

Purpose

Thursday, October 15, 2015 7:44 AM

! I need **accurate** and **complete** information for the first review, format and grammar/spelling/punctuation along with layout comes *after* everything is **correct!**

★ So do not be surprised if I ignore formatting etc comments for a while!

Click anywhere on the page and add comments in a secondary box next to what you are commenting on, you can move the box closer to the content it is meant for or just leave it off to one side. I will incorporate comments and changes as I go along! If there needs to be a image just say so!

★ Click anywhere on the page to comment in a secondary box please!

Purpose

The purpose of this manual is to instruct staff in the processing of an application from the time it arrives (Initial Application or Recertification) to the time it leaves (Off Site Storage and Archiving). This includes the variety of information collected and in some cases what reports the information entered affects.

There are also a number of sub procedures for best practices, additional tools that can be setup to make tasks more efficient and other reminders of what to do or not to do to avoid issues.

A [Quick Reference](#) is also available to help facilitate more commonly accessed procedures in the order that they should be done.

There are many processes that share a procedure and thus each process has steps listed and is linked directly to the detailed procedure which allows each detailed procedure to have only one home and make this manual much easier to maintain. This manual also includes information regarding how the styles were setup for creating this manual along with a glossary.

The last main benefit is that this notebook is fully searchable!

****Quick Reference**

Thursday, October 15, 2015 11:01 AM

★ What order do we want these in? What Headings do we want to use?

This will link to the procedures in the right order while each of the actual procedures is organized by Major Topic.

All Providers

Date Stamping
Checklists
Notes
[Application Tracker](#)

Reports

[Weekly](#)
[Monthly](#)
[Ad Hoc](#)

Tools

Commonly forgotten steps
Hints
How to setup various tools

Initial Applications

Searching to Avoid
Duplicates
Creating a New Provider
Checklists
[Application Tracking](#)
Assigning a Worker
Electronic Files

Recertifications

Non-Certified Providers

Mail

Closures

Ordering Supplies - Admin Support

Tuesday, November 17, 2015 12:03 PM

The forms are found at G:\Provider Certification & Compliance\Administrative Support\Supply Orders



Office simplified...
supplies R...



HP Printer
Supplies R...

Both order forms are templates and final orders should be saved for reference

One form is for general office supplies (everything except really expensive items and printer supplies), one form is strictly for printer supplies for the desktop printers. The really expensive items must go through several layers of management and procurement for approval and are incredibly rare and will not be covered here.

- ★ The costs in the catalog are NOT what SDS pays for an item. There are special rates for many items.

The screenshot shows a Microsoft Word document titled "Office Supply Request Form". The form is divided into several sections:

- Header:** VENDOR _____ FAX _____ PURCHASE REF # _____
- Requester Information:** REQUEST FOR QUOTE PURCHASE ORDER CREDIT CARD PURCHASE
REQUESTOR: Sue
REQUESTED BY: DATE
PRINT NAME: DATE
- Supervisory Approval:** SUPERVISORY APPROVAL
PCC
PROGRAM GROUP: SECTION
SIGNATURE OF APPROVING SUPERVISOR
- Instructions:** Fill out this form out completely.
Write neatly.
DO NOT PUT printer supply item on this form
- Product Information:** Enter complete product info
Unit types: EA = each, BX = box, DZ = dozen PK = pack, PAD = 1 pad, RL = roll, ST = set
A table with columns: ITEM NO., ORDERED FOR, CATALOG PAGE #, PRODUCT CODE, DESCRIPTION, COLOR, QTY, UNIT TYPE. Rows 1 through 10 are listed.
- Contact Information:** Senior & Disabilities Services, 550 West 8th Avenue, Anchorage, Alaska 99501, TEL: 907-269-3666, FAX: 907-269-3669, EXT: _____
- Office Use Only:** FY, CC, PROGRAM, Detailed Quote Attached?
yes no
- Processed By:** PROCESSED BY: DATE

- Items needed are identified in the catalog and the above form is filled in.
- It is taken to the Unit manager for approval or revisions and then downstairs to Admin for procurement
- The items are ordered and come in 3-5 business days (give or take) unless something is back ordered then just the back orders take longer.

Date Stamper Maintenance - Admin Support

Thursday, October 15, 2015 10:58 AM

Changing ink

The date stamper uses a standard ink cartridge located in the supply cabinet. It is a simple matter of lifting the lid, removing the old cartridge and installing the new one exactly the same way the old one came out.

Sending off site for repair

About every 3-5 years the date stamping machine will need to be sent to Los Angeles for a full rebuild repair. This costs the state about \$500-700 with shipping. Unfortunately despite signs on the original box and custom padding requesting it not be destroyed it was in 2015 after its last refurbish trip. A new box will need to be found in about 2020 when it will be due once more for repair.

The date stamper's information is as follows:

Model: DS-6500

Purchase Year: July 2010

Manufacturer: Shear Tech

Last Refurbish: July 2015

Ink Cartridge: C6602A

Change frequency: 2-3 times per year

http://www.sheartech.net/ds6500/bates_machine.htm

Copier - Admin Support

Thursday, October 15, 2015 10:58 AM

Ordering parts

To order parts for the Xerox simply email or talk to Admin at the front desk and she can point out which parts are correct for the PCC machine. If parts are running low it is her responsibility to order and keep a stock available. PCC should have at least one full set of toner, drums, rollers and a waste cartridge in the PCC copy room. If one is used up simply notify Admin that you are removing a replacement backup part for the next time it is needed. Parts for the Xerox in PCC seem to be lasting about 3-6 months depending on volume printed.,

Replacing parts

Each part for the printer comes with a quick guide for replacement. If there is any problem refer to the guide that came with the part or ask Admin

General troubleshooting

Most issues with the Xerox are fairly self explanatory and the screen on the machine will walk the user through resolution. In the event that the screen is not helpful <https://10.2.178.250/index.dhtml> is the remote site for machine management and has tools to tell the user what the error code is and research can be done to determine if there is an easy fix.

If after 3 tries of simple troubleshooting the machine is still not working properly Unit Management and Admin can be contacted to request repair services to come out to look at the machine.

Starting up and shutting down correctly

The Xerox machine has a very specific way to shut it off in the event of a necessary reboot.

- Turn off and wait for the machine to completely shut down via the grey button behind the clear door
- Open the main front door on the machine after shut down and shut off the second power switch
- Wait at least 3 minutes for the machine's memory to completely dump
- Turn the front door switch back on and close the large door
- Turn the second switch back on that is behind the clear door
- It will take the machine about 10-15 minutes to completely power on
- The server that the machine is connected to has memory of the print jobs in the queue and thus resending a job is usually not needed.

Other Equipment - Admin Support

Thursday, October 15, 2015 10:59 AM

Letter Folder

The letter folder is 8+ years old and has a touchy plugin that is held in place with scotch tape. If the machine refuses to work wiggle the plug until you hear it cycle and it should work.

To fold letters

- Letters should be letterhead up facing the user
- Place gently in back slot and the machine will suck it in and spit it out the front slot
- No more than 3 pages should ever go through this machine!
- If it jams there is a hand wheel to assist with clearing the jam as well as a bottom panel that can be removed

Hole Punches

There are 3 styles of hole punches in the office

- Standard hole punches do 10-15 pages per punch
- There are 2 heavy punches that can punch 50 pages each punch
- There is one dual electric punch that can be used to punch either 3 hole or 2 hole the limit for this machine is a max of 20-25 pages. If it jams there is also a manual wheel on the right hand side. Simply push it in and turn it away from you until the machine cycles

DYMO Printers

There are both single and dual Dymo label makers in the unit. Each one can take any of the labels available but single Dymos must have the rolls changed out for different types. Occasionally the software will need to be updated and for single Dymos be sure to change the settings when you switch label types. The labels are light sensitive and must be kept in the dark until needed.

Carts

There are multiple carts that are part of PCC. There is a grey cart used to carry large or heavy objects such as cases of paper or archiving boxes. There is a small silver cart for small filing work and a large silver cart for major file work. Any or all of these carts are available generally for all staff to use or borrow.

Electric Stapler

There is only one electric stapler in the unit currently in the SST's office. It is

especially useful for large mail outs where there are many pages that need to be stapled together.

Headsets

Several individuals in PCC have Plantronics headsets. These are wireless and generally require very little in setup other than a game of "Can you hear me now" to get the initial settings correct. They are rechargeable.

Desktop Printers

The small HP printers that some people have take the 950XL and 951 color cartridges. Please keep in mind that the cartridges have an expiration date and the printer will not accept one that is past the due date. When picking up a new cartridge check the dates on the back of the packages and choose the one that will expire first.

HP2320 Printer

This is also a deskside printer but takes toner cartridges. It has the ability to print directly to labels and envelopes easier than the large Xerox copier.

Tab and Section Dividers - Admin Support

Thursday, November 05, 2015 1:02 PM

There is a macro driven tool in the Admin Support folder that is setup to print divider sheets and tabs on demand. This tool can also be modified to create dividers and tabs for this desk manual as well.

The printer used specifically for tabs is usually one of the desk side printers because it does not require running from desk to copier to ensure the right media is used.

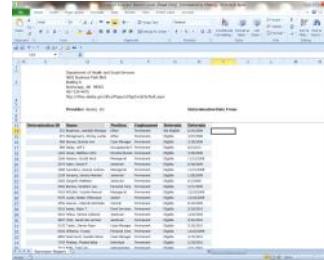
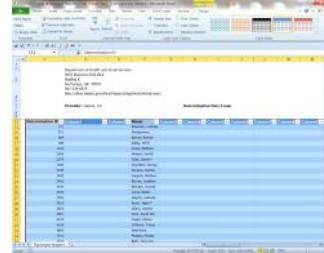
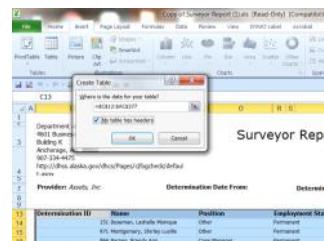
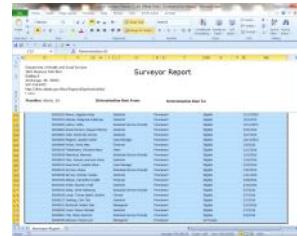
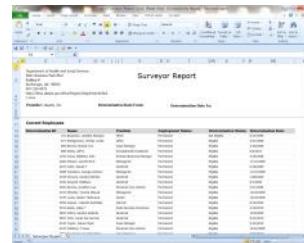
The tabs also tend to have a lot of static electricity which jams the printers frequently. Fanning the pages or doing a manual feed generally helps and a desk side printer is much easier to manage the small print jobs and have the tabs come out correctly without waste of media.

Adding new tabs as the hard files change

BCP Survey Report Sorting

Monday, April 11, 2016 10:59 AM

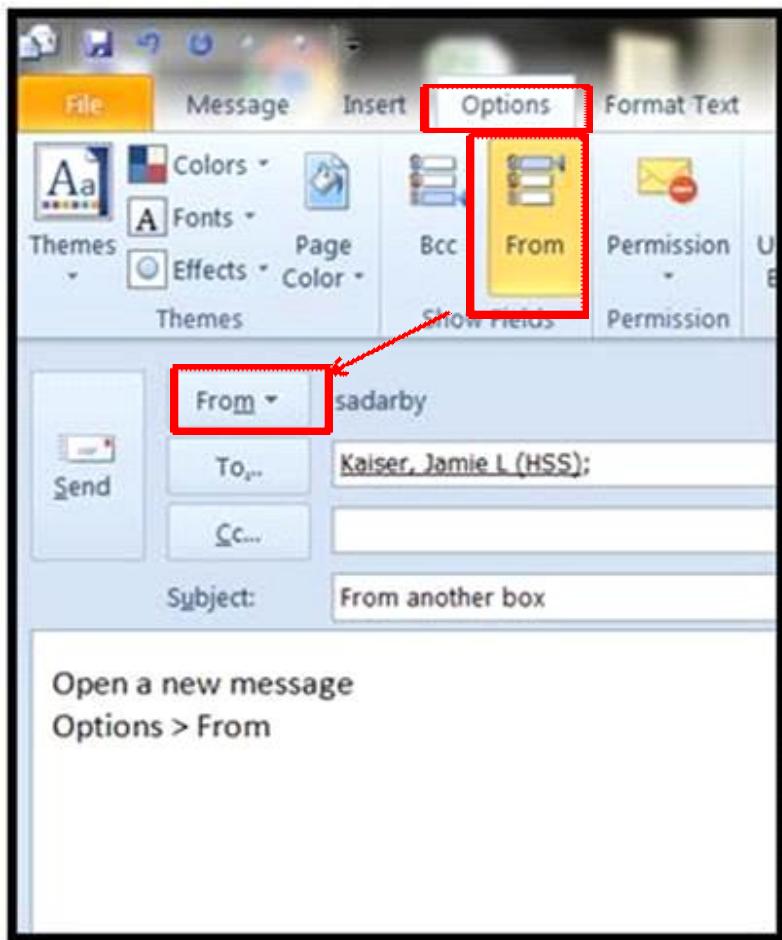
1. Open the report
 2. Go to line 13
 3. Hold CTRL+SHIFT then use the arrow keys to highlight your data
 4. Go to Insert --> Table
 - a. Ensure you have My table has headers checked
 5. Click on Column 1, Right Click and Delete Column
 - a. Repeat for all extra columns OR click on the column and hold CTRL + Y to quickly repeat the action
 6. Click the down arrow next to Name to sort A-Z



Send as secondary inbox

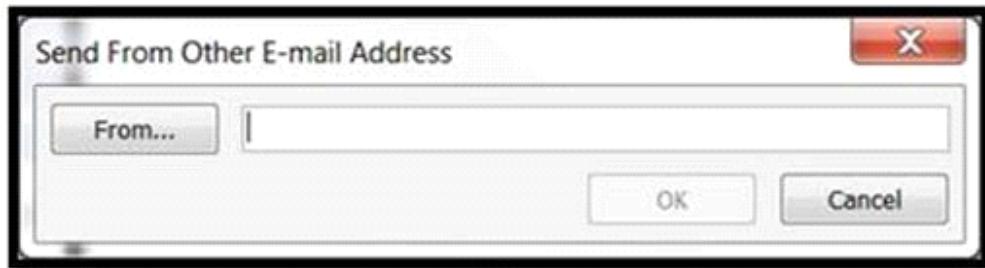
Tuesday, April 12, 2016 9:53 AM

Open a new message
Options > From
(you can also add BCC if you want too)



Click the dropdown > Other Email Address





Type off in the search and the Cert box will show on the list
Select and click OK

A screenshot of the "Choose Sender: Global Address List" dialog box. The search bar at the top has "off" typed into it and is highlighted with a red box. The results table shows several entries, with the first one, "OffAncHssDsdsCert (HSS s... DSDS Cert", highlighted with a red box. At the bottom right of the dialog box, the "OK" button is also highlighted with a red box.

Name	Title	Business Phone	Location	Department
Off-Anc-Hss-Api-Meditech ...				Health & S
OffAncHssDsdCert (HSS s... DSDS Cert		3601 C St.Anchor...	Health & S	
OffAncHssDsdsQA (HSS sp... DSDS QA		3601 C St.Anchor...	Health & S	
OffAncHssDsdsTraining (H... DSDS Training		3601 C StSte 310...	Health & S	
OffAncHssEOC (HSS spons... Office-Anc-Hss-DPH EOC		3601 C St.Anchor...	Health & S	
OffAncHssEpiSelfImg (HSS... Office-Anc-Hss-Epi Self...		3601 C St.Anchor...	Health & S	
OffAncHssFMSBCP (HSS s...			Health & S	
Off-Anc-Hss-Hcs ORR Cost...			Health & S	
OffAncHssHcsHearings (HS...			Health & S	
OffAncHssHcsMCAC (HSS ...			Health & S	
Off-Anc-Hss-Hcs-Medicaid ...			Health & S	
OffAncHssHcsQualis (HSS ...			Health & S	
OffAncHssHcsWellChld (HS...			Health & S	
Offenborn, Amanda G (DOC) Criminal Justice Techni... (907)458-6830		455 3rd AveSuite ... Correction:		



Click OK again and you are ready to send as the Cert Box or the QA or any other box you have permissions for!

Reports that Admin Uses and Applications of them

Wednesday, April 20, 2016 3:01 PM

Care_Coordination_Care_Coordinator_Relationships	Y	Y	Agency to Individual relationship shows who works for which agency(ies)
Care_Coordinator_Care_Coordinator_Relationship	Y	Y	List of care coordinators and their agencies
Group_Fam_Home_HC_Provider_Relationship	Y	Y	homes and what agency
HC_Provider_Group_Fam_Home_Relationship	Y	Y	Agencies and a list of homes including end dates and addresses useful for settings updates
Medicaid_Provider_Certification_Application_and_Expiration	Y	Y	used for weekly tracking report, first and final notices, tracking what applications are with which worker and if any are missed at recertification and need to be updated or closed, shows open and closed and can show history or future predictions of workload, used for pulling closed files and file cabinet inventories
Provider_Individual_Services	Y	Y	used to look up one hab or respite type provider at a time to show services and end dates
Provider_Individual_Services_All_Providers	Y	Y	used to show all providers, waivers or services dates and can show compliance
Provider_Search_Tool	Y	Y	used for care coordination list, pca list and any other short list that might be requested for a specific area or service or a combination of various services based on regions

Closed Providers - Filing

Thursday, October 15, 2015 11:30 AM

*****I propose moving the closed folder out of the Provider Agency Folder due to the limitations of Windows file names. One folder under PCC (which I would like to use as a shorter name for Provider Certification & Compliance too for the same reason) to house Voluntary and Involuntary closures to make finding the folders we need easier during records requests. I would also like to house the closed providers by the year they closed so that the very old folders can be compressed by IT to conserve disk space

1-A CLOSED PROVIDER AGENCY FOLDERS:

- All closed agency folders shall be placed here after all correspondence and actions have been completed and packet has been scanned and saved, by the SDS staff person handling the closure.

1-A DENIED OR WITHDRAWN APPLICATIONS:

All agency folders where the application was denied or withdrawn shall be placed here, by the staff person handling the action, after all correspondence and scanning of documents are completed.

Documents: All incomplete, denied or withdrawn applications are saved in the root-agency (primary) folder as follows"

Incomplete Applications:

- Letter saved as "Agency-name(location), App Type, incomplete, date .docx (Acme Agency-Frbks, HCAPP, Incomplete, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

Denied Applications:

- Letter saved as "Agency-name(Location), App Type, date .docx (Acme Agency-Kodiak, HCD, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

Withdrawn Applications:

- Letter saved as "Agency-name(Location), App Type, date .docx (Acme Agency-Anc, HCW, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

Screenshots Record Conversions - DS3 Actions

Thursday, October 15, 2015 9:42 AM

**Converting a record

- A new care coordinator who is already a contact in DS3 can be converted from Contact to Provider easily.
- Most if not all Assisted Living Homes (most common) that are contacts and are applying to be Medicaid Certified can be converted from contact to provider
- Foster Parents who are becoming a Child Family Hab contractor entity can NOT be converted. (Limitation of the system for connecting the Habilitation contracted homes to an agency) Foster Parents or OCS based homes are special cases and must be entered as a NEW Provider entity.
- If the home is "Suzy Smith and John Hotep" listed on the license then that is what the name of the Organization entity needs to be. These are also setup as ALH homes as further described later on.

Screenshots Links CPR Waivers - Additional Actions

Thursday, October 15, 2015 11:47 AM

CPR/FA Waiver Approval and Tracking Process

- Check the cert box and the fax to see if there are any waiver requests. Print them.
- Approve or deny based on the criteria listed in the regulation and completed on the form. 7AAC 125.090
- Log on the CPR/FA Waiver Tracking tool on the Unit SharePoint
- Return to sender.
- Move the email to the CPR Waiver folder (file by year at the end of the calendar year)
- When the card is sent from the provider, log on the Tracker
- File the waiver in the CPR Binder by month
- At end of year remove to downstairs folders for each agency
- Archive when the provider recertifies
- Process for approval or denial by management committee needs to be developed.

CPR/FA Courses

It is the duty of the certification staff to approve or deny courses for CPR/FA. There is a list of approved courses on the website. Periodically a provider (and Xerox) will ask if a card from a certain course is acceptable. You will need to review the curriculum and speak to the instructor/institute, school etc. to determine if we can accept them. I ask for a copy of their curriculum and if there is a mechanism for demonstration of skills. After you review them if you think they are acceptable you can approve them, add them to our list of acceptable courses, notify Xerox, and ask to post the updated list on the site. No courses that are online exclusively are accepted.

Unique Cases

- EMT & ETT acceptance started in 2008 and while not on the "official list" management needs to be added
- Process for approval or denial by management committee needs to be developed.
- Denials

New CPR & First Aid Course Approval Process - Additional Actions

Friday, October 16, 2015 9:18 AM

CPR/FA Courses

It is the duty of the certification staff to approve or deny courses for CPR/FA. There is a list of approved courses on the website. Periodically a provider (and Xerox) will ask if a card from a certain course is acceptable. Review the curriculum and speak to the instructor/institute, school etc. to determine if it is acceptable.

- Ask for a copy of their curriculum and if there is a mechanism for demonstration of skills.
- Keep this as a hard copy in the CPR Waiver Binder for future reference ensure there is a date of review on the paperwork.
- After careful review if the course is acceptable it can be approved
- Add the provider of the course and the name(s) of the classes to our list of acceptable courses indicating if it meets CPR, First Aid or both
- Notify Xerox and the provider who asked for the course to be added
- Post the updated list on the site.
- No courses that are online exclusively are accepted.

Unique Cases

EMT & ETT acceptance started in 2008 and while not on the “official list” management needs to be added as an EMT/ETT & MICP are all certifications issued from the Department of Public Health by the State of Alaska.

Tools

Thursday, October 15, 2015 11:06 AM

There are many tools that the SST uses to make work in PCC easier. Many seem to be considered "magical" as the SST just "does that". This section is devoted to tutorials regarding those "magic" tools so that more people can enjoy the benefits of saving time and effort.

General Computer Helps - Tools

Thursday, October 29, 2015 10:46 AM

Adobe - Tools

Tuesday, October 27, 2015 8:16 AM

Custom Share Point Views - Tools

Friday, October 23, 2015 2:12 PM

Form and Tool Maintenance - Tools

Thursday, October 15, 2015 11:46 AM

Checklist editing

Macros

Cert Forms

SP Site Edits

Procedure Maintenance

Saving to the Netwrk

Quick Steps in Outlook

QuickParts

Template Editing - Tools

Friday, October 23, 2015 2:11 PM

Editing the Certification Forms - Tools

Friday, October 16, 2015 10:05 AM

The Certification form does not change often but about once a year is revised to meet new requirements or to show requested information.

The Certification form used on a daily basis is a template file meaning that it is opened like any other file for daily use and when a user hits save they are prompted to save a new file. To edit the template proper requires a little more work.

Checklist Editing (Waiver) - Tools

Friday, October 23, 2015 2:11 PM

Exporting an Email to PDF - Tools

Monday, October 26, 2015 8:29 AM

Email Management - Tools

Friday, October 23, 2015 2:11 PM

File Inventories - Admin Support

Wednesday, October 28, 2015 3:25 PM

An inventory of all files in the file room should be done quarterly? Bi-yearly? To ensure none of them are missing.

The best way to do this is with the Medicaid Provider Certification Application and Expiration report. Using the start of the current month through at least 3 years in the future to allow for future end dates. Use Active and Inactive Enrollment Pending for status.

Filter the list to separate Care Coordinators as that is a different inventory than the agency. If possible identify ICF/IID and DME/SME providers from the Provider Individual Services All Providers report and separate out the Hab Home sites.

This should give you all the providers that should be in the drawers downstairs.

Share Point Unit Site Editing - Admin Support

Friday, October 23, 2015 2:11 PM

Add People to SharePoint - Admin Support

Friday, October 23, 2015 2:12 PM

<https://go.dhss.ak.local/dsds/archive/SitePages/Home.aspx>

Certified Mail - Mail

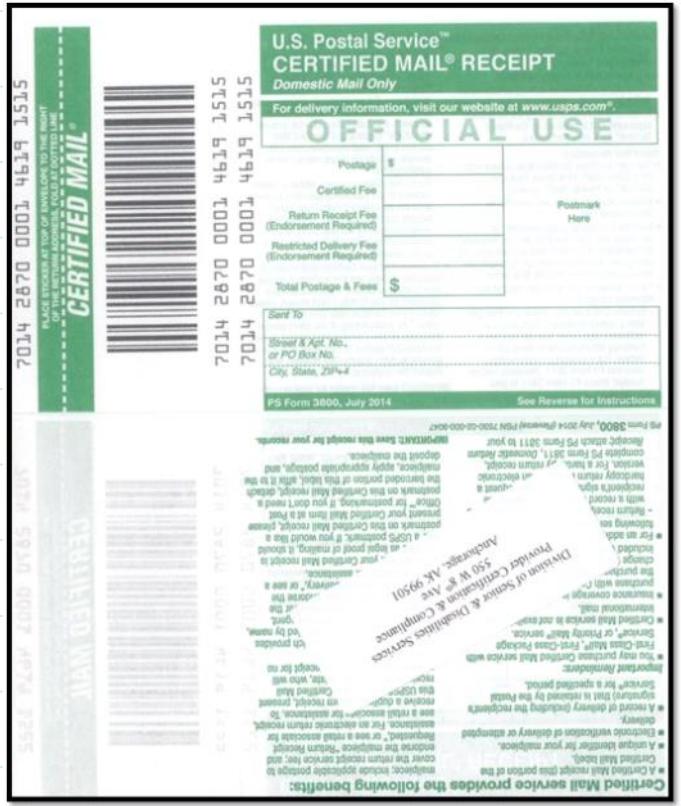
Thursday, October 15, 2015 10:57 AM

Reasons to use Certified Mail

- When decertifying a provider the first notice is done verbally by phone with an email copy of the letter and the official notice is done by certified mail.

Why the smaller green card is left attached

- This is left attached to the envelope as it is then taken by the mail person directly to the post office for post marking which is then returned to SDS and made a part of the official record in the event of a Hearing.
- Because the lawyers told QA (before it was PCC) this was how it had to be done legally



SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. <p>1. Article Addressed to:</p>		<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name)</p> <p>C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: _____</p>	
<p>2. Article Number (Transfer from service label)</p> <p>PS Form 3811, July 2013</p>		<p>Domestic Return Receipt</p> <p>UNITED STATES POSTAL SERVICE</p> <p>First-Class Mail Postage & Fees Paid USPS Permit No. G-10</p>	
<p>* Sender: Please print your name, address, and ZIP+4® in this box*</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Senior & Disabilities Services Provider Certification 550 W. 8th Ave Anchorage, AK 99501-3518</p> </div>			

Large Mail Outs - Mail

Thursday, October 15, 2015 10:56 AM

A large mail out can be the result of a QA investigation in which a provider is being shut down or in response to a certification action where the provider is being decertified for other reasons. Either way the following is applicable and required for a successful mail out process.

- ★ Notify support staff as early as possible for mail outs over 200 so that additional resources can be procured, borrowed or found if needed!
- ★ Generally large mail outs for a decertification action requiring clients to choose a new provider must be done as a Certified Mail letter.
- ★ Most if not all mail outs will have to be driven to the Frontier Building by noon for processing as it is impractical to attempt to gather everything for a 9am same day mail out unless it was started the day before.
- For a mail merge to happen the following fields need to be in the spreadsheet

- 🔒💡○ Recipient list in Excel format using reports to pull information
Which reports?
 - Name
 - Address hopefully with any c/o or POA etc on separate line/field
 - City, St Zip
 - Waiver the client is on (if waiver related)
 - Cert 1 for the first 4 sets of 4 numbers on a certified form (not part of the report but added later on for merge fields)
 - Cert 2 for the last 4 digits (not part of the report but added later on for merge fields)
 - Care coordinator choice list (if applicable)
 - PCA agency choice list (if applicable)
 - Transfer forms (appropriate to action)
 - Letter
- Chief of Programs or whomever is signing the letters has the option to have a scanned signature inserted into the letter
- Management needs to co-locate spreadsheet of data to merge and letter

into one network folder to avoid HIPAA violations from emailing information!



This is also a requirement for mail merges in general, where the spreadsheet and letter live is the permanent location, any PDFs made from the labels or letters may move around but the Original Excel and Original Word documents may NOT.

Once all the materials are gathered, merged and printed, stuffing envelopes may be done.

See the [Certified Mail](#) procedure for how to prepare a Certified Mail Out correctly

After the letters are sent be sure to save as a PDF and to split the letters out to individual files as well as notify designated program staff based on the letter's contents so that a copy can go to each client's file. A simple link to where the copies of the letters can be found is sufficient.

Dymo Labels - Mail

Friday, October 16, 2015 12:23 PM

Several procedures for this

Importing address book

Mail merging a few labels (less than a 30 page sheet of labels)

Which label to choose for single and double Dymos

Notes on what labels are ordered for the Dymo

Dymo labels are light sensitive and MUST be kept in the dark in their plastic wrappings at a minimum until they are needed.

Not written Types of Closures - Archives

Monday, October 26, 2015 11:38 AM

Briefly explain each closure type and link to details

There are several categories of closures that SDS processes.

Needs revisions Archives Status Guide - Archives

Thursday, October 15, 2015 10:27 AM

Need to find out from Archives what happens when a box meets retention and who decides that it is time for destruction or does it just "go away forever" and we don't need to know when exactly?

Archiving

Archive Status Category Guide			
DS3 vs Record Retention Schedule			
DS3 Status	Type of Archive status	Retention Schedule	Notes
Active	Off site	1.1	Offsite storage may include site reviews
Inactive – Application Withdrawn	Not archived	N/A	Sent back to provider
Inactive – Certified but Enrollment Pending	Not archived	NA/	Can convert to an NE
Inactive – Decertified/ Disenrolled/Terminated	Involuntary	1.4	Major Department Action may include site reviews
Inactive –Denied Initial Application	Not archived	N/A	Sent back to provider
Inactive –Denied Renewal Application	Involuntary	1.4	Sent back to provider
Inactive –Did Not Reapply, Cert. Expired	Voluntary	1.2	Voluntary closure
Inactive – Initial Application Pending	Not archived	N/A	Just received may convert to a denial, withdrawn, enrollment pending or active
Inactive –Returned Incomplete Application	Not archived	NA/	Sent back to provider
Inactive –Voluntary Closure	Voluntary includes -NE	1.2	Provider requests to close may include site reviews
Voluntary Closed – Auxiliary	Not a DS3 Status	1.3	Includes forgotten items found after main file has been archived
Involuntary Closed - Auxillary	Not a DS3 Status	1.5	Includes forgotten items found after main file has been archived

Offsite

Active 1yr on site then 20 off site

Voluntary Closed

1 yr min on site then 7 off site

Involuntary Closed

1yr min on site can be more then 10 off site

Recalling a file

Excels from pre SP

SP

Form

Need to link to the records retention schedule page as well as where a current RTL can be found just in case archives changes the form again

Need to detail the procedure for sorting and converting files from hard file to soft, labels, sorting, data entry and

Not written SharePoint Entries - Archives

Thursday, October 15, 2015 12:11 PM

<https://go.dhss.ak.local/dsds/archive/SitePages/Home.aspx>

Provider Certification Previous Volumes – Currently Certified ARCHIVE Data Entry Process

New Archive File

Edit

Save Cancel Commit

Agency Box/reel Number	110812-528	Agency Box is Automatically Assigned
Source Select the Program associated with this record.	Certification	Source is always Certification for QA files
Inclusive Date Specify the this file's inclusive date.	3/1/2011	Inclusive date is the previous cycles END Date
Retention Schedule Select the retention schedule used to calculate when this file should be disposed.	Provider Certification Previous Volumes - Currently Certified - 001.1	This is only for the OPEN providers to get extra hardcopy materials stored off site.

Recipient	<input type="radio"/> Recipient <input checked="" type="radio"/> Agency <input type="radio"/> Individual Provider <input type="radio"/> Other Eastern Aleutian Tribes * (GRANTCMG)
Click the address book icon to the right to locate the recipient information.	
Date of Birth	N/A
Disposition Date	3/1/2031 (20 years)
This date is automatically calculated based on the information above.	Automatically calculated based on the Inclusive date (Certification Cycle End Date)
Records Center Barcode	678649
Specify the barcode associated with this file. You can also click the Lookup button to use the box's barcode.	Auto Filled based on the box chosen
Notes	<p>Add additional comments and notes here.</p> <p>Describes the contents of the file. I.E. Certification Materials for 2011-2013 Certification Cycle</p>

Hint: To make entering notes in DS3 more efficient for multiple entries per provider finish entering the box then download a report to Excel, filter to only show the box that was just finished, alphabetize and enter 1 note in DS3 for each provider noting the number of folders contained in the box and the contents from the Excel Report.

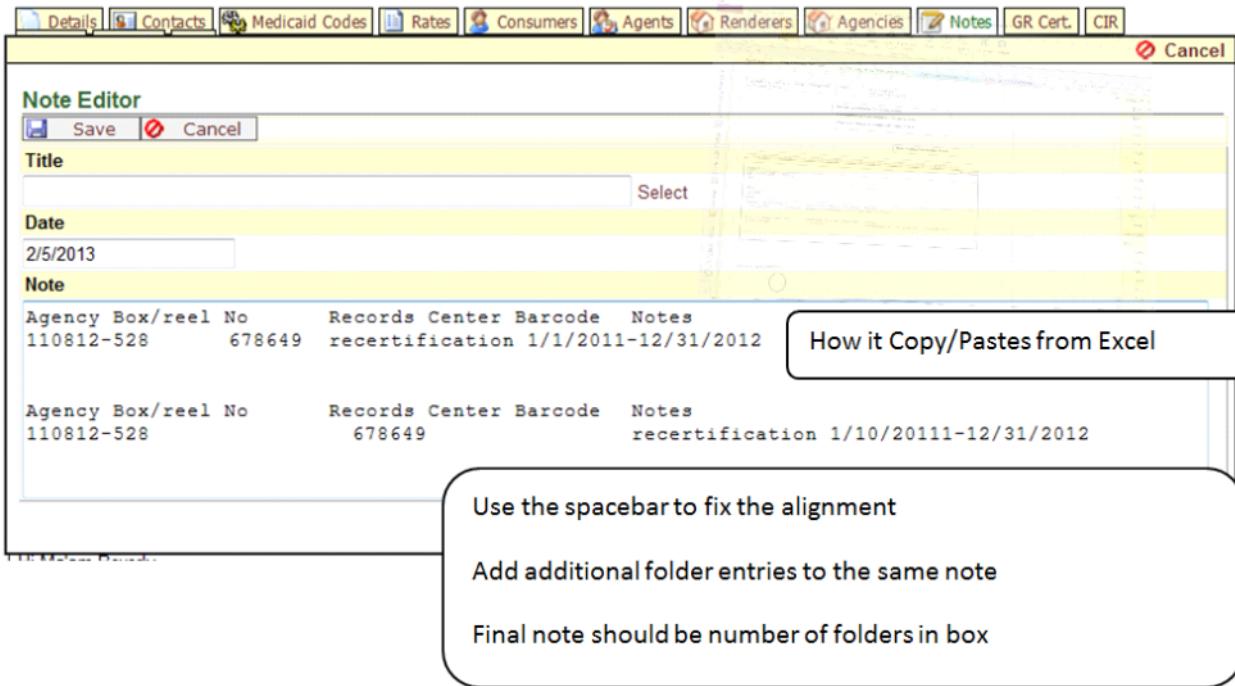
Screen clipping taken: 3/9/2016 8:19 AM

A	B	C	D	E	F	G	H	I	J	K	L	M
1	Title	Agency Designated No.	Source	Inclusive Date	Retention Schedule	Periods Covered	Retention Barcode	Notes	Disposition Barcode	Modified	Modified	
14343	ALASKAN RUBY ASSISTED LIVING HOME, LLC (#R747 PLE008)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	50786032	Y02012 04-06 Darby, Sue A		
14343	ANCHORAGE MANOR HOME #1 (FL#005)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	50786032	Y02012 04-06 Darby, Sue A		
14343	CHRISTIAN ASSISTED LIVING HOME (#FL198)	1010-529	Certification	07/2010	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 200107-07/2010	19910333	Y02012 10-09 Darby, Sue A		
14344	CLEARVIEW HAVEN ASST LIVING (FL#767)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 4/2012-07/2012	50786032	Y02012 05-02 Darby, Sue A		
14344	ELDER CARE ALA. LLC (#FL408)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 4/2012-07/2012	50786032	Y02012 05-02 Darby, Sue A		
14344	ELDER CARE ALA. LLC (#FL408)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 4/2012-07/2012	50786032	Y02012 05-02 Darby, Sue A		
14345	HAMES ASSISTED LIVING, INC (#FL204)	1010-529	Certification	01/2011	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	original certification for 200101-06/2011	19908033	Y02011 01-06 Darby, Sue A		
14345	HAMES ASSISTED LIVING, INC (#FL204)	1010-529	Certification	01/2011	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification materials 4/2011-07/2011	19908033	Y02011 01-06 Darby, Sue A		
14345	JV CARE COORDINATION (D#635)	1010-529	Certification	03/2010	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02010-07/2010	19907033	Y02010 04-04 Darby, Sue A		
14345	JV CARE COORDINATION (D#635)	1010-529	Certification	03/2010	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02010-07/2010	19907033	Y02010 04-04 Darby, Sue A		
14346	MAVIN HEALTHCARE SERVICES/INC (#PC095)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19907033	Y02012 01-01 Darby, Sue A		
14346	MOUNTAINIDES ASSISTED LIVING HOME (#H0684)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19907033	Y02012 01-01 Darby, Sue A		
14347	PLANTATION CARE COORDINATION (E#001)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 200103-07/2012	50786032	Y02012 04-06 Darby, Sue A		
14347	PLANTATION CARE COORDINATION (E#001)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 200103-07/2012	50786032	Y02012 04-06 Darby, Sue A		
14348	NORTH PRUINING CENTERS, LLC (#FL251)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	Original Certification file 900305-910307	19908033	Y02012 10-26 Darby, Sue A		
14348	NORTH PRUINING CENTERS, LLC (#FL251)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	Original Certification file 900305-910307	19908033	Y02012 10-26 Darby, Sue A		
14348	NORTH PRUINING CENTERS, LLC (#FL251)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification materials 9/2012-07/2012	50786032	Y02012 10-26 Darby, Sue A		
14349	MUSTART ASSISTED LIVING HOME (#C002)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	initial certification 01/2012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14349	MUSTART ASSISTED LIVING HOME (#C002)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14350	PSS POSSIBILITIES, LLC (#M657)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14350	PSS POSSIBILITIES, LLC (#M657)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14351	RELIANCE CARE, INC. (#C001)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14351	RELDGE RUMBLEBB CONSTRUCTION (E#003)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14352	ST. LAWRENCE ASSISTED LIVING HOME (FL#7432)	1010-529	Certification	09/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14352	ST. LAWRENCE ASSISTED LIVING HOME (FL#7432)	1010-529	Certification	09/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14353	SHINE 7 HAVEN ALTHLTY (FL#767)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification 4/2012-07/2012	50786032	Y02012 05-02 Darby, Sue A		
14353	TRANSCARE MEDICAL SERVICES, INC (#H063)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012 extension 1990203-07/2012	20003032	Y02012 05-02 Darby, Sue A		
14353	TRANSCARE MEDICAL SERVICES, INC (#H063)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012 extension 1990203-07/2012	20003032	Y02012 05-02 Darby, Sue A		
14354	TRINITY LOVE ASSISTED LIVING HOME (#D#024)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14354	UCARE SERVICES, LLC (#P0504)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification materials 2/2012-07/2012	19908033	Y02012 01-06 Darby, Sue A		
14355	UCARE SERVICES, LLC (#P0504)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification materials 2/2012-07/2012	19908033	Y02012 01-06 Darby, Sue A		
14355	VIAJUDI ALTA LIFE, INC. (#P0508)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		
14356	WILSON'S HOME (FL#767)	1010-529	Certification	03/2012	Provider Certification Previous Volumes: Currently Certified - 0011	078643	06-606-1	recertification Y02012-07/2012	19910333	Y02012 01-06 Darby, Sue A		

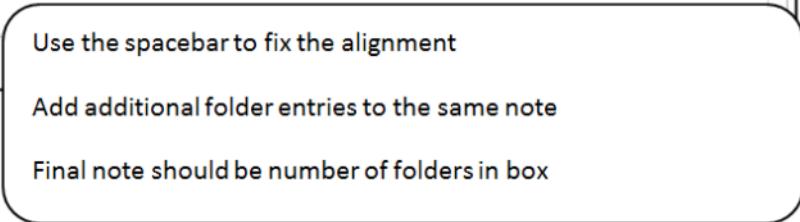
DS3 NOTES

Provider Record Location Note should have:

Agency Name:



How it Copy/Pastes from Excel



Use the spacebar to fix the alignment

Add additional folder entries to the same note

Final note should be number of folders in box

Title	Agency Box/reel No	Records Center Barcode	Notes
ALASKAN RUBY ASSISTED LIVING HOME, LLC (RL9747)	110812-528	678649	recertification 1/1/2011-12/31/2012

Agency Box No:

Records Center Barcode:

Notes:

Transferring to Archive

Archived Boxes - All Items - Windows Internet Explorer
https://go.dhss.ak.local/dsds/archive/Lists/Archived%20Boxes/AllItems.aspx?View=[3811D445-6809-4...]

File Edit View Favorites Tools Help

Favorites Date... Qual... Log... Stat... Crit... Fix... http... Print... Print... Print... Prog... Prov... Prov...

DS3 Medi... Prov... Prov... A... State... Calen... Log... Goo... Page Safety Tools

Site Actions Browse Item List

New Item New Folder New File View Item Edit Item Delete Item Version History Item Permissions Attach File Alert Me Workflows Approve/Reject I Like It Tags & Notes Manage Actions Share & Track Workflows Tags & Notes

Libraries	Agency Box/reel No	Box Status	Disposition Date	Records Center Barcode	Created	Created By	Assigned To
Shared Documents							
Transfer Documents							
Lists	110812-539	In Progress		678660	11/8/2012 2:43 PM	Darby, Sue A	Darby, Sue A
Calendar	110812-538	In Progress		678659	11/8/2012 2:43 PM	Darby, Sue A	Darby, Sue A
Archived Boxes	110812-537	In Progress	11/24/2011	678658	11/8/2012 2:43 PM	Darby, Sue A	Darby, Sue A
Archived Files	110812-536	In Progress		678657	11/8/2012 2:42 PM	Darby, Sue A	Darby, Sue A
Discussions	110812-535	In Progress		678656	11/8/2012 2:42 PM	Darby, Sue A	Darby, Sue A
Team Discussion	110812-534	In Progress		678655	11/8/2012 2:42 PM	Darby, Sue A	Darby, Sue A
	110812-533	In Progress		678654	11/8/2012 2:41 PM	Darby, Sue A	Darby, Sue A
	110812-532	In Progress		678653	11/8/2012 2:41 PM	Darby, Sue A	Darby, Sue A
	110812-531	In Progress		678652	11/8/2012 2:41 PM	Darby, Sue A	Darby, Sue A
	110812-530	In Progress		678651	11/8/2012 2:41 PM	Darby, Sue A	Darby, Sue A
	110812-529	In Progress		678650	11/8/2012 2:40 PM	Darby, Sue A	Darby, Sue A
	110812-528	In Progress	3/31/2033	678649	11/8/2012 2:40 PM	Darby, Sue A	Darby, Sue A
	Certifier	In Progress	9/30/2010		12/5/2011 11:35 AM	Darby, Sue A	Darby, Sue A
	Certification DO NOT ARCHIVE Box 1-176						
	QA Provider Files 2002-2006-175	In Progress	4/30/2012		12/5/2011 10:29 AM	Darby, Sue A	Darby, Sue A
	QA Test Box-174	In Progress			11/30/2011 11:37 AM	Darby, Sue A	Darby, Sue A
	Closed Providers-11	In Progress	2/5/2011		5/13/2010 2:09 PM	Darby, Sue A	
	033010-9 QA Closed Complaints - Provider	In Progress			3/30/2010 3:22 PM	Darby, Sue A	

Trusted sites | Protected Mode: Off 115%

Choose a box to transfer

Go to Edit Item

Archived Boxes - 110812-528

Actions

Save Cancel Paste Cut Copy Delete Item Attach File Spelling ABC

Commit Clipboard Spelling

Agency Box/reel No 110812-528

Box Status In Progress

Records Center Barcode 678649

Assigned To Darby, Sue A ;

Created at 11/8/2012 2:40 PM by Darby, Sue A
Last modified at 1/31/2013 3:21 PM by Darby, Sue A

Save Cancel

Change the box Status to "Ready to Be Archived"

Assign it to YOURSELF or you will not be able to generate the Report needed for Transfer!

