in LTSS, you will get a message notifying you about the possible replicated clients.



If there is no other possible duplicate client, the user would then be directed to the *Client Profile* page where they would take the following steps in completing the client profile. The user would add a client Medicaid number, phone number, current address and representatives. What follows is a section by section breakdown of how this information is added and edited.

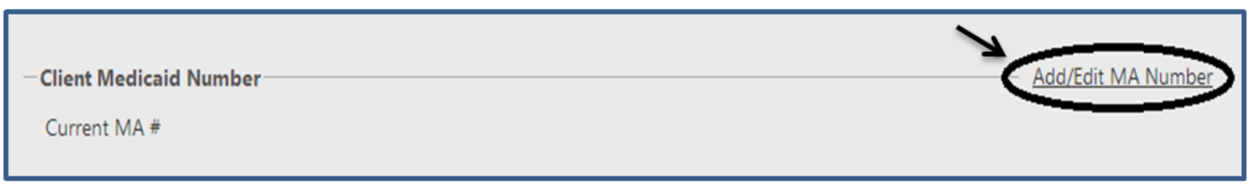
2.1.3 Demographic Data

The first section of the Client Profile page gives the user the option to edit *Demographic Data* about the client. To perform this function, click the ***Edit*** link as seen in the figure below. To edit information, click any field, make the necessary changes and click the **Save** button. After saving the user is returned to the Client Profile- Summary page.

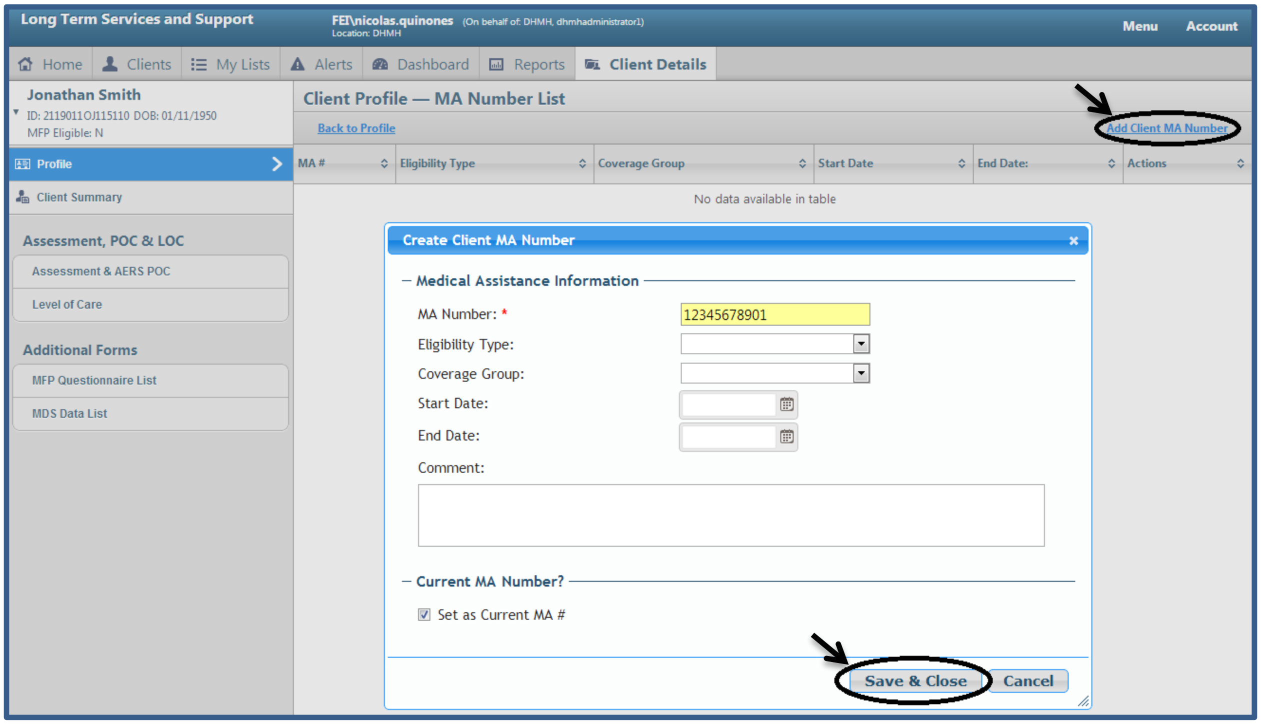


2.1.4 Client Medicaid Number

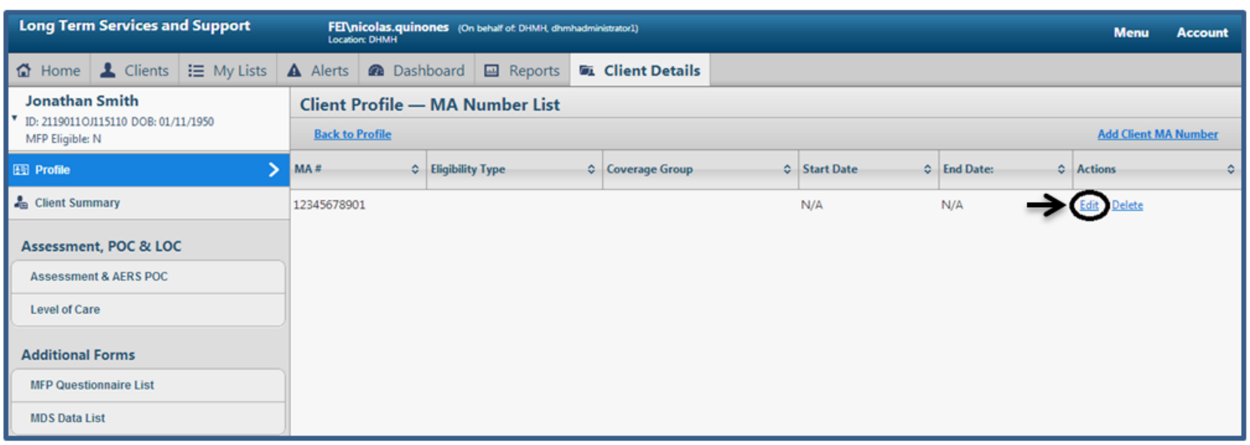
The next section of the Client Profile is the *Client Medicaid Number*. To manage this section of the Client Profile the user must click the ***Add/Edit MA#*** link.



After clicking the Add/Edit MA# link the user will be directed to the *Client MA Number List*. To add a MA#, click the ***Add Client MA Number*** link. A pop-up window will appear as seen in the figure below. The user can then add a *MA#, Eligibility Type, Coverage Group, Start Date, End Date and identify if the MA# will be Set as Current MA#*. All boxes highlighted in yellow (labels with one red star) are required to save the Client MA#. A client can have multiple MA#'s, but only one can be active as the current MA# at a time. By clicking the checkbox the user sets the new MA# as the current MA#. After entering the required information the actor can click the ***Save & Close*** button. The **Cancel** button will erase any information entered and return the user to the Client MA Number List.