Not written Off Site Storage - Archives

Thursday, October 15, 2015 10:56 AM

<https://go.dhss.ak.local/dsds/archive/SitePages/Home.aspx>

Setting up Adobe's Auto Date Stamping - Tools

Thursday, October 15, 2015 9:19 AM

Open Adobe DC

Pick a file, at this time it does not matter what file as this is just to setup a tool that is used on other files for a special purpose.

Initials and Recertifications - Incoming Applications

Friday, October 16, 2015 11:36 AM

Before an application is read in depth there are several steps to take. Most if not all of the steps apply to initial applications, recertifications and other actions that are received by the division such as [adding a location](#) or [changes to an agency](#).

This section is the pre-processing and application assignment actions that take place before review can start.

Everything is date stamped. It does not matter how it came to us or what it might be, it should be date stamped either by the [Date Stamping Machine](#) or [Adobe DC](#). If at a later date you find something that does not have a date on it the machine can be used to back date items.

All incoming applications, initials and recertifications need to be registered in the database and in the [SharePoint Tracking](#) system along with being assigned a [checklist](#).

Beyond that other actions such as avoiding [duplicate records](#), merging records, [converting records](#) and other special processing actions are all covered in this section.

Tasks for Applications and other incoming documents

- [Date Stamp](#)
- [DS3 Registration](#)
- [DS3 Notes](#)
- [SharePoint Application Tracker](#)
- [Checklist Creation](#)
- [Background Check Accounts](#)

Once you have the application registered it is time to start the Evaluation Process

Date Stamping - Incoming Applications

Thursday, October 15, 2015 9:14 AM

Hard Copy (Front Desk or Fax)

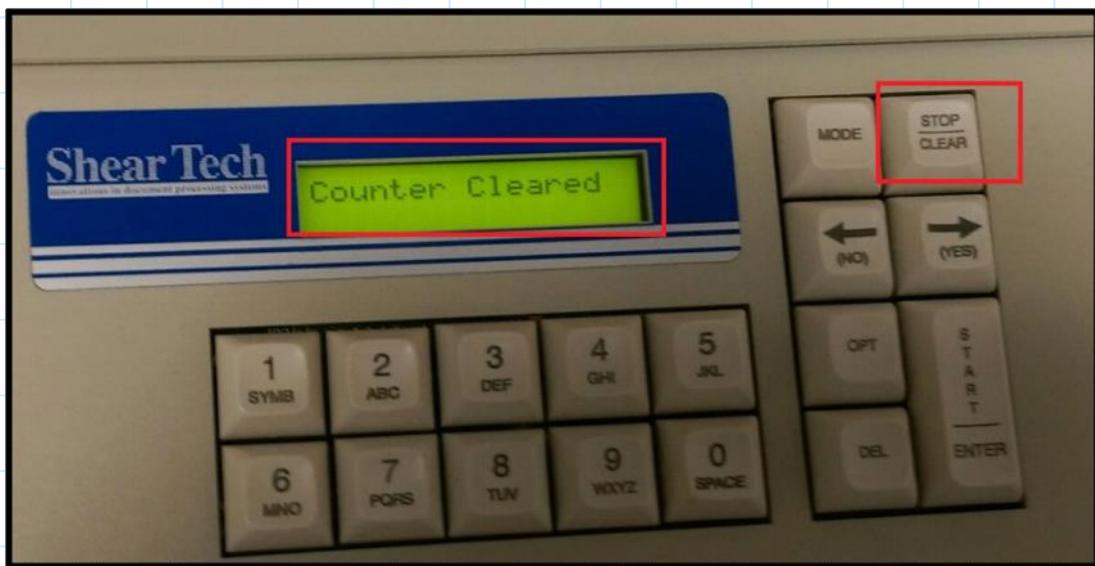
Hard copy applications may come in via the mail, dropped off in person by a provider or via fax machine. These documents are manually date stamped with the date stamping machine in the PCC Copy room.

- ★ The staff who pre-processes documents up should check for additional staples, paper clips and other clips along with unique size paper so that date stamping will go smoothly.
- ★ All pages of the application at the time of receipt and subsequent documents sent after the application is pended must be date stamped whether they are received by fax, hand delivered, mailed, or emailed.

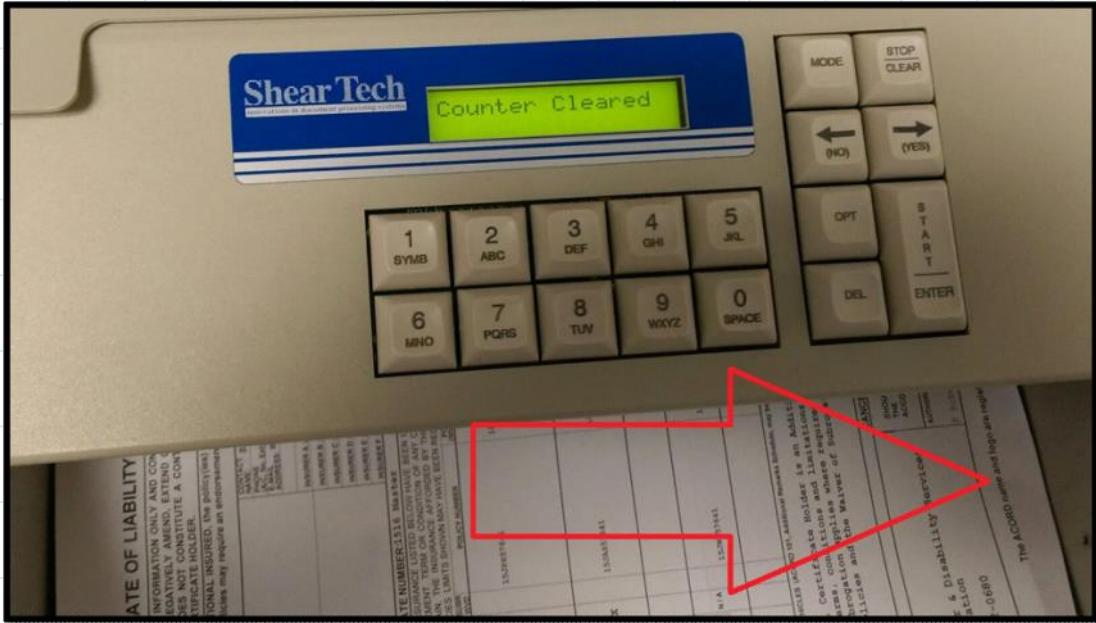
All documents that come in via fax or front desk by drop off or mail need to be date stamped with **SDS CERT <date rec'd>**.

All Documents

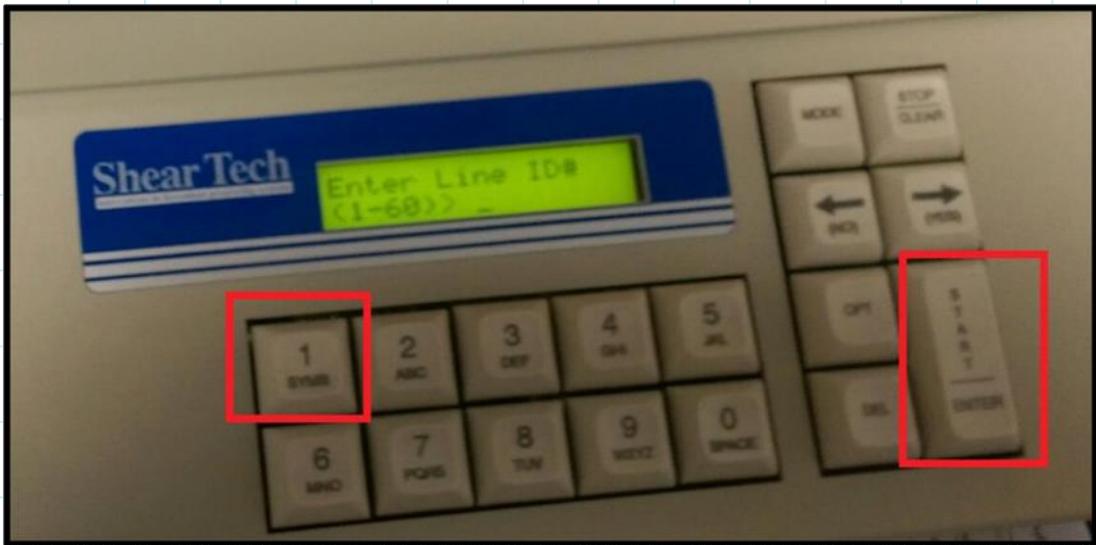
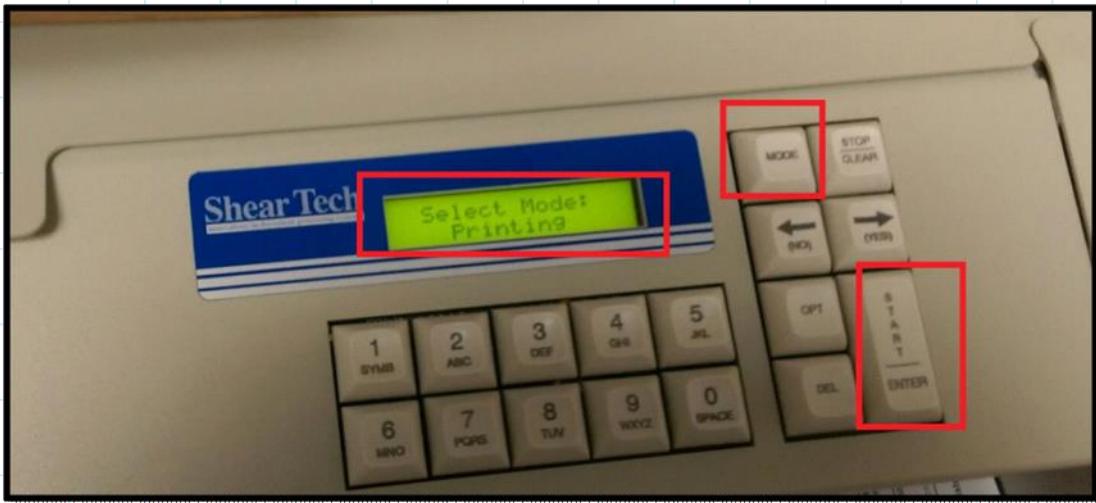
- **Clear settings** – press the **Stop/Clear** button then **Yes**



- **Insert the documents face up with footer to the right side**

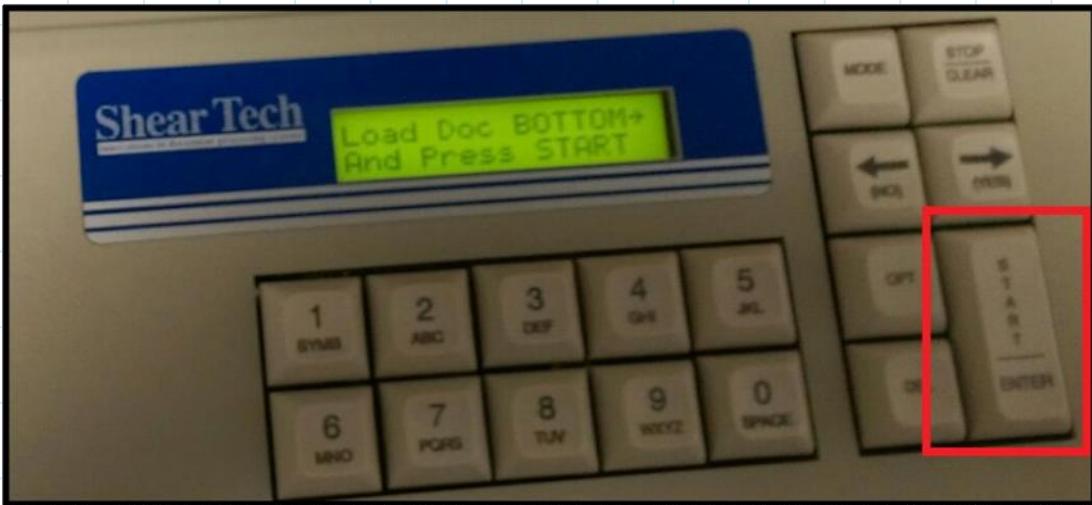


- Push Mode then Start.

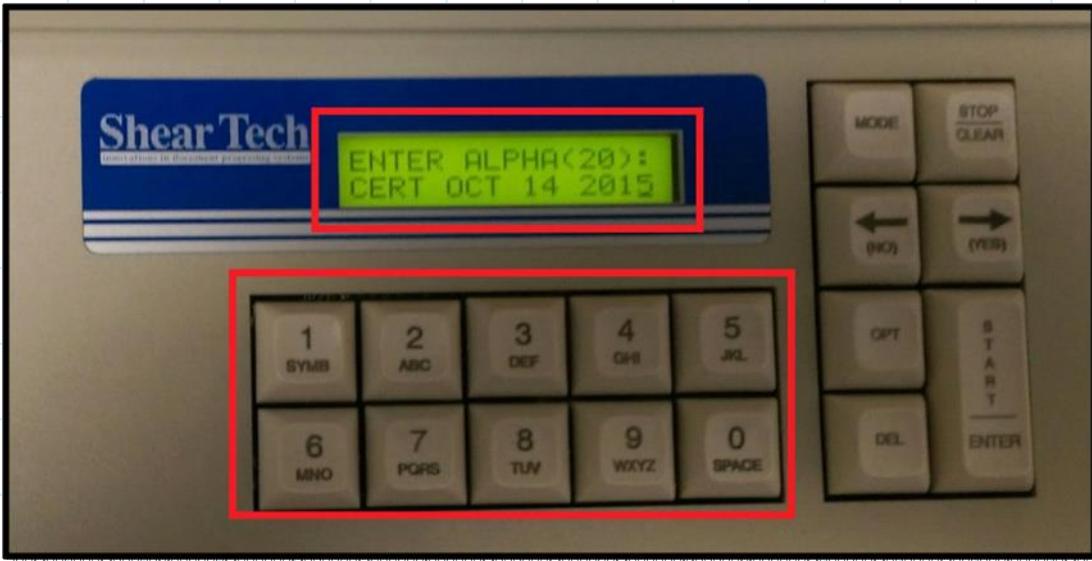


- Line ID press 1 and Start

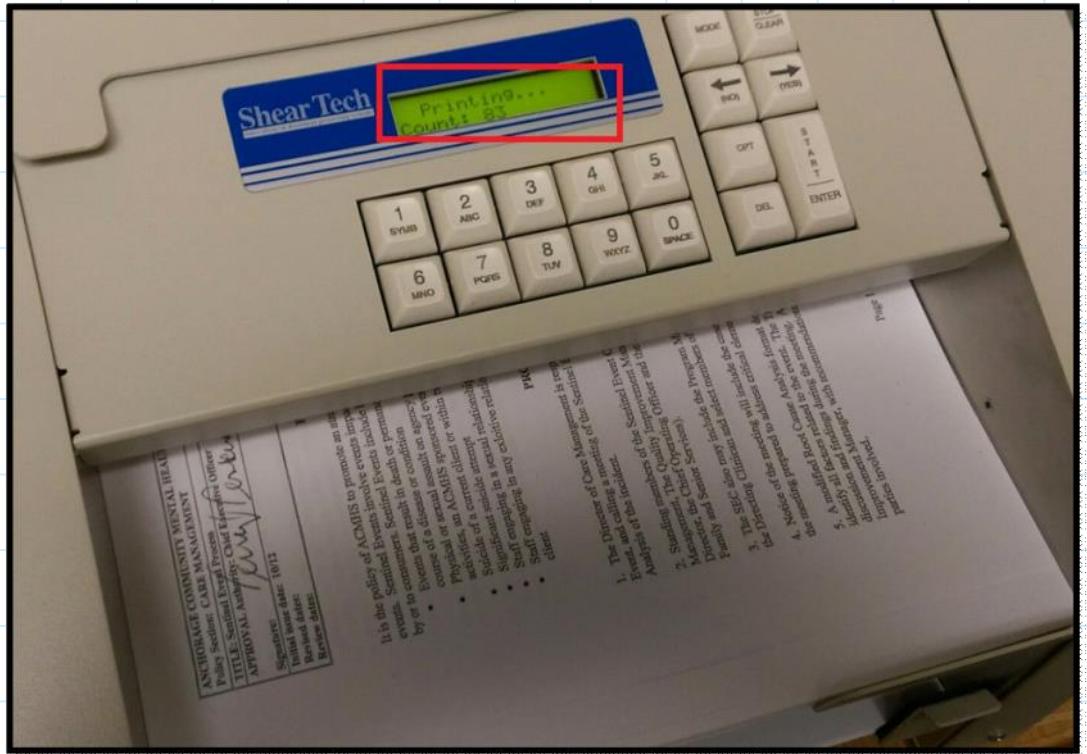
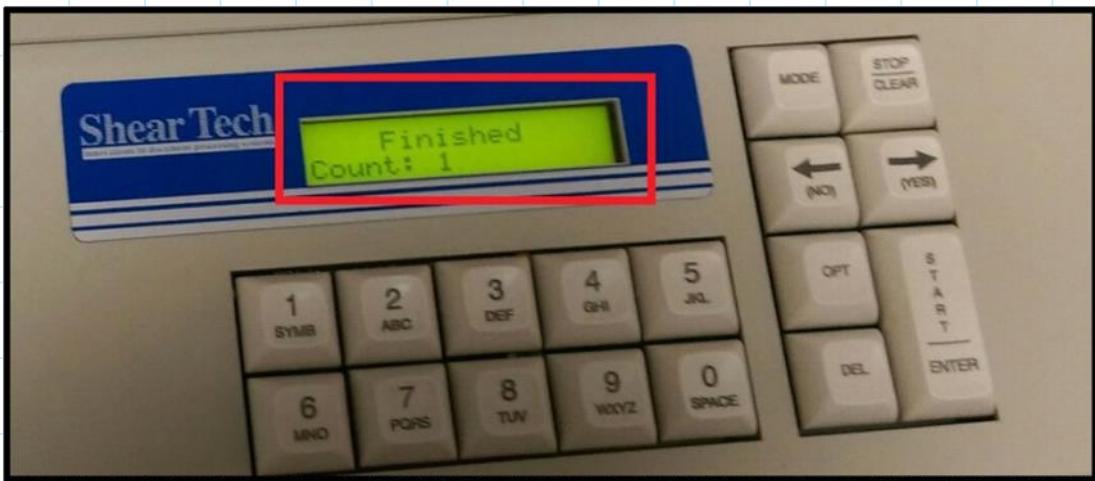
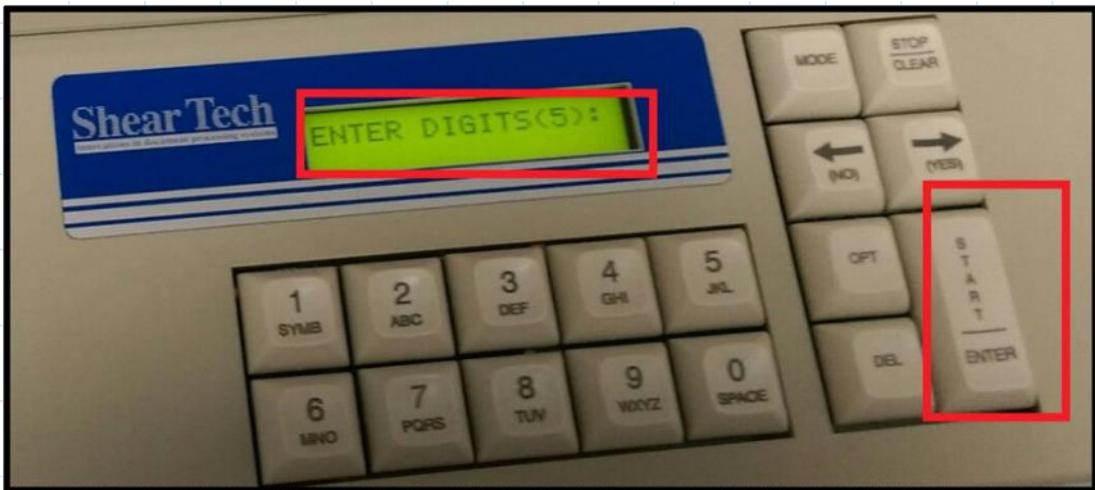
- Selected Line just *ignore* and press **Start**



- Enter Alpha using the keypad (multiple press on same key for different numbers and letters) always enter "**SDS CERT**" as the start, then the date the item was rec'd i.e. **SDS CERT OCT 26 2015**



- ! **Note:** that FEB will also require using the Yes/No Arrow keys to move from the "F" to the "E" the same action is applied to "11" and "22"
- Push **Start**
 - *Ignore Enter Digits and push Start*





If multiple packets of documents are on the same date you can simply clear the counter and push start again for the same date but a restart of the Bates Numbering function.

Transport errors needs PHOTOS

Transport errors happen when staples are missed in preprocessing of the documents. Some paper types also cause Transport Errors for unknown reasons.

- **Open** the top hatch
- **Undo** the *finger screws*
- **Gently pull** the paper out from the top
- **Use the rollers** to assist in moving the paper forward or backward until an edge can be grasped
- OR from the bottom reach in and gently but firmly and evenly pull the paper out
- Push the **Stop/Clear** button to continue
- Determine if it needs to be sent through a second time and either push **Yes** or **No**

Adobe DC - Incoming Applications

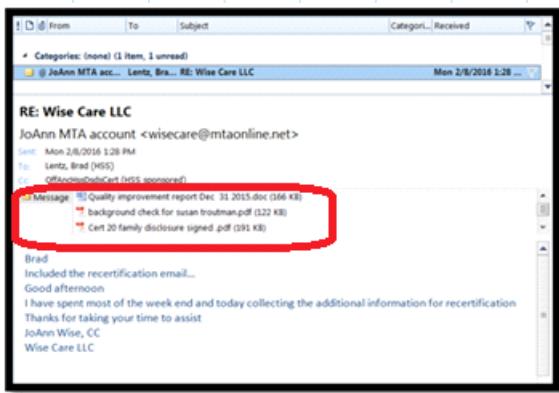
Thursday, October 15, 2015 9:39 AM

Adobe DC (Enterprise Adobe 2015)

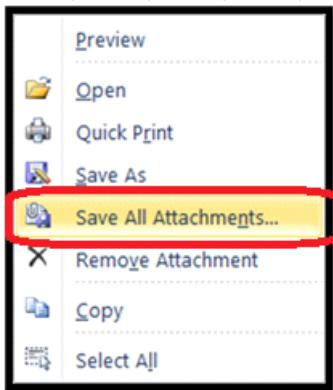
Saving Email, Navigating the Network, [Merging Multiple Files](#) and setting up the [Date Stamp Action Wizard](#) command are all procedures that can be found in this manual at their various links.

Receive email with only one attachment, multiple attachments can be [Merged](#) and stamped but saving and merging documents is found under Saving and [Merging](#) respectively.

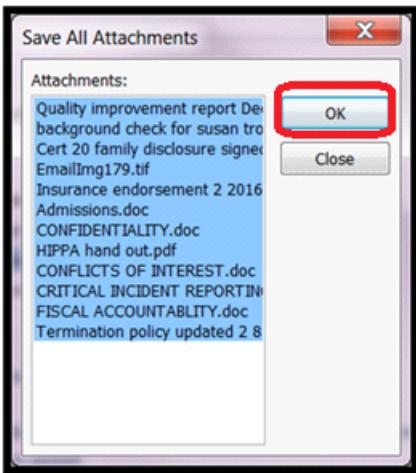
Email Attachments in Outlook



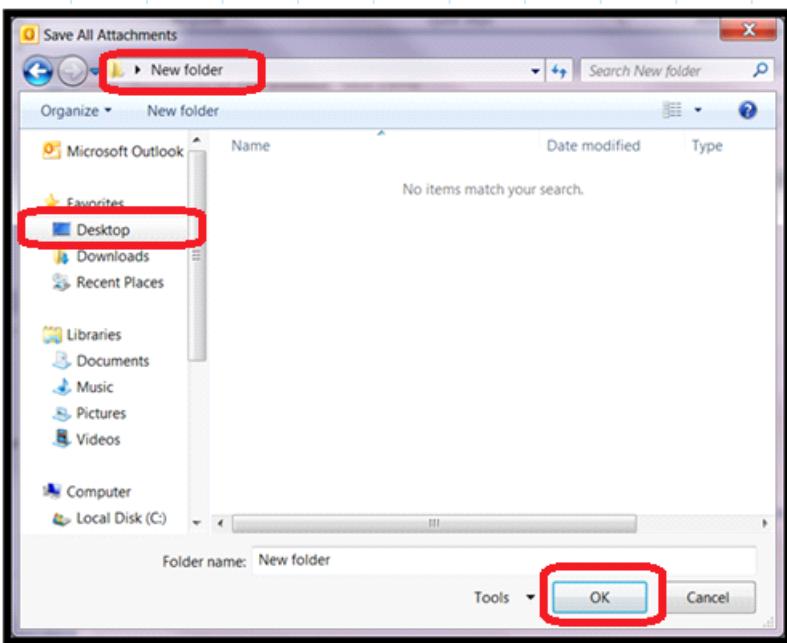
Email received with one or more attachments.



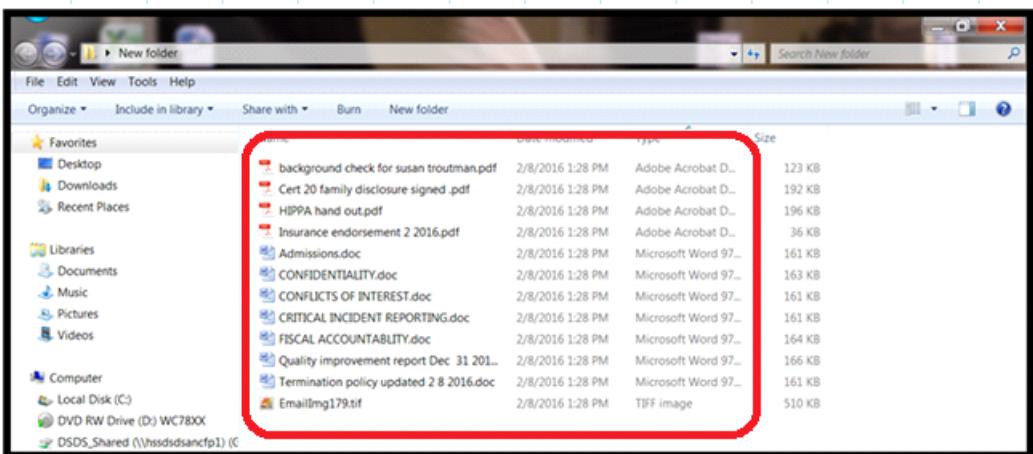
Right click one of the attachments and go to **Save All Attachments**



Click **OK**



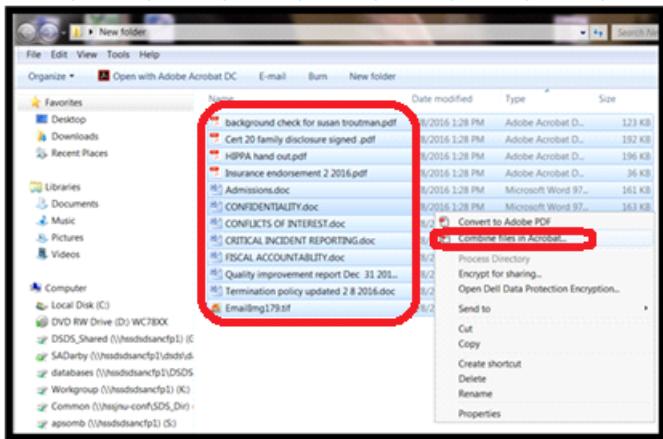
Save to a folder. Choose one where you know where it is such as a *New Folder* on your *Desktop*



After a moment the computer will finish saving all the attachments into the folder chosen.

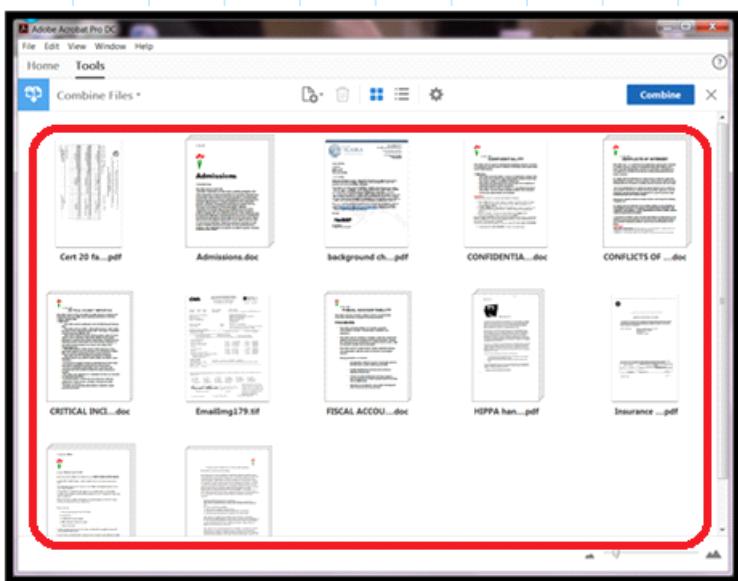
Open the folder to view them.

Converting to Adobe PDF

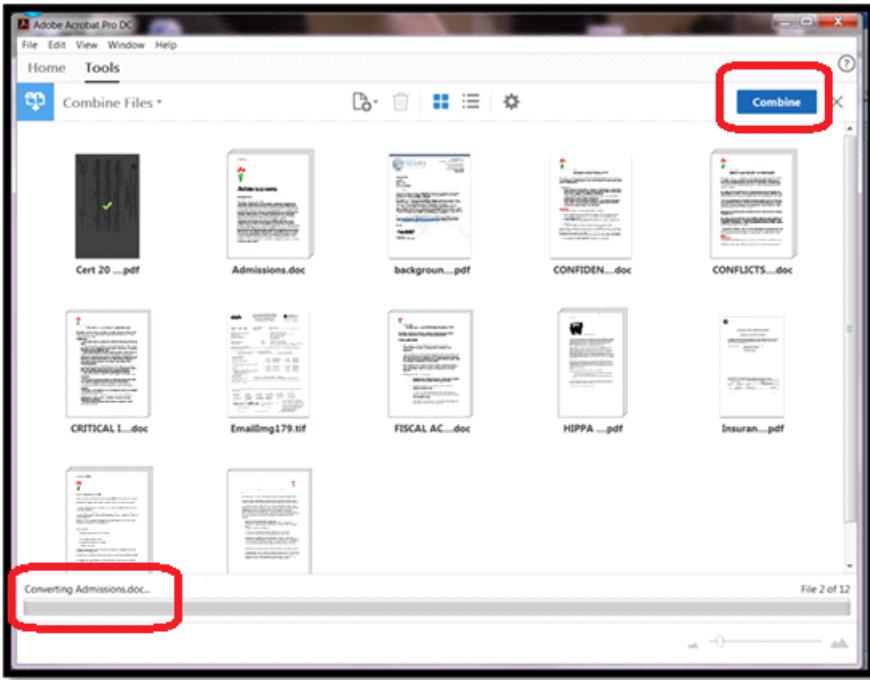


Select all the files in the folder. **CTRL-A** or holding **shift** while clicking the top and bottom files works well.

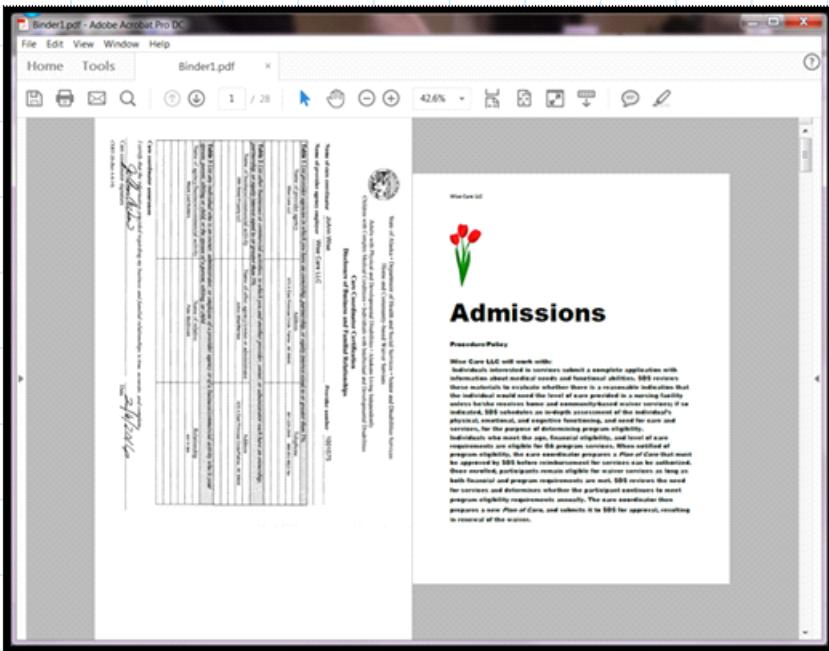
Go to **Combine Files in Acrobat**. Adobe is smart enough to convert almost any file type as you can see this set of attachments contained a mix of images, Word and PDF files. There are very few attachments that this will not work with.



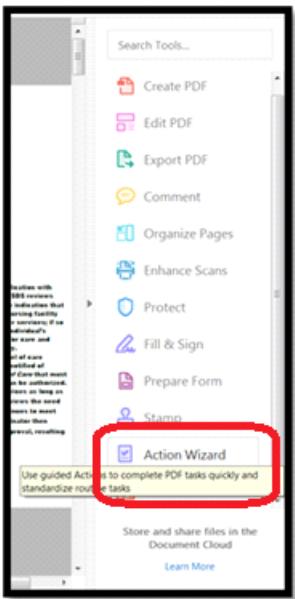
Rearrange the files as needed via drag & drop. There is a zoom tool to check the contents and any additional reorganizing can be done after conversion.



Click **Combine** and Adobe will process each file and open the resulting Binder of files when it is done.

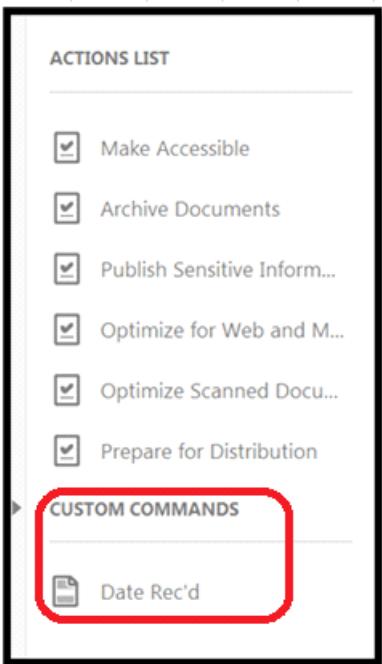


Results, including an odd size page, which can either be *cropped* or taken care of during printing by choosing to *fit to page*.

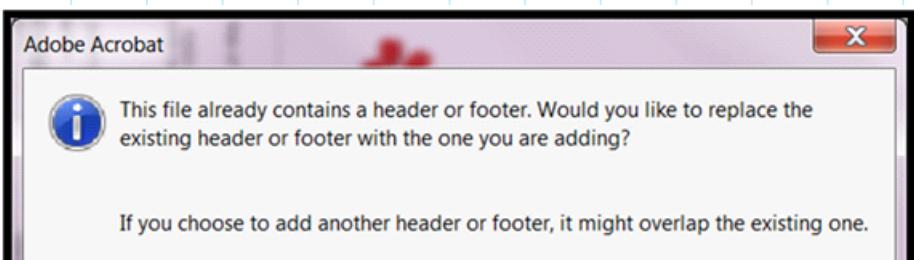


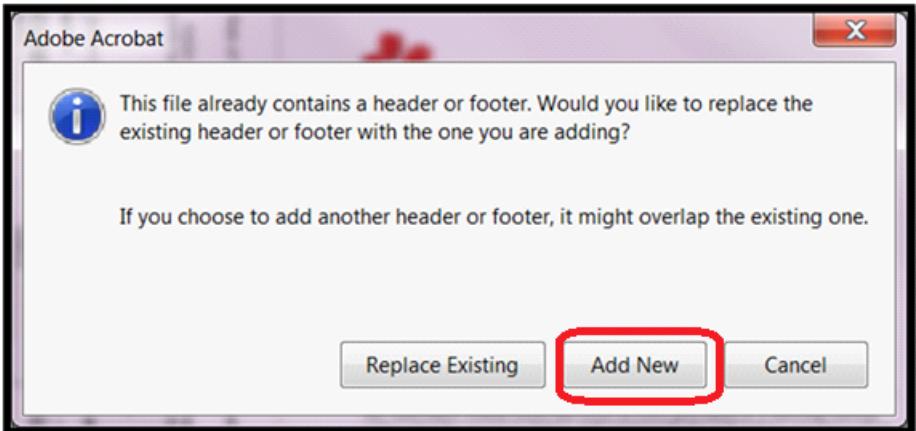
Adobe should open with the side bar on the right visible.

Click the **Action Wizard**

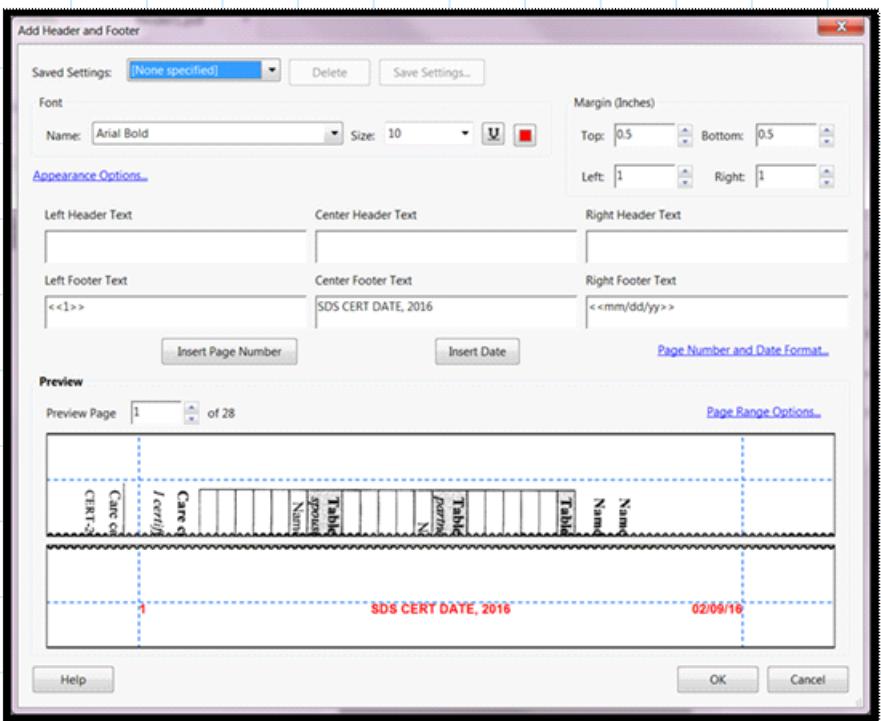


Click the **Date Rec'd**, *Auto Date Stamper* or whatever you chose to name the date stamping tool at setup.

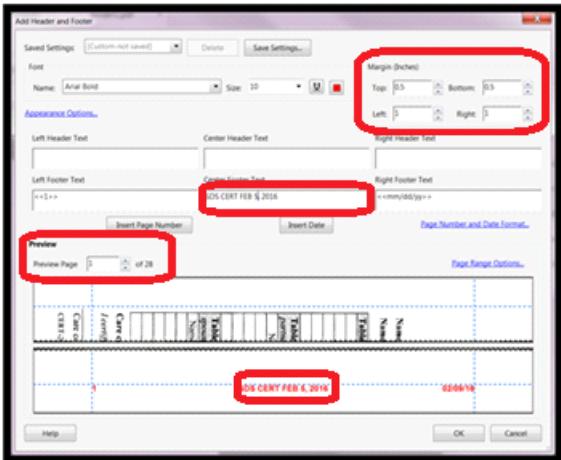




Most if not all of the time Adobe will ask if you wish to *Replace Existing* or *Add New* for a header or footer. Because there are generally both headers and footers on the page choose **Add New**.

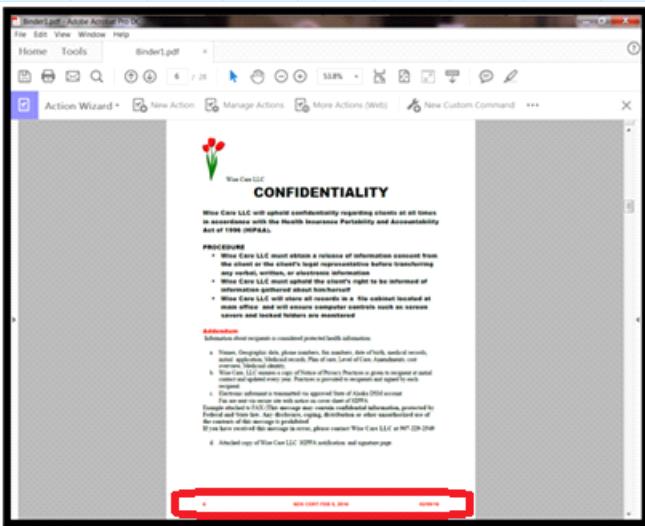


The initial screen for *Add Header and Footer* with the Date Stamp Tool.



The only thing that should have to be changed is in the Center Footer Text box to enter the **Date** the item was **Received**. You can use the *Preview Page* tool to ensure that the footer does not interfere with the rest of the document and adjust the *Margins* as needed. This must be done before you click *OK* or you have to start over there is no Undo for this tool!

Click **OK**



Results with date stamp on the bottom of the page.

Additional basic tutorials for merging, splitting, editing and many other tasks are available on the [Adobe Help site](https://helpx.adobe.com/acrobat/tutorials.html). <https://helpx.adobe.com/acrobat/tutorials.html> most are very short at 3-5 minutes but are very useful.

Registering Initial Applications - Incoming Applications

Thursday, October 15, 2015 9:36 AM

New Providers

- ★ This will list the steps needed with links to detailed procedures of *how to do the steps in detail.*

- [Search for the entity](#)
 - [Converting a record](#)
 - [Merging records](#)
- [Create a new record](#)
- Fill in details
 - [Demographics](#)
 - Contacts
 - [Medicaid Codes](#)
 - [Notes](#)
- [Application Tracker](#)
 - [Assigning a worker](#)
- [Checklists](#)
 - [Waiver](#)
 - [PCS](#)
- [New BCP Account](#) if not an ALH

! Within **two business days** of application receipt, staff inputs provider entity.

Registering Applications - Incoming Applications

Thursday, October 15, 2015 9:16 AM

Applications are registered with the main database, DS3 (until Harmony comes online) and within the Unit's [SharePoint Site's Application Tracker](#). (<https://go.dhss.ak.local/dsds/main/PQA/Lists/Application%20Tracking/AllItems.aspx>)

This section will cover [searching for a provider](#), dealing with [duplicate records](#) via merges, [adding new providers](#) to the system, [reverse lookups](#) and [converting records](#).

Each of the following procedures is a checklist of items that must be done but each item is *linked* to the detailed procedure for the task for reference.



Multiple Services: An agency may apply for more than one service within one application or add a service with a new application; the application must include the complete requirements under each section type (or in the section for the new add-on service).

Adding Locations to a Current Agency - Incoming Applications

Thursday, October 15, 2015 9:45 AM

Additional Locations, Multiple Locations and Multiple Services

- Determine if request is for additional service or location or if it is an entirely new application:
- **Multiple Locations:** Agency name will be checked against records to ensure that if there is more than one location that needs to be certified that the agency submits an application for each individual location.



When an application for adding a location comes in it goes through a similar process to the initial applications.



[Search](#) for the entity



Create a [new record](#)



Fill in details



[Demographics](#)



[Contacts](#)



[Medicaid Codes](#)



[Notes](#)



[Application Tracker](#)



[Assigning a worker](#)



[Checklists](#)



[Waiver](#)



[PCS](#)

! **Within two business days** of application receipt, staff inputs provider entity.

The biggest difference is that there are far fewer things to do in the review process.

Registering Recertifications - Incoming Applications

Thursday, October 15, 2015 9:36 AM

The process for checking in a recertification is nearly the same as for an initial but there are a couple additional things to check on to ensure that everything is correct.

Some providers send in multiple site applications on the same forms, add new care coordinators or include care coordinator applications with an agency application and these are either new providers or separate applications and must be treated differently.

Check the application documents to determine if additional applications were submitted, i.e., care coordination applications, additional locations, additional services, etc. Paperclip/clip individual applications so that it is easily identifiable that they are a separate application.

This section will provide a list of main steps in the process with *links* to detailed procedures where applicable.

[Search](#) for the entity by name or provider number

Check [details](#)

Demographics especially addresses

[Notes](#)

[Application Tracker](#)

[Assigning a worker](#)

[Checklists](#)

[Waiver](#)

[PCS](#)

! Within **two business days** of application receipt, staff inputs provider entity.

Assigning a Worker - Incoming Applications

Friday, November 06, 2015 8:22 AM

Workers are assigned based on the following:

- Current case load
- Type of application

The applications are distributed as evenly as possible. There are sometimes special circumstances where an application will be staffed with or by the MAA II or HPM III but these are rare.

Background Check Accounts - Incoming Applications

Friday, October 16, 2015 12:00 PM

- ★ If the provider is an ALH and SDS cannot "see" the provider then there is a checkbox for changes and add that we need to view the provider to the emailed request.

New BCP Account

- For initial applications, send e-mail to the Background Check Program unit and request an account be established.
- Fill in the demographics of the provider
- Choose an action

Background Check Program
NABCS: Provider/Facility Account Form

Incomplete or illegible forms cannot be completed. Please email completed form to BCUnit@alaska.gov

Facility Name: Douglas Island Case Management Needed Action: New Change Close Add Program

Provider Type:

Address Line 1: 2190 B Lawson Creek Rd Provider Contact Information

Address Line 2: [redacted]

City: Douglas First Name: Teresa

State: AK Last Name: Ransom

Zip: 99824 Email: transom@chhcare.com

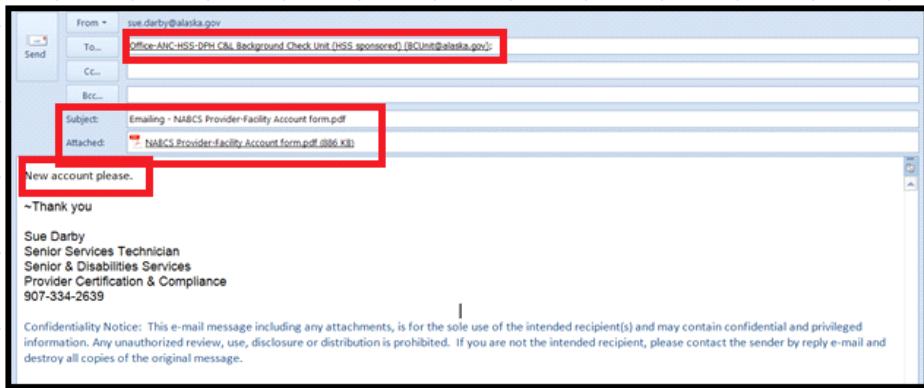
Phone: (907) 7238372 Provider myAlaska username: [redacted]

Program(s):

Adult Day Services (DSDS) Intensive Active Treatment (DSDS)
 Alaska Native Tribal Hospital (DHCS - Health) Long Term Care Hospital (DHCS - Health)
 Ambulatory Surgical Center (DHCS - Health) Maternity Homes (DHCS - Health)
 Assisted Living Facility (DHCS - Licensing) Medical Laboratory (DHCS - Health)
 Birthing Center (DHCS - Health) Nursing Facility (DHCS - Health)
 Care Coordination Services (DSDS) Nursing Oversight and Care Management (DSDS)
 Case Management (DBH) Out Phys Thrp/Speech Path Svc (DHCS-Health)
 Child Care Facility (DPA) Personal Care Agency (DSDS)

- Choose a provider type and programs

- Email to BCUnit@alaska.gov



- A confirmation will come back from the BCP that the account is created

Checklists - Incoming Applications

Thursday, October 15, 2015 11:11 AM

<G:\Provider Certification & Compliance\Provider Screening & Foldering Checklists>

There is one for [HCB Waivers](#) that is [Macro](#) Driven and a second one for [PCS](#) that is more manual.



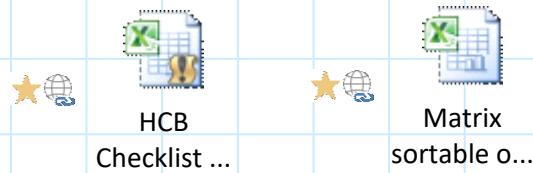
HCB
Checklist
.Folders C...



PCA Cert
Folders C...

Waiver Checklist - Incoming Applications

Thursday, October 15, 2015 11:11 AM



- **HCB Checklist NEW Regulations Updated -9-10-15 .xism** This is a macro driven file but due to State computer settings it cannot be a template so do **NOT** hit save. Just print the final list.
- **Matrix sortable of Waiver Initial Cert new Regs 070115.xlsx** this is a handy cheat sheet of the requirements for certification that is sortable.

★ **Note:** Use the initial option as all providers need to have policies reviewed to ensure they meet current requirements.

A screenshot of a Microsoft Excel spreadsheet titled 'Matrix sortable of Waiver Initial Cert new Regs 070115.xlsx'. The spreadsheet contains a grid of checkboxes for various waiver services. A red box highlights the first row of checkboxes: '1 - Nursing Oversight', '2 - Care Coordination', '2a - Individual Care', '3 - Chore Services', and '4 - Adult Day'. Another red box highlights the second row: '5 - Residential Supported Living', '6 - Day Habilitation', '7 - Residential Habilitation', '8 - Supported Employment', and '9 - IAT Services'. A third red box highlights the third row: '10 - Respite', '11 - Transportation', '12 - Meals', '13 - E-Mod', and 'Site & Comm'. In the bottom right corner of the grid, there are three buttons: 'Clear All Boxes' (red), 'Clear Provider Info' (red), and 'Help ?' (blue). Below the grid, there are several input fields: 'Agency Name & Provider Numbers:' (text box), 'Pre-Screening Reviewer:' (text box), 'Certification Staff:' (text box), 'Notes:' (text box), 'Cert End Date:' (text box), 'Date Rec'd:' (text box), 'To Cert Staff:' (text box), and 'Services' (text box). At the bottom, there is a table with columns for '1st Rev', '2nd Rev', '3rd Rev', 'Items', 'Reference', 'File Sec.', 'Tag', and 'Comments'. The 'Items' column is currently empty.

- **Clear All Boxes** clears the check boxes. This may need to be clicked more than once to ensure all the rows are hidden depending on the services used.
- Clear Provider Info clears the Agency Name and Dates
- Help is for the person who needs to make modifications to the underlying code that drives this tool
- Choose a **Service** i.e. Care Coordination
- Choose **Initial or Recert**

<input type="checkbox"/> 1 - Nursing Oversight	<input checked="" type="checkbox"/> 2 - Care Coordination <input checked="" type="checkbox"/> Initial <input type="checkbox"/> Recert	<input type="checkbox"/> 2a - Individual Care	<input type="checkbox"/> 3 - Chore Services	<input type="checkbox"/> 4 - Adult Day
<input type="checkbox"/> 5 - Residential Supported Living	<input type="checkbox"/> 6 - Day Habilitation	<input type="checkbox"/> 7 - Residential Habilitation	<input type="checkbox"/> 8 - Supported Employment	<input type="checkbox"/> 9 - IAT Services
Site & Comm				
<input type="checkbox"/> 10 - Respite	<input type="checkbox"/> 11 - Transportation	<input type="checkbox"/> 12 - Meals	<input type="checkbox"/> 13 - E-Mod	
<input type="button" value="Clear All Boxes"/> <input type="button" value="Clear Provider Info"/> <input type="button" value="Help ?"/>				
Agency Name & Provider Numbers:		Cert End Date: _____ Services _____		
Pre-Screening Reviewer:		Date Rec'd: _____		
Certification Staff:		To Cert Staff: _____		
Notes: _____				
1st Rev	2nd Rev	3rd Rev	Items	Reference File Sec. Tag Comments

- Additional options will come up based on the service

<input type="checkbox"/> 1 - Nursing Oversight	<input checked="" type="checkbox"/> 2 - Care Coordination <input checked="" type="checkbox"/> Initial <input type="checkbox"/> Agency <input type="checkbox"/> Sole-Practitioner	<input type="checkbox"/> 2a - Individual Care	<input type="checkbox"/> 3 - Chore Services	<input type="checkbox"/> 4 - Adult Day
<input type="checkbox"/> 5 - Residential Supported Living	<input type="checkbox"/> 6 - Day Habilitation	<input type="checkbox"/> 7 - Residential Habilitation	<input type="checkbox"/> 8 - Supported Employment	<input type="checkbox"/> 9 - IAT Services
Site & Comm				
<input type="checkbox"/> 10 - Respite	<input type="checkbox"/> 11 - Transportation	<input type="checkbox"/> 12 - Meals	<input type="checkbox"/> 13 - E-Mod	
<input type="button" value="Clear All Boxes"/> <input type="button" value="Clear Provider Info"/> <input type="button" value="Help ?"/>				
Agency Name & Provider Numbers:		Cert End Date: _____ Services _____		
Pre-Screening Reviewer:		Date Rec'd: _____		
Certification Staff:		To Cert Staff: _____		
Notes: _____				
1st Rev	2nd Rev	3rd Rev	Items	Reference File Sec. Tag Comments

Initial of below services

- As you choose services and other options the items required will appear

<input type="checkbox"/> 1 - Nursing Oversight	<input checked="" type="checkbox"/> 2 - Care Coordination	<input type="checkbox"/> 2a - Individual Care	<input type="checkbox"/> 3 - Chore Services	<input type="checkbox"/> 4 - Adult Day			
<input type="checkbox"/> 5 - Residential Supported Living	<input type="checkbox"/> 6 - Day Habilitation	<input type="checkbox"/> 7 - Residential Habilitation	<input type="checkbox"/> 8 - Supported Employment	<input type="checkbox"/> 9 - IAT Services			
Site & Comm							
<input type="checkbox"/> 10 - Respite	<input type="checkbox"/> 11 - Transportation	<input type="checkbox"/> 12 - Meals	<input type="checkbox"/> 13 - E-Mod				
<input type="button" value="Clear All Boxes"/> <input type="button" value="Clear Provider Info"/> <input type="button" value="Help ?"/>							
Agency Name & Provider Numbers:		Initial of below services					
Pre-Screening Reviewer:		Cert End Date:	Services				
Certification Staff:		Date Rec'd:	<input checked="" type="checkbox"/> 2 - CC Agency				
Notes:		To Cert Staff:					
1st Rev	2nd Rev	3rd Rev	Items	Reference	File Sec.	Tag	Comments
Application Forms							
<ul style="list-style-type: none"> - Provider Certification Application Form CERT-01 Form 2 Tag - Notice of Appointment: Program Administrator Form CERT-04 Form 4 4-1 - Care Coordination Services Application Service Declaration Form CERT-06 Form 2 							
Other Forms							
<ul style="list-style-type: none"> - Provider Certification Application – Worker Assurances (if applicable) CERT-03 Form 2 - Business license (Expiration Date _____) P.Cop-I.A.2.b 3 3-1 - Certificate of Insurance (Expiration Date _____) P.Cop-I.A.2.b.ii 3 3-2 - Organization chart P.Cop-I.A.2.c.i 3 3-3 - Personnel list P.Cop-I.A.2.c.ii 3 3-3 - CIR Training Certificate Service Form 2 2-2 							
Common Requirements							
<ul style="list-style-type: none"> - Business license (Expiration Date _____) - Certificate of Insurance (Expiration Date _____) - Organization chart - Personnel list - CIR Training Certificate 							

- Recertification is a similar setup

<input type="checkbox"/> 1 - Nursing Oversight	<input type="checkbox"/> 2 - Care Coordination	<input type="checkbox"/> 2a - Individual Care	<input type="checkbox"/> 3 - Chore Services	<input type="checkbox"/> 4 - Adult Day			
<input type="checkbox"/> 5 - Residential Supported Living	<input checked="" type="checkbox"/> 6 - Day Habilitation	<input type="checkbox"/> 7 - Residential Habilitation	<input type="checkbox"/> 8 - Supported Employment	<input type="checkbox"/> 9 - IAT Services			
<input type="checkbox"/> Initial <input checked="" type="checkbox"/> Recert <input type="checkbox"/> Site & Comm <input type="checkbox"/> Site & Comm <input type="checkbox"/> Community <input type="checkbox"/> Community <input type="checkbox"/> Site-Based <input type="checkbox"/> Site-Based							
<input type="checkbox"/> 10 - Respite	<input type="checkbox"/> 11 - Transportation	<input type="checkbox"/> 12 - Meals	<input type="checkbox"/> 13 - E-Mod				
<input type="button" value="Clear All Boxes"/> <input type="button" value="Clear Provider Info"/> <input type="button" value="Help ?"/>							
Agency Name & Provider Numbers:		Recertification of below services					
Pre-Screening Reviewer:		Cert End Date:	Services				
Certification Staff:		Date Rec'd:	<input checked="" type="checkbox"/> 6 - Day Hab				
Notes:		To Cert Staff:					
1st Rev	2nd Rev	3rd Rev	Items	Reference	File Sec.	Tag	Comments

- After the service(s) are chosen simply enter the needed information
- **Agency Name and Number** (124567 or CMGAPP or HCX etc)
- ! If the agency is large make sure you use provider numbers to aid in matching the correct parts of the application to the right folders!
- The **End Date** if it applies
- The **Date Received**
- **Certification Staff** the application is assigned to

- The date the application is going **To Cert Staff** member
- Any **Notes** regarding the provider or application

1 - Nursing Oversight 2 - Care Coordination 2a - Individual Care 3 - Chore Services 4 - Adult Day

5 - Residential Supported Living 6 - Day Habilitation 7 - Residential Habilitation 8 - Supported Employment 9 - IAT Services

Initial Recert
 Site & Comm Site & Comm

10 - Respite 11 - Transportation 12 - Meals 13 - E-Mod

Agency Name & Provider Numbers: ACME Day Services **Cert End Date:** 12/31/2015

Pre-Screening Reviewer: _____ **Date Rec'd:** 9/11/2015

Certification Staff: BR **To Cert Staff:** 9/11/2015

Notes: Can contain observations or things to keep in mind about the provider or this app

6 - Day Hab

1st Rev	2nd Rev	3rd Rev	Items	Reference	File Sec.	Tag	Comments
			Recertification Forms				
			-- Provider Certification Renewal Form	CERT-21 Form	2		
			-- Day Habilitation Services Renewal Service Declaration Form	CERT-28 Form	2		
			Other Forms				
			-- Provider Certification Application – Worker Assurances (if applicable)	CERT-03 Form	2		
			Common Requirements				
			-- Business license (Expiration Date _____)	P_CoP-I.A.2.b	3	3-1	
			-- Certificate of Insurance (Expiration Date _____)	P_CoP-I.A.2.b.i	3	3-2	
			-- Organization chart	P_CoP-I.A.2.c.i	3	3-3	
			-- Personnel list	P_CoP-I.A.2.c.ii	3	3-3	
			SDS Internal Documents				
			-- BCU Verification Form *** Also Check OIG & EPLS Listing	PC&C Procedure	3	3-3	

- Print the checklist to include it with the application but **do NOT save**
- ★ If you are doing more than one checklist at a time the **Clear All Boxes** will clear the services and the **Clear Provider Info** will reset the Agency info

PCS Checklists - Incoming Applications

Thursday, October 15, 2015 11:11 AM



PCA Cert
Folders C...

PCS Cert Folders Checklist - 11-7-2013.xlsx

- ★ • The full checklist is always used so that the file can be double checked at recertification for missing policies or changes of program admin staff and missing training items
- This checklist is a much simpler template without the automatic show and hide of rows features of the Waiver checklist.

DSDS Personal Care Assistant (PCA) Agency Certification Application Checklist Initials, Pre-Screening, Recertification, Add Services				
Agency Name & Provider Numbers:		End Date	Initial	New Loc
Pre-Screening Review Date & Reviewer:			Re-cert	New Admin
Re-Cert Review Date & Reviewer:			Change	New Own
Evaluation Date & Reviewer:				New Svc
Notes				
Item	1st Rev	2nd Rev	3rd Rev	File Section
1 Current Certification Form				Section 1 – Certification / Application
2 00 -- Certification Application Form Complete (Agency)				Section 1 – C & A
3 00a -- Agency-Based Services Certification Form				Section 1 – C & A
4 00b -- Consumer-Directed Services Certification Form				Section 1 – C & A
1 CIR Training				Section 2 – Correspondence
1 01 -- Current Alaska Business License				Section 3 - Recertification Requirements
2 02 -- Certificate of Insurance				Section 3 - Recertification Requirements
3 05 -- Organization Chart				Section 3 - Recertification Requirements
4 BCU -- Background Letters or BCU Screen Prints				Section 3 - Recertification Requirements
5 12b -- Personal Care Assistant Training Schedules				Section 3 - Recertification Requirements
6 17b -- Copy of Latest Annual Assessment				Section 3 - Recertification Requirements
1 03 -- Fiscal/Accounting Process				Section 4 - Policy & Procedure
2 04 -- Bank Statement / Audit Report				Section 4 - P & P's
3 09a -- Confidentiality Policy				Section 4 - P & P's
4 09b -- Notice of Privacy Practices				Section 4 - P & P's
5 10 -- Personal Care Assistant Evaluation Procedure				Section 4 - P & P's
6 11 -- Personal Care Assistant Handbook/Orientation Materials				Section 4 - P & P's
7 12a -- Personal Care Assistant Training Standards				Section 4 - P & P's

- Provider Name and Number (location if applicable)
- End Date
- Put an X in the right box for the application type
- Add the date it will go to the worker in the yellow box
- Add the initials of who it is assigned to
- Any notes regarding the application

**DSDS Personal Care Assistant (PCA) Agency
Certification Application Checklist
Initials, Pre-Screening, Recertification, Add Services**

Agency Name & Provider Numbers:

Alaska PCA 987541

End Date

11/30/2015

Initial

New Loc

9/11

Pre-Screening Review Date & Reviewer:

New Admin

Re-cert

X

Change

New Own

Re-Cert Review Date & Reviewer:

New Svc

Evaluation Date & Reviewer:

BL

Notes:

#	Items	1st Rev	2nd Rev	3rd Rev	File Section
1	Current Certification Form				Section 1 – Certification / Application
2	00 -- Certification Application Form Complete (Agency)				Section 1 – C & A
3	00a – Agency-Based Services Certification Form				Section 1 – C & A
4	00b -- Consumer-Directed Services Certification Form				Section 1 – C & A
1	CIR Training				Section 2 – Correspondence
1	01 – Current Alaska Business License				Section 3 - Recertification Requirements
2	02 – Certificate of Insurance				Section 3 - Recertification Requirements
3	05 – Organization Chart				Section 3 - Recertification Requirements
4	BCU – Background Letters or BCU Screen Prints				Section 3 - Recertification Requirements
5	12b – Personal Care Assistant Training Schedules				Section 3 - Recertification Requirements
6	17b – Copy of Latest Annual Assessment				Section 3 - Recertification Requirements
1	03 -- Fiscal/Accounting Process				Section 4 - Policy & Procedure
2	04 -- Bank Statement / Audit Report				Section 4 - P & P's
3	09a -- Confidentiality Policy				Section 4 - P & P's
4	09b -- Notice of Privacy Practices				Section 4 - P & P's
5	10 -- Personal Care Assistant Evaluation Procedure				Section 4 - P & P's
6	11 -- Personal Care Assistant Handbook/Orientation Materials				Section 4 - P & P's
7	12a – Personal Care Assistant Training Standards				Section 4 - P & P's

SharePoint Tracking - Incoming Applications

Thursday, October 15, 2015 9:40 AM

The SharePoint [Application Tracking Log](#) (<https://go.dhss.ak.local/dsds/main/PQA/Lists/Application%20Tracking/AllItems.aspx>) is found on the [Unit SharePoint Site](#) (<https://go.dhss.ak.local/dsds/main/PQA/SitePages/Home.aspx>)

The [Tracker](#) is used for Initial Applications, Recertifications and other changes that DS3 does not track such as time lines for processing. The process is the same for adding all application types. The tracker is very wide and can be expanded across both monitors, because of this some of the below diagrams may only show part of the screen or be in multiple pieces.

View Options

- There are two views that can be used for entry of new applications or maintenance of in progress applications
- **List Tools --> Items** to make the menu appear
- **New Item** to get to the form for a new entry



- Spreadsheet style entry
- **List Tools -->List--> Datasheet View** which gives a spreadsheet style view
- From this view simply scroll to the bottom of the list for a new row or you can also edit the cells like a spreadsheet too.

Recd Date	Provider Name	Provider Numbr	Assigned To	Services	Application Type	Date to Staff	Provider's End Date	Full Review Date	1st Recert Date	2nd Recert Date	3rd Recert Date	4th Recert Date	5th Recert Date
4/22/2015	Golden Hearts Assisted Living Home	1613952	Lentz, Brad	Residential Supported Living									
4/23/2015	Providence Horizon House - Cottages	1030243	Lentz, Brad	Residential Supported Living									
4/23/2015	Strong Care Castle	RLX	Lentz, Brad	Residential Supported Living									
4/23/2015	Saving Grace Care Coordination	CMGAPP	Reed, Britney J	Care Coordination (Agency)									
	Among Friends ALH, LLC	1023954	Reed, Britney J	Residential Supported Living									
4/27/2015	Consumer Care Network - Anchorage	100290, 1004496	Lentz, Brad	Care Coordination (Agency)									
4/27/2015	Steve Uotoshio	1001063	Lentz, Brad	Care Coordinator (Individual)									
4/27/2015	Joyce Uotoshio	1001062	Lentz, Brad	Care Coordinator (Individual)									
4/27/2015	Abdukarim Isse	1581412	Lentz, Brad	Care Coordinator (Individual)									
4/27/2015	Stronghold Construction	1620237	Reed, Britney J	Environmental Modifications									
4/28/2015	Northern Living Centers	1030259	Reed, Britney J	Residential Supported Living									
4/4/2015	UR Previous Assisted Living Home	1581383	Reed, Britney J	Residential Supported Living									
4/6/2015	EM Care Alaska	1621181	Lentz, Brad	Chore Respite									
4/7/2015	Our Home	1030366	Lentz, Brad	Residential Supported Living									
		1030315	Lentz, Brad	Residential Supported Living									

Provider Name	Provider Number	Assigned To	Services	Application Type	Date to Staff	Provider's End Date	Full Review Date	1st Recert Date	2nd Recert Date	3rd Recert Date	4th Recert Date	5th Recert Date
1030251 United Community Services	1030251	Reed, Britney J	Case Coordination Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
1030251 Cheyenne Center	1030251	Lentz, Brad	Case Coordination Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
1030251 Meagan Center	1030251	Lentz, Brad	Case Coordination Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
1030251 My Heroes LLC	1030251	Reed, Britney J	Case Coordination Community-Based Residential Services	Initial Application	10/1/2015	10/1/2015						
10302511 Livin Place	1030251	Reed, Britney J	Residential Supported Living	Initial Application (One Person)	10/1/2015	10/1/2015						
8102001 Freshness Revenue Agency- Service Services	1031241	Reed, Britney J	Residential Supported Living	Initial Application (One Person)	10/1/2015	10/1/2015						
10302512 Daniel Lawrence	1030251	Lentz, Brad	Case Coordination Health Facilitation Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
10302513 Golden Shear	1030251	Lentz, Brad	Case Coordination Health Facilitation Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
10302514 Sami Hause	1030251	Lentz, Brad	Case Coordination Health Facilitation Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
10302515 Victoria Care Center	1030251	Reed, Britney J	Case Coordination Health Facilitation Home & Community Residential Services	Initial Application	10/1/2015	10/1/2015						
10302516 TLC Assisted Living Home	1030251	Reed, Britney J	Residential Supported Living	Initial Application	10/1/2015	10/1/2015						

Adding a New Provider in the Form View

If you chose the form view:

- Areas with a * are required
- Enter the Provider Name
- The Provider Number (if it is a recertification) or the CMGAPP, HCAPP etc for an initial
- Choose Services

Application Tracking - New Item

Edit

Save Cancel Paste Cut Copy Attach File ABC Spelling

Commit Clipboard Actions Spelling

Provider Name * Minnie's Care Coordination

Provider Number * CMGAPP

Assigned To * Lenz, Brad ;

You may assign this as a one person or more people if it needs to be teamed up on for a special reason. Anyone who is in the SOA address book can be assigned to this field

Services *

- Nursing Oversight
- Care Coordination (Agency)
- Care Coordinator (Individual)
- Chore
- Adult Day
- Residential Supported Living
- Day Habilitation (Site Based)
- Day Habilitation (Community Based)
- Residential Habilitation (FAMHB)
- Residential Habilitation (Supported Living)
- Residential Habilitation (GRPHM)
- Residential Habilitation (In Home)
- Supported Employment
- Intensive Active Treatment
- Respite
- Respite Family Directed
- Transportation (Agency)
- Transportation (Provider)
- Meals (Congregate)
- Meals (Home Delivered)
- Environmental Modifications
- PCA (Agency Based)
- PCA (Consumer Directed)

Assigning to a worker

- IF you can spell the name exactly as it would be in the address book (non-case sensitive) you can simply type the name in the box in the main form and press enter. SP will either accept or give an error if you are wrong
- Click the Open Book icon



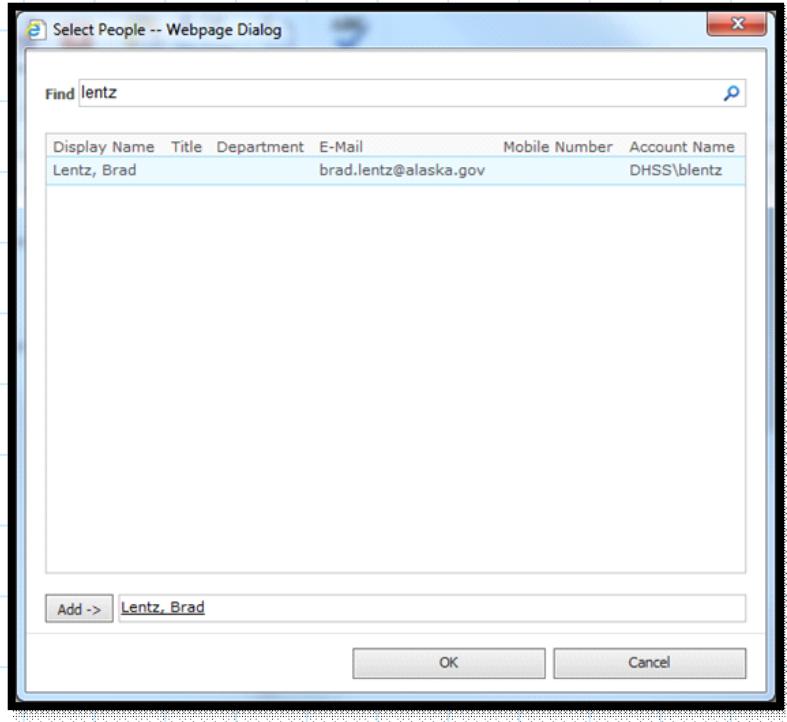
- and search for the person the application will be assigned to

Can be more than one provider number as in a combo agency

Assigned To *

You may assign this as a one person or more people if it needs to be teamed up on for a special reason. Anyone who is in the SOA address book can be assigned to this field

- Search for the person
- Add the person by double clicking on the result or clicking the Add Button
- Click OK



- Check the appropriate boxes for the services the individual or agency provides
- Check the boxes for the Application Type

Dates

- Enter the Rec'd Date
- Enter the Date to Staff
- Enter the Provider's End Date if it is a recertification

- Add additional notes regarding the application that might be helpful to the reviewer such as actions going on with other units or a site review
- If the application is for a new admin or other unique change that does not have a field above use the Application Tracking field otherwise ignore it
- Add the date the entry is being created (used to track application start to end processing time)

The screenshot shows a form dialog box with the following fields:

- 1st Pend Due Date: [Text Box]
- 2nd Review Date: [Text Box]
- 2nd Pend Date: [Text Box]
- 2nd Pend Due Date: [Text Box]
- 3rd Review Date: [Text Box]
- 3rd Pend Date: [Text Box]
- 3rd Pend Due Date: [Text Box]
- Denial Date: [Text Box]
- Denial Due Date: [Text Box]
- Approval Date: [Text Box]
- Notes: This is only a test agency
- Application Tracking: Default Field Ignore
- Date Created: 8/28/2015 12 AM 00

Buttons at the bottom: Save, Cancel.

- Save

Final Results

SharePoint List View:

	Application Tracking	Provider Name	Provider Number	Assigned To	Services	Application Type	1st Pend Date	1st Review Date	1st Pend Due Date
<input type="checkbox"/>	(no title) new	Minnie's Care Coordination	CMSGAPP	Lentz, Brad	Care Coordination	Home & Community Based			

SharePoint List View:

	1st Pend Date	3rd Review Date	3rd Pend Date	3rd Pend Due Date	Denial Date	Denial Due Date	Approval Date	Notes	Date Created	Rec'd Date	Date to Staff	Provider's End Date
								This is only a test agency	8/28/2015 12:00 AM	8/28/2015		

Starting a Review - Application Evaluations

Friday, October 23, 2015 1:10 PM

- Using the [certification application checklist](#) and the certification application instructions, carefully read through all submitted documents of the application to determine if all required contents are present.
- If required documents are missing or if a [policy](#) and [procedure](#) lacks the minimum required content as stated in the instructions, flag that section for future reference when writing the "[pend](#)" notice and leave that box on the checklist blank.
- For each required document that is submitted and is complete and accurate, write your initials in the box on the certification application checklist that corresponds to that document. If the item listed on the checklist is not applicable to that service type or provider, written "NA" in the box. (Example: Worker assurances form, personnel list, etc.).
- When processing an initial or renewal application do not throw away or recycle any paperwork until the application has been approved and the necessary documents are filed in their hard folder
- All papers must be date stamped. If you receive verification from a provider via email print and date stamp the document



[Export to a PDF and date stamping](#) as you print will save time

- If there is conflicting information on the application and what is entered in DS3 confirm with the provider correct information. Ex: if the provider is certified for ALI waiver for RSL and the application shows they are applying for APDD and ALI confirm that this what they intended to recertify for
 - Do a case note regarding all contacts with a provider i.e. pends, extending certifications, phone, email, contacts, office visits, etc.
 - If an agency does not submit a renewal for a service they are currently certified for confirm that they do not want to recertify the service and get it in writing.
- ! Be sure all demographic information such as addresses, phone, fax and email are entered and correct**

Now that the application has been fully evaluated and meets all the requirements it is time to approve the provider's certification.

Waiver Services Review Reminders - Application Evaluation

Friday, October 23, 2015 1:34 PM

There are many things that go into the review of a waiver application and many things that are forgotten. This page lists the basics and has some reminders of things to not forget. This includes in the paper application review, the hard file review and DS3 review and updates

- Demographics - Application vs DS3
 - Address - Physical and Mailing
 - Phone - Business, fax and cell
 - Email
- Contacts
 - Program Administrator
 - Care Coordination Program Administrator
 - Owners
 - Designee
 - Full-time supervisor
 - Back-up care coordinator
- Certification and COS dates
 - Dates under rates section (Res Hab, Day Hab, and Respite)
- Notes
 - Training Notes - CIR, Care Coordination, PCA etc.
- Affiliations (Group Home and/or Family Home Habilitation or Care Coordinators)

Each service has additional information as well.

Prioritizing Applications - Application Evaluation

Friday, October 23, 2015 1:09 PM

- Recertification applications take priority over initial agency applications (unless otherwise specified). They are due, by regulation, no later than 60 days prior to the existing certification end date.
- Agencies will be recertified prior to the end date of their certification if complete applications are received and evaluated prior to the end date.
- Place the applications in your queue according to date received and/or certification end date. They will be worked in the order received and all attempts will be made to complete certification within 30 days, per SDS Provider Certification policy 12-1.
- Initial Care Coordinators for established care coordination agencies will be processed within 2 business days.
- Residential facilities where there are waiver recipients currently residing in the facility and would like to remain. Example: an application from a new owner or previously "GR only home" will be prioritized.
- Initial applications or application to add a services for currently certified agencies if it is to address an underserved population or area may be prioritized.

Application Tracker- Application Evaluation

Thursday, October 15, 2015 10:29 AM

- Additional notes may be entered into the Application Tracker
- Be sure to update the tracker when applications are pended, approved, denied, etc.
- The dates entered should be accurate and timely (once a month is not acceptable!)
- Only enter a pend or denial date if a formal letter was mailed
- The Application Tracker is being used to track number of pends and denials. This is important to reports over time as it will let us see how long a pend or denial or just a regular application really takes and allow the team to adjust easier.

Insurance - Application Evaluation

Friday, October 23, 2015 1:56 PM

Insurance requirements

- Providers must have the following:
 - **General liability** (note: sole proprietor care coordination agency can have professional liability coverage)
 - **Workers' Compensation**
 - If a sole proprietor with no employees, volunteers, etc. then workers' compensation insurance is not required.
 - A Worker Assurances form is required to be submitted if workers' compensation is not required.
 - Transportation providers must have **vehicle insurance**
 - Insurance cards for personal vehicle insurance is not acceptable.
 - SDS has not set any minimum monetary requirements
 - Verification of insurance must identify SDS as a certificate holder. It should be listed on the form as:

Senior & Disabilities Services
550 W 8th Avenue
Anchorage, AK 99501
- ★ The Juneau PO Box is also an acceptable address for certificate holder
- Verify that all policies are current. Ensure that they will be active/current at the time of renewal (not the date the certification is signed. It must be current as of the first day of the new certification period).

Licenses - Application Evaluation

Friday, October 23, 2015 1:18 PM

- Licensing: To verify any licensure required such as Assisted Living Home, dietician license, nursing license, contractor license for Environmental Modification, etc.)
- If the applicant or provider is an IAT service provider, ensure that the person delivering IAT services has one of the following degrees, certifications, or licensure:
 - Marital and Family Therapy
 - Psychologists and Psychological Associate
 - Social Workers
 - Special Education Teacher
 - Applied Behavioral Analysis professionals
- ★ • If their degree does not appear on this list check with Maureen Harwood or Corina Castillo-Shepherd (IDD unit) to determine if they can be an IAT provider.

[Professional Licensing](#)

[Residential Licensing](#)

[Business licensing](#)

Residential Habilitation Affiliate Homes - DS3 Actions

Friday, October 16, 2015 9:43 AM

Residential Habilitation agencies can have affiliated homes that are contracted or part of the agency and provide services to the clients. There are 3 types of affiliated homes:

- Group Homes
- Family Hab - Adult
- Family Hab - Child

! ★ These homes are entered in DS3 but it is important to note that because of the incredibly sensitive nature of the child family hab homes that only an **END DATE** is entered for the Medicaid Code. This is by order of a Memorandum of Understanding with SDS and OCS so that the names and addresses of the homes are not published to the Provider Search Tool.

New Home Entry

- Create DS3 entry
 - Convert a contact into a provider
 - Request a record merge if needed
 - Create a new provider from scratch



Screenshot of the DSDS Provider creation form. The 'Create as Organization' checkbox is checked, and several fields are highlighted with red boxes: Name, Active (radio button for No), Region (dropdown menu), and Notes.

Provider	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	
<input checked="" type="checkbox"/> Create as Organization <input type="checkbox"/> Person	
Name	<input type="text"/>
Active	<input type="radio"/> Yes <input checked="" type="radio"/> No
DSDS ID	Generated after creation
Provider ID	NPI
Region	<input type="button" value="Select One"/>
Business License	<input type="button" value="Select One"/>
Notes	This is just a test for a procedure!



All Habilitation Home Sites Affiliated with an agency are created as an Organization even the Child Family Habilitation Homes which are usually under a guardian or parent's name. You cannot convert a contact to an organization and in those cases where the OCS home is already in the system it will have to be recreated as an organization or DS3 cannot connect the home.

- Add **Contact** info
 - **Name**
 - **Address**
 - **License number**
 - **License end date**

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Affiliate Home [Provider (ALH)]
DSDSID: 181435

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next

Provider	<input type="checkbox"/> Edit <input checked="" type="checkbox"/> PCA: No <input checked="" type="checkbox"/> ALH: Yes <input type="checkbox"/> GR: No		
Name	Acme Affiliate Home		
ALH License	123456		
ALH Lic. Expiration	12/31/16		
Home Size	Adult Foster Care		
Active	<input checked="" type="checkbox"/> Yes	Bed Count	4
DSDS ID	181435	NPI	
Provider ID			
Region	Anchorage	Secondary Region	(none)
Business License		Bus. Lic. Expiration	
Notes	Test Home for procedure!		
Contact Information			
Physical Address	Mailing Address		
456 Gnome Anchorage, AK 99645	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email Address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Contact Information			
<input type="button"/> Add Address <input type="button"/> Add Phone Number <input type="button"/> Add Email	No additional contact information has been added for this contact.		

- Administrator Name on the Contacts tab

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Affiliate Home [Provider (ALH)]
DSDSID: 181435

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next

Points of Contact (Email Only)

Edit

ICAP Program Manager
PCA Program Manager

Current Contacts

New Contact Select Contact View Deleted Contacts

Name	Relationship
Sam, Yosemite	Administrator

- Add correct Medicaid Code

- Based on application and certified types, technically a home is ONE of the following types however once in a while a home will be listed as both Group Home and Family Hab Adult.
 - GRPHM (adults)**
 - FAMHB ADLT (adults)**
 - FAMHB CHLD (under 21)**

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Affiliate Home [Provider (ALH)]
DSDSID: 181435

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next

Provider ID's

Medicaid Code	Start Date	End Date	Status	Action
GRPHM		11/30/16	Active	Edit

-- Select Status -- Add

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Affiliate Home [Provider (ALH)]
DSDSID: 181435

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next

Provider ID's

Medicaid Code	Start Date	End Date	Status	Action
FAMHB ADLT		11/30/16	Active	Edit
FAMHB CH		11/30/16	Active	Edit
GRPHM		11/30/16	Active	Edit

-- Select Status -- Add

- ! ★ • Add agency **END DATE ONLY** no start date

- Status will be **Active**

Connect to Main Agency

- Open new DS3
- Search for the **Certified Agency**

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSDSID: 181433

Details Contacts Medicaid Codes Rates Consumers Agents **Renderers** Agencies Notes Prev Next

Rendering Agencies

+ Add Rendering Agency

- Go to **Renderers** tab
- Add **Rendering Agency**
- **Search** for new home, you can copy and paste the name to make things faster or use a partial name search as well but beware that the longer the name the more the results box is cut off so usually copy and paste is safest to get the best and most accurate results.

The screenshot shows the DSDS provider search interface. In the top navigation bar, the 'Providers' tab is selected. Below it, the provider details for 'Acme Habilitation [Provider]' are shown, including its DSOSID: 181433. A search bar at the top right contains the text 'Search for a Rendering Agency by Name: acme aff'. A dropdown menu titled 'Selected One' is open, listing three options: 'Acme Affiliate Home [FAMHB ADLT]', 'Acme Affiliate Home [FAMHB CH]', and 'Acme Affiliate Home [GRPHM]'. The entire dropdown menu is highlighted with a red box.

- Connect it as the *correct type*, whatever the type you clicked in the first box must be mirrored in the second box

This screenshot shows the same DSDS provider search interface as the previous one. The search bar now contains 'Search for a Rendering Agency by Name: Acme Affiliate Home [FA]'. The dropdown menu is titled 'Selected One' and lists four options: 'Family Habilitation - Adult', 'Family Habilitation - Child', and 'Group Home'. The 'Family Habilitation - Adult' option is highlighted with a red box.

- Enter **AGENCY** start and end date for certification

The screenshot shows the 'Provider Agent' configuration screen. It includes fields for 'Provider' (Acme Habilitation), 'Type' (Family Habilitation - Adult), and 'Agent' (Acme Affiliate Home). Two date fields, 'Start Date' and 'End Date', are highlighted with a red box. The 'Save' and 'Cancel' buttons are visible at the top left.

- Save

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSDSID: 161433

Rendering Agencies

Rendering Agent		Start Date	End Date
Edit	Acme Affiliate Home	12/01/15	11/30/16

Only if the agency has a larger number of homes and a variety of types might the screen show like this and usually NOT with all the same name!

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSDSID: 161433

Rendering Agencies

Rendering Agent		Start Date	End Date
Edit	Acme Affiliate Home	12/01/15	11/30/16
Edit	Acme Affiliate Home	12/01/15	11/30/16
Edit	Acme Affiliate Home	12/01/15	11/30/16

Recertification Updating

- **Details**
 - Update **contact** info as needed
 - Update **license end date**
- **Medicaid Codes**
 - Update **end date** to match **agency**
- **Agencies**
 - Make sure correct agency shows
 - Click **Agency** name
 - Go to **Renderers** tab
 - Edit connected home
 - Enter updated **AGENCY start and end date for certification**
 - **Save**

Error Corrections

- Wrong Medicaid Code i.e. FAMHB ADLT instead of GRPHM
 - Correct type on home
 - Go to agency
 - Disconnect (delete) home from renderers
 - Edit
 - Delete

Acme Affiliate Home [Provider (ALH)]
DSDSID: 181435

Provider Agent

Provider	Acme Habilitation
Type	Family Habilitation - Child
Agent	Acme Affiliate Home
Start Date	12/01/2015
End Date	11/30/16

- Confirm

Acme Habilitation [Provider]
DSDSID: 181433

Rendering Agencies

Family Habilitation - Adult		Start Date	End Date
Edit	Acme Affiliate Home	12/01/15	11/30/16

Group Home		Start Date	End Date
Edit	Acme Affiliate Home	12/01/15	11/30/16

- Reconnect under correct home type (See connecting a new home)

Additional notes

Sometimes the agency puts all the homes on one form and has multiple site locations. Check the addresses of the homes as the ones that are in Anchorage should go with the Anchorage office, Fairbanks homes with Fairbanks etc. If they put more than one of the HC numbers on the Hab forms make them do them with one number per form so that the homes are affiliated correctly. If during cert or recert a home is discovered to be incorrectly connected to an agency site simply disconnect and reconnect.

When this was first implemented some homes were incorrectly labeled Group Home or Fam Hab Adult when they were in fact the opposite, as the new application forms come in correct this issue and reconnect the home correctly. These labels are important to reports and to clients information as well!

Non-Certified Provider Updates - Application Evaluation

Thursday, October 15, 2015 10:25 AM

Other Non-Certified Provider Updates

There are several types of non-certified providers that the PCC unit takes care of. The main reason PCC cares for these providers is that the unit is one of the few in the division that has the ability to fully update or edit the DS3 records for providers, almost everyone else has read only views.

Each of the sections listed has detailed procedures and a little history about the providers. Reports to make the processes a little less time consuming are also mentioned within each process.

Once a year non certified Medical Supply and Long Term Care providers need to be updated. This happens in December or early January at the latest.

- Pull an Active Provider report
- Sort to just non-certified providers (no start date and only ending 12/31/XX is a fair hint that they are the right ones but double check as those can also be affiliated Residential Habilitation homes)
- Look up each active one in Enterprise to determine if they are still active
- Compare basic contact information with DS3 and update as needed
- Under Medicaid Codes change the end date to 12/31/xx (the next year)
- If the provider is no longer active in Enterprise deactivate them in DS3 making the end dates match

DME - Application Evaluation

Thursday, October 15, 2015 11:50 AM

Durable Medical Equipment (DME) providers are not certified by SDS but are important to the recipient side of SDS as they show up on a Plan of Care (POC) and therefore should have updated address and phone numbers on the Details screen along with checking Enterprise for up to date active Medicaid numbers.

There are only a few of these providers and they are only updated yearly generally in December or January at the latest.

There are no notices to send and other than looking them up in DS3 and Enterprise they are not very time consuming. You do however have to make sure that the COS is also updated to match the provider number on the Medicaid Codes screen.