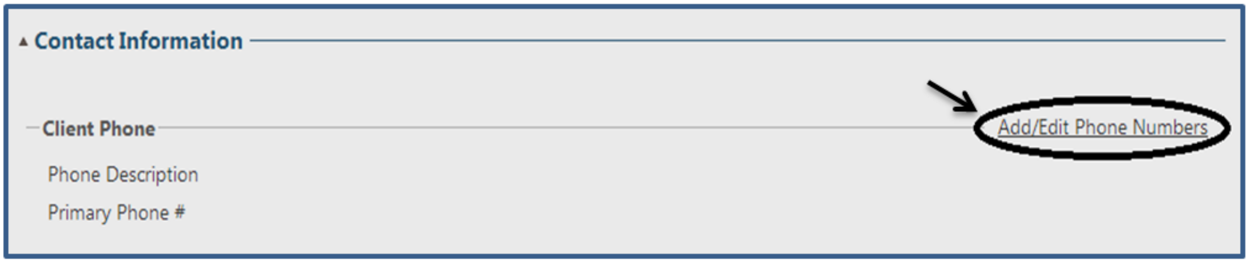


The Client MA# can be edited at any time by clicking the ***Edit*** link as shown in the figure below. The Edit button also allows the user to modify which MA# is set as the Current MA#. If for any reason any of the clients MA#'s need to be deleted the actor can use the ***Delete*** function as seen in the figure below. By clicking the ***Back to Profile*** link the user is returned to the Client Profile page.



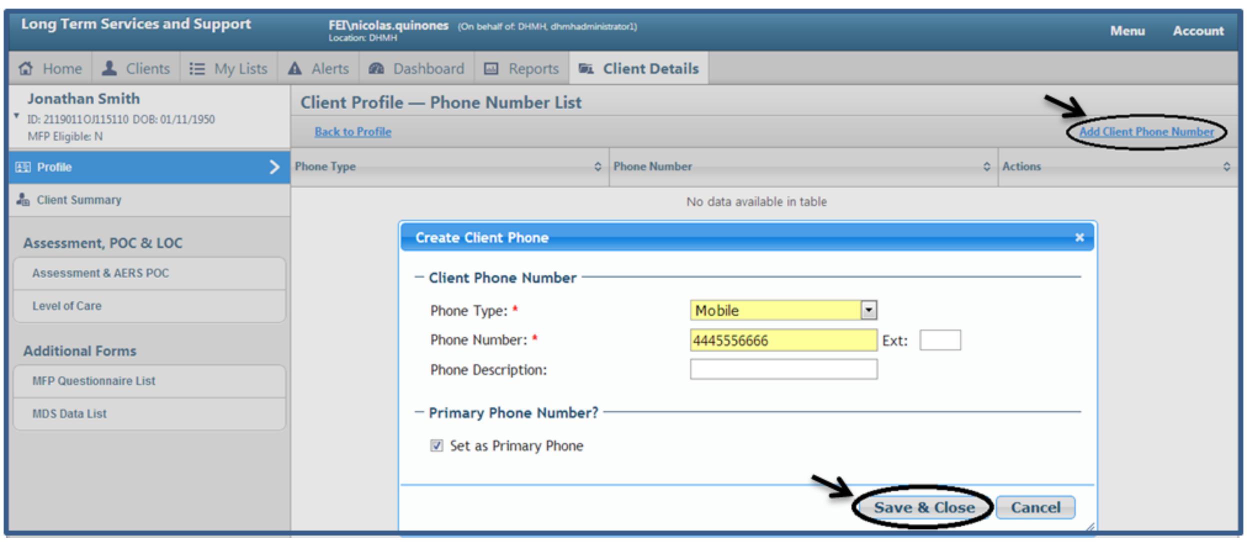
2.1.5 Contact Information

The next part of the Client Profile page is the Contact Information. This is broken down into two sections: *Client Phone* and *Current Address*. To manage the *Client Phone* section of Contact Information section the user must click the ***Add/Edit Phone Numbers*** link.

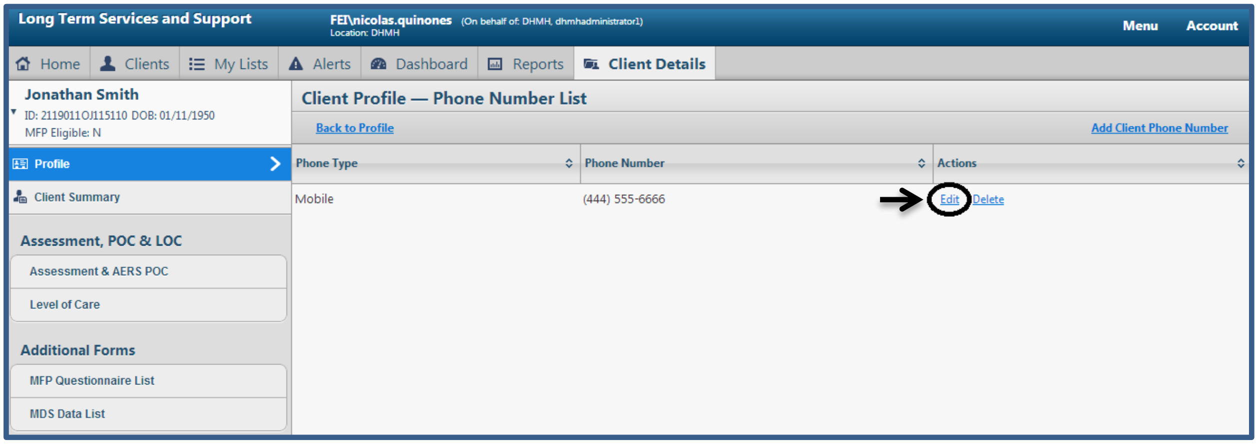


Client Phone

After clicking the ***Add/Edit Phone Numbers*** link the user will be directed to the *Client Profile-- Phone Number List*. To add a phone number, click the ***Add Client Phone*** link. A pop-up window will appear as seen in the figure below. The user can then select a *phone type from the drop down menu and enter a phone number*. All boxes highlighted in yellow are required to save the Client Phone. The user also has the ability to decide if they want to set this as the *Primary Phone*. A client can have multiple phone numbers, but only one can be active as the primary phone at a time. By clicking the checkbox the user sets the new Phone as the Primary Phone. After entering the required information the actor can click the ***Save & Close*** button. The **Cancel** button will erase any information entered and return the user to the Client Phone Number List.