From: Powers, Jeri L (HSS)
Sent: Thursday, December 03, 2015 12:24 PM
To: Downey, Carol M (HSS)
Subject: RE: Enrollment grid

An SME provider is enrolled as a DME (the newer Enterprise language is Medical Supplier) provider with a specialty of SME No Medicare – see this example:

The screenshot shows the Enterprise Enrollment Grid interface. On the left, a sidebar lists maintenance options: Name/Address, License, Certification, Permit, Grant, Affiliations/Service Locations, General Info, Financial, CLIA/Mammography, Billing/RA, Medicare, Incentive/Sanction/Review, Bankruptcy, Identifiers/Enrollment, Ownership Info, Managing/Directing, Authorized Representatives, Security, and Maintenance Events. The main area displays three tabs: 'Tribal Provider' (with a radio button for 'Yes'), 'Licensure, Certification, Permit, Grant' (with a note about entering information for all states and an 'Add LCPG' button), and 'Provider Specialty'. The 'Provider Specialty' tab shows a table with one row for 'SMENoMCR' with details: Certification # 04/01/2011, Effective Date 12/31/9999, State AK, Certifying Agency 28-Other. A red oval highlights the 'Provider Specialty' column header.

The question about Home Health Agency and Private Duty Nursing Agency is more complicated because there are more steps to determine who can bill for T1002 U2 and T1003 U2. The Enrollment Grid provides a clue in column P Claim Form Instruction. A Private Duty Nursing Agency submits claims on a CMS 1500 which requires a renderer (a nurse) while the Home Health Agency submits on a UB04 which does not require a rendering provider. Otherwise the enrollment requirements are essentially the same.

To pay the claim, Enterprise requires a renderer for codes T1002 U2 and T1003 U2. Therefore, any agency with provider type 058 can provide specialized PDN if they have a service authorization.

Let me know if something is not clear.

Jeri

From: Downey, Carol M (HSS)
Sent: Wednesday, December 02, 2015 4:33 PM
To: Powers, Jeri L (HSS)
Subject: RE: Enrollment grid

Is there anything about how a DME provider (076) is enrolled that shows they are authorized to provide SME services? I think in the old MMIS there was not but we periodically ran a STARS report to see if they had any recent history of providing SME's (A9281; E0274 U2; S5160; S5161; V2600; T2028; T2029).

We have a similar question about Home Health agencies (058/060) and whether they are authorized to provide Specialized PDN (PT 058 and providing T1002 U2 or T1003 U2)?

Again, this is looking at how they are enrolled in order to see the specific providers available to be put on an SA for a waiver client with those services. It would be nice to cut down the list especially for DMEs since there are so many and most never provide an SME.

Thanks for your help Jeri! Carol

SME - Application Evaluation

Thursday, October 15, 2015 11:50 AM

Specialized Medical Equipment (SME) providers are not certified by SDS but are important to the recipient side of SDS as they show up on a Plan of Care (POC) and therefore should have updated address and phone numbers on the Details screen along with checking Enterprise for up to date active Medicaid numbers.

There are only a few of these providers and they are only updated yearly generally in December or January at the latest.

There are no notices to send and other than looking them up in DS3 and Enterprise they are not very time consuming. You do however have to make sure that the COS is also updated to match the provider number on the Medicaid Codes screen.

LTC - Application Evaluation

Thursday, October 15, 2015 11:50 AM

Long Term Care Providers include Hospital Swing Beds and other longer term care facilities that some of our recipients need to transition to when Waiver services can no longer satisfy their needs. This means that PCC must keep a short list of providers that SDS uses, up to date. The main list is found at:

<http://dhss.alaska.gov/dhcs/Documents/hflc/PDF/Health-Facilities-Licensing-and-Certification-Facilities-List-2015-06-05.pdf>

There is no report that is currently in use but towards the end of each year these providers should be double checked to see if their Medicaid number is still active in Enterprise and then the end date is updated as is the COS on the [Medicaid Codes](#) page.

Coordinate this effort with the LTC lead in Waivers.

★ This report could be helpful IF it is updated to reflect the new provider numbers

<https://reports.dhss.alaska.gov/Reports/Pages/Report.aspx?ItemPath=%2fDSDS%2fProviders%2fLTC+Providers>

More reports that could be useful if they are updated

<https://reports.dhss.alaska.gov/Reports/Pages/Folder.aspx?ItemPath=%2fDSDS%2fLong+Term+Care>

Fiscal Intermediary - Approved Providers

Wednesday, October 28, 2015 11:36 AM

Forms to Xerox

Currently the Medicaid fiscal intermediary is Xerox. All certification forms no matter how minor a change might be on it, are sent to Xerox each Wednesday for processing.

Forms are sorted as follows

- Initials
- Recertifications
- Changes
- Closures

Back Files

The forms are then added to the back file binders filed alphabetically

The back files or a collection of all the provider files signed by PCC staff each week and collected into a binder semi-alphabetically is a system used to quickly retrieve a certification form if it happens to become lost somehow.

Each week the newly signed forms are collected and sent to Xerox for processing. The hard copy forms are then sorted by alpha and placed in a pair of large binders to conserve space and keep the pages neat.

Pit Falls with Number Activations

Monday, November 30, 2015 10:36 AM

So I may have solved how some of our CMX/HCX stick around with an enrollment pending and get multiple entries....

So Chris is getting his old number back....

Report ID: A2014142 - DSDS Provider Report

Action	End_Of_Week	Beginning_Of_Week	STAT_CD	STAT_DT	P_CURR_ALT_ID	P_NAM
Activated	Nov 28, 2015	Nov 22, 2015	AP	11/23/15	1002043	Chris Mosholder

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Mosholder, Chris [Provider]
DSDSID: 32068

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Provider ID's

Medicaid Code	Start Date	End Date	Status	Action
1002043	10/01/04	12/27/13	Inactive - Voluntary Closure	Edit
CM7278	07/01/04	09/30/04	Inactive - Voluntary Closure	Edit
CM72781	10/01/04	10/01/13	Inactive - System Update	Edit
CMX			Inactive - Certified but Enrollment Pending	Edit
- Select Status -				Add

I know I am very likely to activate the CMX with a double of his number as it is a different certification period but others on the team might just update the old number with new dates. This would leave the CMX behind and cause trouble down the line with reports....

I'm not saying it's anyone's doing but I am saying it is a plausible explanation for some of the errors we've seen with old numbers and old enrollment pendings.

The big question is which method is right, update the old number or activate a duplicate provider number with the new cert period.

The answer to this is to duplicate the number so that it shows the gap in certification

Activating a Provider- Approving Providers

Thursday, October 29, 2015 7:30 AM

Providers are not fully active until they are enrolled with Xerox the fiscal intermediary. PCC can find out about these numbers in a variety of ways.

Xerox

Each week Xerox sends a report to the dsdscertification@alaska.gov email with newly activated providers in their system. This report (as an attachment) will contain the name of the provider, their new number and it should have matching demographic data.

Waiver or PCS Staff

Other staff members may receive a change of provider information for a client and have difficulty finding the provider resulting in a request for assistance from PCC staff and sometimes activation. This type of request also requires a login to the *Enterprise* system to double check the number is active

Providers

Providers may call and self report that they have a new number. This is a simple matter of also checking *Enterprise* to ensure the number is active before activating in DS3.

To activate a provider follow these steps:

- Search for the name of the provider in DS3

The screenshot shows the DS3 Provider Details page for 'Acme Habilitation'. The top navigation bar includes links for DSDS, Providers, APS, CIR, PCA, Waiver Programs, Assessments, Remediation, Options, Search for Name or ID, and Search Options. The provider's name is 'Acme Habilitation' and its DSDSID is '181433'. The 'Provider' section contains fields for Name (Acme Habilitation), Active (checkbox checked, labeled 'No'), Bed Count (NPI), DSDS ID (181433), Provider ID, Region (Anchorage), Secondary Region ((none)), Business License (Bus. Lic. Expiration), and Notes (This is just a test for a procedure!). The 'Contact Information' section lists Physical Address (123 Main, Anchorage, AK 99501) and Mailing Address (123 Main, Anchorage, AK 99501). It also includes Home, Cell, and Email Address (Hab@acme.com) with corresponding icons for phone and email. The 'Additional Contact Information' section is empty, stating 'No additional contact information has been added for this contact.'

- Edit the Details page to show as **Active** and **Yes**

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSDSID: 181433

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agents](#) [Renderers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [▼](#)

Provider

[Save](#) [Cancel](#)

Name	Acme Habilitation		
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No	Bed Count	<input type="text"/>
DSDS ID	181433	NPI	<input type="text"/>
Provider ID	123456	Secondary Region	-- Select One --
Region	Anchorage	Bus. Lic. Expiration	<input type="text"/>
Business License	<input type="text"/>		
Notes	This is just a test for a procedure!		

Contact Information

Physical Address	Mailing Address
123 Main Anchorage, AK 99501	Add Address Add Phone Number Add Email 123 Main Anchorage, AK 99501
Home	Business (907) 555-1212
Cell	Fax (907) 121-5555
Email Address	Hab@acme.com

Additional Contact Information

[Add Address](#) [Add Phone Number](#) [Add Email](#)

No additional contact information has been added for this contact.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSDSID: 181433

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agents](#) [Renderers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [▼](#)

Provider

[Edit](#) PCA: No ALH: No GR: No

Name	Acme Habilitation		
Active	<input checked="" type="radio"/> Yes	Bed Count	<input type="text"/>
DSDS ID	181433	NPI	<input type="text"/>
Provider ID	123456 Start Date: 12/01/15 End Date: 11/30/16	Secondary Region	(none)
Region	Anchorage	Bus. Lic. Expiration	<input type="text"/>
Business License	<input type="text"/>		
Notes	This is just a test for a procedure!		

Contact Information

Physical Address	Mailing Address
123 Main Anchorage, AK 99501	Add Address Add Phone Number Add Email 123 Main Anchorage, AK 99501
Home	Business (907) 555-1212
Cell	Fax (907) 121-5555
Email Address	Hab@acme.com

Additional Contact Information

[Add Address](#) [Add Phone Number](#) [Add Email](#)

No additional contact information has been added for this contact.

- Go to the [Medicaid Codes Tab](#)

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSOSID: 181433

Provider ID's

Medicaid Code	Start Date	End Date	Status
HCAPP			Inactive - Initial Application Pending -- Select Status --

Edit

- Edit the HCX, CMX, CMGX etc to be the *new number*

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSOSID: 181433

Provider ID's

Medicaid Code	Start Date	End Date	Status
123456	12/01/15	11/30/16	Active

Edit

- ! If the same provider has more than one number being activated i.e. RL and HC look up the numbers in Enterprise to ensure that the right number goes with the correct services
- Add both the **Start** and **End** dates
 - Change the status to **Active**
 - **Save**
 - Click the **new number** and edit ALL the COS to include
 - **Active** Status

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Acme Habilitation [Provider]
DSOSID: 181433

Provider ID's

Medicaid Code	Start Date	End Date	Status
123456	12/01/15	11/30/16	Active

Service Category Details

COS: Core Waiver Agency Req.
Status: Active
Start: 12/01/15
End: 11/30/16
Private: Public

Waivers

DSDS | Providers | APS | CIR | PCA | Waiver Programs | Assessments | Remediation | Options | Search for Name or ID | Search Options

Acme Habilitation [Provider]
DSDSID: 181433

Details | Contacts | Medicaid Codes | Rates | Consumers | Agents | Renderers | Agencies | Notes | Prev | Next | V

Provider ID's

Add Medicaid # | Add Category

Medicaid Code	Start Date	End Date	Status
123456	12/01/15	11/30/16	Active

Service Categories for 123456

Service Category	Start	End	Status	Met Req
'Core Waiver Agency Req.	12/01/15	11/30/16	Active	28 / 28
Residential Habilitation	12/01/15	11/30/16	Active	9 / 9

- **Save**

- Notify MAA II and program staff of new provider(s)

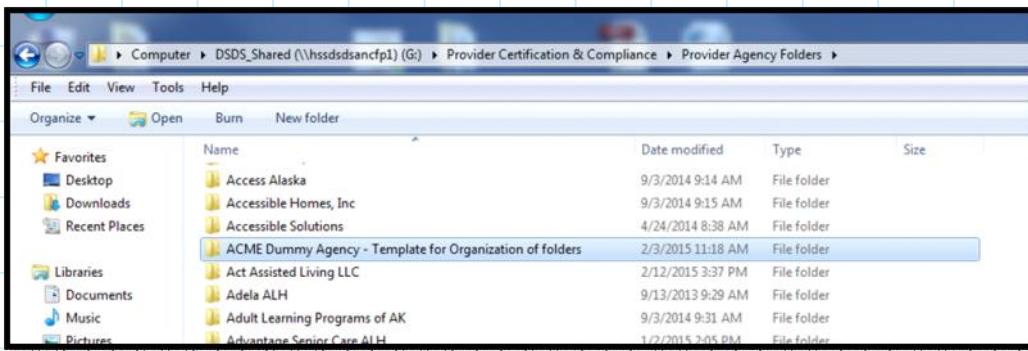
- ! All the dates and statuses should be filled in and active or the provider will **NOT** show on the public provider search tool. 99% of the time one or more of the statuses will not be set to **Active** and this will result in the provider calling to ask why they are not on the tool yet.
- ! For HC COS make sure all the end dates are the same. Providers who add services during a certification period should have all the same dates for all services. PCS is not part of this however since it is a different application and process for certification.

New Agency Folders - Electronic & Hard Files

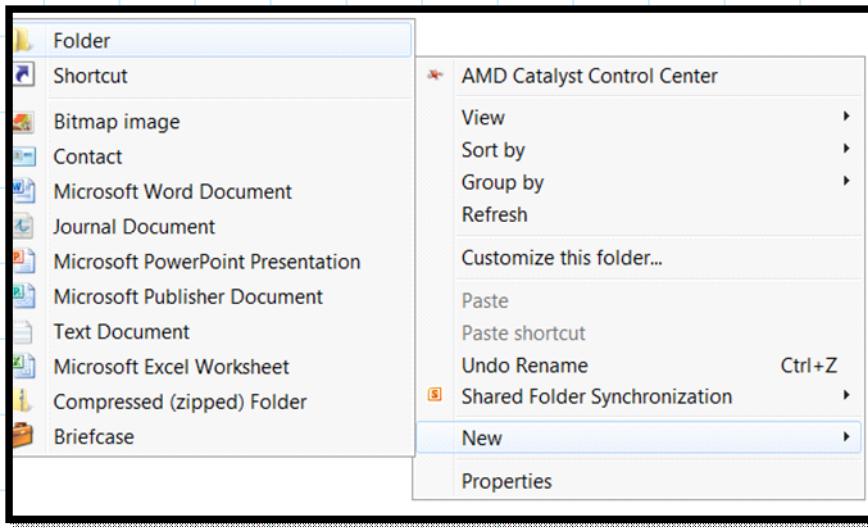
Thursday, October 15, 2015 11:27 AM

Creating a New Folder New folder (all 3 methods for creating a folder)

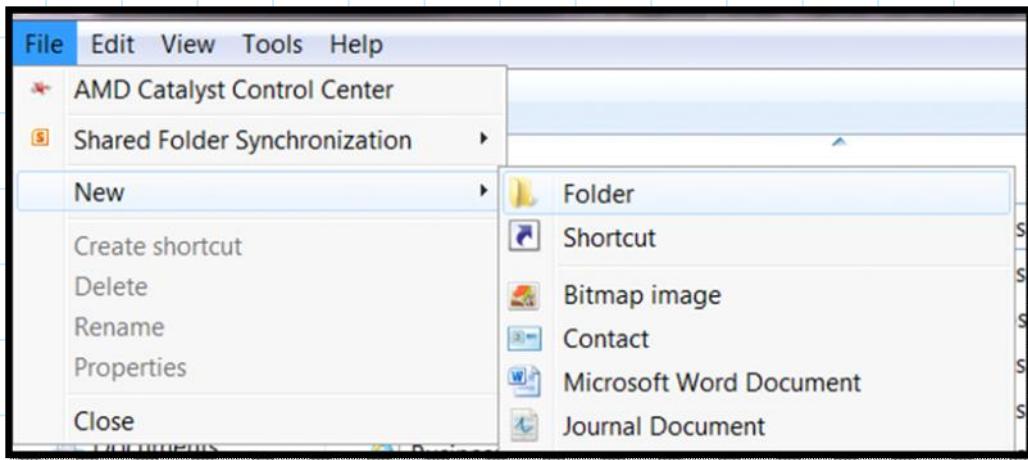
- Click New Folder



- Or Right Click-->New-->Folder (menu can fly out to the right or left depending on where your mouse is when you right click)

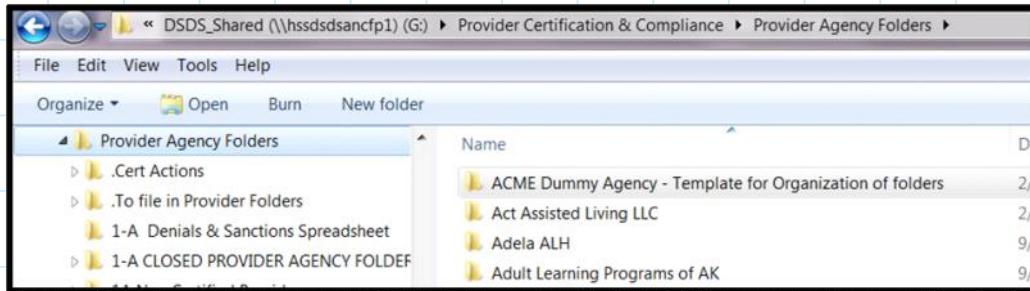


- Or File--> New -->Folder

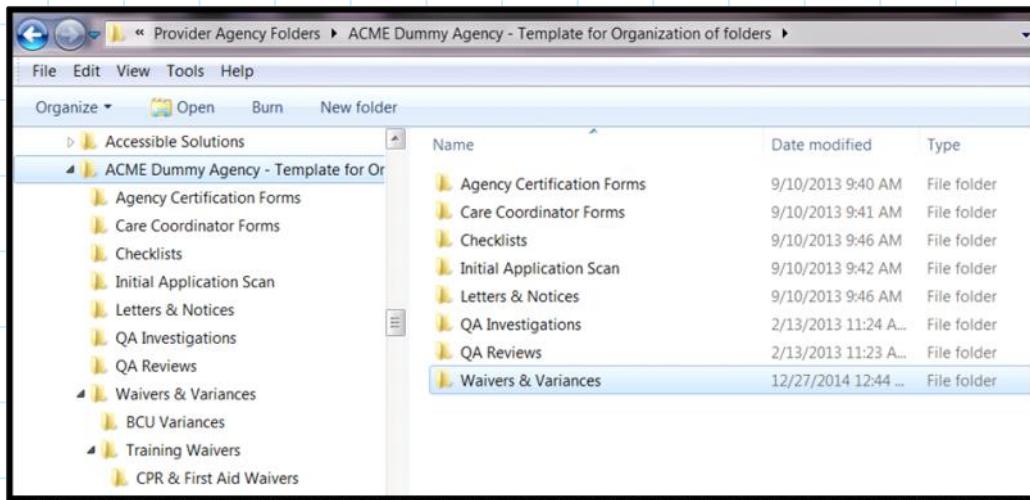


- Name the folder for the Agency you are certifying

- Go to the **ACME Dummy Agency – Template for Organization** folder



- **Copy paste the contents of the ACME Dummy Agency – Template for Organization folder**
- Folder list and what should go in each



Retrieving Hard Folders- Application Evaluation or Filing

Wednesday, October 28, 2015 2:55 PM

The hard folders for the HCB and PCS files are in the file room on the first floor. When you pull a file please be sure to place an OUT card in the files hanging folder so that the last known location is known in case the file is needed for an audit, records request, closure etc.

Care Coordination files are in the tall cabinets on the left side in the hall.

ICF/IID files are in room 211

Electronic & Hard Folders - Filing

Monday, October 26, 2015 11:30 AM

SDS uses both e-files and hard copy files in addition to our database DS3. This area will talk about what has to happen before the provider moves out of your office and into the file drawers. It will also cover some Offsite Storage and Closed Provider Archiving.

- ! Effective July 1, 2015 PCC is no longer scanning recertifications to the agency folder.
- ! Denials and Initials still need to be scanned
- ★ When foldering a renewal do not pull the following
 - Certification forms
 - Training materials
 - Program administrator information
 - ANYTHING from section 6
 - Replace policies ONLY if they are updated and approved
 - Reuse tabs as much as possible replace worn out or updated tabs as needed.

Filing

Monday, October 26, 2015 11:30 AM

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- Training materials
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- ANYTHING from section 6
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- Reuse tabs as much as possible replace worn out or updated tabs as needed.

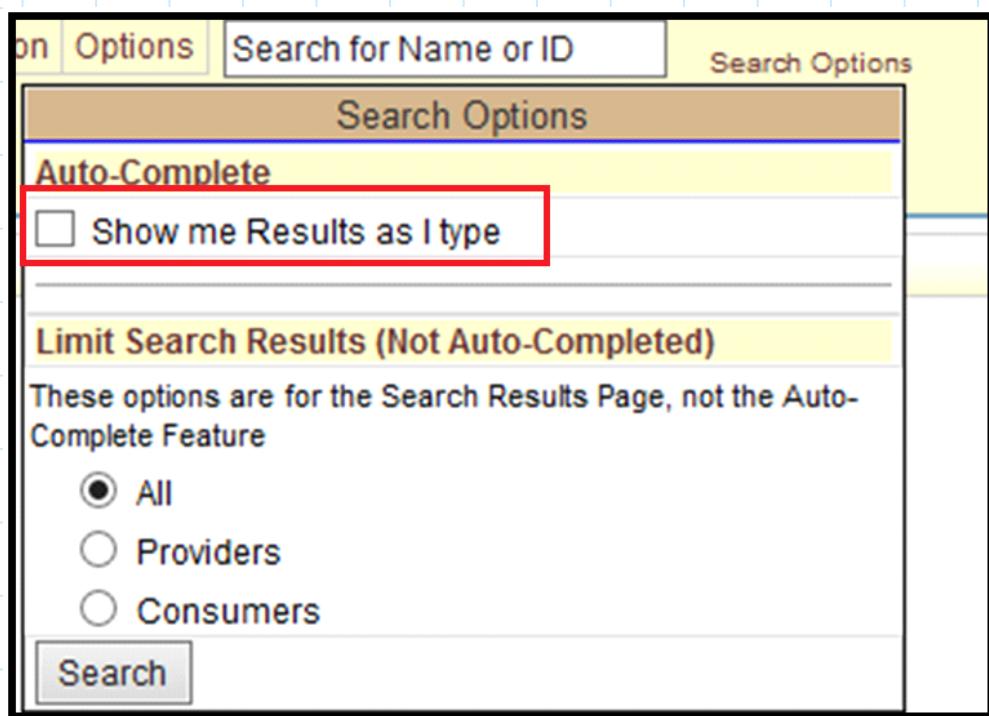
Searching - DS3 Actions

Friday, October 16, 2015 12:02 PM

Hints and Best Practices (from 7/2/14 Training memo)

- It is best to open up a new DS3 page and conduct your search in the new page. You will have a lot more entities displayed if you're looking up people with common names or organizations whose names start out the same but end differently.
- It is best not to wait for names to appear under the search bar. Just type the name and hit enter. When you wait for the drop down to appear you will only see 10 entities when sometimes there can be 11 or 15 entities with the same name. Don't just rely on the first 10 entities. Make sure your search is exhaustive before creating a new entity in the database

By unchecking the **Show me Results as I type** box, you can disable the "Auto-Complete" drop down with the "Search Options" which is found next to the "Search Box"

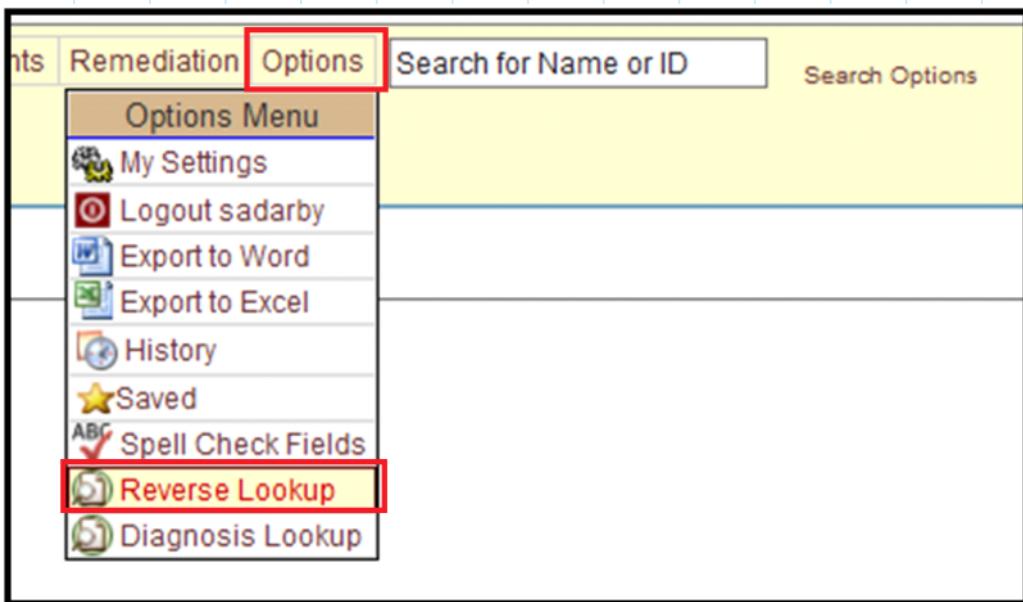


- The search tool is not case sensitive; however punctuation, spaces and spelling count
- The best way to find entities within DS3 is to enter their DS3SID number in the search bar ex: 180
- If you do not know their DS3SID number you can type in their Medicaid number 1578624
- Avoid typing the whole name, type in just part of the name as it is very hard to get some entities exactly right i.e.: àHope Community Resources*/Anchorage vs just hope comm. Capitalization doesn't matter.
- If a new care coordinator or other entity has a contact record it can be converted to a provider record, there are exceptions to this rule but just for Child Family Habilitation Homes.

Reverse Lookup - DS3 Actions

Thursday, October 15, 2015 9:18 AM

Go to the **Options --> Reverse Lookup**



The screenshot shows a 'Reverse Lookup' dialog box. At the top, it says 'Enter Search Criteria'. Below that, there is a group of three radio buttons labeled 'Address', 'Phone', and 'Email', with 'Address' being selected (indicated by a red box). Below the radio buttons is a form field for 'Address' which includes a '# ' input field and a 'Street:' input field. At the bottom of the dialog are two buttons: 'Find' and 'Reset'.

- Look up the provider by the *Address*, *Phone* and *Email* provided.
- If none of the three methods work then go to [add a new provider](#).
- If you find duplicates or more than one entry you can request a [Record Merge](#).
- If you find a record that is a contact such as for an Assisted Living Home or Care Coordinator then you can [Convert the Record](#) but NOT for any *Child Family Habilitation Providers*

New Providers - DS3 Actions

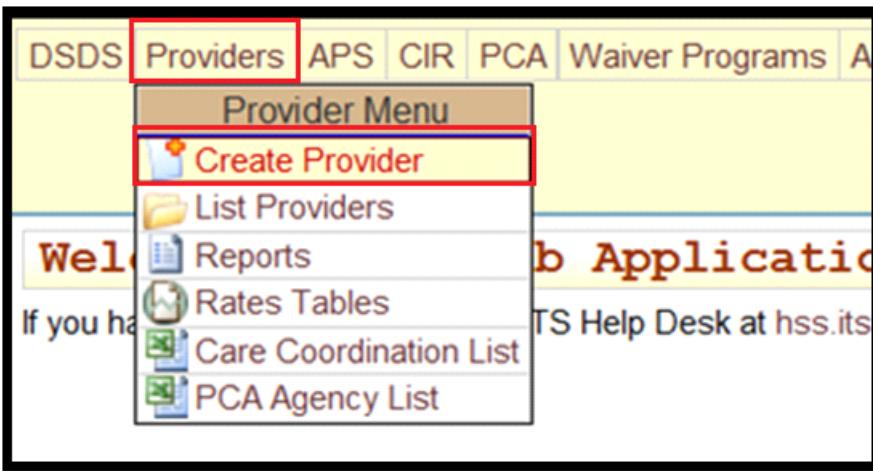
Friday, October 16, 2015 12:27 PM

Within two business days of application receipt, staff inputs provider entity

This is for new **Organizations** (agencies), **Care Coordinators** (individuals)

- ★ **Habilitation Homes** that are contracted to an agency (OCS and Assisted Living homes are setup as an Organization)

- While logged into **DS3**
- Pull down the **Providers** menu
- Click on **Create Provider**



For an **Agency** (Organization) select the **Create as Organization** tab

- Add the agency **Name**
- Add the **Region** served
- Add the **Business License** and **Bus. Lic. Expiration**

A screenshot of a 'Provider' creation form. The form has a header with 'Save' and 'Cancel' buttons. Below the header, there are two buttons: 'Create as Organization' (highlighted with a red box) and 'Person'. The form contains several input fields:

- Name:** Minnie Mouse Care Coordination
- Active:** Radio buttons for 'Yes' and 'No' (with 'No' selected).
- DSDS ID:** Generated after creation.
- Provider ID:** (empty field)
- Region:** Statewide (selected from a dropdown menu).
- Business License:** 1234567
- Bed Count:** (empty field)
- NPI:** (empty field)
- Secondary Region:** -- Select One -- (dropdown menu)
- Bus. Lic. Expiration:** 12/31/16
- Notes:** (empty text area)

- Save

Individual Care Coordinator

- Select the **Person Tab**
- Add the person's **Name** (Last Name, First Name)
- Add the **Region** served

★ Note: You do not need to enter *Business License* and *Bus. Lic. Expiration* for an individual.

The screenshot shows a software application window titled "Individual Care Coordinator". At the top, there is a navigation bar with links: DSDS, Providers, APS, CIR, PCA, Waiver Programs, Assessments, Remediation, Options, Search for Name or ID, and Search Options. Below the navigation bar, the title "Mouse, Minnie [Provider]" is displayed, along with the identifier "DSDSID: 181430". A toolbar below the title contains icons for Details, Contacts, Medicaid Codes, Rates, Consumers, Agencies, Notes, Prev, Next, and a search icon. The main content area is a grid table labeled "Provider". The columns are Last, First, Middle, and Suffix. The rows contain the following data:

Last	First	Middle	Suffix
Mouse	Minnie		
Active	<input checked="" type="checkbox"/> No	Bed Count	
DSDS ID	181430	NPI	
Provider ID			
Region	Statewide	Secondary Region	(none)
Business License		Bus. Lic. Expiration	
Notes	This is being used to create PROCEDURES! Please don't delete it!		

- Save

New Providers Details Tab - DS3 Actions

Friday, October 16, 2015 12:04 PM

- Click on the **open** button for each section and for all providers update



- **Physical Address**
- **Mailing Addresses**
- **Phone, Fax and E-Mail** information.

Contact Information

Physical Address	Mailing Address
Address 600 Happy Lane	Address PO Box 9876
Line 2	Line 2
City, State Zip Anchorage AK 99507	City, State Zip Anchorage AK 99508
<input type="button" value="Save"/>	<input type="button" value="Save"/>
Home	Business 907-296-9870 <input checked="" type="checkbox"/> Save
Cell	Fax 907-296-9877 <input checked="" type="checkbox"/> Save
Email Address use@minniecares.com <input type="button" value="Save"/>	

- ★ **Hint:** you can have all the boxes open as pictured above and then hit save for each once they are all filled in. Using tab between fields speeds up the entry process.
- ! Be sure that all demographic information(addresses, phone numbers, e-mails) are entered and correct.

Incoming Applications Medicaid Codes Tab - DS3 Actions

Friday, October 16, 2015 12:04 PM

- ★ In the first box, type one of the following, repeat if the provider has applied for more than one type of service i.e. RSL and Respite would get RLAPP and HCAPP as 2 entries.
 - CMAPP (care coordinator)
 - CMGAPP (care coordination agency)
 - HCAPP (all HCB services except assisted living and some e-mods that are ONLY EM providers)
 - RLAPP (Residential Supported Living)
 - PCGAPP (PCS Agencies)
 - EMAPP (E-mod providers) Construction companies that only provide this service get an EM
- ★ Note EMods that are part of a larger HC agency such as Access Alaska have the COS under their HC and do NOT have a separate EM number
 - For larger agencies you may have combinations of HC & RL etc based on what is allowed by regulations. These will have separate Medicaid Code entries.
 - Do not enter any dates.
 - Change the Status to **Inactive – Initial Application Pending**
 - Click the **Add** button.

The screenshot shows a software interface for managing provider information. At the top, there is a navigation bar with links for DSDS, Providers, APS, CIR, PCA, Waiver Programs, Assessments, Remediation, Options, and a search bar. Below the navigation bar, the provider name "Minnie Mouse's Care Coordination" and ID "DSDSID: 180914" are displayed. The main area is titled "Medicaid Codes". A table is shown with columns: Medicaid Code, Start Date, End Date, and Status. The table displays the message "No records found." There are four input fields: a text input for "CMGAPP", two date pickers for "Start Date" and "End Date", and a dropdown menu for "Status" set to "Inactive - Initial Application Pending". A red "Add" button is at the bottom right. A large red "X" is drawn across the entire form, indicating it is incorrect or not the intended method.

Record Merges - DS3 Actions

Monday, November 23, 2015 10:55 AM

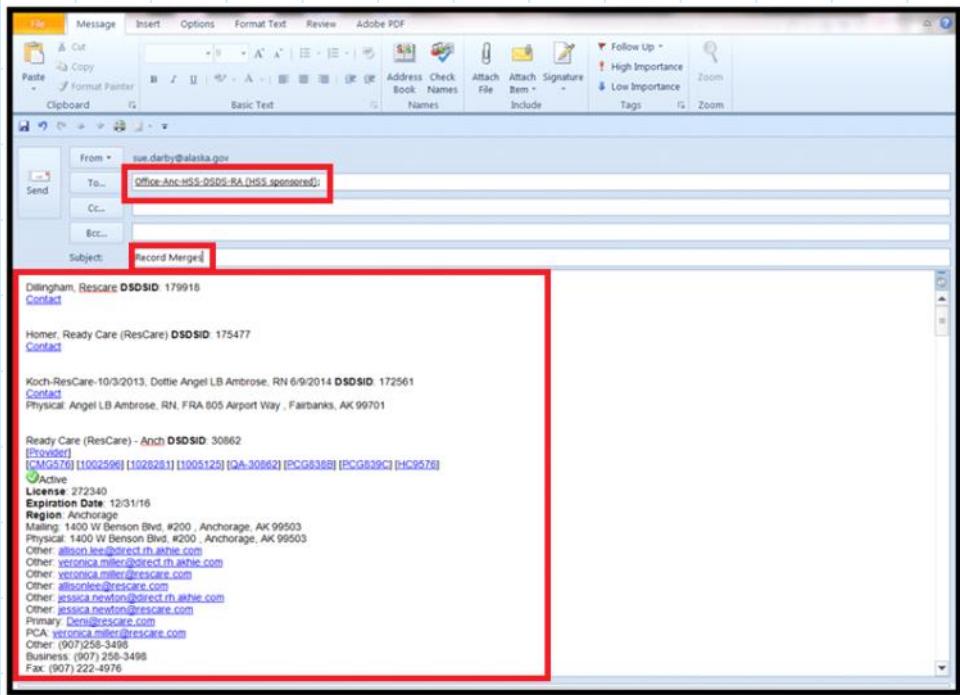
- ★ If you do find duplicates the records can and should be merged
- Search by name

The screenshot shows a search results page for 'rescare'. The search bar at the top contains 'rescare' with a red box around it. Below the search bar, the word 'Results' is displayed. The results list several entries, each with a blue link and a DSDSID number. The first entry is 'Dillingham, Rescare DSDSID: 179918 Contact'. The second is 'Homer, Ready Care (ResCare) DSDSID: 175477 Contact'. The third is 'Koch-ResCare-10/3/2013, Dottie Angel LB Ambrose, RN 6/9/2014 DSDSID: 172561 Contact Physical: Angel LB Ambrose, RN, FRA 805 Airport Way , Fairbanks, AK 99701'. The fourth is 'Ready Care (ResCare) - Anch DSDSID: 30862 [Provider] [CMG576][1002596][1028281][1005125][OA-30862][PCG838B][PCG839C][HC9576] Active License: 272340 Expiration Date: 12/31/16 Region: Anchorage Mailing: 1400 W Benson Blvd. #200, Anchorage, AK 99503 Physical: 1400 W Benson Blvd. #200, Anchorage, AK 99503 Other: allison.lee@direct.rh.akhie.com Other: veronica.miller@direct.rh.akhie.com Other: veronica.miller@rescare.com Other: veronica.miller@rescare.com Other: jessica.newton@direct.rh.akhie.com Other: jessica.newton@rescare.com Primary: Deni@rescare.com PCA: veronica.miller@rescare.com Other: (907)258-3498 Business: (907) 258-3498 Fax: (907) 222-4976'. The fifth is 'Ready Care (ResCare) - Fairbanks DSDSID: 30785 [Provider] [1002597][1028280][1004889][HC5959][CMG577][PCG838G][PCG839B][QA-30785] Active License: 272340 Expiration Date: 12/31/16 Region: Interior Mailing: 3407 Airport Way, Fairbanks, AK 99709 Physical: 3407 Airport Way, Fairbanks, AK 99709 PCA: elizabeth.bottasso@rescare.com Other: allison.lee@direct.rh.akhie.com Other: veronica.miller@rescare.com Other: veronica.miller@direct.rh.akhie.com Other: elizabeth.bottasso@direct.rh.akhie.com Other: allison.lee@rescare.com Other: jessica.newton@rescare.com Primary: elizabeth.bottasso@rescare.com Mobile: (907) 978-2556 Business: (907)456-4524 Fax: (907)456-5524 Other: (907)452-9005'. The sixth is 'Ready Care (ResCare) - Homer DSDSID: 31549 [Provider] [CMG538][1028230][1004794][1002627][OA-31549][PCG6002][HC4652] Active License: 272340 Expiration Date: 12/31/16 Region: Statewide Physical: 332 E. Pioneer Ave. Suite 2, Homer, AK 99603 Mailing: 332 E Pioneer Ave Ste 2, Homer, AK 99603 Other: allison.lee@direct.rh.akhie.com Other: veronica.miller@rescare.com Other: veronica.miller@direct.rh.akhie.com Other: daria.jones@rescare.com Other: daria.jones@rescare.com Other: (907) 978-2556 Fax: (907)235-7684 Business: (907)235-7683'. The seventh is 'Ready Care (ResCare) - Wasilla DSDSID: 30871 [Provider] [1005148][1002595][1028228][CMG575][HC9533][QA-30871][PCG600] Active License: 272340 Expiration Date: 12/31/16 Region: Southcentral'.

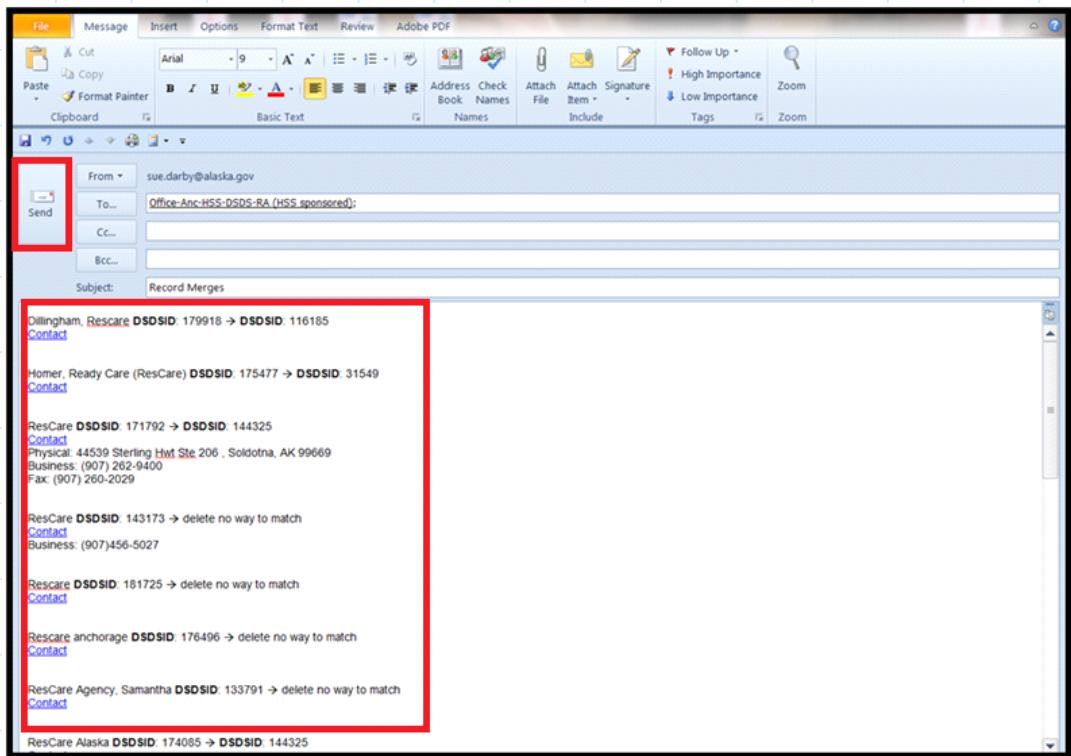
- Identify your duplicates or incorrect records

The screenshot shows a list of records in the DS3 system. A red box highlights several entries: 'Other: allison.lee@direct.rh.akhie.com Other: veronica.miller@rescare.com Other: veronica.miller@direct.rh.akhie.com Other: data.jones@rescare.com Other: data.jones@rescare.com Primary: allison.lee@rescare.com Mobile: (907) 978-2556 Fax: (907)265-2025 Business: (907)212-0406', 'ResCare DSDSID: 171792 Contact Physical: 44539 Sterling Hwy Ste 206, Soldotna, AK 99660 Business: (907) 262-9405 Fax: (907) 260-2025', 'ResCare DSDSID: 143173 Contact Business: (907)456-5027', 'ResCare DSDSID: 181725 Contact', 'ResCare anchorage DSDSID: 176496 Contact', 'ResCare Agency, Samantha DSDSID: 133791 Contact', 'ResCare Alaska DSDSID: 174085 Contact Physical: 167 Warehouse Dr #A, Soldotna, AK 99660 Business: (907) 262-9471', 'ResCare Bethel DSDSID: 181720 Contact', 'ResCare Home Care DSDSID: 149571 Contact Physical: PO Box 84, Bethel, AK 99620', 'ResCare Home Care DSDSID: 172213 Contact Physical: 44539 Sterling Highway Suite 206, Soldotna, AK 99660 Business: (907) 262-9405 Fax: (907) 260-2025', 'ResCare Home Care Alaska - Soldotna DSDSID: 171678 Contact Physical: 44539 Sterling Highway Suite 206, Soldotna, AK 99660'.

- Highlight and copy the relevant records from the results list



- Paste the results into a new email to DSDSResearchAnalysis@alaska.gov



- Indicate which record the duplicate entry should merge into by DSDSID
- Identify which record should be kept as best as you can. This is usually an active provider record with one or more contact records that just need to merge. Rarely are there ones that should be plainly deleted but if there is no way to match records then indicate that.
- If there are questions RAU never hesitates to ask for more information

Standard Mail - Mail

Friday, October 16, 2015 12:23 PM

Standard mail is very easy to send, you address the letter as normal, address the envelope and place it in the non-certified box at the front desk and it is mailed automatically.

Recertification Notices - Mail

Thursday, October 15, 2015 10:29 AM

1st Notices

A first notice is sent via regular mail, on the first business day of each month. The target recertification end date is 3 months down the line. Letters sent December 1 are due into the office February 1 for a March 31 end date. This is to allow providers ample time to submit information including revisions to policies that must be done.

The letter is found



Recertification Letter ...

Notes

Each notice that is sent should also be noted in the database the date it was sent and which notice it was 1st or Final

Report
Mail Merge
Each step including PDF
Envelopes

Final Notices

This is the second notice that is sent around the 10th to 15th of a month telling providers that we have not received any paperwork from them or heard if they are closing. This letter has a 5 business days due date.

The letter is found



Final Notice
Template ...

Letters on the Server

The notices are created using a report and a mail merged letter. The spreadsheets are at <G:\Provider Certification & Compliance\Provider Certification Letter and Notice Templates\Re-Certification Letters & Labels\Source Spreadsheets> filed by year and the letters are placed in the <G:\Provider Certification & Compliance\Provider Certification Letter and Notice Templates\Re-Certification Letters & Labels\Recertification Letters> folders. These base files may not be moved but the letters may be saved in PDF and then placed in each provider's folder

Merges including PDF

Notes

Reviews

Pend Notices

Returned Mail - Mail

Tuesday, October 27, 2015 8:46 AM

Nov 24, 2015 decision

- Recert notices that are returned should be scanned and emailed to the provider asking for an updated address.
- Note in DS3 that the letter came back and letter was scanned to provider and date of original send and return of letter and resend via email (copy & paste the email is easiest method)
- Note title should be **Provider - Provider - Contact**
- Be sure to scan both sides of the letter
- Move the sent email to the **Certifications** folder under the *Certification* email box
- Sample email content:

Attached are the recertification notices that SDS sent out November 3, 2015. These were returned to us marked "vacant unable to forward" please review the letters, confirm your mailing address (or check with the post office to find out why the letters were returned) and submit your applications for recertification by the due date.

- The returned letter and envelope should be placed under correspondence in the hard file (Section 1)
- This can be modified for any type of notice and for any return reason. Additional information can be requested etc.

Closing a Hab Contractor Location - Closures

Monday, November 16, 2015

11:21 AM

- Receive form **CERT-13**

State of Alaska • Department of Health and Social Services • Senior and Disabilities Services
Home and Community-based Waiver Services

Adults with Physical and Developmental Disabilities • Alaskans Living Independently
Children with Complex Medical Conditions • Individuals with Intellectual and Developmental Disabilities

Provider Certification Application
Service Declaration: Residential Habilitation Services

Family Home Habilitation Site Information/Change of Status Report

Name of provider agency **Hope Community Resources, Inc.** Provider number **1004714**

Instructions: For each home, attach a copy of the assisted living home or foster home license. Use additional forms as needed.
Change of status notification required 10 days prior to change.

Adult service sites

Name of home	Primary contact	Telephone number	License number	Add/Remove
Linda Leveque — Leveque ALH	Catherine Wheeler	907-561-5335	100749	Remove
Leatha Williams — Williams ALH	Catherine Wheeler	907-561-5335	100499	Remove

Child service sites

Name of home	Primary contact	Telephone number	License numbers	Add/Remove

Provider Assurances

I certify that the information, regarding family homes in which residential habilitation services are provided, is true, accurate, and complete.

[Signature] **Eric L Gwalek**
Owner/Administrator/Director signature
[Signature] **Seward Dept.** *[Signature]* **OS Davis**
Title Date

CERT-13 (Rev. 4-4-14)

- Look up parent agency by provider number

OSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Hope Community Resources®/Kenai [Provider (PCA)]
DSDS ID: 55606

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next

Provider

Edit PCA: Yes ALH: No GR: No

Name **Hope Community Resources®/Kenai**
PCA Agency Type U3
Active Yes Bed Count
DSDS ID 55606 NPI
Provider ID 1002613 Start Date: 07/01/06 End Date: 08/31/16
1004714 Start Date: 07/01/06 End Date: 08/31/16
1028223 Start Date: 05/01/04 End Date: 08/31/16
CNS603 Start Date: 07/01/06 End Date: 10/01/13
HCR-001 Start Date: 05/01/06 End Date: 08/31/13
PO55141 Start Date: 05/01/06 End Date: 10/01/13
QA-55606 Start Date: 01/01/01 End Date: 01/01/01

Region Southcentral Secondary Region (none)
Business License 260147 Bus. Lic. Expiration 12/31/2014
Notes 03/30/11: discovered HOPE has office in Seward now; be sure they send packet in to certify at recent time per Carol Downey, BRC
DRA-False Claims Act—attestations of training required by this agency

Contact Information

Physical Address 47202 Princeton Avenue Mailing Address 540 W. International Airport Rd
Soldotna, AK 99669 Anchorage, AK 99518-1105
Home Business (907) 260-9469
Cell Fax (907) 260-9435
Email Address ecabaries@hopealaska.org

Additional Contact Information

Add Address Add Phone Number Add Email
47202 Princeton Ave. Soldotna, AK 99669

- Go to **Renderers** tab and find home

Rendering Agencies			
Family Habilitation - Adult			
Edit	Leveque Assisted Living Home	Start Date	End Date
Edit	Design I	07/07/14	08/31/16
Edit	Williams Assisted Living Home	07/07/14	08/31/16
Edit	Pribbenow Place	07/07/14	08/31/16
Edit	Koreena Kay Kare Assisted Living Home	07/07/14	08/31/16
Family Habilitation - Child			
Edit	Rendering Agent	Start Date	End Date
Edit	Andrea Combs	10/05/11	08/31/16
Edit	Aida Jessica Mattfeld	07/07/14	08/31/16
Group Home			
Edit	Rendering Agent	Start Date	End Date
Edit	HOPE - Eades Way	10/01/12	08/31/16
Edit	Hope - Phoenix	10/01/12	08/31/16
Edit	Hope - Svetmann	10/01/12	09/30/14
Edit	Hope - Alex Court	10/01/12	08/31/16
Edit	HOPE - Redoubt	10/01/12	08/31/16
Edit	Hope - First Street	10/01/12	08/31/16

- Click **Edit** to edit the home's end date

Family Habilitation - Adult			
Edit	Leveque Assisted Living Home	Start Date	End Date
Edit	Design I	07/07/14	08/31/16
Edit	Williams Assisted Living Home	07/07/14	08/31/16
Edit	Pribbenow Place	07/07/14	08/31/16

DSOS [Providers] APS CIR PCA Waiver Programs Assessments Remediation
Hope Community Resources*|Kenai [Provider (PCA)]
DSO SID: 55606

Provider Agent	
Edit	<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
Provider	Hope Community Resources* Kenai
Type	Family Habilitation - Adult
Agent	Williams Assisted Living Home
Start Date	07/07/2014 <input type="button" value="X"/>
End Date	08/31/16 <input type="button" value="X"/>

- Modify the dates based on the day the form was signed unless the provider specified otherwise

Hope Community Resources*|Kenai [Provider (PCA)]
DSO SID: 55606

Provider Agent	
Edit	<input type="button" value="Save"/> <input checked="" type="radio"/> Cancel <input type="button" value="Delete"/>
Provider	Hope Community Resources* Kenai
Type	Family Habilitation - Adult
Agent	Williams Assisted Living Home
Start Date	07/07/2014 <input type="button" value="X"/>
End Date	11/9/15 <input type="button" value="X"/>

Rendering Agencies			
Family Habilitation - Adult			
Edit	Rendering Agent	Start Date	End Date
Edit	Leveque Assisted Living Home	07/07/14	11/9/15
Edit	Design I	07/07/14	08/31/16
Edit	Williams Assisted Living Home	07/07/14	11/9/15
Edit	Pribbenow Place	07/07/14	08/31/16

- Click on the *name of the home* to go to the DS3 record

OSDS | Providers | APS | CIR | IPCA | Waiver Programs | Assessments | Remediation | Options | Search for Name or ID | Search Options

Williams Assisted Living Home [Provider (ALH)]
DSOSID: 117541

Details **Contacts** **Medicaid Codes** **Rates** **Consumers** **Agents** **Renderers** **Agencies** **Notes** **Prev** **Next** **Y**

Edit ALH Yes OR No

Name	Williams Assisted Living Home		
ALH License	100499		
ALH Lic. Expiration	11/30/12		
Home Size	<input checked="" type="radio"/> Yes	Bed Count	4
DSOS ID	117541	NPI	DD/MM
Provider ID	FAMHS ADLT Start Date: End Date: 08/31/16		
Region	Southcentral	Secondary Region	(none)
Business License	Bus. Lic. Expiration		
Notes			
Contact Information			
Physical Address	Mailing Address		
61200 Quintal Avenue Homer, AK 99603	PO Box 621 Homer, AK 99603		
Home			
Cell	(907)299-4385	(907)235-4763	(907)235-0159
Email Address	havenwc@gmail.com		
Additional Contact Information			
Add Address Add Phone Number Add Email			
No additional contact information has been added for this contact.			

- Click **Edit** to edit the record

OSDS | Providers | APS | CIR | IPCA | Waiver Programs | Assessments | Remediation | Options | Search for Name or ID | Search Options

Williams Assisted Living Home [Provider (ALH)]
DSOSID: 117541

Details **Contacts** **Medicaid Codes** **Rates** **Consumers** **Agents** **Renderers** **Agencies** **Notes** **Prev** **Next** **Y**

Edit Save Cancel

Name	Williams Assisted Living Home		
ALH License	100499		
ALH Lic. Expiration	11/30/12		
Home Size	- Select Size -		
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No	Bed Count	4
DSOS ID	117541	NPI	DD/MM
Provider ID	FAMHS ADLT		
Region	Southcentral	Secondary Region	- Select One -
Business License	Bus. Lic. Expiration		
Notes			
Contact Information			
Physical Address	Mailing Address		
61200 Quintal Avenue Homer, AK 99603	PO Box 621 Homer, AK 99603		
Home			
Cell	(907)299-4385	(907)235-4763	(907)235-0159
Email Address	havenwc@gmail.com		
Additional Contact Information			
Add Address Add Phone Number Add Email			
No additional contact information has been added for this contact.			

- Change the **Active** status to **No** and **Save**

OSDS | Providers | APS | CIR | IPCA | Waiver Programs | Assessments | Remediation | Options | Search for Name or ID | Search Options

Williams Assisted Living Home [Provider (ALH)]
DSOSID: 117541

Details **Contacts** **Medicaid Codes** **Rates** **Consumers** **Agents** **Renderers** **Agencies** **Notes** **Prev** **Next** **Y**

Provider IDs

Edit Save Cancel Delete

Medicaid Code	Start Date	End Date	Status
FAMHS ADLT	<input type="text"/>	<input type="text"/>	Inactive - Voluntary Closure

- Go to the **Medicaid Codes** tab and change the **End Date** and **Status**
- Save

OSDS | Providers | APS | CIR | IPCA | Waiver Programs | Assessments | Remediation | Options | Search for Name or ID | Search Options

Williams Assisted Living Home [Provider (ALH)]
DSOSID: 117541

Details **Contacts** **Medicaid Codes** **Rates** **Consumers** **Agents** **Renderers** **Agencies** **Notes** **Prev** **Next** **Y**

Provider IDs

Medicaid Code	Start Date	End Date	Status
FAMHS ADLT	<input type="text"/>	<input type="text"/>	- Select Status -

Edit Add

Records Requests - Archives

Thursday, October 15, 2015 10:55 AM

Record Requests come from a variety of places including other agencies, department of law, senior management, providers and the public.

- Determine the type of requestor
- Determine exactly what is required, specific information needed including time frames wanted and any additional parties to be CC'd with the final files.

Based on the above start with DS3, the electronic folders on the G drive, check the hard file, then the archives to find additional older materials. Depending on the time frame needed will determine if the file is on site in a box waiting to go to archives or has already gone to archives.

- If the file is on site pull it from the listed box and place an Out Card in its place. Put a sticky note with the barcode that the file came out of on the folder so that it can go back in the box.
 - If the file is off site already then fill out the required form to request the file back from archives. Depending on the nature and time limits will determine if the file is back the same day or in 1-3 business days.
 - Find the requested information in the file and scan a copy to the DUMP drive via the copier ensuring that the materials go back in the folder the same way they came out.
 - Once the information is scanned combine/split and/or name the files as needed to identify what is in them.
 - Occasionally additional work is needed such as rotating pages or Bates stamping via Adobe.
- ★ Keep an eye on file size if the files are to be delivered via email and for PHI so that if the files have to go via DSM they can be adjusted to attachment limitations.
- Frequently a large request will go via multiple emails ensure that all files are received by numbering the messages "1 of __, ", 2 of __" etc. Small requests can also be zipped and emailed.
 - Confirm that all parties received all the messages and can open the files easily along with the contents are as requested.

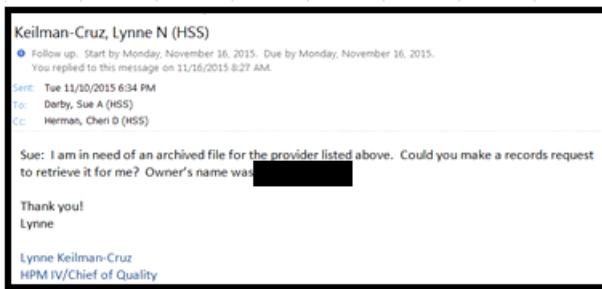
! There is NO tracking system in place for requests.

Recalling a File - Archives

Thursday, October 15, 2015 12:11 PM

There are a number of reasons to recall a file from archives and there are two main systems for finding files that have gone to archives or off site storage. The oldest location is a series of Excel spreadsheets that were used before the SharePoint Archiving site was created in 2010. The information in the Excel files are NOT in the SharePoint due to importing limitations and therefore they have to be manually searched. They are located in the [G:\file plan](#) folder. It is incredibly rare that these files have to be searched for information. The barcodes and box number system in these files is exactly the same and the recall process on the form sent to Admin below will be the same.

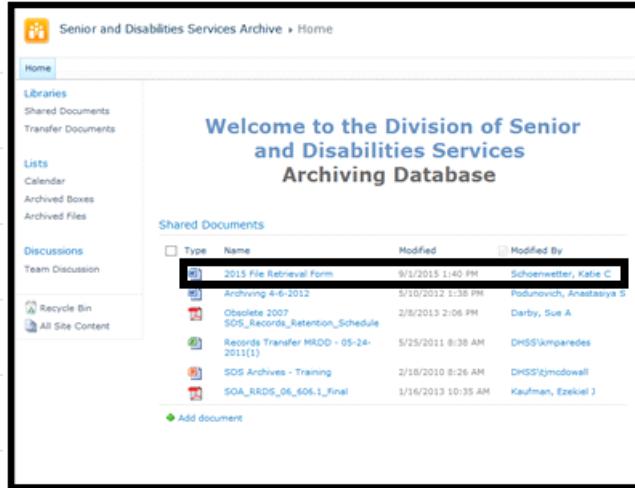
- Receive a request for a file from management



- Research the correct provider numbers as some files are under an older file system that was alpha-numeric versus the 2013 and later numeric only system and the files are in the SharePoint BOTH ways. Having all the numbers ensures you get all the needed files.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID [Provider (ALH)]
[Edit] [PCA: No] [ALH: Yes] [OR: No]
Provider
Name: [REDACTED]
ALH License: [REDACTED]
ALH Lic. Expiration: [REDACTED]
Home Size: [REDACTED]
Active: No
DSOS ID: 32396
Provider ID: [REDACTED]
Start Date: 07/01/05 End Date: 06/30/07
Start Date: 08/17/05 End Date: 07/31/07
Start Date: 10/27/05 End Date: 09/30/07
Region: [REDACTED]
Business License: [REDACTED]
Notes: [REDACTED]
Contact Information
Physical Address: [REDACTED]
Mailing Address: [REDACTED]
Home: [REDACTED]
Cell: [REDACTED]
Email Address: [REDACTED]
Additional Contact Information
Add Address Add Phone Number Add Email
No additional contact information has been added for this contact

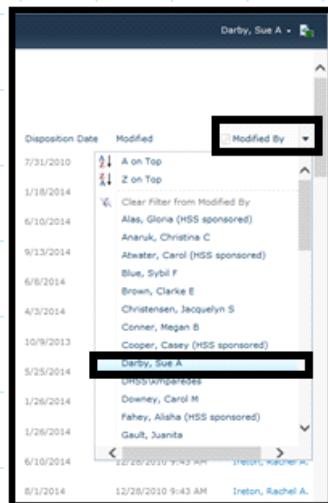
- Go to the [Archiving SharePoint](#) and download the form on the home page for requesting files.



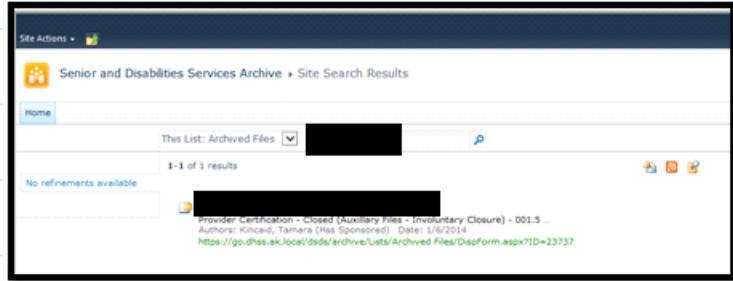
- Go to the **Archived Files** section

Senior and Disabilities Services Archive > Archived Files > All Items >						
	Title	Agency Box/reel No.	Source	Inclusive Date	Retention Schedule	Ref
	NENANA LUMBER (EM0024)	Closed Providers-11	Certification	7/31/2005	Provider certification - Approved - 1	None
	SNYDER, LESLIE (600110920)	PCA Closed 2007 Box 15	PCA	1/18/2007	Consumer Case Files Srv -2	(6)
	SOUTHWICK, DALE (600262014)	PCA Closed 2007 Box 15	PCA	6/10/2007	Consumer Case Files Srv -2	(6)
	SPARKS, WILMA (601081059)	PCA Closed 2007 Box 15	PCA	9/13/2007	Consumer Case Files Srv -2	(6)
	SNOW, BETTY (600099120)	PCA Closed 2007 Box 15	PCA	6/8/2007	Consumer Case Files Srv -2	(6)
	SOLIDUM, TERESA (600916262)	PCA Closed 2007 Box 15	PCA	4/3/2007	Consumer Case Files Srv -2	(6)
	SORIA, CACILIO (601064450)	PCA Closed 2007 Box 15	PCA	10/9/2006	Consumer Case Files Srv -2	(6)
	STAATS, KOCHBILLE (600833561)	PCA Closed 2007 Box 15	PCA	5/25/2007	Consumer Case Files Srv -2	(6)
	STEELE, VIRGINIA (600347055)	PCA Closed 2007 Box 15	PCA	1/26/2007	Consumer Case Files Srv -2	(6)

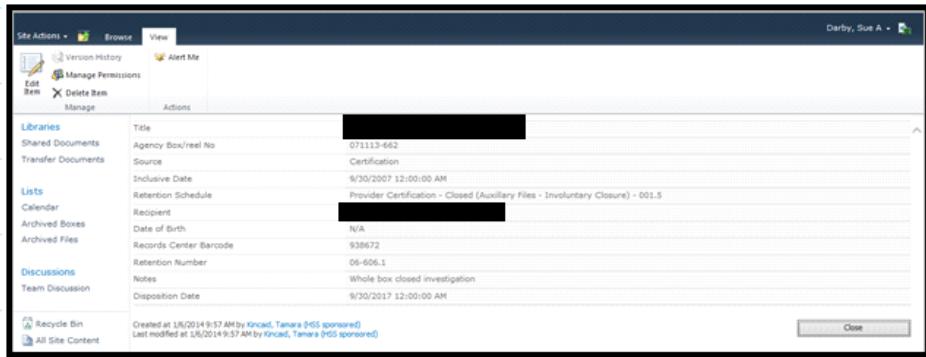
Sort by either Sue Darby (or in the future whomever is doing the Archiving and has sent the box off site)



- Search by the provider's name, numbers and even previous provider names if the agency or person has had a change like this. (DS3 Notes provide old and new names and such changes)



- There will be a list of results, click the first link to go to the results to see if it is the file you are looking for.



- The important information on the results screen are the Provider Name, Bar Code and Box Number. On many records there are also additional notes if the file or a whole box relates to something specific like an investigation or it was a very large provider that closed.

Alaska Archives File Retrieval Form

Date: Date

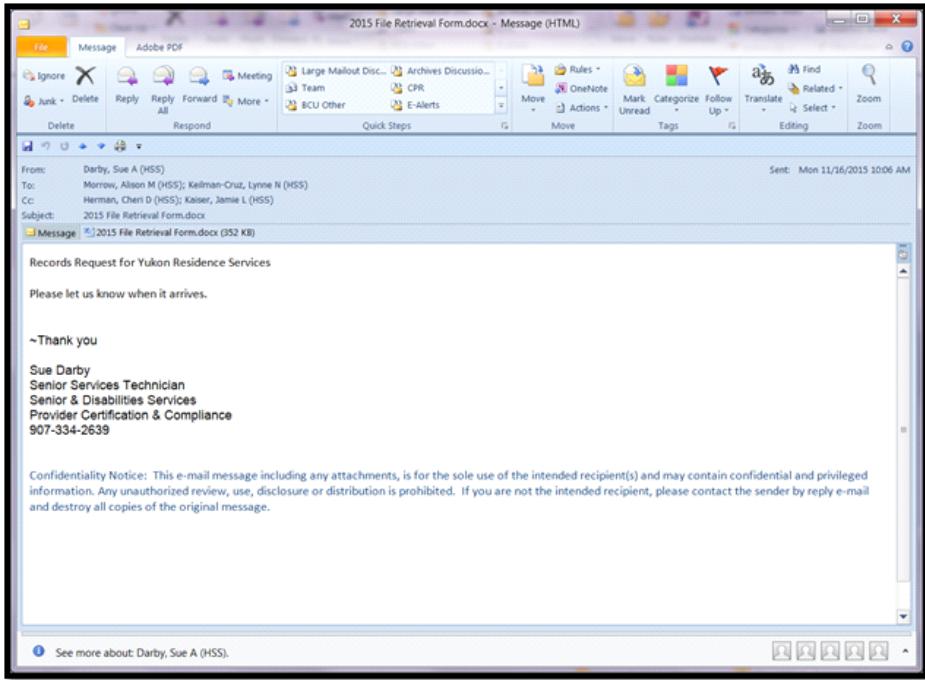
Requested by: Name

Recipient Name: Recipient's Name

Box Number: Box #

Barcode Number: Barcode #

- Fill out the form above with information from the results in the SharePoint regarding the file(s) or boxes you need. (Recipient Name is the Provider Name on this form)



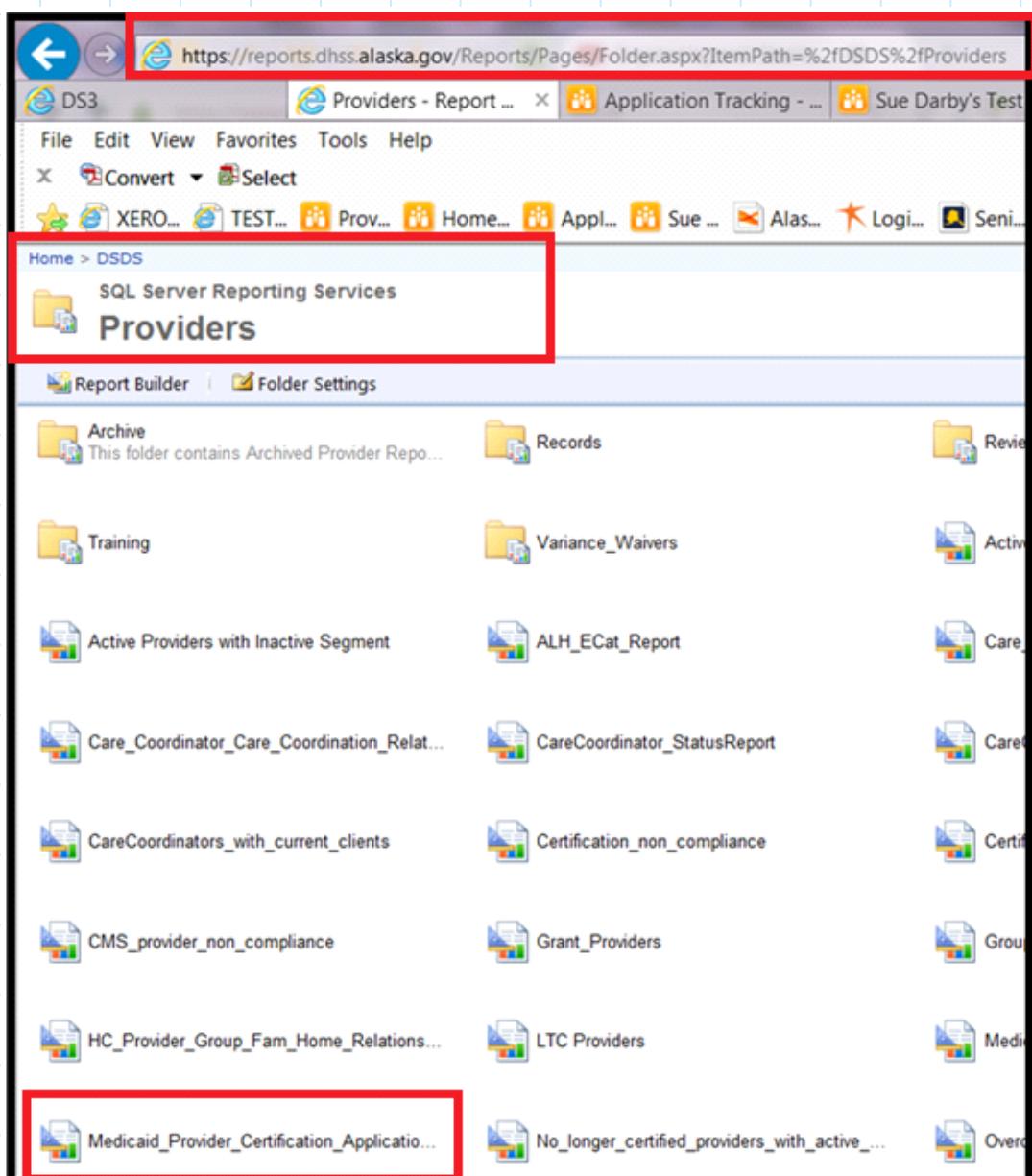
- Attach the form to an email to Allison (front desk) and any other individuals who need to know it was requested in management

Weekly Reports - Provider Status Report - Reports

Thursday, October 15, 2015 10:29 AM

The *Medicaid Provider Certification Application* report is a very versatile report and is used for not only this *Provider Status* report weekly it is frequently used to track many other things with regard to addresses, status and end dates. It is also used for mail merging first and second notices any if needed any other bulk notices that may have to be sent to providers. It is part of the group of reports used to create a list for File Inventory as well as several other things for the Ad Hoc and Quarterly Reports.

- To pull this report go to the **Report Manager** under **Providers--> Medicaid_Provider_Certification_Application**



- Choose a **start** and **end date**. This can be the current month or it can be a date in the past or future which can be helpful for closed files or projecting future case loads
- Choose the **Certification Status**

- While this report does say *OR* the reality of the report is that it is actually *AND* so all fields have to be filled in for the report to run.

WHEN EITHER Certification End Date From Certification End Date To View Report

OR THE Certification Status IS

(Select All) Active Inactive - Certified but Enrollment Pending

Inactive - Denied Initial Application
 Inactive - Denied Renewal Application
 Inactive - Did Not Reapply, Cert. Expired
 Inactive - Initial Application Pending
 Inactive - Suspended
 Inactive - Voluntary Closure
 Review - Focused
 Review - QA Identifier

- Once the report appears you will want to **Export it to Excel** for further analysis

Report Created On: 11/19/2015

Report Parameters:

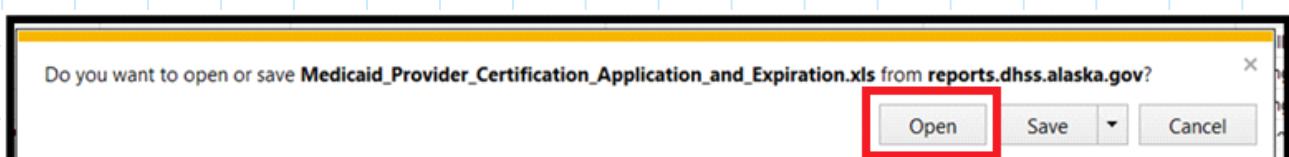
Providers' Certification End Dates are Between 11/1/2015 and 12/31/2015

Or Providers' Certification Status is: Active, Inactive - Certified but Enrollment Pending

IMPORTANT NOTE
With respect to the report's parameters, the user is telling the report to (1) get all the providers whose certification end dates are within a certain date range, OR to get all the providers whose certification status(s) is one (or more) of the statuses specified by the user.

DDSID	medicaid Code	Certification Status	Provider Name	Full Mailing Address	Mailing City	State
37466	1001391	Active	Chadene Krome	PO Box 876051 Wasilla, AK 99687	PO Box 876051	Wasilla, AK 99687
152230	GRPHM	Active	HOPE - W 75th	540 W International Airport Rd Anchorage, AK 99518	540 W International Airport Rd	Anchorage, AK 99518
63613	1614294	Active	Anchor Care Assisted Living, LLC	5225 E 22nd Ave, Unit B Anchorage, AK 99508	5225 E 22nd Ave, Unit B	Anchorage, AK 99508

- Open the Spreadsheet (you will save it later)



- Enable Editing in the Excel spreadsheet

Medicaid_Provider_Certification_Application_and_Expiration (3).xls [Protected View]

File Home Insert Page Layout Formulas Data Review View Developer DYMO Label Acrobat

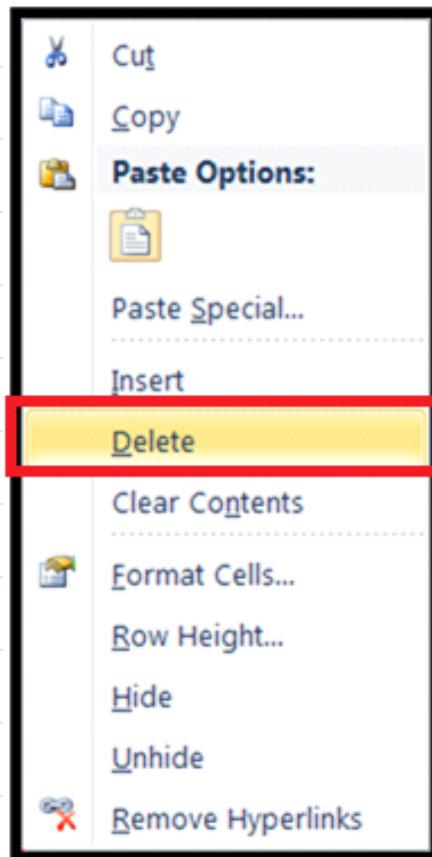
Protected View This file originated from an Internet location and might be unsafe. Click for more details. **Enable Editing**

A1 Medicaid Provider Certification Application and Expiration

- Highlight rows 1-12 and delete as they are unnecessary to most uses of the report

Medicaid Provider Certification Application and Expiration				
Report Created On: 11/19/2015				
Tahoma • 20 • A A \$ %				
Report Parameters:				
Providers' Certification End Dates are Between 11/1/2015 and 12/31/2015				
Or Providers' Current Status: Active, Inactive - Certified but Enrollment Pending				
IMPORTANT NOTE				
DSDSID	certification Status	Provider Name	Full Mailing Address	Mailin
37466	Active	Chadene Krome	PO Box 876051 Wasilla, AK 99687	PO Box 876051
152230	Active	HOPE - W 75th	540 W International Airport Rd Anchorage, AK 99518	540 W International A
63613	Clear Contents	Anchor Care Assisted Living, LLC	5225 E 22nd Ave, Unit B Anchorage, AK 99508	5225 E 22nd Ave, Unit
155309	Format Cells...	Quality Care Center of Delta	PO Box 167 Delta Junction, AK 99737	PO Box 167
32235	Row Height...	Susan Drathman	3948 Ben Walters Lane Homer, AK 99603	3948 Ben Walters Lan
180541	Hide	Nicole Sheldon	PO Box 111510 Anchorage, AK 99511	PO Box 111510
	Unhide			

- Highlight, right click and Delete



- For the remaining rows hold CTRL and use the → and the ↓ to highlight the columns and rows

A1 DSDSID

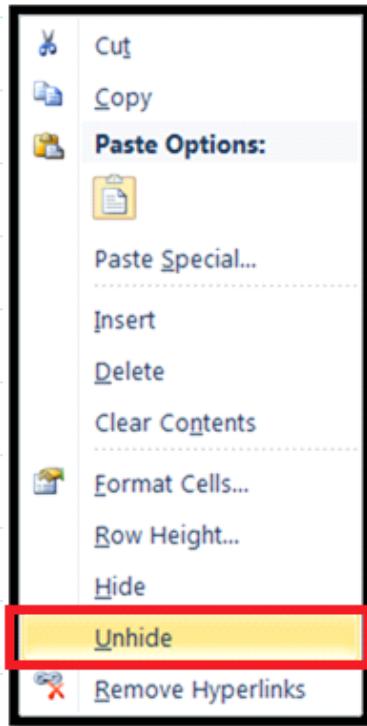
	A	B	D	E	G	H	
1	DSDSID	medicaid Code	certification Status		Provider Name	Full Mailing Address	
2	37466	1001391	Active		Chadene Krome	PO Box 876051 W	540 W International Airport Rd Anchorage, AK 99518
3	152230	GRPHM	Active		HOPE - W 75th		
4	63613	1614294	Active		Anchor Care Assisted Living, LLC	5225 E 22nd Ave, Unit B Anchorage, AK 99508	
5	155309	1599581	Active		Quality Care Center of Delta	PO Box 167 Delta Junction, AK 99737	PO Box 167 Delta Junction, AK 99737
6	32235	1001886	Active		Susan Drathman	3948 Ben Walters Lane Homer, AK 99603	3948 Ben Walters Lane Homer, AK 99603
7	180541	1632431	Active		Nicole Sheldon	PO Box 111510 Anchorage, AK 99511	PO Box 111510 Anchorage, AK 99511

- Go to **Insert → Table**
- Be sure to click the box next to **My table has headers**

Average: 52625.85503 Count: 17964 Sum: 412007819 100% Ready

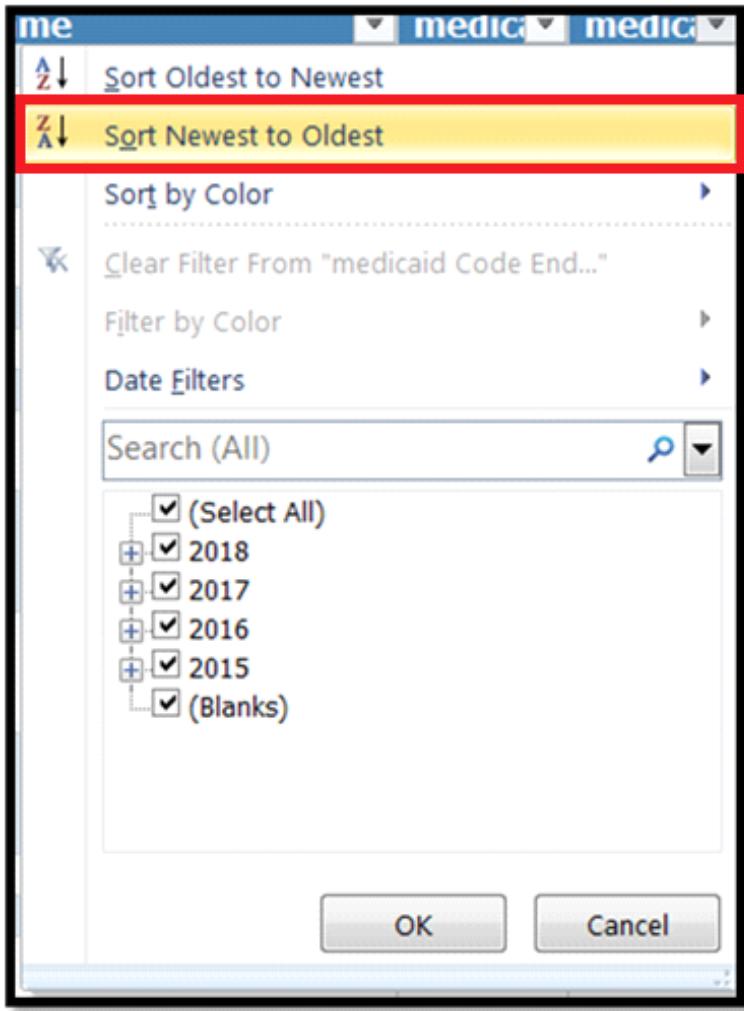
A	B	C	D	E	G	H	I
1	DSDSID	medicaid Code	Status	Column2	Provider Name	Column4	Full Mailing Address
2	37466	1001391	Active		Chadene Krome	PO Box 876051 Wasilla, AK 99687	PO Box 876051 Wasilla, AK 99687
3	152230	GRPHM	Active		HOPE - W 75th	540 W International Airport Rd Anchorage, AK 99518	540 W International Airport Rd Anchorage, AK 99518
4	63613	1614294	Active		Anchor Care Assisted Living, LLC	5225 E 22nd Ave, Unit B Anchorage, AK 99508	5225 E 22nd Ave, Unit B Anchorage, AK 99508
5	155309	1599581	Active		Quality Care Center of Delta	PO Box 167 Delta Junction, AK 99737	PO Box 167 Delta Junction, AK 99737
6	32235	1001886	Active		Susan Drathman	3948 Ben Walters Lane Homer, AK 99603	3948 Ben Walters Lane Homer, AK 99603
7	180541	1632431	Active		Nicole Sheldon	PO Box 111510 Anchorage, AK 99511	PO Box 111510 Anchorage, AK 99511
8	115416	GRPHM	Active		HOPE - Dunbar	540 W International Airport Rd Anchorage, AK 99518	540 W International Airport Rd Anchorage, AK 99518
9	30737	1028153	Active		Alaska Home Care, Inc.	PO Box 872501 Wasilla, AK 99687	PO Box 872501 Wasilla, AK 99687
10	30860	1005118	Active		Alaska Island Community Services*	PO Box 1231 Wrangell, AK 99929-1231	PO Box 1231 Wrangell, AK 99929-1231
11	30860	1002577	Active		Alaska Island Community Services*	PO Box 1231 Wrangell, AK 99929-1231	PO Box 1231 Wrangell, AK 99929-1231
12	159110	FAMHB ADLT	Active		Mark A Balts Assisted Living Home	3140 DeArmon Blvd Anchorage, AK 99516	3140 DeArmon Blvd Anchorage, AK 99516
13	89390	1000983	Active		Nicole Skube	PO Box 3545 Palmer, AK 99645-3545	PO Box 3545 Palmer, AK 99645-3545
14	138586	1580432	Active		Mary Jones-Lewis	4160 Tudor Centre Drive Anchorage, AK 99508	4160 Tudor Centre Drive Anchorage, AK 99508
15	31970	1002424	Active		Nightingale Care	PO Box 1644 Soldotna, AK 99669	PO Box 1644 Soldotna, AK 99669

- While everything is still highlighted right click a **Heading Row Letter** (A, B, C etc.) and **Unhide the columns**

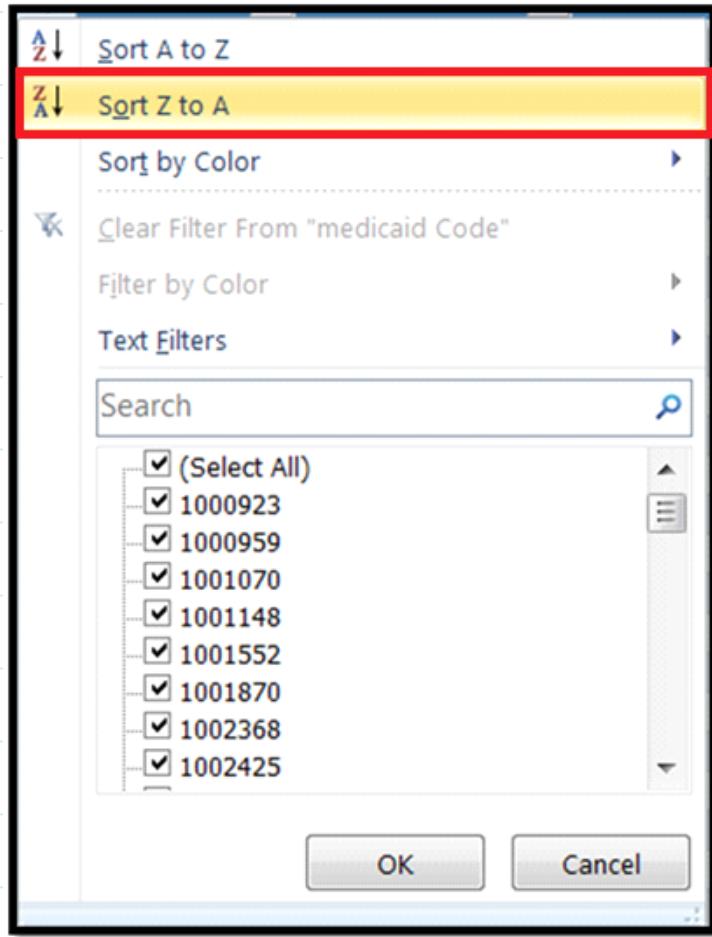


A	B	C	D	E	F
DSDSID	medicaid Code	Column1	Cut	Status	Column2
1	37466 1001391		Copy	Column1	Column2
2	152230 GRPHM		Paste Options:		
3	63613 1614294		Paste Special...		
4	155309 1599581		Insert		
5	32235 1001886		Delete		
6	180541 1632431		Clear Contents		
7	115416 GRPHM		Format Cells...		
8	30737 1028153		Column Width...		
9	20960 1005119		Hide		

- Click the individual empty columns and delete the extras as they are not needed



- Using the **Medicaid End Date** column sort the **Newest to Oldest** and **Delete** the rows you do not need

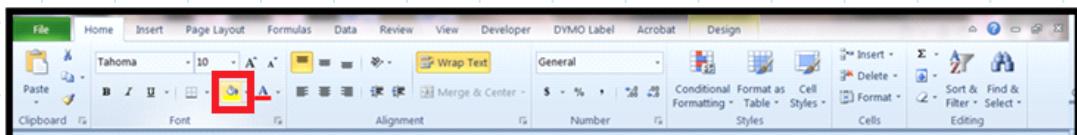


- Using the **Medicaid Code** column sort Z-A to get rid of any Hab Homes and future **Inactive - Enrollment Pending** rows

DSSID	medicaid Code	certified	Provider Name	medical d Code Start Date	medical d Code End Date	Application Received Date	Incomplete Application Date	Completed Application Date
179684 RLX		Inactive	Habitat Home LLC			07/01/15		10/30/2015
181855 RLX		Inactive	Greek House			10/16/15		11/12/2015
181495 RLX		Inactive	He Assisted Living Home			09/28/15		11/10/2015
152524 HCX		Inactive	Assisted Living Soldotna Inc			06/30/14		9/26/2014
30678 HCX		Inactive	Horizon Citizens, Inc. *			10/02/15		10/29/2015
104020 GRPHM	Active		Habitat Home, LLC			12/31/15	06/01/12	6/8/2012
144562 GRPHM	Active		Enterprises, Inc.			12/31/15	11/01/13	12/4/2013
179925 GRPHM	Active		toad Group Residence			12/31/15		
158997 GRPHM	Active		ts Care Assisted Living Home			12/31/15		
32203 GRPHM	Active		use			11/30/15	10/23/15	
158532 GRPHM	Active		ssisted Living Transitions II			11/30/15		
158531 GRPHM	Active		Tahoma			11/30/15		
174350 GRPHM	Active		ssisted Living Transitions II			11/30/15		
158533 GRPHM	Active		C - Wolverine House			11/30/15		
128261 GRPHM	Active					11/30/15		
130493 GRANTCMG	Active		Eastern Aleutian Tribes *			12/26/12	11/30/15	02/21/12
104020 FAMHB ADLT	Active		Tranquil Home, LLC			12/31/15	06/01/12	6/8/2012
172670 FAMHR ADLT	Inactive - Voluntary		Leveque Assisted Living Home			11/09/15		

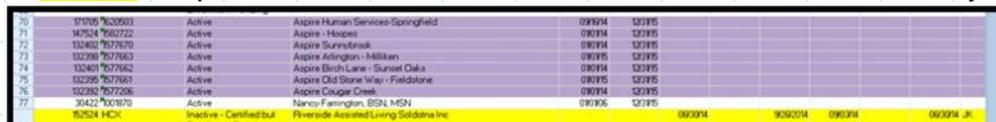
A2	B	C	D	E	F	G	H	I
DSOSID	medicaid Code	certification Status	Provider Name	medical d Code Start Date	medical d Code End Date	Applicati on Received Date	Incompl ete Appli cati on Date	Comple te Appli cati on Date
166805 1612627	Inactive - Voluntary-Closure	Joseph Morgan		05/13/14	11/03/15	02/05/15		2/10/2015
138175 1608231	Inactive - Voluntary-Closure	Aldergrove Assisted Living		12/01/13	11/06/15	09/29/15		11/2/2015
181972 1600335	Inactive - Voluntary-Closure	Victoria Canal Dunne		08/16/13	11/02/15	11/12/15		11/18/2015
106713 1584243	Inactive - Voluntary-Closure	McKinley Services		07/01/13	11/01/15	04/04/14		6/30/2015
179684 RLX	Inactive - Certified but Enrollment Pending	Heritage Home LLC				07/01/15		10/30/2015
181855 RLX	Inactive - Certified but Enrollment Pending	Campbell Creek House				10/16/15		11/12/2015
181495 RLX	Inactive - Certified but Enrollment Pending	Rose's Care, Assisted Living Home				09/28/15		11/10/2015