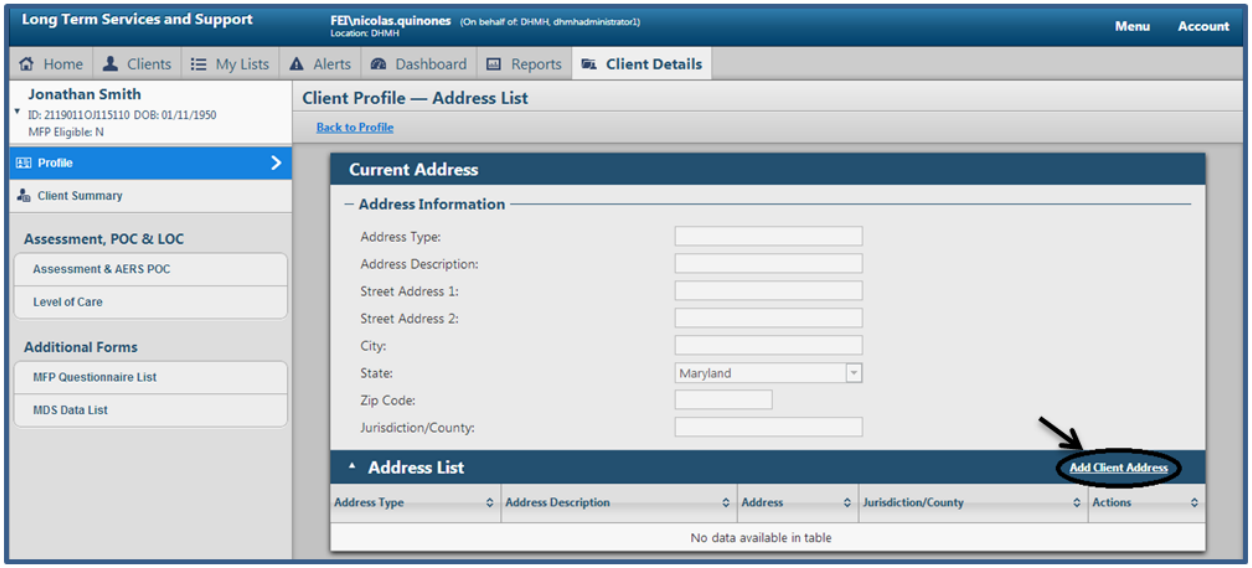
The Client Phone can be edited at any time by clicking the ***Edit*** link as shown in the figure below. The Edit button also allows the user to modify which Phone Number is set as the Primary Phone. If for any reason any of the clients phone numbers need to be deleted the actor can use the ***Delete*** function as seen in the figure below. By clicking the ***Back to Profile*** link the user is returned to the Client Profile page.



Current Address

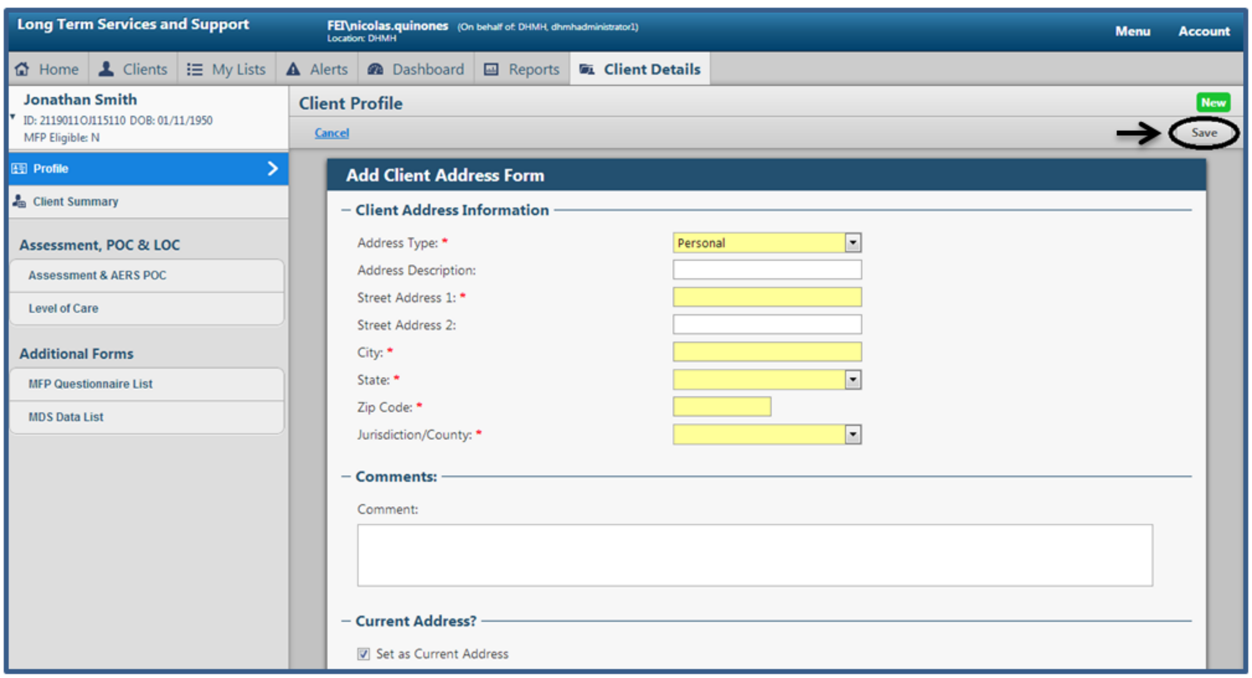
To manage the *Current Address* section of Contact Information the user must click the ***Add/Edit Addresses*** link.

The user can add a client address by clicking the ***Add Client Address*** link, which will take them to a new page where they can input information for a New Client Address.



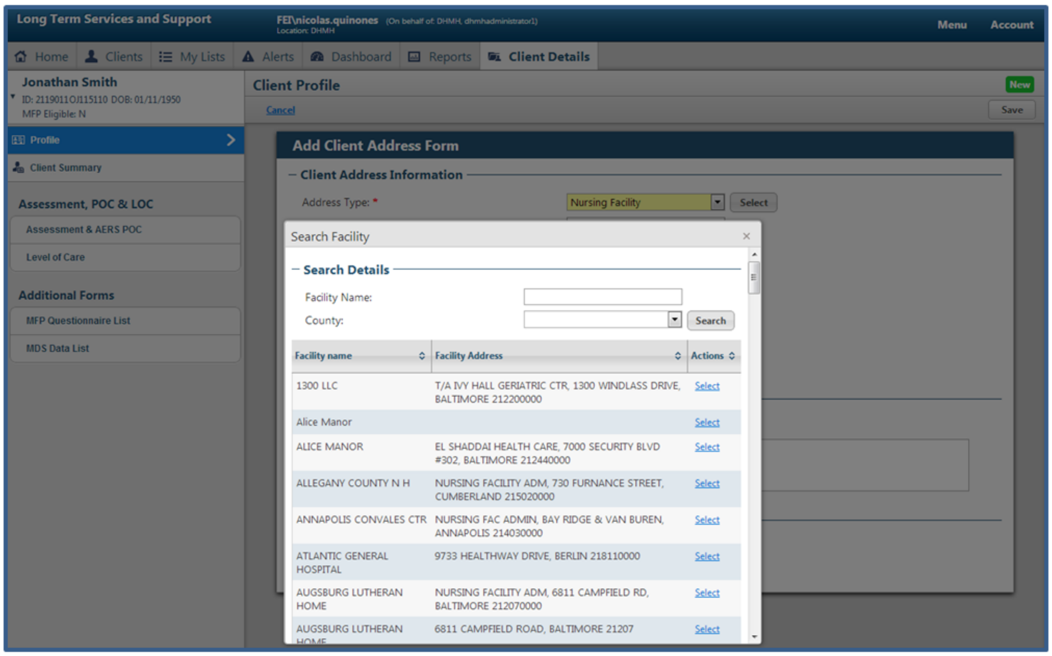
Add Client Address

If the actor chooses *Personal, Long Term Care Facility or Other* from the *Address Type* field dropdown, they will continue by entering the rest of the ***required*** information, which will either be ***highlighted yellow*** or marked with an ***asterisk***. By clicking ***Save*** button the Address is saved under the Client Profile—Address List.

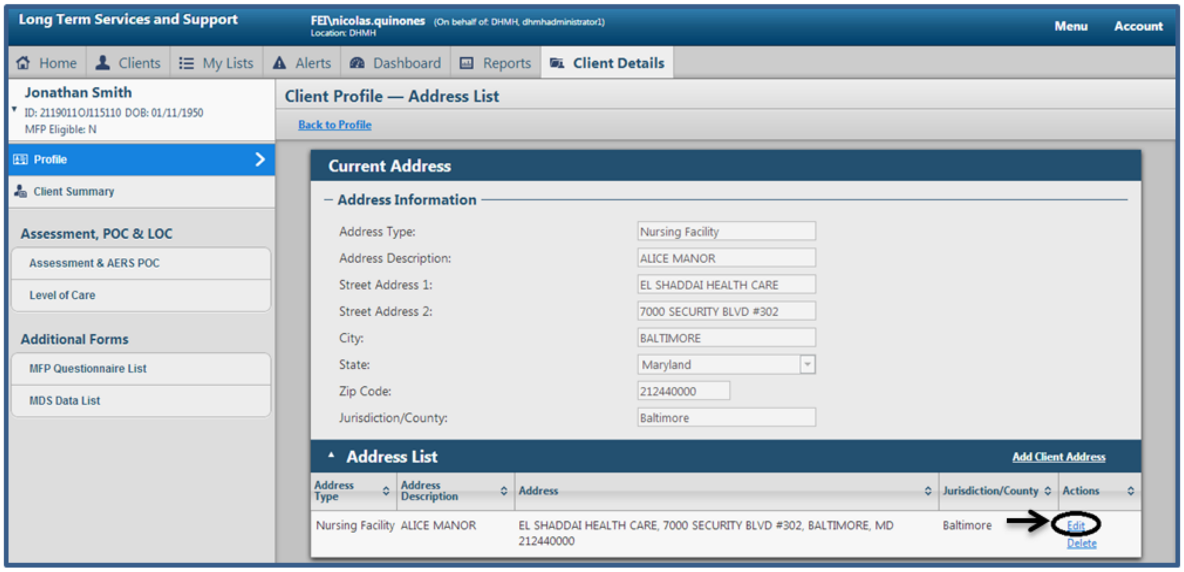


Find Facility

If the actor chooses *Nursing Facility or Assisted Living Facility* from the *Address Type* field dropdown, a Search button will appear where the client can search through a list of facilities using the pop-up window displayed in the figure below. By clicking the Select link for a Facility, their address information will be populated into the required fields in the Client Address Information screen. By clicking ***Save*** button the Address is saved under the Client Profile—Address List.

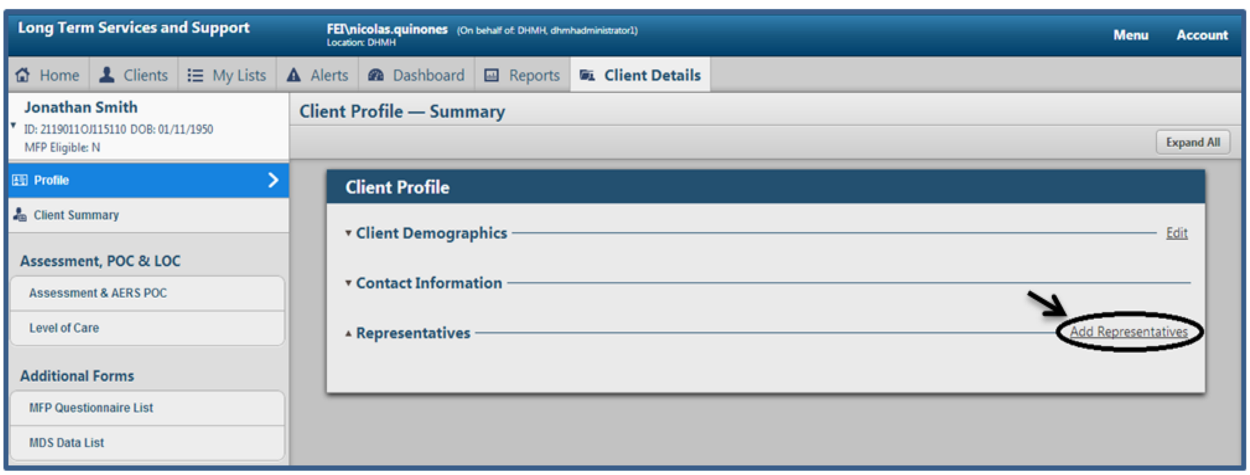


After adding addresses to the Address List the user would then have the option to edit any of the addresses or switch between which address is actively being used as the *Current Address* by clicking the ***Edit link*** as seen in the figure below. Below is a sample of a Client Address List and where to go to edit addresses and/or change current addresses. The actor also has the ability to delete addresses from the client profile by using the ***Delete*** function as seen in the figure below. Click the ***Back to Profile*** button at the top to return to the Client Profile page.