- Use a simple **Strikethrough** for any **Voluntary Closures** that may be important to the month you are looking at



A2	B	C	D	E	F	G	H	I
DSOSID	medicaid Code	certification Status	Provider Name	medical d Code Start Date	medical d Code End Date	Applicati on Received Date	Incompl ete Appli cati on Date	Comple te Appli cati on Date
130493 GRANTCMG	Active	Eastern Aleutian Tribes *		12/26/12	11/30/15	02/21/12	03/05/12	12/26/2012
31741 1004097	Active	Accessible Solutions		10/03/07	11/30/15	09/27/13		10/2/2013
62321 1000959	Active	Lydia Millrock		09/16/09	12/31/15	10/01/13		12/23/2013
78619 1000923	Active	Lizddy Pino		02/01/09	11/30/15	10/01/13		10/4/2013
141079 1582340	Active	Prime Care Inc Mat-Su Valley		01/17/13	12/31/15	10/29/13		12/4/2013
144562 1582306	Active	Chrysalis Enterprises, Inc.		01/02/13	12/31/15	11/01/13		12/4/2013
31384 1030212	Active	Sacred Heart Care Center		01/01/06	12/31/15	11/05/13		3/4/2014
31384 1004762	Active	Sacred Heart Care Center		01/01/04	12/31/15	11/05/13		3/4/2014
31686 1002425	Active	Kayotuktuk Care		01/01/06	12/31/15	11/18/13		12/11/2013
107742 1580048	Active	Alyeska Vocational Services		08/06/12	12/31/15	12/06/13		12/17/2013
107742 1571485	Active	Alyeska Vocational Services		01/13/11	12/31/15	12/06/13		12/17/2013
65789 1002671	Active	Alliance Care		01/22/08	12/31/15	01/17/14		1/27/2014
65790 1002368	Active	Ajoke Kolawole		01/22/08	12/31/15	01/17/14		1/27/2014
32660 1002816	Active	C Care Services		07/19/07	11/30/15	02/21/14		
32660 1004983	Active	C Care Services		12/01/09	11/30/15	02/21/14		
32660 1002208	Active	C Care Services		12/01/09	11/30/15	02/21/14		
106713 1584243	Inactive - Voluntary-Closure	McKinley Services		07/01/13	11/01/15	04/04/14		6/30/2015
152524 HCK	Inactive - Certified but Enrollment Pending	Riverside Assisted Living Soldotna Inc				06/30/14		9/26/2014
104466 1626721	Active	Latham Centers, Inc.		10/29/14	12/31/15	08/21/14		

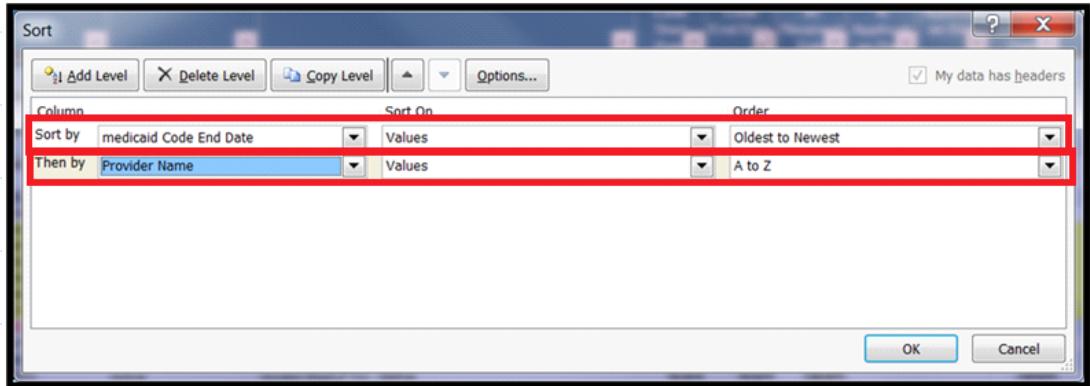
- Sort again **Oldest to Newest** using the **Application Received Date**
- Highlight in **Yellow** the providers that have *old dates or no date* to show that they have not arrived



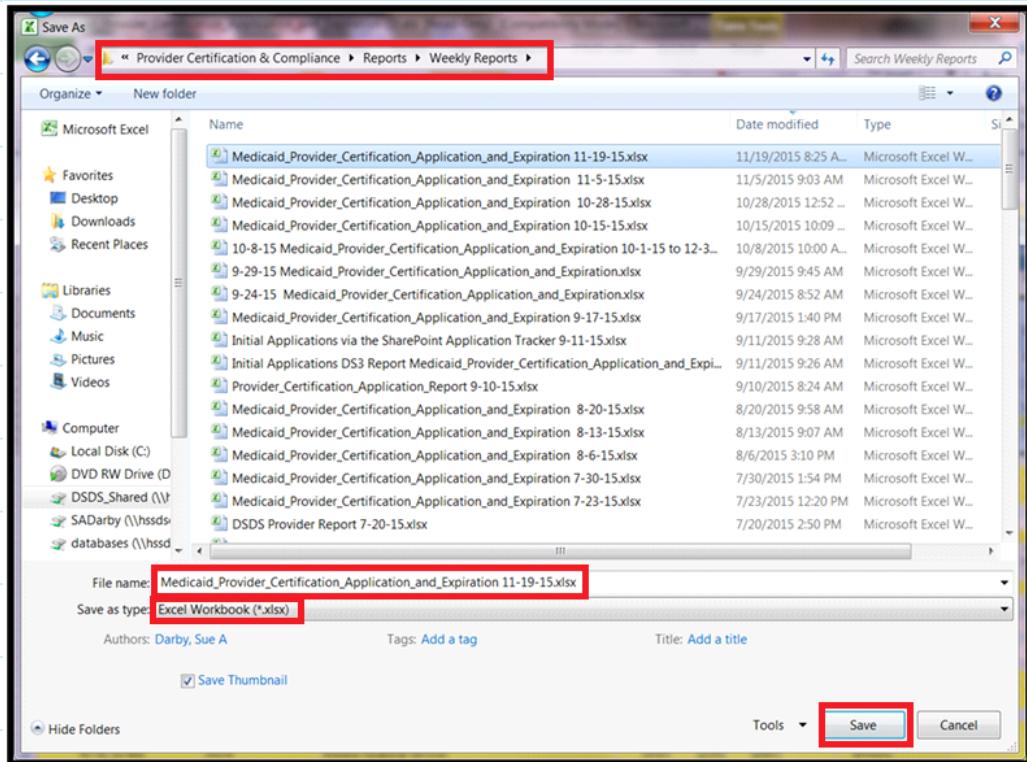
70 17709 9620903	Active	Aspire Human Services-Springfield	09/19/14	12/31/15				
71 14705 9700222	Active	Aspire Human Services-Sunrise	09/19/14	12/31/15				
72 13403 9576767	Active	Aspire Sunnabrik	09/19/14	12/31/15				
73 13298 9576763	Active	Aspire Arlington - Milikan	09/19/14	12/31/15				
74 10240 957662	Active	Aspire Birch Lane - Sunset Oaks	09/19/14	12/31/15				
75 13295 957661	Active	Aspire Old Stone Way - Fieldstone	09/19/14	12/31/15				
76 13295 9572206	Active	Aspire Cougar Creek	09/19/14	12/31/15				
77 10242 9572207	Active	Nancy Farnigan, BSN, MSN	09/19/14	12/31/15				
78 152524 HCK	Inactive - Certified but Enrollment Pending	Riverside Assisted Living Soldotna Inc						
79 17968 RLX	Inactive - Certified but Enrollment Pending	Heritage Home LLC	09/19/15	12/31/15	09/19/15	09/19/15	09/19/15	09/19/15
80 181855 RLX	Inactive - Certified but Enrollment Pending	Rose's Care, Assisted Living Home	09/19/15	12/31/15	10/03/15	10/03/15	10/03/15	10/03/15
81 30878 HDX	Inactive - Certified but Enrollment Pending	Seward Senior Citizen, Inc. *	10/03/15	10/29/15	10/03/15	10/03/15	10/03/15	10/03/15
82 10737 CMK	Inactive - Certified but Enrollment Pending	Fusion Care Coordination	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
83 181855 RLX	Inactive - Certified but Enrollment Pending	Campbell Creek House	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
84 181810 CMGX	Inactive - Certified but Enrollment Pending	Keyser Care Coordination	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
85 95274 CMK	Inactive - Certified but Enrollment Pending	Laurie Deakins	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
86 101841 CMGX	Inactive - Certified but Enrollment Pending	Douglas Island Case Management	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
87 32098 CMK	Inactive - Certified but Enrollment Pending	Chris Mischler	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15
88 181972 CMK	Inactive - Certified but Enrollment Pending	Victoria Canal Dunne	10/19/15	11/02/15	10/19/15	10/19/15	10/19/15	10/19/15

- Look carefully at the **Inactive - Certified Enrollment Pending** providers to see if any should be on the report
- Take a look at the dates for the **Denials** column and turn the text only **red** for any ongoing denials

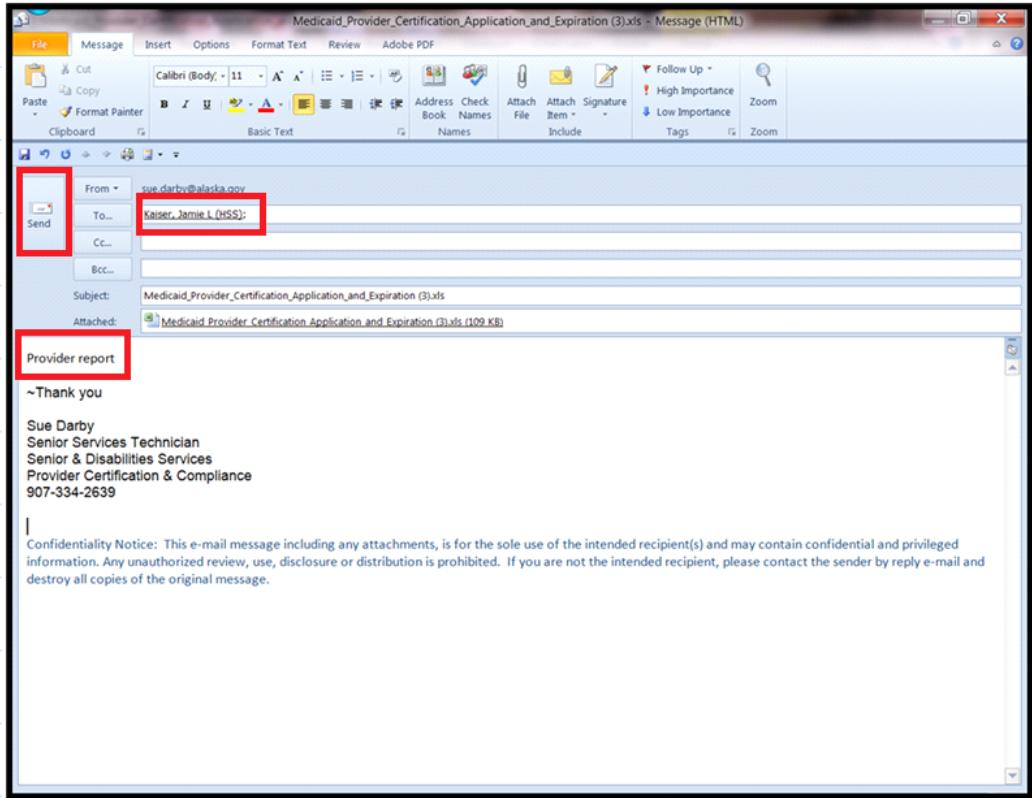
DSDSID	medicaid Code	certification Status	Provider Name	medicaid Code Start Date	medicaid Code End Date	Application Received Date	Incomplete Application Date	Complete Application Date	Info Application Date	Denial Application Date	Record Action Date	Rec Loc No
336710 5684242	Inactive-Voluntary-Closure	McKinley Services		07/01/12	08/05	04/04/14		09/05/2015	09/05/15	09/05/15	09/05/15	BL
336720 5600035	Inactive-Voluntary-Closure	Victoria Casul-Dunne		09/01/12	08/05	04/05/15		09/05/2015				
336806 5612627	Inactive-Voluntary-Closure	Joseph Morgan		09/01/12	08/05	03/05/15		09/05/2015				JK
336815 5608231	Inactive-Voluntary-Closure	Aldergrove Assisted Living		09/01/12	08/05	09/05/15		09/05/2015				BR
31690 0009623	Active	Majestic View Assisted Living		10/01/07	10/05/15	09/05/15		09/05/15	09/05/15	09/05/15	09/05/15	JK
31690 0001049	Active	Majestic View Assisted Living		04/03/08	10/05/15	09/05/15		09/05/15	09/05/15	09/05/15	09/05/15	JK
31741 0040897	Active	Accessible Solutions		10/01/07	10/05/15	09/05/15		10/02/2010				BR
31746 561251	Active	Aurora Medical Transport LLC		11/01/14	10/05/15	09/05/15		09/05/15				BR
32203 5677031	Active	Borge House		12/01/11	10/05/15	09/05/15						BR
32203 5600391	Active	Borge House		02/09/06	10/05/15	09/05/15						BR
32660 0201986	Active	C Care Services		07/01/07	10/05/15	02/01/14						JK
32660 0004363	Active	C Care Services		10/01/03	10/05/15	03/01/14						JK
32660 0002709	Active	C Care Services		10/01/03	10/05/15	03/01/14						JK
32660 0001765	Active	Care Hand in Hand ALH		10/01/02	10/05/15	01/01/15						BR
32243 0001948	Active	Desiree Otega		10/01/07	10/05/15	09/05/15						BR
33048 0000045	Active	Eastern Aleutian Tribes *		12/01/12	10/05/15	02/01/12	09/05/12	12/06/2012	07/21/12			
31900 0004356	Active	Greenwood Lodge Adult Day Care Services		10/01/07	10/05/15	09/05/15						BR
6179 6264240	Active	J & J INDEPENDENT LIVING LLC		12/11/14	10/05/15	09/05/15						BL
6179 6264240	Active	J & J INDEPENDENT LIVING LLC		12/11/14	10/05/15	09/05/15						BL
31741 0040893	Active	Luzardo Pino		02/09/07	10/05/15	09/05/15		10/02/2010				
31690 0004505	Active	Prime Care Inc.		01/09/08	10/05/15	09/05/15						BL
31742 004505	Active	Prime Care Inc.		02/09/08	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
32150 0005054	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
32150 0005055	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active	Aphrodite ALH		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	Aphrodite ALH Inc.		01/01/05	10/05/15	09/05/15						BL
31742 004505	Active	V. Baker Personal Homecare		10/01/06	10/05/15	01/01/14		03/05/15	03/05/15	03/05/15	03/05/15	BL
31742 004505	Active											



- Sort by **Medicaid Code End Date**, *Oldest to Newest* then by **Provider Name**, *A-Z*



- Save the report in <G:\Provider Certification & Compliance\Reports\Weekly Reports> as Medicaid_Provider_Certification_Application_and_Expiration <current date>.xlsx



- Email a copy of the report to the **MAA II**

A note about ICF/IID homes

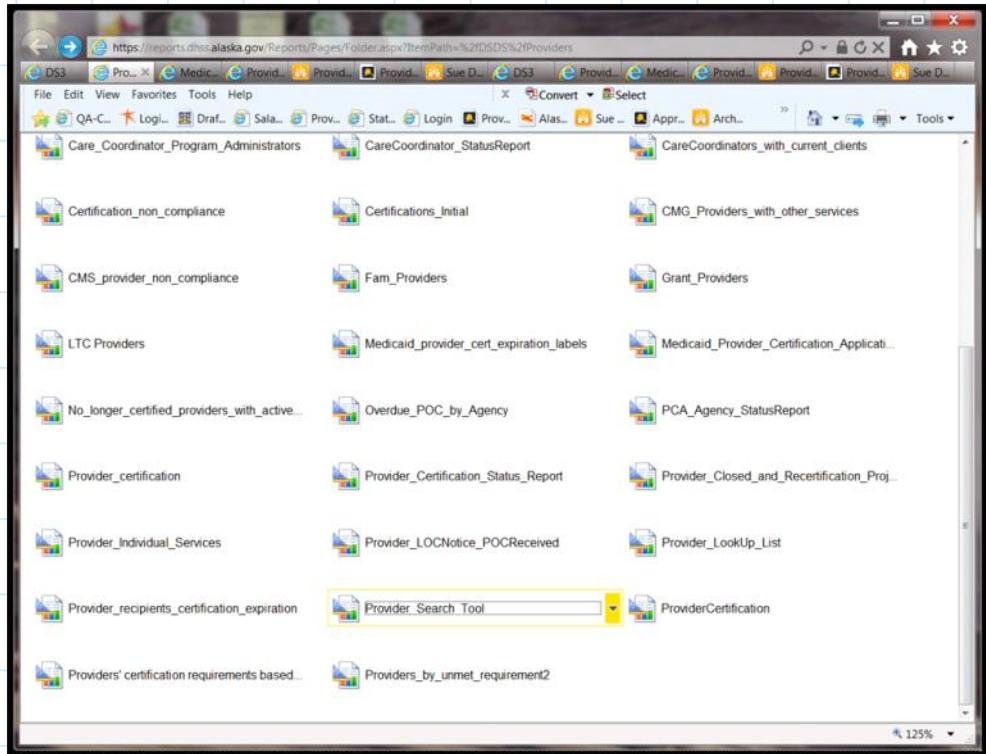
40	147524	6682722	Active	Aspire - Hoopes	01/01/15	12/31/15			
41	132396	577663	Active	Aspire Arlington - Milliken	01/01/15	12/31/15			
42	132385	577667	Active	Aspire Belmont Care Ctr - 16th Street	03/01/12	12/31/15	10/10/14	12/12/2014	10/10/14 LC
43	132390	577666	Active	Aspire Belmont Care Ctr - Vaughn St	03/01/12	12/31/15	10/10/14	12/12/2014	10/10/14 LC
44	132401	577662	Active	Aspire Birch Lane - Sunset Oaks	01/01/14	12/31/15			
45	132392	577206	Active	Aspire Cougar Creek	01/01/14	12/31/15			
46	171705	620503	Active	Aspire Human Services-Springfield	05/01/14	12/31/15			
47	132395	577661	Active	Aspire Old Stone Way - Fieldstone	01/01/15	12/31/15			
48	132402	577670	Active	Aspire Sunnybrook	01/01/14	12/31/15			

These homes are for the ICF/IID out of state providers, the majority come due in December of each year with a few scattered into the rest of the year. More information for the letters and processing of these applications is in the [Non-Certified Providers Section](#)

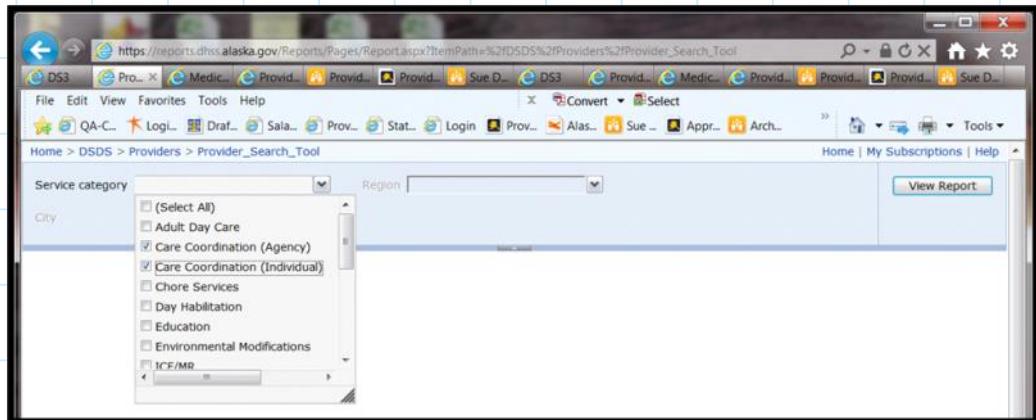
Care Coordination List for Web - Reports

Thursday, October 15, 2015 11:51 AM

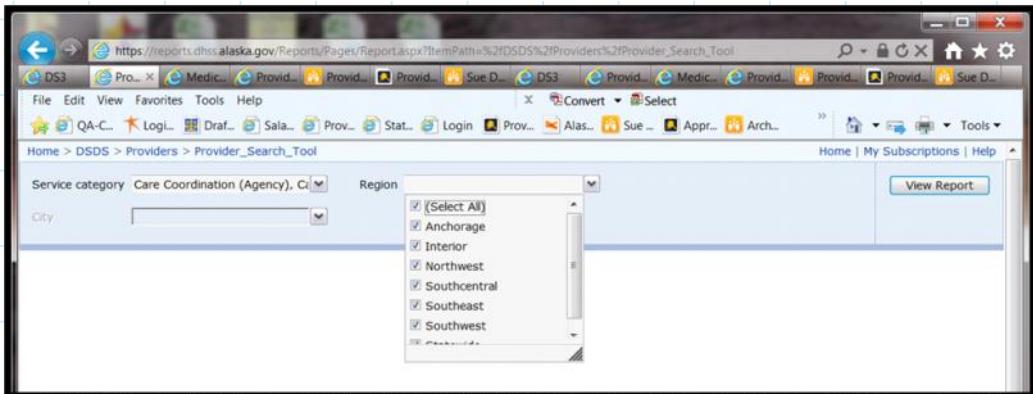
Care Coordination Agencies and Care Coordinators List



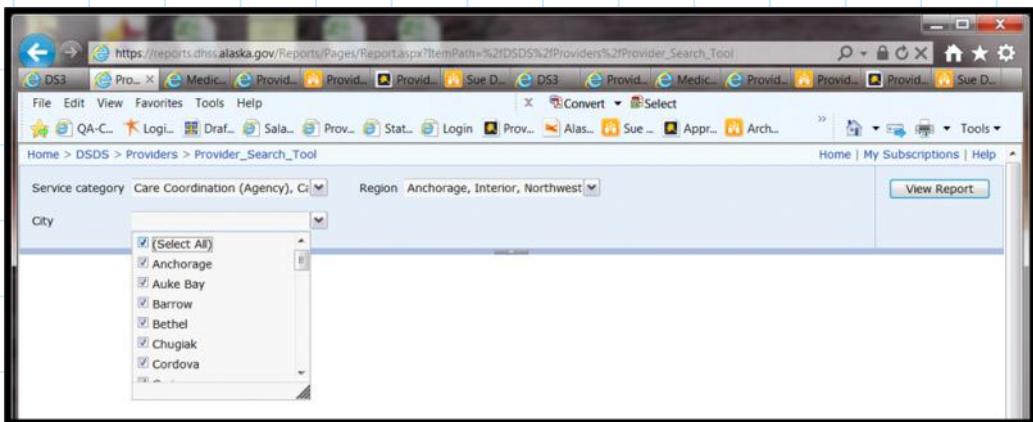
- Reports Manager --> Provider_Search_Tool report



- Choose the **Service** category
- *Care Coordination (Agency)*
- *Care Coordination (Individual)*



- Select all Regions



- Select all Cities

★ The exception is if the report is being generated for a special request for a specific area then the list can be narrowed down by region or city per the request. (rare but does happen)

Provider	Medicaid code	Service category type	PCA agency type
A. Care Coordination	1002441	5 Care Coordination (Agency)	
ABC Connections	1570621	5 Care Coordination (Agency)	
About You Care Coordination	1565376	6 Care Coordination (Agency)	
Adelina Esco	1577109	6 Care Coordination (Individual)	
Adult Learning Programs of Alaska*	1002549	4/30/16 Care Coordination (Agency)	
Aisling Killian	1578150	9/30/14 Care Coordination (Individual)	
Ajoke Kolawole -Walker	1002368	12/31/15 Care Coordination (Individual)	
Al Pioneer	1001479	2/28/15 Care Coordination (Individual)	
Alaska Care Connections Inc.	1002440	6/30/16 Care Coordination (Agency)	
Alaska Care Coordination Services	1571446	1/31/16 Care Coordination (Agency)	
Alaska Community Care	1614661	6/30/15 Care Coordination (Agency)	
Alaska Island Community Services*	1002577	8/31/16 Care Coordination (Agency)	
Alaska Native Regional Health Corporation	1002400	2/28/15 Care Coordination (Individual)	

- Report is displayed
- Export to Excel

Provider	Medicaid code	License type	Certified until	PCS agency type	Primary region served	Secondary region served	Primary email
A. Care Coordination	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacare.org
ABC Connections	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	deedee@abcconnections.org
About You Care Coordination	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	relic@aboutyou.org
Adelina Esco	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	631116@adelinasc.co
Adult Learning Programs of Alaska*	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	adultlearning@alaska.org
Aisling Killian	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	aisling.killian@alaska.gov
Ajoke Kolawoie -Walker	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	ajoke.walker@alaska.gov
Al Pioner	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	al.pioneer@alaskacare.org
Alaska Care Connections Inc.	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacareconnections.com
Alaska Care Coordination Services	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacareservices.org
Alaska Community Care	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacommunitycare.org
Alaska Family Resource Network*	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	631116@alaskafamilyresource.org
Alaska Comprehensive Care	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacomprehensivecare.org
Alaska's Caring For Alaskans Care Coordination S	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskacare.org
Alaska's Day Services	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskadayservices.org
Alaska Island Community Services*	631116	Care Coordination (Agency)	Yes	Yes	Yes	Yes	631116@alaskaislandcommunityservices.org
Alaska's Resource Agency of Alaska*	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	631116@alaskaresources.org
Alameda Faethner	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	alameda.faethner@alaska.gov
Alannah Hines	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	alannah.hines@alaska.gov
Amarchi Nead	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	amarchi.nead@alaska.gov
Angela Baritz	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	angela.baritz@alaska.gov
Andrea Dade	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	andrea.dade@alaska.gov
Andrea Holley	631116	Care Coordination (Individual)	Yes	Yes	Yes	Yes	andrea.holley@alaska.gov
Amber Maughan	631116	Care Coordination (Individual)	Yes	Yes	Yes	Fairbanks	amber.maughan@alaska.gov

- Select Row, Medicaid Code, License Type, Certified Until and PCS Agency Type and delete the columns as they are not needed for this report and are for reference for other reports.

Provider	Medicaid code	Service category type	APDD	CCMC	IDD
A. Care Coordination	631116	Care Coordination (Agency)	Yes	Yes	Yes
ABC Connections	631116	Care Coordination (Agency)	Yes	Yes	Yes
About You Care Coordination	631116	Care Coordination (Agency)	Yes	Yes	Yes
Adelina Esco	631116	Care Coordination (Individual)	Yes	Yes	Yes
Adult Learning Programs of Alaska*	631116	Care Coordination (Agency)	Yes	Yes	Yes
Aisling Killian	631116	Care Coordination (Individual)	Yes	Yes	Yes
Ajoke Kolawoie -Walker	631116	Care Coordination (Individual)	Yes	Yes	Yes
Al Pioner	631116	Care Coordination (Individual)	Yes	Yes	Yes
Alaska Care Connections Inc.	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska Care Coordination Services	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska Community Care	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska Family Resource Network*	631116	Care Coordination (Individual)	Yes	Yes	Yes
Alaska Comprehensive Care	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska's Caring For Alaskans Care Coordination S	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska's Day Services	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska Island Community Services*	631116	Care Coordination (Agency)	Yes	Yes	Yes
Alaska's Resource Agency of Alaska*	631116	Care Coordination (Individual)	Yes	Yes	Yes
Alameda Faethner	631116	Care Coordination (Individual)	Yes	Yes	Yes
Alannah Hines	631116	Care Coordination (Individual)	Yes	Yes	Yes
Angela Baritz	631116	Care Coordination (Individual)	Yes	Yes	Yes
Andrea Dade	631116	Care Coordination (Individual)	Yes	Yes	Yes
Andrea Holley	631116	Care Coordination (Individual)	Yes	Yes	Yes
Amber Maughan	631116	Care Coordination (Individual)	Yes	Yes	Yes

- Hold both Ctrl-Shift and the --> key to select the columns needed and still holding Ctrl & Shift use the ↓ to select all the rows.

Provider	Service category type	APDD	CCMC	IDD
A. Care Coordination	Care Coordination (Agency)			
ABC Connections	Care Coordination (Agency)	Yes	Yes	Yes
About You Care Coordination	Care Coordination (Agency)	Yes		
Adelina Esco	Care Coordination (Individual)	Yes	Yes	Yes
Adult Learning Programs of Alaska*	Care Coordination (Agency)	Yes	Yes	Yes
Aisling Killian	Care Coordination (Individual)	Yes	Yes	Yes
Ajoke Kolawoie -Walker	Care Coordination (Individual)	Yes	Yes	Yes
Al Pioner	Care Coordination (Individual)	Yes		
Alaska Care Connections Inc.	Care Coordination (Agency)	Yes	Yes	Yes
Alaska Care Coordination Services	Care Coordination (Agency)	Yes	Yes	Yes

- Go to Insert -->Table



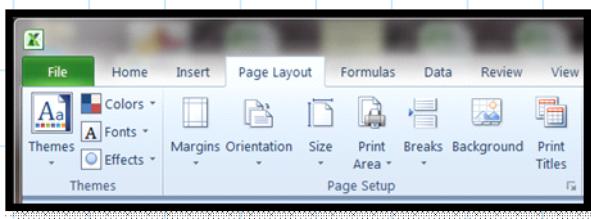
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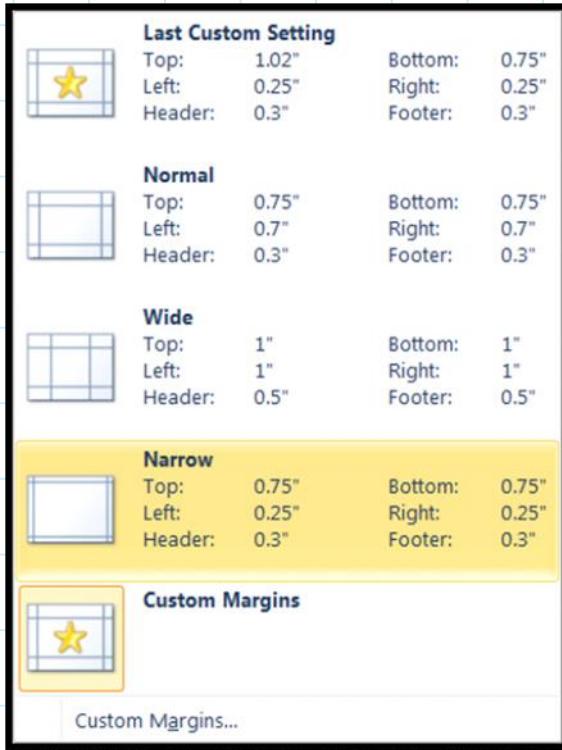
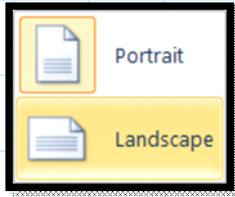
Provider	Service category type	APDO	CCMC	IDD	ALI	Physical location	Primary region served	Secondary region served	Business phone	Primary email
A. Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wasilla	Southcentral		(907)841-6434	
ABC Connections	Care Coordination (Agency)	Yes		Yes		Anchorage			(907)715-0759	deilee@connections.org
About You Care Coordination	Care Coordination (Agency)	Yes		Yes					(907)352-1358	tclock@go.net
Adelina Esco	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Wrangell	Southeast		(907) 874.2373	adelina.esco@alics.org
Adult Learning Programs of Alaska	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Fairbanks	Interior		(907)934.6434	dmemo@adultlearning.org
Arlene Kilian	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage			(907)611-5335	skilian@alaskastate.org
Asinke Kekaiwa -Kutawere	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage			(907)830-4969	asinke@yahoo.com
At Pioneer	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907) 274-7111	apione@pvt.net
Alaska Care Connections	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)332-4283	katemhanson@gci.net
Alaska Care Coordination Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)381-6883	alicare.patt@gmail.com
Alaska Community Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Soldotna	Statewide		(907)288-8431	alcc_rheenan@gmail.com
Alaska Health and Community Services*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wrangell	Southeast		(907) 874-3375	mark.walker@ahcs.org
Alaska Services*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)293-2298	marwachter@ahcs.org

- Delete extra columns
- Adjust remaining columns to fit the text *horizontally* and *vertically*

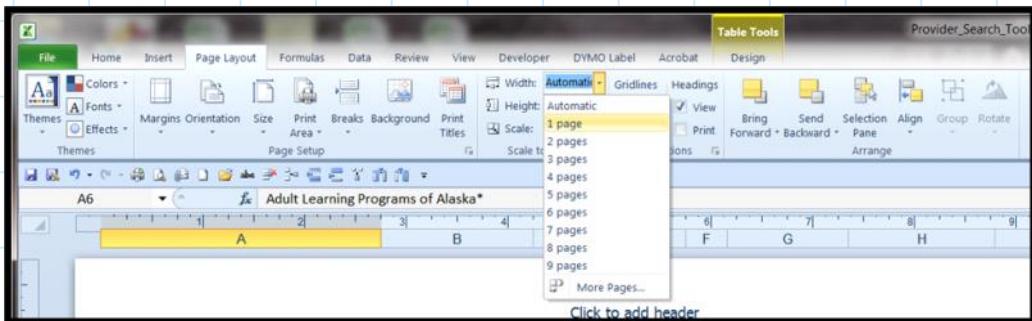
Provider	Service category type	APDO	CCMC	IDD	ALI	Physical location	Primary region served	Secondary region served	Business phone	Primary email
A. Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wasilla	Southcentral		(907)841-6434	
ABC Connections	Care Coordination (Agency)	Yes		Yes		Anchorage			(907)715-0759	deilee@connections.org
About You Care Coordination	Care Coordination (Agency)	Yes		Yes					(907)352-1358	tclock@go.net
Adelina Esco	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Wrangell	Southeast		(907) 874.2373	adelina.esco@alics.org
Adult Learning Programs of Alaska*	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Fairbanks	Interior		(907)934.6434	dmemo@adultlearning.org
Arlene Kilian	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage			(907)611-5335	skilian@alaskastate.org
Asinke Kekaiwa -Kutawere	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage			(907)830-4969	asinke@yahoo.com
At Pioneer	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907) 274-7111	apione@pvt.net
Alaska Care Connections	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)332-4283	katemhanson@gci.net
Alaska Care Coordination Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)381-6883	alicare.patt@gmail.com
Alaska Community Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Soldotna	Statewide		(907)288-8431	alcc_rheenan@gmail.com
Alaska Health and Community Services*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wrangell	Southeast		(907) 874-3375	mark.walker@ahcs.org
Alaska Services*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)293-2298	marwachter@ahcs.org

- Go to View -->Page Layout--> Landscape





- Go to Page Layout-->Orientation-->Landscape then Margins-->Narrow



- Adjust page width from Automatic to 1 page

Provider	Service category type	APDD	CCMC	IID	ALI	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
A. Care Coordination	Care Coordination (Agency)			Yes	Wasilla	Southcentral			(907)341-6434	a.carecoordination@gmail.com
ABC Connections	Care Coordination (Agency)	Yes	Yes	Yes	Wasilla	Southcentral			(907)341-6759	deedee@abccnections.org
About You Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Anchorage	Alaska				

- Add **Page Number** (type) of then **Number of Pages** to the *left header*

Provider	Service category type	APDD	CCMC	IID	ALI	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
A. Care Coordination	Care Coordination (Agency)			Yes	Wasilla	Southcentral			(907)341-6434	a.carecoordination@gmail.com
ABC Connections	Care Coordination (Agency)	Yes	Yes	Yes	Wasilla	Southcentral			(907)341-6759	deedee@abccnections.org
About You Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Anchorage	Alaska				

- Add **Current Date** and **Current Time** to the *right header*

Provider	Service category type	APDD	CCMC	IID	ALI	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
A. Care Coordination	Care Coordination (Agency)			Yes	Wasilla	Southcentral			(907)341-6434	a.carecoordination@gmail.com
ABC Connections	Care Coordination (Agency)	Yes	Yes	Yes	Wasilla	Southcentral			(907)341-6759	deedee@abccnections.org
About You Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Anchorage	Alaska				

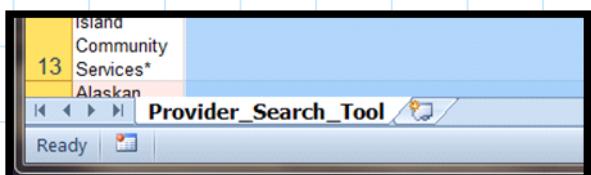
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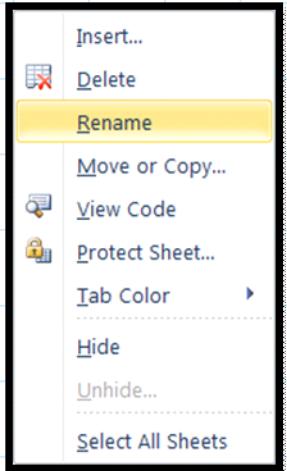
Division of Senior and Disabilities Services

Care Coordination Agencies

and

Care Coordinators





- Right click on the sheet name and Rename it to Services Provider List

Information about Provider Report_8-14

E-mail attachment: C:\Users\sadarby\AppData\Local\Microsoft\Windows\Temporary Internet ...

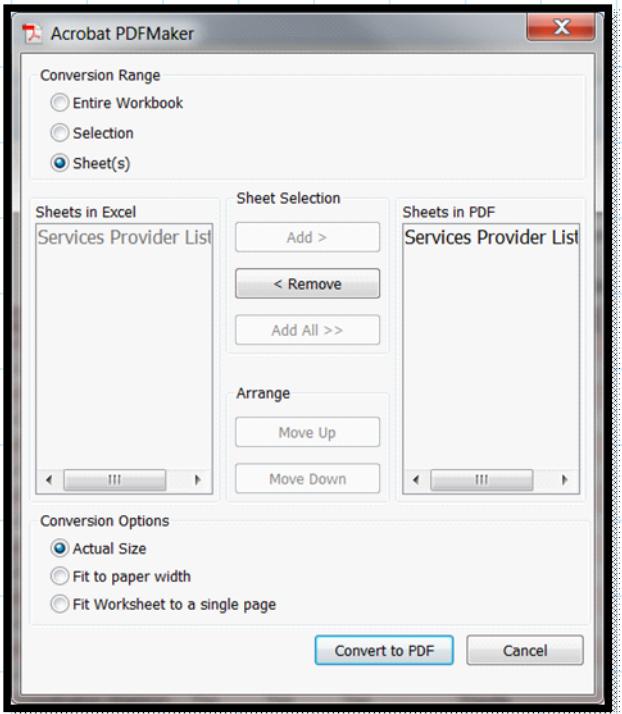
Read-Only Workbook

This workbook has been opened in read-only mode. Changes cannot be made to the original workbook. To save changes, create a new copy of the workbook.