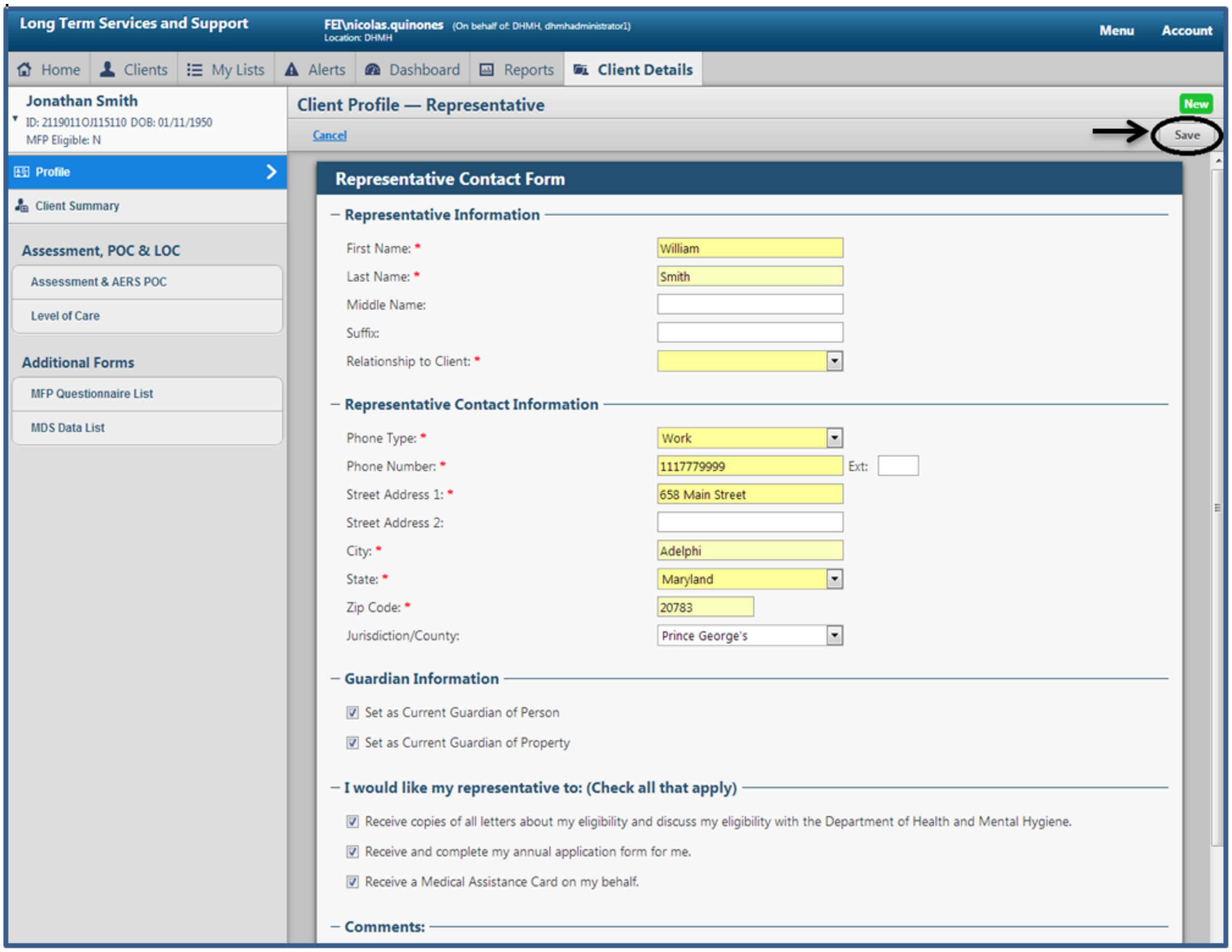


2.1.6 Representatives

The final portion of the Client Profile is the *Representatives* section. To manage this section the user must click the ***Add Representatives*** link.



After clicking the ***Add Representatives*** link the user will be directed to the *Representative Contact Form*. The user will then enter information about the client representative. The fields highlighted in yellow or marked with an asterisk are required to save. The user also has the option to click the *Set as Current Guardian of Person* checkbox and the *Set as Current Guardian of Property* checkbox. The user would then click the ***Save*** button, which would return them to the Client Profile page. If the user decides that they no longer want to create a new client representative then click the ***Cancel*** link to return to the Client Profile page.

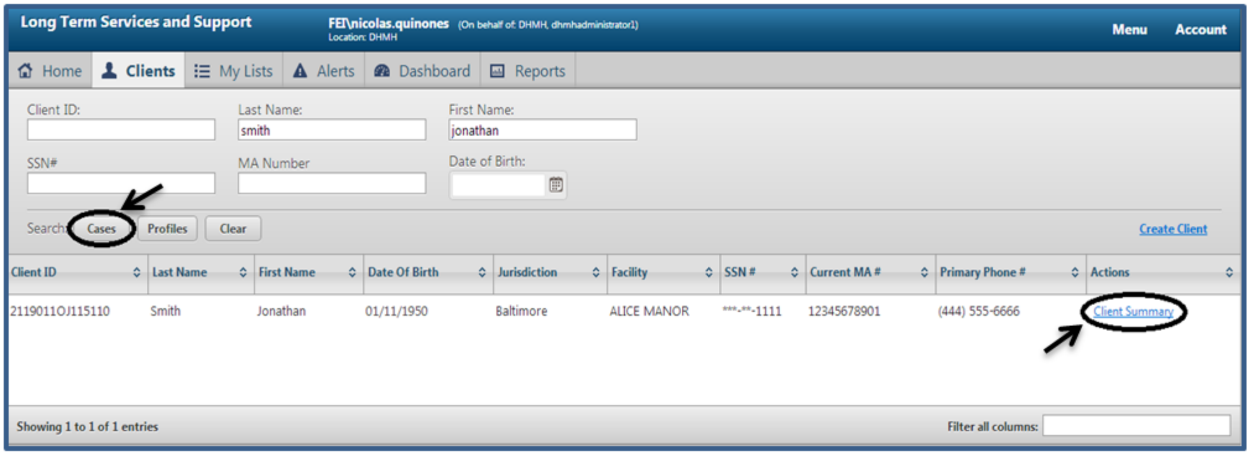


2.2 Case Program Management Tutorials

This section of the manual provides 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. walks you through the necessary steps to search for an existing client's Client Summary and add case programs to the client.