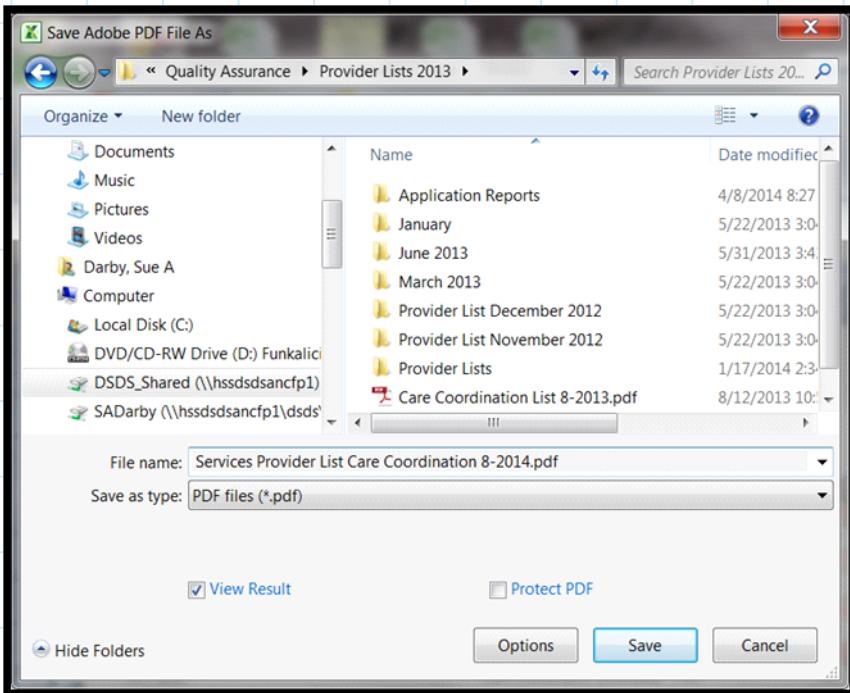
- Go to File -->Convert to update the file format

Provider	Service category type	AFDD	CCMC	RDO	ALL	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
A Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wasilla	Southcentral		(907)715-0709	a.carecoordination@gmail.com
Age Connection	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)330-1360	ageconnection@alaskacommunityconnections.org
Alaska Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wringel	Southwest		(907) 874-2373	alaska.care@alaskacommunityconnections.org
Adult Esc	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Farbanka	Interior		(907)452-6430	adultesc@adultlearning.org
Adult Learning Programs of Alaska*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wringel	Southwest		(907)661-5330	aklpan@spoplaska.org
Asling Kulan	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)830-4969	aklpan@yahoo.com
Alyuke Kotewee-Walker	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907) 274-7111	alyuke@ccnet.org
AI Pioneer	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)339-5263	apioneer@ccnet.org
Alaska Care Connections Inc.	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)339-5263	akcareconnectionsinc@gmail.com
Alaska Care Connections Inc.	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)339-5263	akcareconnectionsinc@gmail.com
Alaska Community Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wringel	Southcentral		(907)339-8431	akcareconnectionsinc@gmail.com
Alaska Island Community Services*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wringel	Southwest		(907) 874-3375	mark.waking@alics.org
Alaskan Comprehensive Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)622-2290	marcpherson@ccnet.org
Alaska's Caring For Alaska's Care Coordination S	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Kane	Statewide		(907)394-4275	aca.carecoordination@gmail.com
Alaskids	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Wasilla	Southcentral		(907)737-7707	akids@ccnet.org
Alexandria Miles	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Wasilla	Southcentral		(907) 841-6434	a.carecoordination@gmail.com
Allison O'Donnell	Care Coordination (Individual)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)829-6820	allisonm@heartandsoulcare.com
Alliance Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)820-4950	olismay@yahoo.com
Allyn Health Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)662-7019	allyn@allyn.org
Alaska Vocational Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southcentral		(907)567-3313	PFlock@aws.org
Alzheimer's Disease Resource Agency of Alaska*	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Anchorage	Southwest			

- Go to Acrobat -->Create PDF



- Click **Convert to PDF**



- When Prompted **SAVE!**
- **Services Provider List Care Coordination and Current Month-Year**
- Excel & Adobe will convert the file and open it in Adobe when completed

Services Provider List Care Coordination 8-2014.pdf - Adobe Acrobat Pro

File Edit View Window Help

Create Tools Sign Comment

1 of 9 Division of Senior and Disabilities Services
Care Coordination Agencies
and
Care Coordinators

8/16/2014 10:30 AM

Organization	Service Type and Type	APPO	SCMC	BBB	MSL	Universal License	Business Name and Address	Community Care Center Address	Business Email	Primary Email
A. Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 a.coordination@gmail.com
ABC Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)771-0758 abc.care@wasilla-wasilla.org
Adult You Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)332-1350 adult.you.coord@aksls.net
Alema Ecco	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)874-2373 alema.ecco@aksls.net
Alaska Aging Programs of Alaska®	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)523-2200 aaap@alaskaa.org
Alaska Caring	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-5130 akcar@alaskaa.org
Alaska Independence - Walker	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)830-5895 comms@aksls.com
Alaska Independence - Walker	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)271-1271 info@aksls.com
Alaska Care Connection Inc.	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)332-6253 karen.moran@aksls.net
Alaska Care Coordination Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)311-0559 akcare.patty@gmail.com
Alaska Community Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 alaskacommunitycare@aksls.net
Alaska Community Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)874-3375 work.wasilla@aksls.org
Alaskan Comprehensive Care	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)732-2250 mcg@aksls.org
Alaskan Caring For Alaska's Care Coordinator S	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 ak.care.coordination@gmail.com
Alaska Caring	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-7147 ak.care.coordination@gmail.com
Alexandra Mies	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)841-6454 a.coordination@gmail.com
Alison Crimmins	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6454 alison.crimmins@aksls.com
Alison Hause	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)218-8250 akcare@aksls.org
Ally Lawrence	Care Coordination	Yes	Yes	Yes	Yes	Yes	Homer	Southeastern		(907)342-7110 ally@aksls.org
Alaska Vocational Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6454 akvoc@aksls.org
Alaska Workforce Resource Agency of Alaska®	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)741-6454 awra@alaskaa.org
Amber Faulkner	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)741-6444 gtitus@gtitusonline.org
Amber Rase	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)432-0251 amber.rase@mananet.org
Amber Schell	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6454 amber.schell@aksls.org
Amber Stark	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)353-1350 amber.stark@aksls.org
Amber State	Care Coordination	Yes	Yes	Yes	Yes	Yes	Seattle	Southeastern		(907)643-1769 amber.state@aksls.org
Amber Stigall	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 amber.stigall@aksls.org
Amber Vaughan	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)431-4426 amber.vaughn@mananet.org
Amy Young	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)581-3313 amy.young@aksls.org
Anika Gerde	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 aksls.wasilla@gmail.com
Anika Gerde	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 aksls.wasilla@gmail.com
Angela Thomas	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6320 angela.thomas@aksls.org
Angela Day (formerly Taylor)	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)376-4935 angela.taylor@aksls.org
Angela Goss	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)432-0251 angela.goss@aksls.org
Angela Nels	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)643-0352 angela.nels@aksls.org
Angela Walkley	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)438-9912 angela.walkley@aksls.org
Angela Young	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6454 angela.young@aksls.org
Ann Arntz	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Anchorage		(907)831-3702 ann@aksls.org
Anna Josley	Care Coordination	Yes	Yes	Yes	Yes	Yes	Takotna	Southeastern		(907)733-0152 anna.josley@aksls.org
Anna Kosteluk	Care Coordination	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 anna.kosteluk@aksls.org
Annatt Brookshire	Care Coordination	Yes	Yes	Yes	Yes	Yes	Nikiski	Southeastern		(907)776-7650 annatt@aksls.org
Annemette (Toni) Matell	Care Coordination	Yes	Yes	Yes	Yes	Yes	Juniper	Southeastern		(907)432-4116 toni.matt@aksls.org
April Hause	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6454 ahause@aksls.org
Aspiration Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)249-2081 aspiration@aksls.org
Ashley Branting	Care Coordination	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)438-9921 ashley.branting@aksls.org
Aspen Personal Care Services	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Fairbanks	Central		(907)438-9912 aspenpersonalcare@aksls.org
Assisted Living Transitions LLC	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)331-8654 altransitions@gmail.com
Assistabilities Services, LLC	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)793-2050 assistabilities@aksls.com
Assistive Health Alaska Care Coordination	Care Coordination (Agency)	Yes	Yes	Yes	Yes	Yes	Wasilla	Southeastern		(907)741-6454 ahcc@aksls.org
Audra Hause	Care Coordination	Yes	Yes	Yes	Yes	Yes	Eagle River	Anchorage		(907)741-6452 audra.hause@aksls.org
Audrey Ward	Care Coordination	Yes	Yes	Yes	Yes	Yes	Anchorage	Anchorage		(907)741-6452 audrey.ward@aksls.org

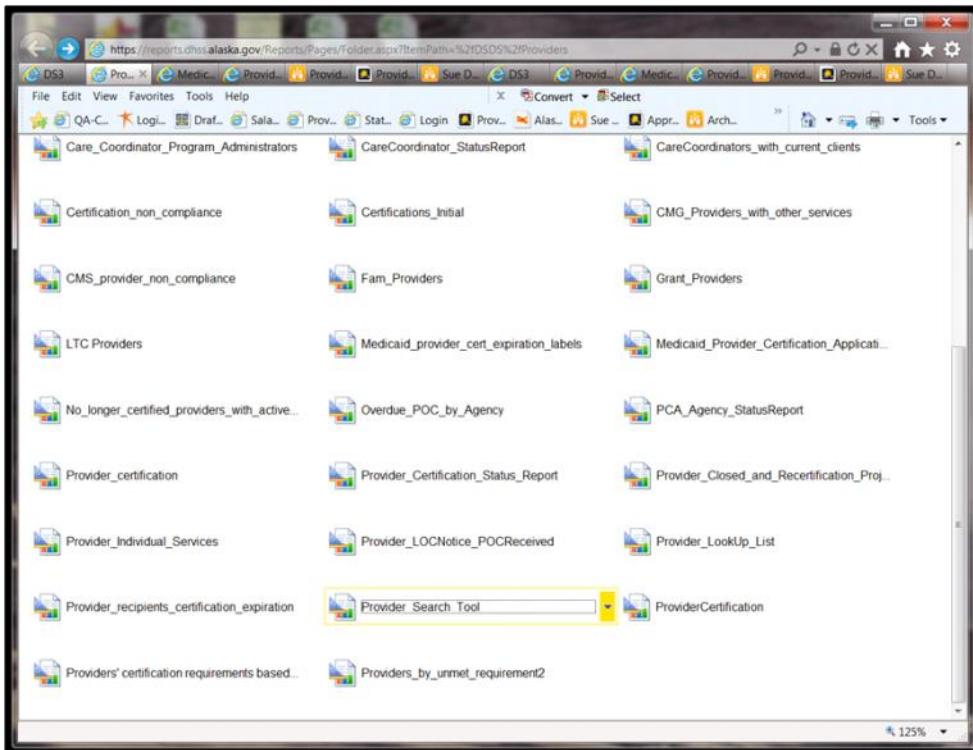
Completed file for posting

Send the file to **Jetta Whittaker**

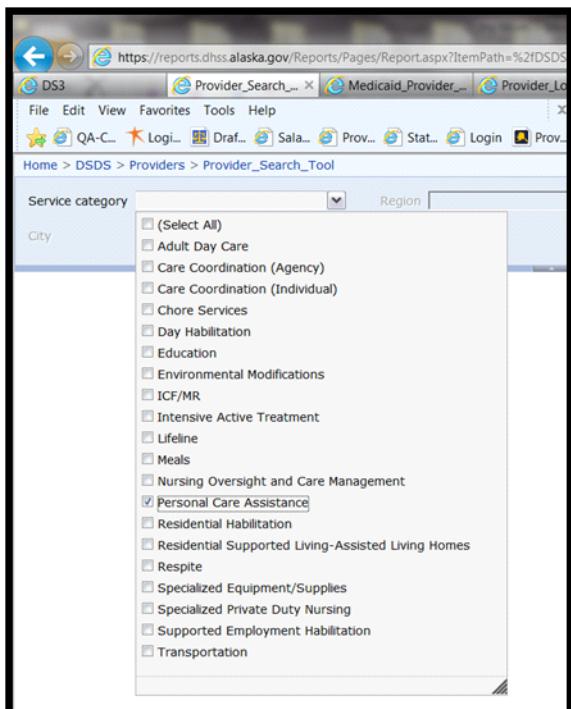
PCS List for Web - Reports

Tuesday, December 01, 2015 12:03 PM

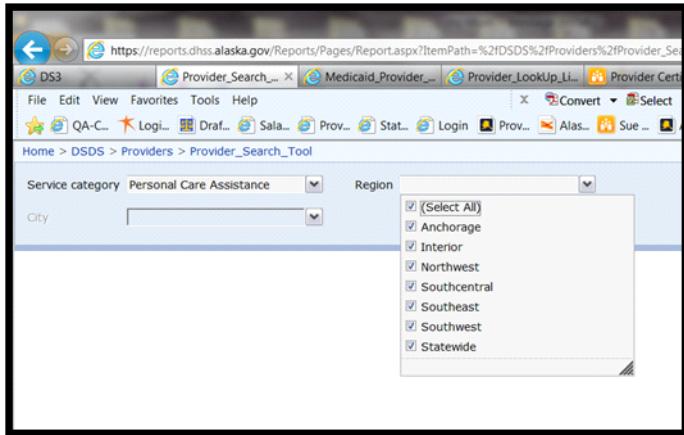
The PCS List is a public list that is pulled and published monthly. The completed PDF goes to primary website maintenance liaison, who is currently **Jetta Whittaker**



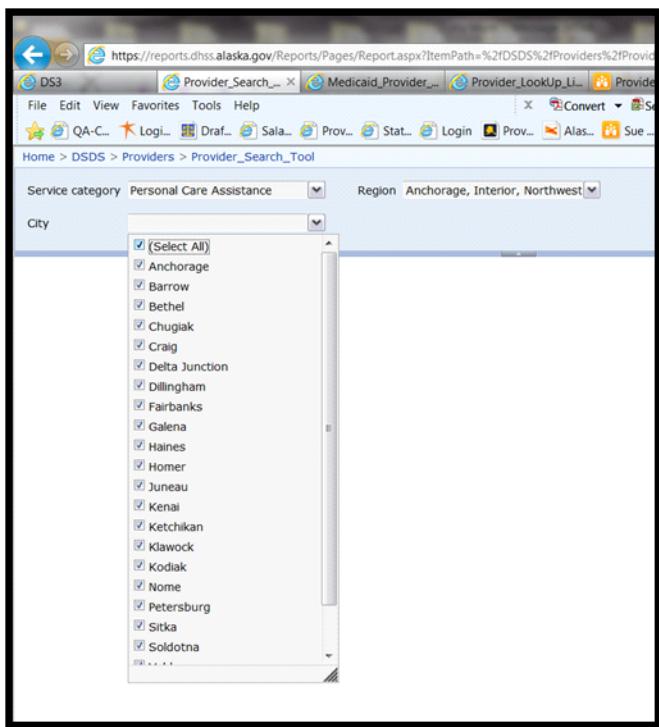
- Reports Manager > Provider_Search_Tool report



- Service Category à Personal Care Assistance



- Region --> All



- City-->All

row	Provider	Medicaid code	Service category type	PCA agency type
1	Absolute Care of Alaska	1571378	5 Personal Care Assistance	AB CD
2	Access Alaska Inc - Bethel	1608772	5 Personal Care Assistance	CD
3	Access Alaska, Inc * - Anchorage	1028290	6 Personal Care Assistance	CD
4	Access Alaska, Inc * - Fairbanks	1028291	6 Personal Care Assistance	CD
5	Access Alaska, Inc * - Ketchikan	1028292	8/31/16 Personal Care Assistance	CD
6	Access Alaska, Inc * - Mat-Su	1028293	8/31/16 Personal Care Assistance	CD

- Report is displayed

- Export to Excel

	Provider	Medicaid	License type	Certified business date	PCA agency type	APDD	C.I.C.	Primary location	Secondary location	Primary email	Secondary email
1	Absolute Care of Alaska	AB,CD		07/01/16 Personal Care Assistance	AB,CD			Anchorage	Statewide	(907) 272-1036 fedz1960@yahoo.com	imccafferty@accessalsaka.org
2	Access Alaska Inc - Bethel	CD		2/08/16 Personal Care Assistance	CD			Bethel	Southwest	(907)248-4777 imccafferty@accessalsaka.org	
3	Access Alaska, Inc. - Anchorage	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 248-4777 imccafferty@accessalsaka.org	
4	Access Alaska, Inc. - Fairbanks	CD		8/31/16 Personal Care Assistance	CD			Fairbanks	Interior	(907) 479-7460 imccafferty@accessalsaka.org	
5	Access Alaska, Inc. - Ketchikan	CD		10/01/16 Personal Care Assistance	CD			Soldotna	Southcentral	(907) 262-4955 imccafferty@accessalsaka.org	
6	Access Alaska, Inc. - Mat-Su	CD		10/01/16 Personal Care Assistance	CD			Wasilla	Southcentral	(907) 262-4955 imccafferty@accessalsaka.org	
7	Alaska Home Care - Delta Junction	CD		10/01/16 Personal Care Assistance	CD			Delta Junction	Interior	(907) 574-6201 akhcare@taonline.net	
8	Alaska Home Care - Interior	CD		10/01/16 Personal Care Assistance	CD			Wasilla	Southcentral	(907) 574-6201 akhcare@taonline.net	
9	Alaska Home Care - Palmer	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 743-5424 akhcare@taonline.net	
10	Alaska Home Care - Seward	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
11	Alzheimer's Disease Resource Agency of Alaska*	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
12	Arctic Care Services, LLC	CD		7/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
13	AssistedCare Services, LLC	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
14	Bloom Alaska Healthcare Services, LLC	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
15	CareNet, Inc	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
16	CareCompanions, LLC	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
17	Caring Companions, LLC	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 akhcare@taonline.net	
18	CareOne Community Site*	CD		10/01/16 Personal Care Assistance	CD			Sitka	Southcentral	(907) 441-4866 care@lrc.org	
19	Community Connections, Inc. - Anchorage	CD		10/01/16 Personal Care Assistance	CD			Wasilla	Southcentral	(907) 262-4955 imccafferty@accessalsaka.org	
20	Coast For Community Care-OSA-Compass Homecare	CD		10/01/16 Personal Care Assistance	AB,CD			Anchorage	Southcentral	(907) 272-1034 imccafferty@accessalsaka.org	
21	Chugach Eagle River Home Care Services/ak*	CD		10/01/16 Personal Care Assistance	AB,CD			Chugach	Southcentral	(907) 262-2601 jproff@chugach.org	
22	Cloud Nine Care Services Inc.	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-1034 jproff@chugach.org	
23	Community Connections - Ketchikan	CD		10/01/16 Personal Care Assistance	CD			Ketchikan	Southcentral	(907) 255-7655 patricia.gordon@concern.org	
24	Community Connections Corp*	CD		10/01/16 Personal Care Assistance	CD			Craig	Southcentral	(907) 255-7655 michael.brown@concern.org	
25	Community Tax/Vitamin*	CD		10/01/16 Personal Care Assistance	CD			Viktor	Southcentral	(907) 272-3271 chs@alaskacare.net	
26	Consumer Care Network, Inc - Anchorage	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-3038 consumercare@alaskacare.net	
27	Consumer Care Network, Inc - Ketchikan	CD		10/01/16 Personal Care Assistance	CD			Ketchikan	Southcentral	(907) 255-7655 karen@alaskacare.net	
28	Consumer Direct - Anchorage	CD		10/01/16 Personal Care Assistance	CD			Anchorage	Southcentral	(907) 272-2962 karen@alaskacare.net	

- Generated Report

	Provider	Med	Service category type	PCA agency type
1	Absolute Care of Alaska	1571	3/15/16 Personal Care Assistance	AB,CD
2	Access Alaska* Inc - Bethel	1608	2/08/16 Personal Care Assistance	CD
3	Access Alaska, Inc. - Anchorage	1028	10/01/16 Personal Care Assistance	CD
4	Access Alaska, Inc. - Fairbanks	1028	8/31/16 Personal Care Assistance	CD
5	Access Alaska, Inc. - Kenai	1028	10/01/16 Personal Care Assistance	CD
6	Access Alaska, Inc. - Mat-Su	1028293	10/01/16 Personal Care Assistance	CD
7	Alaska Home Care - Delta Junction	1028140	10/01/16 Personal Care Assistance	CD
8	Alaska Home Care, Inc.	1028153	10/01/16 Personal Care Assistance	CD
9	Alzheimer's Disease Resource Agency of Alaska*	1028257	13/16/15 Personal Care Assistance	CD
10	Arctic Care Services, LLC	1028211	10/01/16 Personal Care Assistance	CD
11	AssistedCare Services, LLC	1028247	11/31/14 Personal Care Assistance	CD
12	Bloom Alaska Healthcare Services, LLC	1596253	8/31/14 Personal Care Assistance	CD
13	Care Services	1028186	11/30/15 Personal Care Assistance	AB,CD
14	CareNet, Inc	1028199	4/30/16 Personal Care Assistance	AB
15	CareCompanions, LLC	1028195	8/31/14 Personal Care Assistance	CD
16	Community Connections Corp*	1028252	12/31/14 Personal Care Assistance	CD

- Convert to Table (has full instructions for selecting and inserting a table)
- While the sheet is highlighted apply a **No Color Fill** to change the color to blue

	Provider	Agency Based	Consumer Direct	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
1	Absolute Care of Alaska	AB,CD		Anchorage	Statewide		(907) 272-1036 fedz1960@yahoo.com	
2	Access Alaska* Inc - Bethel	CD		Bethel	Southwest	Statewide	(907)248-4777 imccafferty@accessalsaka.org	
3	Access Alaska, Inc. - Anchorage	CD		Anchorage	Southcentral		(907) 248-4777 imccafferty@accessalsaka.org	
4	Access Alaska, Inc. - Fairbanks	CD		Fairbanks	Interior		(907) 479-7460 imccafferty@accessalsaka.org	
5	Access Alaska, Inc. - Kenai	CD		Soldotna	Southcentral		(907) 262-4955 imccafferty@accessalsaka.org	
6	Access Alaska, Inc. - Mat-Su	CD		Wasilla	Southcentral		(907) 357-2568 imccafferty@accessalsaka.org	
7	Access Alaska, Inc. - Palmer	CD		Delta Junction	Interior		(907)357-5431 akhcare@taonline.net	
8	Alaska Home Care - Delta Junction	CD		Wasilla	Southcentral		(907)357-5431 akhcare@taonline.net	
9	Alaska Home Care, Inc.	CD		Anchorage	Southcentral		(907) 561-3313 akhcare@taonline.net	
10	Alzheimer's Disease Resource Agency of Alaska*	CD		Anchorage	Southwest		(907) 272-1034 akhcare@taonline.net	
11	Arctic Care Services, LLC	CD		Anchorage	Statewide		(907) 561-3131 arcticcare@goi.net	
12	AssistedCare Services, LLC	CD		Anchorage	Southcentral		(907) 929-2828 admin@assistedcareak.com	
13	Bloom Alaska Healthcare Services, LLC	CD		Anchorage	Anchorage		(907) 929-2800 jene.perkins@gmail.com	
14	Care Services	AB,CD		Anchorage	Anchorage		(907) 743-8524	

- Delete extra Columns
- Re-label **APDD** to **Consumer Direct** and **PCS Agency Type** to **Agency Based**
- One column should indicate AB (Agency Based) and the other should show CD (Consumer Direct) Separate out the Agency Based vs Consumer Directed so that only

one shows in each column not AB, CD but AB or CD only in each column

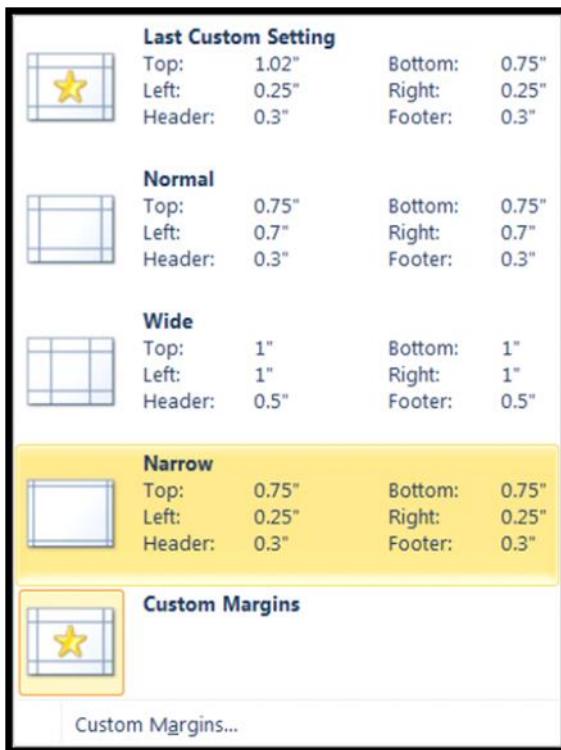
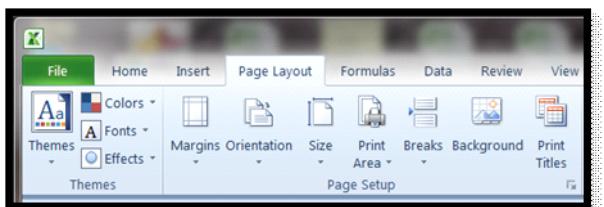
	Provider	Agency Based	Consumer Direct	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
1	Carafet, Inc	AB		Anchorage	Southeastern		(907)274-5524	carmen@psi.net
2	Home Instead Senior Care	AB		Anchorage	Southeastern		(907)277-4863	stacie.how@homeneinstead.com
3	Absolute Care of Alaska	AB	CD	Anchorage	Statewide		(907)222-1036	fled1966@yahoo.com
4	C Care Services	AB	CD	Anchorage	Anchorage		(907)743-8524	
5	Center For Community - Sibila *	AB	CD	Sibila	Southeast		(907)747-6960	cred@ccfc.org
6	Center For Community-the Compass HomeCare- Juneau*	AB	CD	Juneau	Southeast		(907)747-6960	
7	Center For Community-Anchorage-ZBACompass Homecare	AB	CD	Anchorage	Anchorage	Southeastern	(907)276-4960	cre@ccfc.org
8	Chugach-Eagle River Hm Care Ser{Chugach Srv Ctr}*	AB	CD	Chugach	Anchorage		(907)688-2661	prodinfo@mtaonline.net
9	Easter Seals Alaska - Anchorage	AB	CD	Anchorage	Anchorage		(907)277-7325	glaicher@aci.net
10	Genacita In Home Care-Anchorage	AB	CD	Anchorage	Statewide	Anchorage	(907)644-7952	jeanne.own@genacita.com
11	Good Samaritan Care Services	AB	CD	Anchorage	Anchorage		(907)661-1600	PCA@goodsamartiancares.com
12	Granny Nannies	AB	CD	Anchorage	Anchorage		(907)222-2920	mar.m@grannynannies.com
13	Hearts and Hands of Care, Inc.	AB	CD	Anchorage	Statewide		(907)929-5826	skmav@cox.net
14	Hearts and Hands of Care, Inc.- Wasilla	AB	CD	Wasilla	Southeastern		(907)651-3529	skmav@cox.net
15	Helping Hand Health Care, LLC	AB	CD	Anchorage	Anchorage		(907)570-4050	
16	Homedevil Senior Care	AB	CD	Anchorage	Anchorage		(907)668-3100	cf.homedevil@alaska.net
17	Immediate Care, Inc - Anchorage	AB	CD	Anchorage	Anchorage		(907)336-3365	ceo@immediatincareak.com
18	Immediate Care, Inc. - Wasilla	AB	CD	Wasilla	Southeastern		(907)567-4367	ceo@immediatincareak.com
19	McKinley Services	AB	CD	Anchorage	Anchorage	Statewide	(907)258-5100	ajcmenz@ak1.net
20	Ready Care (ResCare) - Homer	AB	CD	Homer	Statewide		(907)225-7653	alicer@rescare.com
21	Ready Care (ResCare) - Wasilla	AB	CD	Wasilla	Southeastern		(907)357-5643	alicer@rescare.com
22	ResCare HomeCare (Anch)	AB	CD	Anchorage	Statewide	Anchorage	(907)258-3494	alicer@rescare.com
23	ResCare HomeCare (FtMak)	AB	CD	Fairbanks	Statewide	Statewide	(907)456-4520	alicer@rescare.com
24	Sunshine Care Services	AB	CD	Anchorage	Anchorage		(907)929-2901	sunshinecareservicask@gmail.com
25	Tanana Chiefs Conference, Inc. (Senior Services)	AB	CD	Galena	Interior		(907)452-8281	
26	Triion Quality Care Services	AB	CD	Anchorage	Anchorage		(907)644-6058	hwetson@trionqa.com
27	Access Alaska Inc - Bethel	CD	Bethel	Southeast	Statewide		(907)248-4777	imccafferty@accessalaska.org
28	Access Alaska, Inc. - Anchorage	CD	Anchorage	Anchorage	Southeastern		(907)248-4777	imccafferty@accessalaska.org
29	Access Alaska, Inc. - Fairbanks	CD	Fairbanks	Interior			(907)479-7940	imccafferty@accessalaska.org
30	Access Alaska, Inc. - Kenai	CD	Soldotna	Southeastern			(907)262-4980	imccafferty@accessalaska.org
31	Access Alaska, Inc. - Mat-Su	CD	Wasilla	Southeastern			(907)357-2500	imccafferty@accessalaska.org
32	Alaska Home Care - Delta Junction	CD	Data Junction	Interior			(907)567-5431	akhcare@mtaonline.net
33	Alaska Home Care, Inc	CD	Wasilla	Southeastern			(907)567-5431	akhcare@mtaonline.net
34	Arctic Care Services, LLC	CD	Anchorage	Anchorage	Southeastern		(907)561-3123	arcticcare@psi.net
35	Alzheimer's Disease Resource Agency of Alaska*	CD	Anchorage	Statewide			(907)561-3123	arcticcare@psi.net
36	Arctic Care Services, LLC	CD	Anchorage	Anchorage	Southeastern		(907)629-2828	admin@assistedcareal.com

- Sort by Agency Based A-Z
- Re-alphabetize by Provider A-Z

	Provider	Agency Based	Consumer Direct	Physical Location	Primary region served			
1	Absolute Care of Alaska	AB	CD	Anchorage	Statewide			
2	Access Alaska Inc - Bethel	CD	Bethel	Southwest				
3	Access Alaska, Inc. - Anchorage	CD	Anchorage	Anchorage				
4	Access Alaska, Inc. - Fairbanks	CD	Fairbanks	Interior				
5	Access Alaska, Inc. - Kenai	CD	Soldotna	Southeastern				
6	Access Alaska, Inc. - Mat-Su	CD	Wasilla	Southeastern				
7	Alaska Home Care - Delta Junction	CD	Delta Junction	Interior				
8	Alaska Home Care, Inc	CD	Wasilla	Southeastern				
9	Arctic Care Services, LLC	CD	Anchorage	Anchorage	Southwest			
10	Alzheimer's Disease Resource Agency of Alaska*	CD	Anchorage	Anchorage	Southeastern			

- Go to Page Layout and change Width to 1 Page

	B34								
3		Provider	Agent	Consur	Physical	Primary	Secondary	Business p	Primary email
4		Access Alaska* Inc - Bethel	CD	Bethel	Southwest	Statewide	(907)248-4777	lmccafferty@access	
5		Access Alaska, Inc. - Anchorage	CD	Anchorage	Anchorage	Southcentral	(907)248-4777	lmccafferty@access	
6		Access Alaska, Inc. - Fairbanks	CD	Fairbanks	Interior		(907)479-7940	lmccafferty@access	
7		Access Alaska, Inc.* - Kenai	CD	Soldotna	Southcentral		(907) 262-4955	lmccafferty@access	
8		Access Alaska, Inc.* - Mat-Su	CD	Wasilla	Southcentral		(907) 357-2588	lmccafferty@access	
9		Alaska Home Care - Delta Junction	CD	Delta Junction	Interior		(907)357-5431	akhcare@mtaonline	
10		Alaska Home Care, Inc	CD	Wasilla	Southcentral		(907)357-5431	akhcare@mtaonline	
11		Alzheimer's Disease Resource Agency of Alaska*	CD	Anchorage	Anchorage	Southwest	(907) 561-3313		
12		Arctic Care Services, LLC	CD	Anchorage	Statewide		(907) 561-3131	arcticcare@gci.net	
		AssistedCare Services, LLC	CD	Anchorage	Southcentral		(907)929-2828	admin@assistedcar	



- Go to **Page Layout -->Orientation -->Landscape then Margins-->Narrow**

The screenshot shows the Microsoft Excel ribbon with the "Header & Footer Tools" tab selected. In the header section, the formula bar displays "&[Page] of &[Pages]". Below the header, there is a table with columns for Provider, Service category type, APDD, CCMC, IDD, ALI, Physical Location, and Primary region served. The table data includes rows for Care Coordination, ABC Connections, and About You Care Coordination.

- Add **Page Number** (type) of then **Number of Pages** to the *left header*

The screenshot shows the Microsoft Excel ribbon with the "Header & Footer Tools" tab selected. The header section contains "1 of 9" and "&[Date]&[Time]". Below the header, there is a table with columns for Provider, Service category type, APDD, CCMC, IDD, ALI, Physical Location, Primary region served, Secondary region served, Business phone, and Primary email. The table data includes rows for Care Coordination, ABC Connections, and About You Care Coordination.

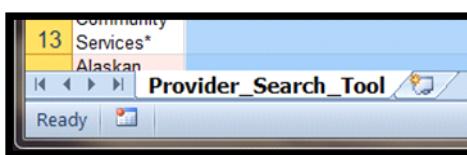
- Add **Current Date** and **Current Time** to the *right header*

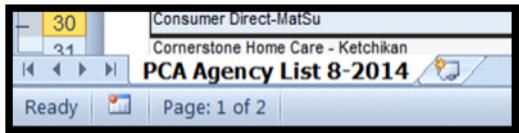
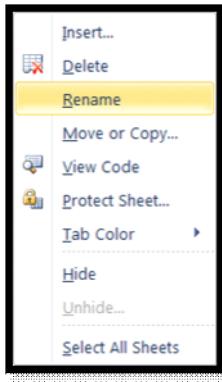
The screenshot shows the Microsoft Excel ribbon with the "Header & Footer Tools" tab selected. The header section contains "1 of 2". The center section contains "Division of Senior and Disabilities Services Personal Care Assistance Agencies". The right section contains the date and time "8/25/2014 10:02 AM".

In the *center section* add:

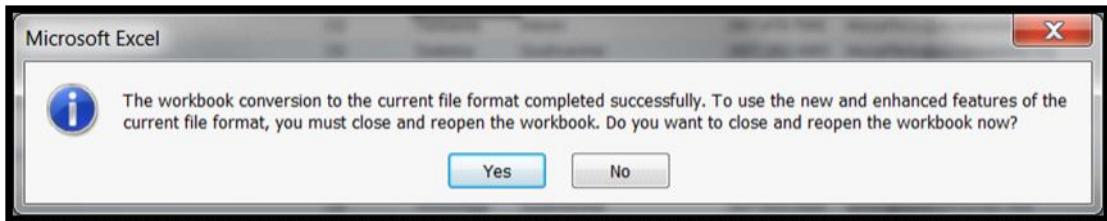
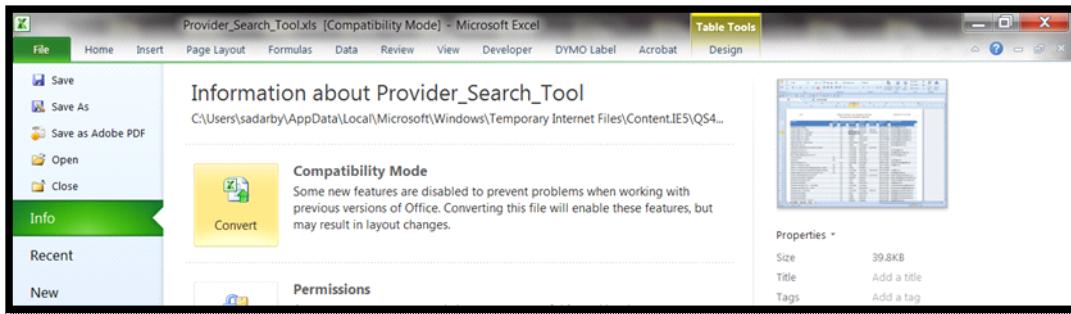
Division of Senior and Disabilities Services

Personal Care Assistance Agencies



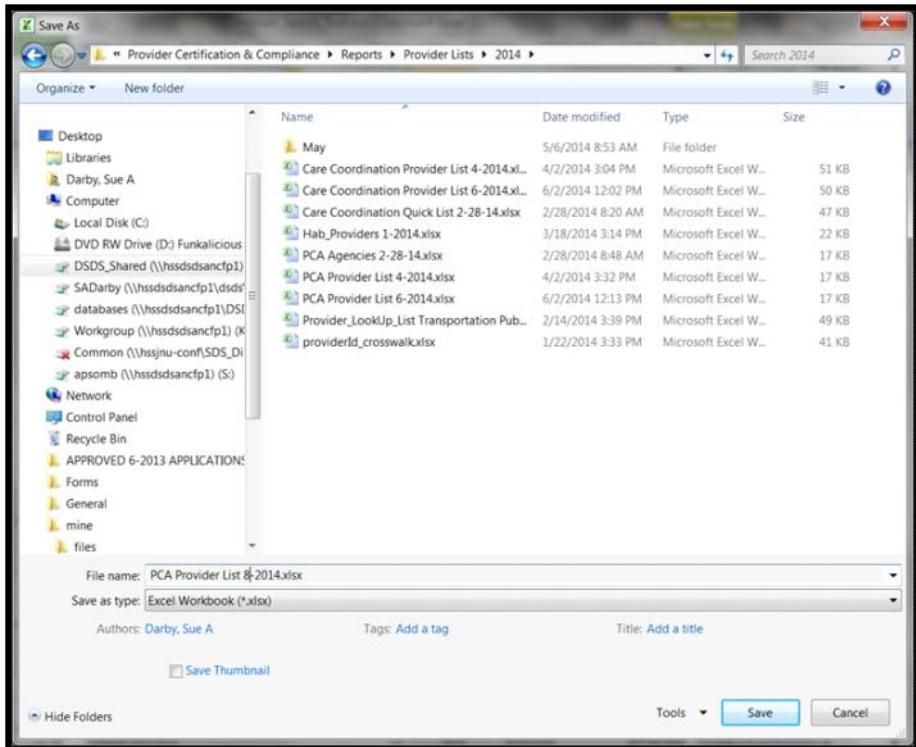


- Right click on the **sheet name** and **Rename** it to **PCS Agency List current month & year**



- Go to **File -->Convert** and click **Yes**

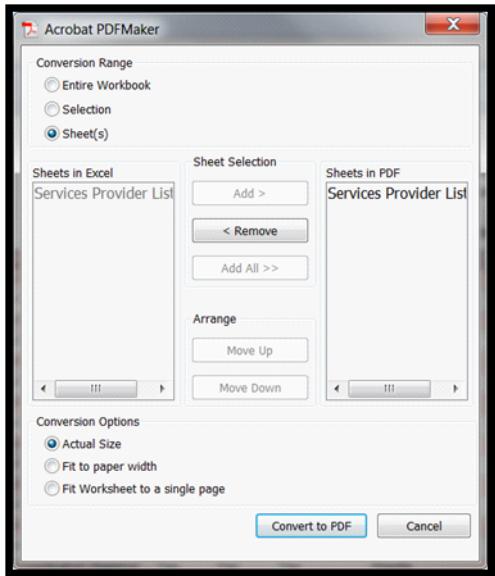
This ensures that the tweaks such as the table used is saved and makes the file format a XLSX which saves in a smaller file.



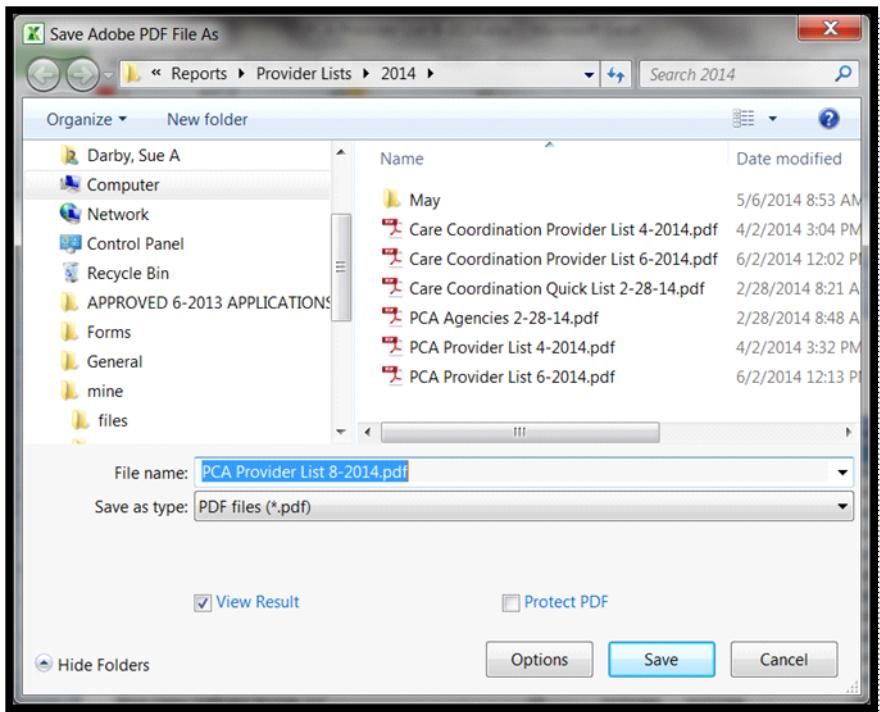
- Save in G:/Provider Certification & Compliance -->Reports-->Provider Lists --> current year
- Save As PCS Provider List 8-2014.xlsx

Provider	Agency Based	Consumer Direct	Physical Location	Primary region served	Secondary region served	Business phone	Primary email
Absolute Care of Alaska	AB	CD	Anchorage	Statewide		(907) 272-1036	fledz1966@yahoo.com
Access Alaska* Inc - Bethel		CD	Bethel	Southwest	Statewide	(907)248-4777	imccafferty@accessalaska.org
Access Alaska, Inc.- Anchorage		CD	Anchorage	Anchorage	Southcentral	(907) 248-4777	imccafferty@accessalaska.org
Access Alaska, Inc - Fairbanks		CD	Fairbanks			(907) 470-7010	imccafferty@accessalaska.org

- Go to Acrobat-->Create PDF



- Click **Convert to PDF**



- When Prompted **SAVE!**
- **PCS Agency List and Current Month-Year**
- Excel & Adobe will convert the file and open it in Adobe when completed

Acrobat Pro

1 of 2 Division of Senior and Disabilities Services Personal Care Assistance Agencies 8/25/2014 10:04 AM

Provider	Agency Name	Consumer Direct	Physical Location	Primary Address Mapped	Secondary Region	Business phone	Primary email
Absolute Care of Alaska	AB	CD	Anchorage	Statewide		(907) 272-1036	fedz1965@yahoo.com
Access Alaska, Inc. - Bethel		CD	Bethel	Southwest	Statewide	(907) 547-4700	imccaffery@accessalaska.org
Access Alaska, Inc. - Anchorage		CD	Anchorage	Anchorage	Southcentral	(907) 245-7777	imccaffery@accessalaska.org
Access Alaska, Inc. - Fairbanks		CD	Fairbanks	Interior		(907) 473-7540	imccaffery@accessalaska.org
Access Alaska, Inc. - Kenai		CD	Kenai	Southcentral		(907) 263-6665	imccaffery@accessalaska.org
Access Alaska, Inc. - Mat-Su		CD	Wasilla	Southcentral		(907) 367-2585	imccaffery@accessalaska.org
Alaska Home Care - Delta Junction		CD	Delta Junction	Interior		(907) 357-5431	akcare@mtbonline.net
Alaska Home Care, Inc.		CD	Wasilla	Southcentral		(907) 357-5431	akcare@mtbonline.net
Alzheimer's Disease Resource Agency of Alaska*		CD	Anchorage	Anchorage	Southwest	(907) 561-3313	
Arctic Care Services, LLC		CD	Anchorage	Statewide		(907) 561-3311	arcticcare@go.net
AssistedCare Services, LLC		CD	Anchorage	Southcentral		(907) 929-2828	admin@assistedcareak.com
Bloom Alaska Healthcare Services, LLC		CD	Anchorage	Anchorage		(907) 929-3000	jens.perkins@gmail.com
C Care Services	AB	CD	Anchorage	Anchorage		(907) 743-8324	
Carers, Inc.	AB	CD	Anchorage	Southcentral		(907) 274-5457	carers@go.net
Carign Companies, LLC		CD	Anchorage	Anchorage		(907) 747-4960	carigncompanies@alaska.net
Center For Community - Sitka *	AB	CD	Sitka	Southeast		(907) 747-4960	credc@cfcc.org
Center For Community-Anchorage DBA Compass Homecare	AB	CD	Junior	Southeast		(907) 274-9960	
Chugach-Eagle River Hm Care Ser (Chugach Hm Ctr)*	AB	CD	Anchorage	Anchorage	Southcentral	(907) 274-9960	credc@cfcc.org
Comfort Keepers/Alaska Care Group Inc.		CD	Chugiak	Anchorage	Southcentral	(907) 656-2661	prod@mtbonline.net
Community Connections - Ketchikan*		CD	Ketchikan	Southeast	Southcentral	(907) 334-3000	jackie.mosquid@comfortkeepers.com
Community Connections-Craig*		CD	Craig	Southeast		(907) 225-1255	patricia.gardner@communityconnections.org
Connecting Ties/Valedez		CD	Valedez	Southcentral		(907) 836-3274	mvalezel.kennedy@communityconnections.org
Consumer Care Network, Inc. - Anchorage		CD	Anchorage	Anchorage		(907) 334-3050	consumercarenetwork@hotmail.com
Consumer Care Network, Inc. - Ketchikan		CD	Ketchikan	Southeast		(907) 335-2000	kena.consumercare@acasaak.net
Consumer Care Network		CD	Anchorage	Anchorage	Statewide	(907) 274-5662	gregg@mtbonline.net
Consumer Direct-Kodiak		CD	Homer	Southeast		(907) 235-2660	gregg@consumerdirectonline.net
Consumer Direct-Kodiak		CD	Kodiak	Southeast		(907) 451-3070	gregg@consumerdirectonline.net
Consumer Direct-Mat-Su		CD	Wasilla	Statewide		(907) 357-7943	gregg@consumerdirectonline.net
Cornerstone Home Care - Ketchikan		CD	Ketchikan	Southeast		(907) 225-0997	tsmith@chicare.com
Cornerstone Home Care (Formerly Health) - Haines		CD	Haines	Southeast		(907) 766-3964	
Cornerstone Home Care (Formerly Health) - Ketchikan		CD	Ketchikan	Southeast		(907) 225-0997	tsmith@chicare.com
Cornerstone Home Care (Formerly Health)-Juneau		CD	Juneau	Southeast		(907) 556-6838	tsmith@chicare.com
Cornerstone Home Care-Petersburg (Formerly Health)		CD	Petersburg	Southeast		(907) 556-6838	tsmith@chicare.com
Cubita PM LLC		CD	Anchorage	Anchorage		(907)552-1516	cubitapm@go.net

- Completed file for posting

Division and Unit History - Reference Material

Thursday, October 15, 2015 10:43 AM

- ★ There are many things that were done one way for a long time and at the time had a "method to the madness" but over time changed. This section captures some of those changes from the old to the new and when the shift happened.
- ★ AB & U3 are Xerox designations and important to reports that show types of PCS agencies such as the monthly report.
- ★ PCS was known as PCA prior to 2015 when DS3 was created and since Harmony (new system is in the process of being built there is no sense to changing the label so PCA and PCS are interchangeable

SME List - Reference Material

Wednesday, October 28, 2015 2:41 PM

List of Subject Matter Experts

This list will have to be updated when new staff join the team. It can also list those in other units that are go to people for issues that PCC staff run into. There are many staff members who have been with SDS for a long time and have a wide variety of knowledge about the operations and history of the division as well as specialized knowledge about their unit and program. It benefits the division when the staff engages all team members not just their own unit.

QuickSteps In Outlook - Tools

Friday, December 11, 2015 1:13 PM

The most efficient way to learn to setup a QuickStep is via the following YouTube

<https://www.youtube.com/watch?v=dmnjg6LRRaA>

Outlook Signatures - Tools

Tuesday, October 27, 2015 8:16 AM

Setting up a Signature or two in Outlook 2010 is simple with this YouTube.

<https://www.youtube.com/watch?v=DtvD4iadb4Y>

Quick Parts - Tools

Friday, October 23, 2015 2:11 PM

Word and Outlook have a tool called QuickParts that can make reusing text easy. To set it up follow this quick YouTube.

<https://www.youtube.com/watch?v=ojGSeOQXhAY>

Screen Shots - Tools

Tuesday, December 08, 2015 9:22 AM

CTRL-Prt-Scn will screen shot the who screen both screens if you have two. To get just ONE screen use CTRL-Alt-Prt-Scrn. This makes creating new procedures with images easy.

It can sometimes be tricky to take screen shots of dialog boxes so there is also a Snipping tool build into Windows for those cases.

File Formats - Tools

Monday, November 30, 2015 2:02 PM

When information comes in via email it will come in as PDF or a doc or docx (Word), rtf, txt (standard word processing applications like Open Office or Libre Office) and even wps (Word Perfect Suite) most of the time but other formats have been known to pop up. Image files such as jpg, tif, gif and png are also common. Simply save to a folder on your desktop, select all and merge and convert to PDF. Once in a while files will come in that cannot be converted such as those for Photoshop or other unique software applications. If after googling the extension it is determined that there is no application that is compatible simply tell the provider to use a different format.