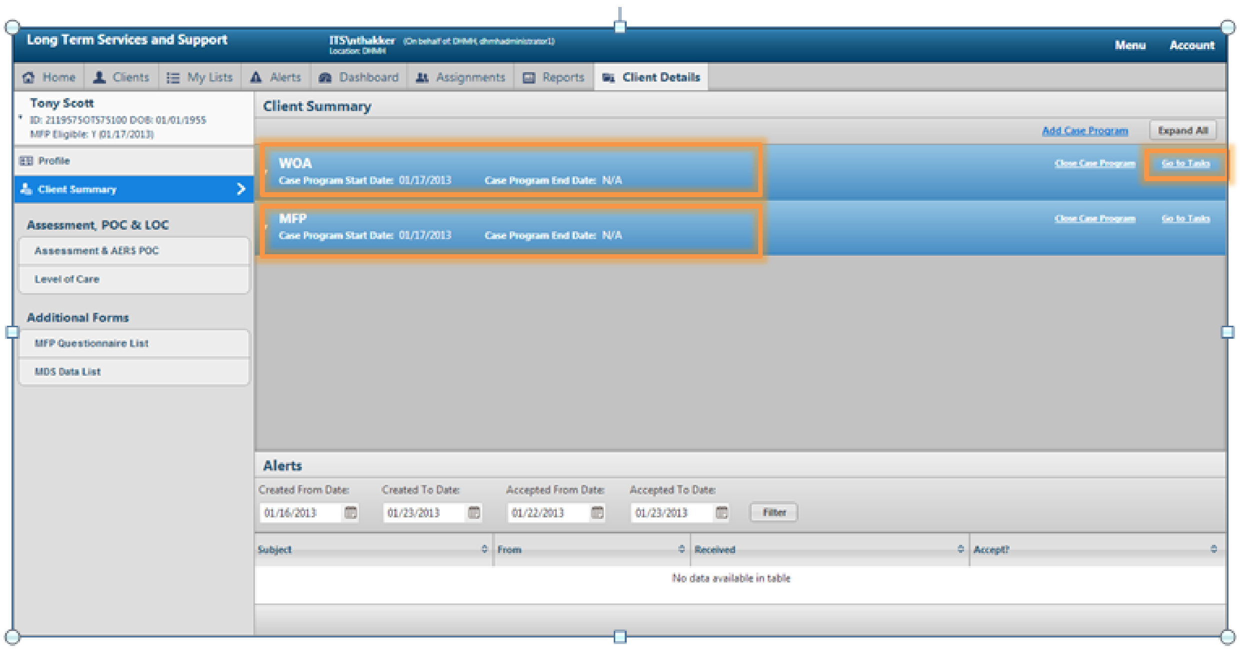
2.2.1 Client Case Search

The search feature can be used to locate clients based on *Client ID, last name, first name, SSN#, MA# and Date of Birth.* The search function can be used by entering any one of these items individually or by using a combination. After entering search criteria, click the ***Cases button*** as seen in the figure below. Click the ***Client Summary link*** to navigate to a client's Client Summary page.

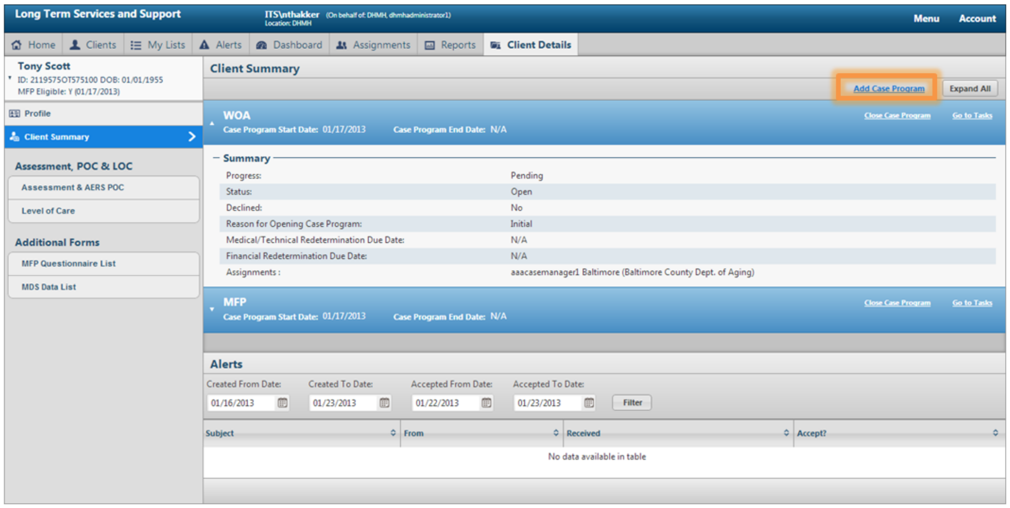


2.2.2 Client Summary Page

The client summary page will provide users with a quick snapshot of the Medicaid programs the client has applied for or is enrolled in. For example, in January 2013 the client John Smith applies for and gets enrolled in the LAH program, 6 years later he applies for the WOA program. At this point, users will be able to see a historical record of the LAH case programs the client was enrolled in and the new WOA case program that the client has applied for. To review details within the case program you can click on the action link *Go to Tasks*



If you click on the blue collapsible panel, you will be able to view summary informationa bout each case program. Also, you can see the assigned staff memebrs for the particular case programs.



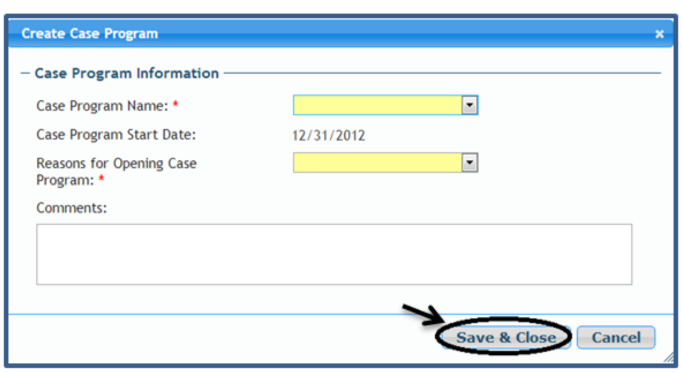
At the bottom of the Client Summary page, the logged-in user will be able to view their own alerts for this specific client. The alerts functionality is described in further detail in the common functions manual.

2.2.3 Add Case Programs

Case programs for various Medicaid programs may be added when the first interaction with the client regarding programs takes place. Some of this will also be based on your agencies 'business processes and is also dependent on the program type. For example, an MFP case program may be added after meeting with the NF resident or automatically through an MMIS import.

Manually Add Case Programs

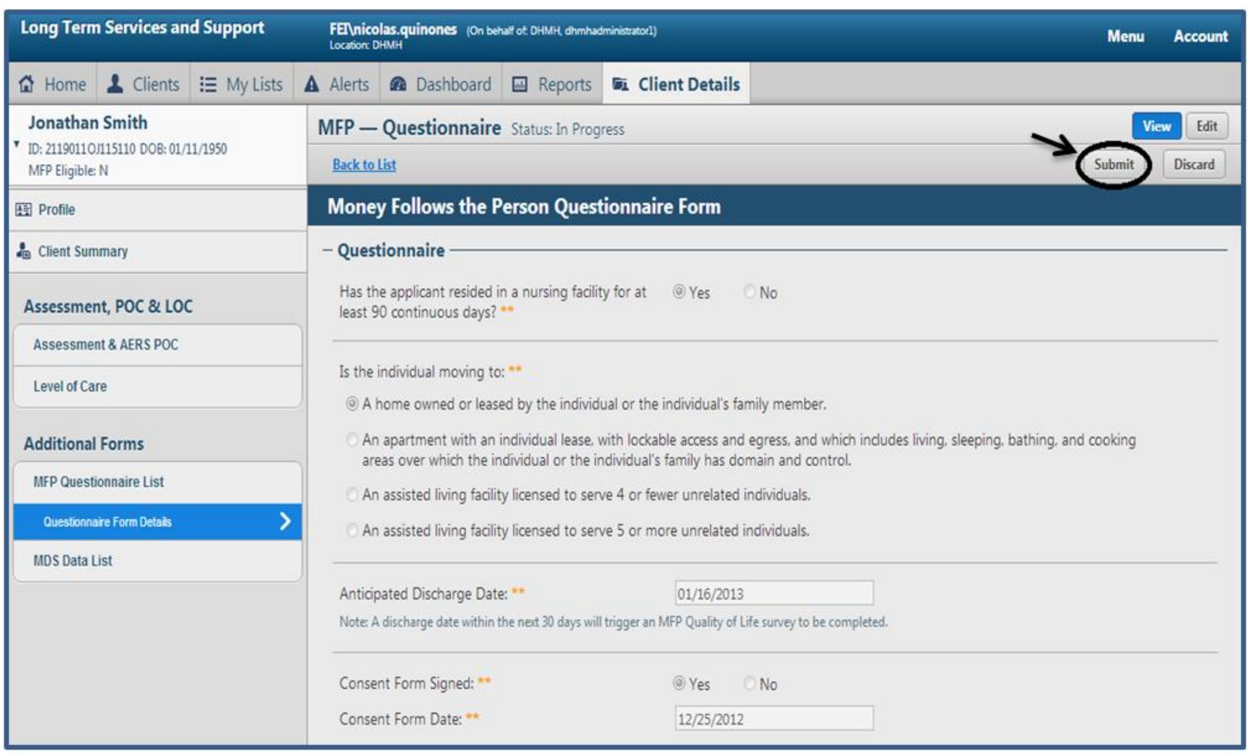
By clicking the ***Add Program*** link at the top of the page the actor can add a case program to the client as seen in the figure below. After clicking the Add Program link the Create Case Program pop-up window will appear as seen in the figure below. The actor will choose a program from the Case Program Name dropdown and then enter other required and optional information before saving. The specific programs that are available to be added are dependent on the authorized user.



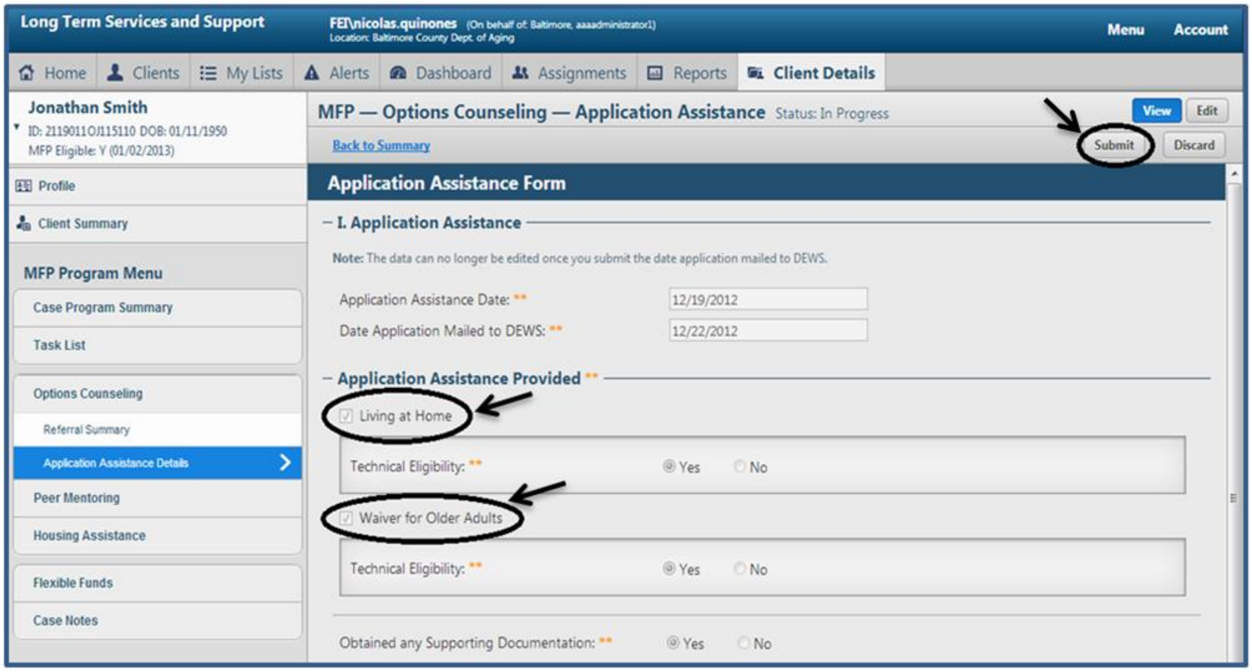
Upon saving, that case program will be added to the Client Summary page in its own collapsible panel.

Add Case Programs through Forms

- An MFP case program is automatically added to the Client Summary for a specific client by Submitting a MFP Questionnaire. If a MFP case program does not already exist in an "Open" Status on the Client Summary for a client and a MFP Questionnaire is submitted for that client, a MFP case program will be added to the client's Client Summary page.

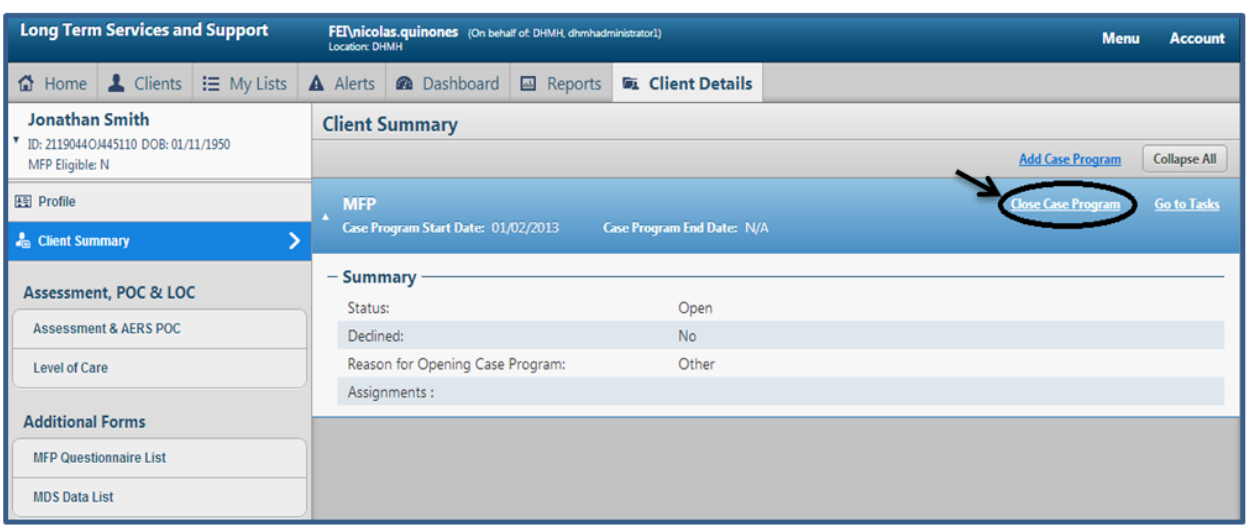


- A LAH or WOA case program is automatically added for a specific client by Submitting an Options Counseling Application Assistance Form in MFP that has application assistance was provided for Living at Home or Waiver for Older Adults. Regardless of whether the actor chooses Yes or No for Technical Eligibility, upon submitting the Options Counseling Application Assistance, if the client does not have an "Open" Status case program for the corresponding case program the system will create one and add it to their Client Summary.

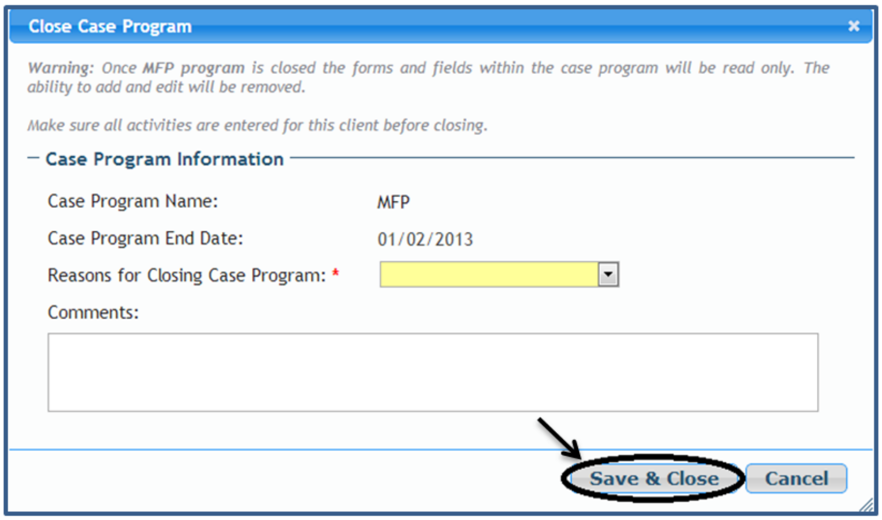


2.2.4 Close Case Programs

A case program can be closed by an authorized actor at any time while it is in a Status of "Open." The case program may be closed for various reasons such as the death of client or loss of eligibility, or the client declines to participate in the program. Once closed, forms within case programs may not be editable.



To close a case program click the ***Close Program link*** as seen in the figure below. After clicking the Close Program link the Close Case Program pop-up window will appear. The Program Name will be pre-populated and not-editable with the case program that the actor has clicked close for. Enter a *Reason for Closing Case* and comments can be optionally entered. Click the ***Save & Close button*** to close the case program.

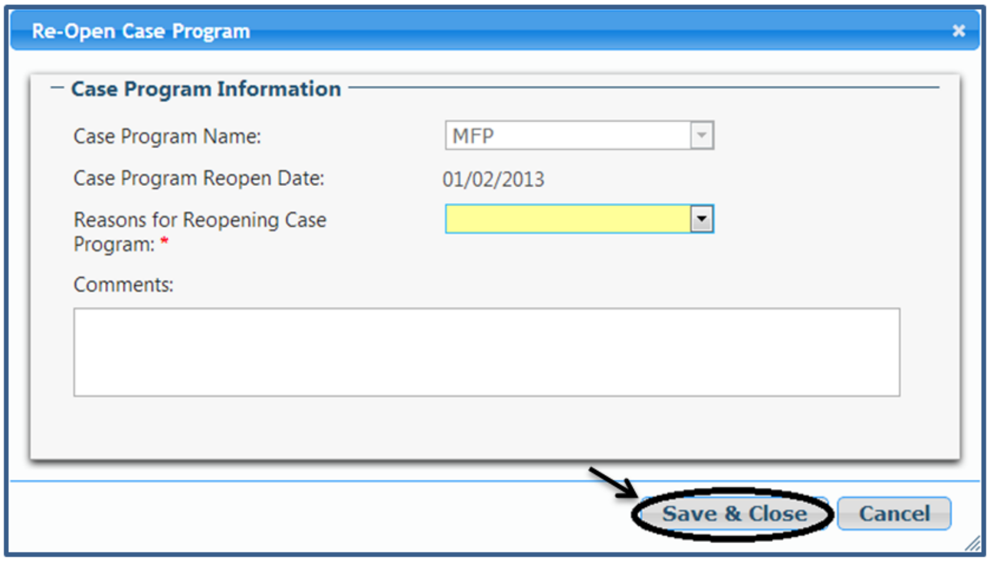


2.2.5 Reopen Case Programs

After closing a case program, the actor will have the option to re-open the case program as long as the client does not have case program of the same type in an "Open" Status. This may be done for scenarios where most of the forms for the client remain the same generally but the eligibility changes or if you hit the close link by mistake.

Click the ***Re-Open Case Program link*** as seen in the figure below to re-open the case program.

After clicking the Re-Open link the Re-Open Case Program pop-up window will appear. The Program Name will be pre-populated and not-editable with the case program that the actor has clicked re-open for. Enter a *Reason for Reopening Case* and comments can be optionally entered. Click the ***Save & Close button*** to Re-open the case program.



2.3 Case program summary

For each case program entered, there is a summary page to provide you with key dates and fields from within the case program. This will be helpful for various agencies working with the client to be on the same page.