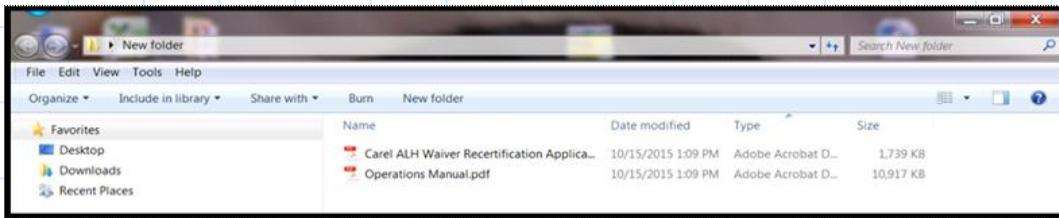
Adobe DC can merge and convert most file types and can even combine various file types into a PDF i.e. a doc, pdf and a jpg can be merged seamlessly. If after a file is in PDF format that it needs to be in Word for editing Adobe can convert, although imperfectly to Word but if the document is large then it is better than retying. The software will do what is known as OCR or object character recognition to the file to find all the useful text. The conversion process will not harm the original files or even the pdf, it enhances the search ability of a pdf file.

Merging and Splitting Documents - Tools

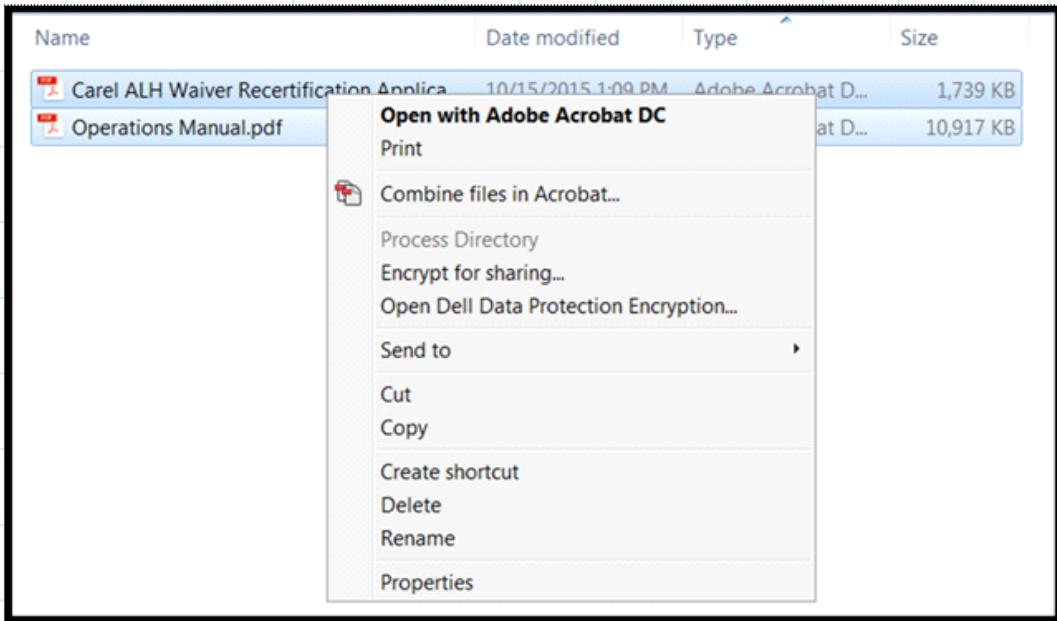
Thursday, October 15, 2015 9:20 AM

How to Merge or split documents

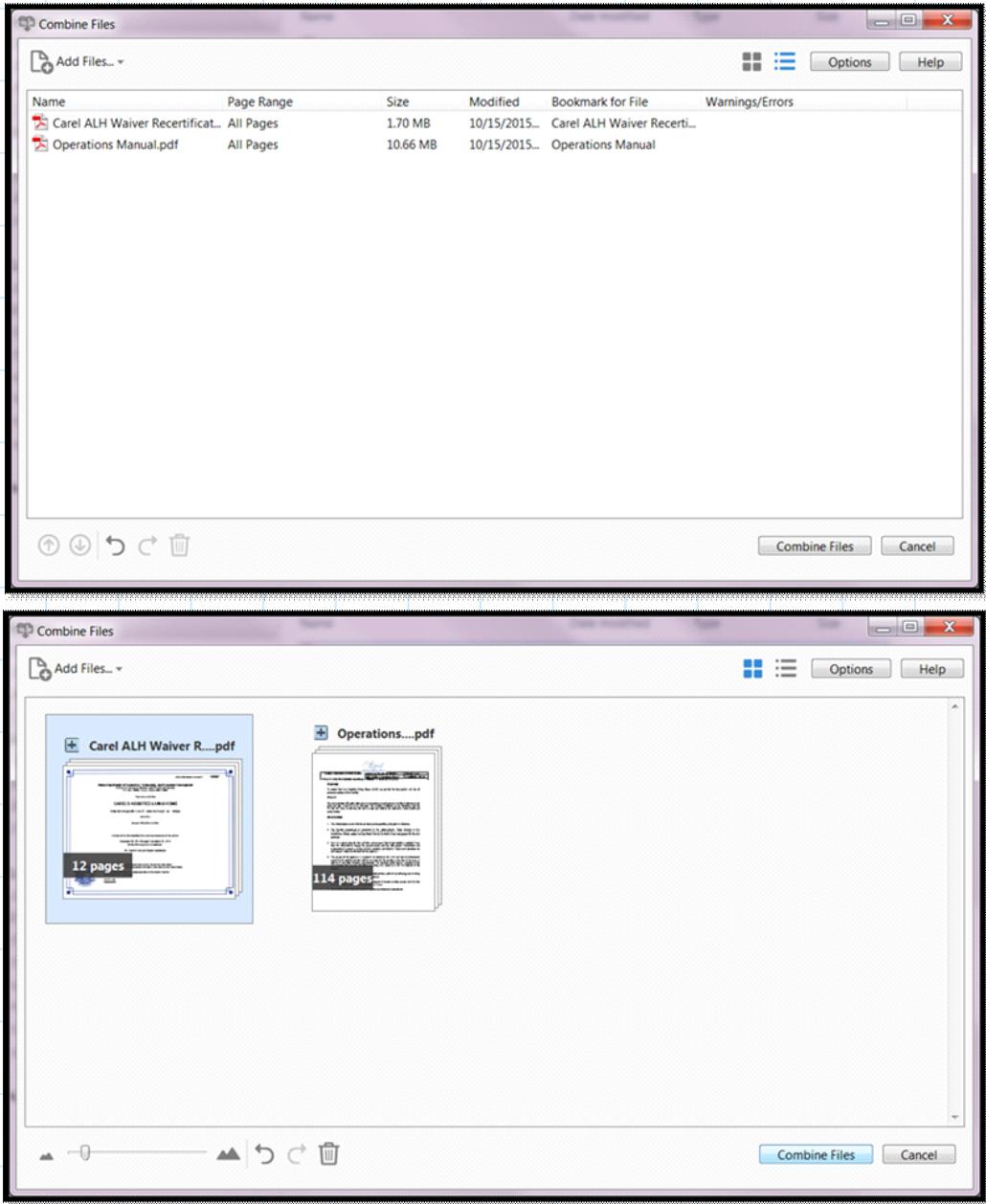
- There are two topics that are covered first, single attachments and multiple attachments sometimes in multiple emails.
- For multiple attachments sent via email save them to a new folder on your desktop or other favorite temporary file spot. Multiple files are combined before date stamping to preserve page numbering.
- Open single attachments directly by double clicking to open in Adobe DC no saving necessary.
- For multiple attachments from one provider or source (can be multiple emails with multiple attachments from one person) save to a new folder (naming the folder doesn't matter at this time it is deleted later.)
- **Navigate** to the folder with all the files



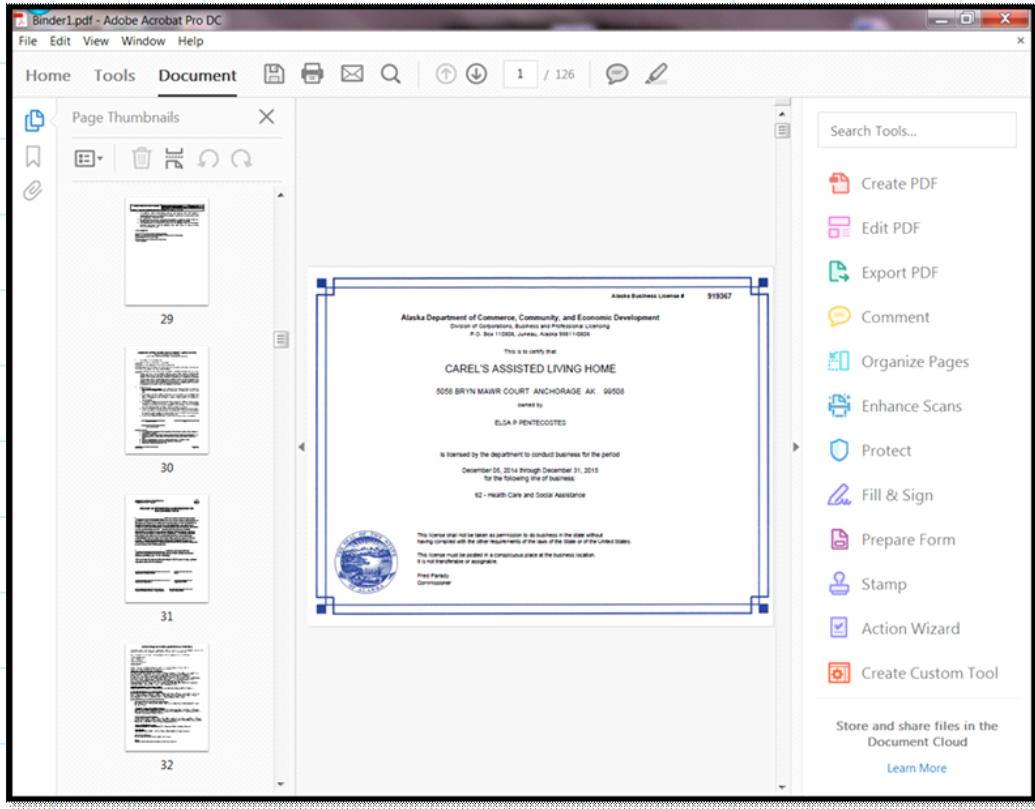
- **Select** all the files



- Right click and go to **Combine files in Adobe Acrobat**



- A dialog box will open and you can drag and drop the files into the order you'd like them merged.
- **Merge** the files
- The new “Binder file” will open



- From here you can edit page order, add a date stamp or other header or footer or even save as a Word Document once more for additional editing

Word, Excel & Outlook - Tools

Tuesday, October 27, 2015 8:18 AM

Formatting tips

- Do not use a full paragraph return (enter key) when getting text to go to the next line in Word, especially if you are using text boxes and links. Using a hard carriage return will break links as that is considered a new line and Word doesn't deal well with new lines and links unless it is the one moving the text around. Adjust the text box or better yet use a table and adjust the cell size to adjust the paragraph
- NO carriage returns between paragraphs EVER! Use the Paragraph spacing tool or you create a formatting nightmare. You can adjust the space between lines very easily by using the Paragraph Spacing tool and customize it easily for whatever formatting you need!
- Format painter is your buddy if you need to get text to behave exactly the same in just a couple places but create a new Style if it is something that will be used more than twice in the same document. You will save time and energy by learning to quickly create and apply a custom style for the document you are working on.
- Do not ever use TAB to move text around there are far better ways to setup columns of data using tab stops (only one tab not many to get the same result) or tables which have many ways to format including with invisible lines.
- It is unnecessary to double spacebar after a period as it will mess up formatting later on when changes are made. Do not use the spacebar to force a word to the next line there are better ways to do that too including leaving it alone!

Version Control

Thursday, November 05, 2015 11:21 AM

This area will be for copies of changed procedures. A copy of the old procedure will be added here BEFORE changes are made. A note at the top of the page can be added regarding the change, reasons and date implemented.

**Where do these processes belong?

Thursday, October 15, 2015 1:10 PM

- Back files
- Cert forms sent to Xerox
- Supply storage
- Supply ordering
- SME list
- Scanned copies of product manuals
- Version control
- Retention schedule
- Out cards in the drawers
- File inventories
- Mail merges in general to Word and DYMO
- How to get rid of old back files
- Archiving RTLs
- Drafts
- UMLs

I know where most of these go and just don't have a page setup for them yet. Are there any others to add to the list?

Friday, October 23, 2015 2:00 PM

Approved Providers

Details Tab

Activate the provider

Contacts

Backup CC

Program admins

Owners

Categories of Service (Medicaid Tab)

All Agencies

- For initially certified new care coordinator or agency:

- Remove the "APP" and enter an X (CMX). This is a placeholder until a provider number is issued.

- Leave the start and end dates blank

- Change the status to "Inactive – Certified but Enrollment Pending"

- Click Save

-

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID
Mouse, Minnie [Provider]
DSDSID: 180900

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Provider ID's

Save Cancel Delete

Medicaid Code	Start Date	End Date	Status
CMX			Inactive - Certified but Enrollment Pending

- Under Service Categories click on the "Click here to add one now" link

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID
Mouse, Minnie [Provider]
DSDSID: 180900

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Provider ID's

Add Medicaid # Add Category

Medicaid Code	Start Date	End Date	Status
CMX			Inactive - Certified but Enrollment Pending

Service Categories for CMX

Service Category	Start	End	Status	Met Req
No Service Categories have been added. Click here to add one now				

- Choose the COS (Category of Service)

Care Coordination (Individual)

- COS – Care Coordination (Individual)

- Add the status (Inactive – Certified but Enrollment Pending)
- Add the start and end dates of the certification
- Choose the type of waiver clients to be served
- Save

COS	Status	Start	End	Private	Waivers
Care Coordination (Individual)	Inactive - Certified but Enrollment Pending	8/27/15	7/31/16	Public	<input checked="" type="checkbox"/> ALI <input checked="" type="checkbox"/> APDD <input checked="" type="checkbox"/> CCMC <input checked="" type="checkbox"/> IDD

Care Coordination (Agency)

Core waiver

PCS

AB or CD on front page

As a service type

Respite

Dates

Types family or plain

Day Habilitation

Dates

Site or community

Residential Habilitation

The 4 types

Rates

Front page licenses

Types and Link between home and agency

RSL

Types and licenses

All other services

Core waiver

Linking Providers Care Coordinators and Residential Habilitation Homes

Notes on how to check affiliation, where to find the renderers vs agencies one is homes attached to the HC that is certified and the other is the agencies a home is attached to

Agents, Agencies and Renderers

- To link a Care Coordinator to an Agency go to the Agencies tab (applies ONLY to Care

Coordinators)

- Click “Link to Provider”
- Search by Agency Number and choose Care Coordinator

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Providers Listing Mouse, Minnie as an Agent

+ Link to Provider

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: as -- Select One --

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: Minnie as -- Select One --

Minnie Card
Minnie Fritts [1575633]
Minnie Fritts [CM0246]
Minnie Mouse [CMAPPI]
Minnie Mouse's Care Coordination [CMGAPP]
Minnie Steven [1001510]
Minnie Steven [CM3962]

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: Minnie Mouse's Care C as -- Select One --

Care Coordinator
PCA

- This will take you to the next screen automatically where you enter the certification start and end dates

Mouse, Minnie [Provider]
DSDSID: 179297

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Provider Agent

<input type="button" value="Save"/>	<input type="button" value="Cancel"/>
Provider	Minnie Mouse's Care Coordination
Type	Care Coordinator
Agent	Mouse, Minnie
Start Date	8/28/15 <input type="button" value="S"/>
End Date	7/31/16 <input type="button" value="X"/>

When you are all done your screen should look like this:

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Mouse, Minnie [Provider]
DSDSID: 179297

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Providers Listing Mouse, Minnie as an Agent

[Link to Provider](#)

Care Coordinator

Provider	Start Date	End Date
<input type="button" value="Edit"/> Minnie Mouse's Care Coordination	08/28/15	07/31/16

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Minnie Mouse's Care Coordination [Provider]
DSDSID: 179296

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agents](#) [Renderers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Agents

[Add Agent](#)

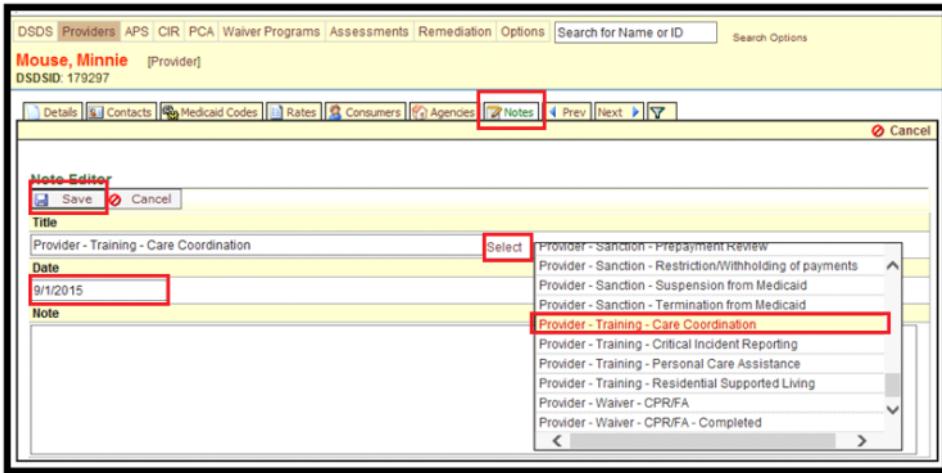
Care Coordinator

Agent	Start Date	End Date
<input type="button" value="Edit"/> Mouse, Minnie	08/28/15	07/31/16

Notes

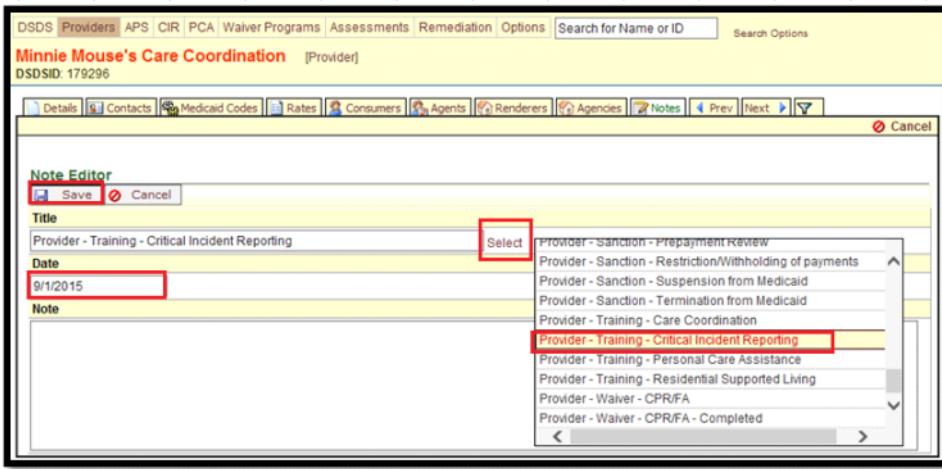
Care Coordinators

- Click on “Add Note”.
- Click on the Select button to the right of the Title field. Choose the “Provider – Training – Care Coordination” title
- change the date to the date the CC training was completed
- enter a note that states which training was completed and the dates.



All Providers

- Click on “Add Note”
- Click on the Select button to the right of the Title field. Choose the “Provider – Training – Critical Incident Reporting” title
- change the date to the date the CIR training was completed
- enter a note that states which training was completed and the dates



Details Tab

Activate the provider

Contacts

Backup CC

Program admins

Owners

Categories of Service (Medicaid Tab)

All Agencies

- For initially certified new care coordinator or agency:
- Remove the “APP” and enter an X (CMX). This is a placeholder until a provider number is issued.
- Leave the start and end dates blank
- Change the status to “Inactive – Certified but Enrollment Pending”

- Click Save



Screenshot of the DSDS Provider Details page for "Mouse, Minnie".

Provider ID's

Medicaid Code	Start Date	End Date	Status
CMX			Inactive - Certified but Enrollment Pending

- Under Service Categories click on the “Click here to add one now” link

Screenshot of the DSDS Provider Details page for "Mouse, Minnie".

Service Categories for CMX

Service Category	Start	End	Status	Met Req
No Service Categories have been added.				
Click here to add one now				

- Choose the COS (Category of Service)
 - Care Coordination (Individual)
- COS – Care Coordination (Individual)
- Add the status (Inactive – Certified but Enrollment Pending)
- Add the start and end dates of the certification
- Choose the type of waiver clients to be served
- Save

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search

Mouse, Minnie [Provider]
DSSID: 180900

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Provider ID's

Add Medicaid # Add Category

Medicaid Code	Start Date	End Date	Status
CMX			Inactive - Certified but Enrollment Pending

Service Category Details

Save Cancel

COS	Care Coordination (Individual)	Waivers
Status	Inactive - Certified but Enrollment Pending	<input checked="" type="checkbox"/> ALI <input checked="" type="checkbox"/> APDD <input checked="" type="checkbox"/> CCMC <input checked="" type="checkbox"/> IDD
Start	8/27/15	
End	7/31/16	
Private	Public	

Care Coordination (Agency)

Core waiver

PCS

AB or CD on front page

As a service type

Respite



Dates

Types family or plain

Day Habilitation



Dates

Site or community

Residential Habilitation

The 4 types

Rates

Front page licenses



Types and Link between home and agency

RSL

Types and licenses

All other services

Core waiver



Linking Providers Care Coordinators and Residential Habilitation Homes

Notes on how to check affiliation, where to find the renderers vs agencies one is homes attached to the HC that is certified and the other is the agencies a home is attached to

Agents, Agencies and Renderers

- To link a Care Coordinator to an Agency go to the Agencies tab (applies ONLY to

Care Coordinators)

- Click “Link to Provider”
- Search by Agency Number and choose Care Coordinator

A

A

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Providers Listing Mouse, Minnie as an Agent

+ Link to Provider

This screenshot shows the search results for 'Mouse, Minnie' as a provider. It displays the provider's name, DSDSID, and a list of tabs (Details, Contacts, Medicaid Codes, Rates, Consumers, Agencies, Notes) with navigation buttons (Prev, Next). Below this is a section titled 'Providers Listing Mouse, Minnie as an Agent' with a 'Link to Provider' button.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: as -- Select One --

This screenshot shows the same provider search interface as above, but with a search bar labeled 'Search for Name/Medicaid Code' and a dropdown menu set to '-- Select One --'.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: Minnie as -- Select One --

Minnie Card
Minnie Fritts [1575633]
Minnie Fritts [CM0246]
Minnie Mouse [CMAPP]
Minnie Mouse's Care Coordination [CMGAPP]
Minnie Steven [1001510]
Minnie Steven [CM3962]

This screenshot shows the search results with a dropdown menu open, displaying suggestions such as 'Minnie Card', 'Minnie Fritts', etc., with the option 'Minnie Mouse's Care Coordination [CMGAPP]' highlighted in blue.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next

Search for Name/Medicaid Code: Minnie Mouse's Care C as -- Select One --

Care Coordinator
PCA

This screenshot shows the search results with a dropdown menu open, displaying the selected item 'Care Coordinator'.

1. This will take you to the next screen automatically where you enter the certification start and end dates

A

Mouse, Minnie [Provider]
DSDSID: 179297

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Provider Agent

[Save](#) [Cancel](#)

Provider	Minnie Mouse's Care Coordination
Type	Care Coordinator
Agent	Mouse, Minnie
Start Date	8/28/15 Select
End Date	7/31/16 X

When you are all done your screen should look like this:

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Mouse, Minnie [Provider]
DSDSID: 179297

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Providers Listing Mouse, Minnie as an Agent

[Link to Provider](#)

Care Coordinator

Provider	Start Date	End Date
Edit Minnie Mouse's Care Coordination	08/28/15	07/31/16

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Minnie Mouse's Care Coordination [Provider]
DSDSID: 179296

[Details](#) [Contacts](#) [Medicaid Codes](#) [Rates](#) [Consumers](#) [Agents](#) [Renderers](#) [Agencies](#) [Notes](#) [Prev](#) [Next](#) [Y](#)

Agents

[Add Agent](#)

Care Coordinator

Agent	Start Date	End Date
Edit Mouse, Minnie	08/28/15	07/31/16



Notes

Care Coordinators

- Click on “Add Note”.
- Click on the Select button to the right of the Title field. Choose the “Provider – Training – Care Coordination” title
- change the date to the date the CC training was completed
- enter a note that states which training was completed and the dates.

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Mouse, Minnie [Provider]
DSDSID: 179297

Details Contacts Medicaid Codes Rates Consumers Agencies Notes Prev Next Cancel

Note Editor Save Cancel

Title: Provider - Training - Care Coordination Select

Date: 9/1/2015

Note:

Provider - Sanction - Prepayment Review
Provider - Sanction - Restriction/Withholding of payments
Provider - Sanction - Suspension from Medicaid
Provider - Sanction - Termination from Medicaid
Provider - Training - Care Coordination
Provider - Training - Critical Incident Reporting
Provider - Training - Personal Care Assistance
Provider - Training - Residential Supported Living
Provider - Waiver - CPR/FA
Provider - Waiver - CPR/FA - Completed

All Providers

- Click on “Add Note”
- Click on the Select button to the right of the Title field. Choose the “Provider – Training – Critical Incident Reporting” title
- change the date to the date the CIR training was completed
- enter a note that states which training was completed and the dates

DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID Search Options

Minnie Mouse's Care Coordination [Provider]
DSDSID: 179296

Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Prev Next Cancel

Note Editor Save Cancel

Title: Provider - Training - Critical Incident Reporting Select

Date: 9/1/2015

Note:

Provider - Sanction - Prepayment Review
Provider - Sanction - Restriction/Withholding of payments
Provider - Sanction - Suspension from Medicaid
Provider - Sanction - Termination from Medicaid
Provider - Training - Care Coordination
Provider - Training - Critical Incident Reporting
Provider - Training - Personal Care Assistance
Provider - Training - Residential Supported Living
Provider - Waiver - CPR/FA
Provider - Waiver - CPR/FA - Completed

PCS

- For a PCS Agency Click on the Select button to the right of the Title field. Choose the “Provider – Training – Personal Care Assistance” title
- change the date to the date the training was completed
- enter a note that states who attended the training and the dates. This should be the Program Admin or an owner

The screenshot shows the 'Note Editor' window with the title 'Provider - Training - Personal Care Assistance'. The 'Select' button is highlighted. A dropdown menu lists various provider-related notes, with 'Provider - Training - Personal Care Assistance' selected.

Note Editor

Title: Provider - Training - Personal Care Assistance

Date: 9/1/2015

Note:

Select: Provider - Sanction - Prepayment Review
Provider - Sanction - Restriction/Withholding of payments
Provider - Sanction - Suspension from Medicaid
Provider - Sanction - Termination from Medicaid
Provider - Training - Care Coordination
Provider - Training - Critical Incident Reporting
Provider - Training - Personal Care Assistance
Provider - Training - Residential Supported Living
Provider - Waiver - CPR/FA
Provider - Waiver - CPR/FA - Completed

RSL

The screenshot shows the 'Note Editor' window with the title 'Provider - Training - Residential Supported Living'. The 'Select' button is highlighted. A dropdown menu lists various provider-related notes, with 'Provider - Training - Residential Supported Living' selected.

Note Editor

Title: Provider - Training - Residential Supported Living

Date: 9/1/2015

Note:

Select: Provider - Sanction - Prepayment Review
Provider - Sanction - Restriction/Withholding of payments
Provider - Sanction - Suspension from Medicaid
Provider - Sanction - Termination from Medicaid
Provider - Training - Care Coordination
Provider - Training - Critical Incident Reporting
Provider - Training - Personal Care Assistance
Provider - Training - Residential Supported Living
Provider - Waiver - CPR/FA
Provider - Waiver - CPR/FA - Completed

- Click on “Add Note”. Click on the Select button to the right of the Title field. Choose the “Provider – Certification - Application Complete” title and enter a note that states the application was approved.

Draft HCB Form

Thursday, November 05, 2015 2:10 PM



This is a "Print to OneNote" copy of a certification form with a LINK directly to the draft of the latest form! This will be a standard for forms and letters to ensure that everyone is using the same document to do work!

Waiver cert
form 11-5...



Senior and Disabilities Services
Home and Community Based Waiver Programs
Provider Certification

Owner Name: _____ Provider Number: _____

Owner's Legal Name: _____ DOB: _____ % of Ownership: _____

Agency DBA: _____

Physical Address: _____

Mailing Address: _____

Phone Number: _____ Email: _____

Certification Period Start: _____ End: _____

Y = Certified [] Original Certification [] Recertification
N= Not Certified [] Amended or Corrected _____

Waiver Service	Specialty Codes	APDD	ALI	CCMC	IDD
Nursing Oversight And Care Management	113	NA	NA		
Care Coordination	PT 061				
Chore	111				
Adult Day	117			NA	NA
Residential Supported Living	PT 048			NA	NA
Day Habilitation	108		NA		
Residential Habilitation	////	////	////	////	////
Family Home Habilitation	103		NA		
Supported-Living Habilitation	105		NA		
Group-Home Habilitation	106		NA		
In-Home Support Habilitation	101	NA	NA		
Supported-Employment	110		NA		
Intensive Active Treatment	113		NA		
Respite Care	104				
Family-Directed Respite Care	104	NA	NA		
Transportation	116				
Meal	////	////	////	////	////
Congregate Meals	115				
Home-Delivered Meals	114				
Environmental Modification	107				

Provider Certification, Senior and Disabilities Services

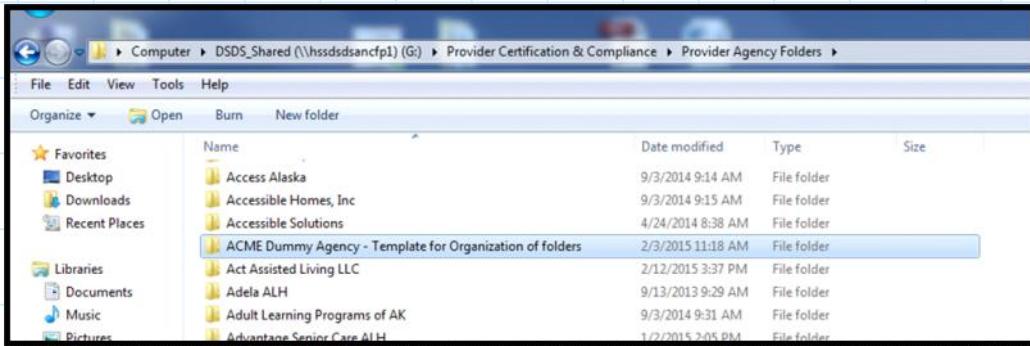
Date

DUPLICATE New Agency Folders

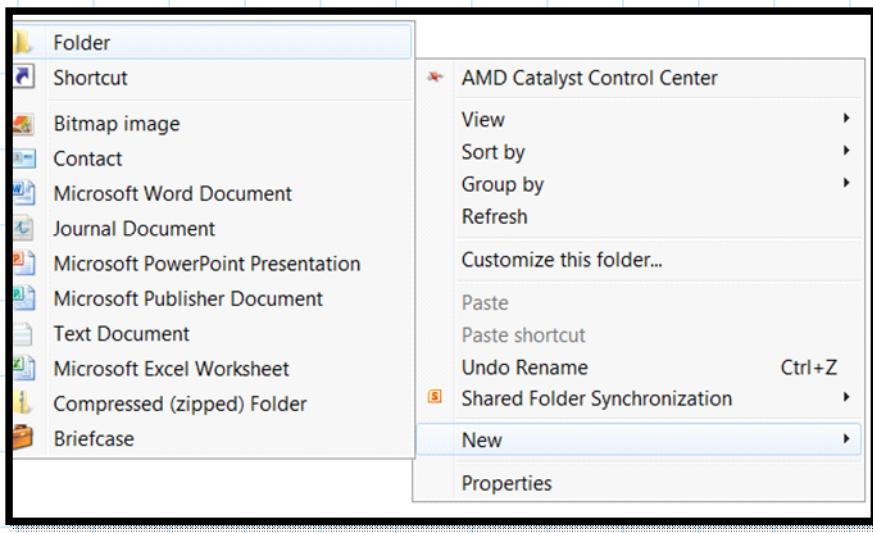
Thursday, October 15, 2015 11:27 AM

New folder (all 3 methods for creating a folder)

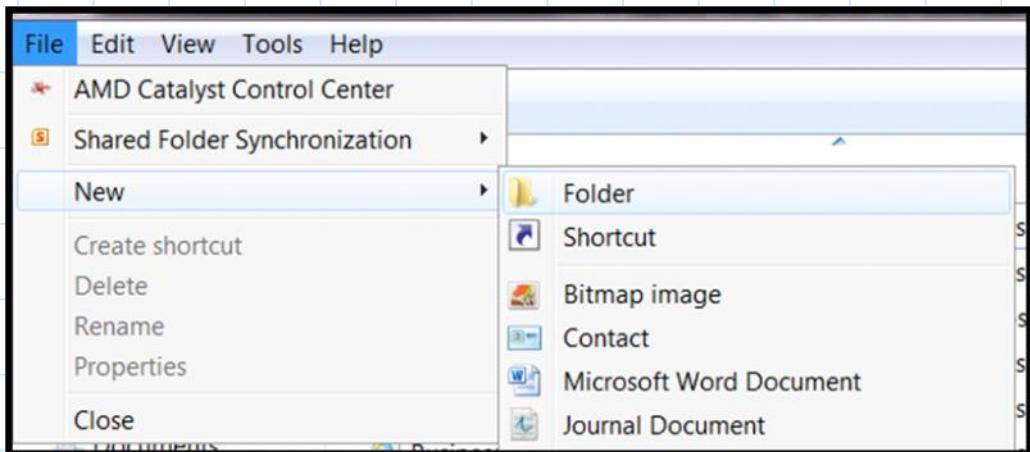
- Click New Folder



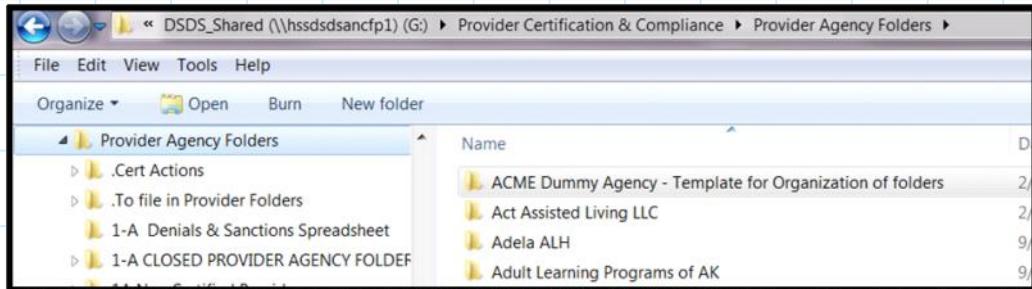
- Or Right Click-->New-->Folder (menu can fly out to the right or left depending on where your mouse is when you right click)



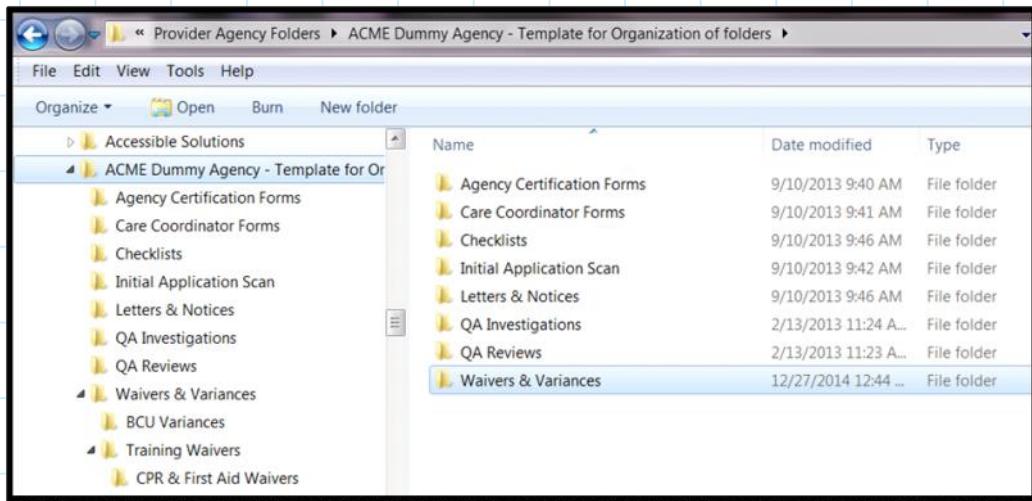
- Or File-->New-->Folder



- Name the folder for the Agency you are certifying
- Go to the ACME Dummy Agency – Template for Organization folder



- Copy paste the contents of the ACME Dummy Agency – Template for Organization folder
- Folder list and what should go in each



***PCS

Thursday, October 15, 2015 10:26 AM

Recertification Application approvals

- Place latest application and file in the “To Be Foldered” box
- Place the Offsite Storage folder in the Offsite Box
- Always keep certification forms in the hard copy folder in the first section

OUTDATED AND WRONG

***HCB

Thursday, October 15, 2015 10:26 AM

Recertification Application approvals

- Place latest application and file in the “To Be Foldered” box
- Place the Offsite Storage folder in the Offsite Box
- Always keep certification forms in the hard copy folder in the first section

OUTDATED AND WRONG

Older Adobe DC tutorial

Tuesday, February 09, 2016 11:14 AM

Attachments: With Attachments

57 KB Ben Ritch-Smith	OffAncHssDsdCert (HSS spon... care coordination provider agency affiliation change
126 KB Rebecca Marinelli	OffAncHssDsdCert (HSS spon... Care Coordinator Change of Status
164 KB Kaiser, Jamie L (HSS)	Darby, Sue A (HSS) FW: with attachment-> Immediate Care de-enrolls
5 MB Kaiser, Jamie L (HSS)	Darby, Sue A (HSS) FW: Provider appeal 2 of 2

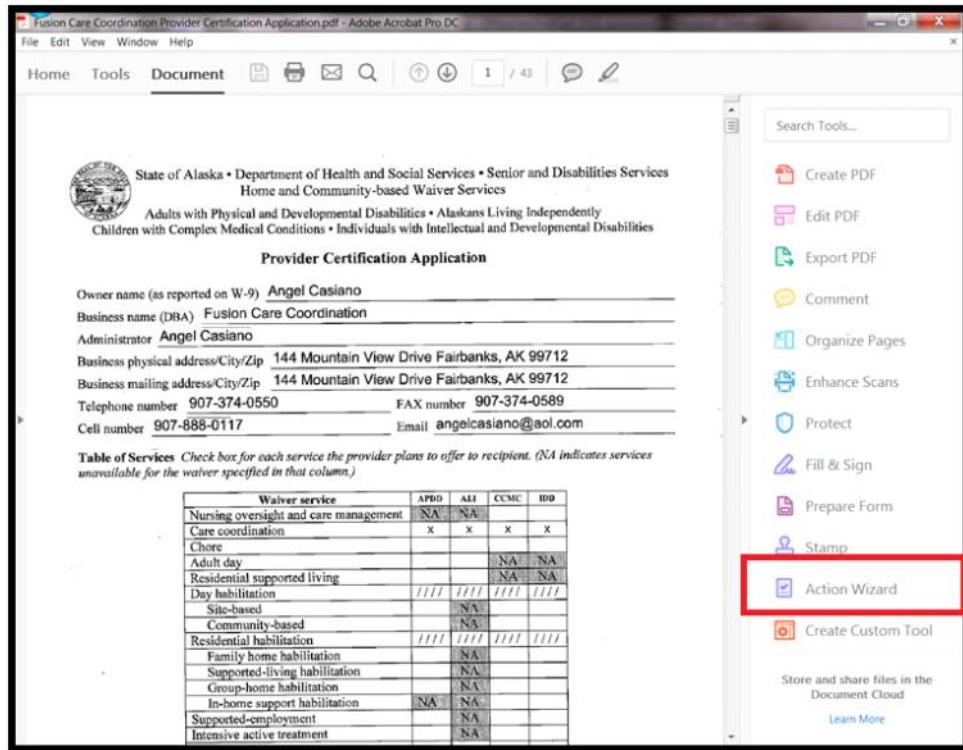
care coordination provider agency affiliation change

Ben Ritch-Smith <akcc.britchsmith@gmail.com>

Sent: Fri 10/9/2015 12:24 PM
To: OffAncHssDsdCert (HSS sponsored)
Message  cos_focus_akcc.pdf (48 KB)

See attached...

- Double Click attachment to open



Fusion Care Coordination Provider Certification Application.pdf - Adobe Acrobat Pro DC

File Edit View Window Help

Home Tools Document

State of Alaska • Department of Health and Social Services • Senior and Disabilities Services
Home and Community-based Waiver Services
Adults with Physical and Developmental Disabilities • Alaskans Living Independently
Children with Complex Medical Conditions • Individuals with Intellectual and Developmental Disabilities

Provider Certification Application

Owner name (as reported on W-9) Angel Casiano
Business name (DBA) Fusion Care Coordination
Administrator Angel Casiano
Business physical address/City/Zip 144 Mountain View Drive Fairbanks, AK 99712
Business mailing address/City/Zip 144 Mountain View Drive Fairbanks, AK 99712
Telephone number 907-374-0550 FAX number 907-374-0589
Cell number 907-888-0117 Email angelcasiano@aol.com

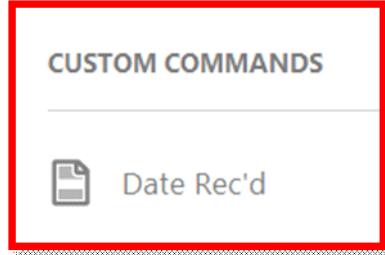
Table of Services Check box for each service the provider plans to offer to recipient. (NA indicates services unavailable for the waiver specified in that column.)

Waiver service	APDD	ALI	CCMC	IDD
Nursing oversight and care management	NA	NA		
Care coordination	X	X	X	X
Chore				
Adult day			NA	NA
Residential supported living	////	////	////	////
Day habilitation	////	////	////	////
Site-based		NA		
Community-based		NA		
Residential habilitation	////	////	////	////
Family home habilitation		NA		
Supported-living habilitation		NA		
Group-home habilitation		NA		
In-home support habilitation	NA	NA		
Supported-employment		NA		
Intensive active treatment		NA		

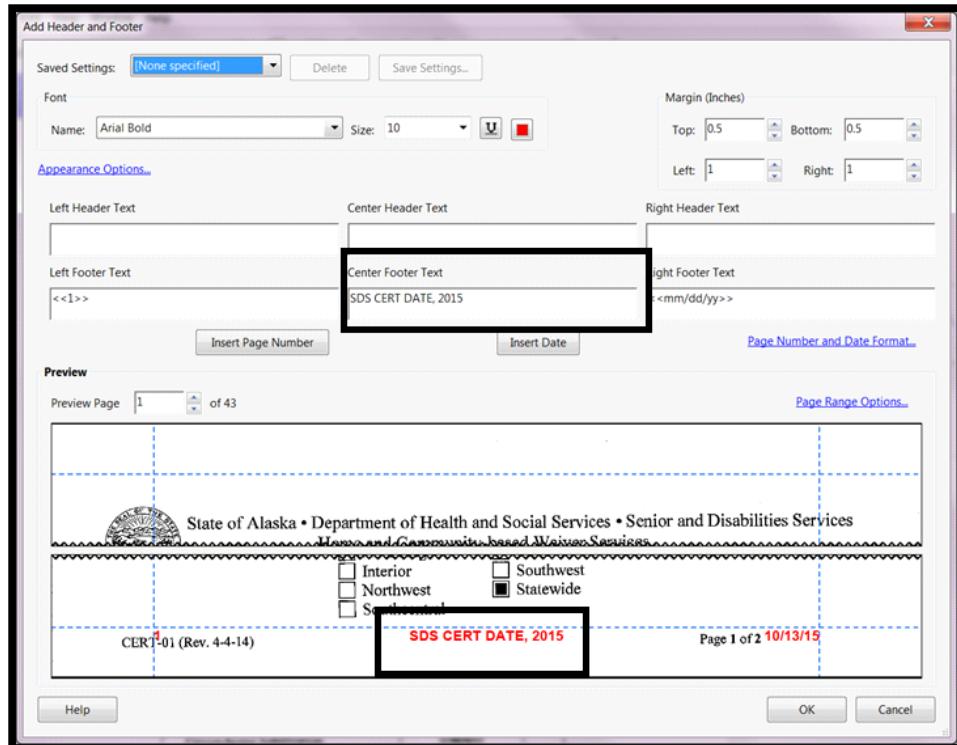
- Go to **Action Wizard**

 Action Wizard

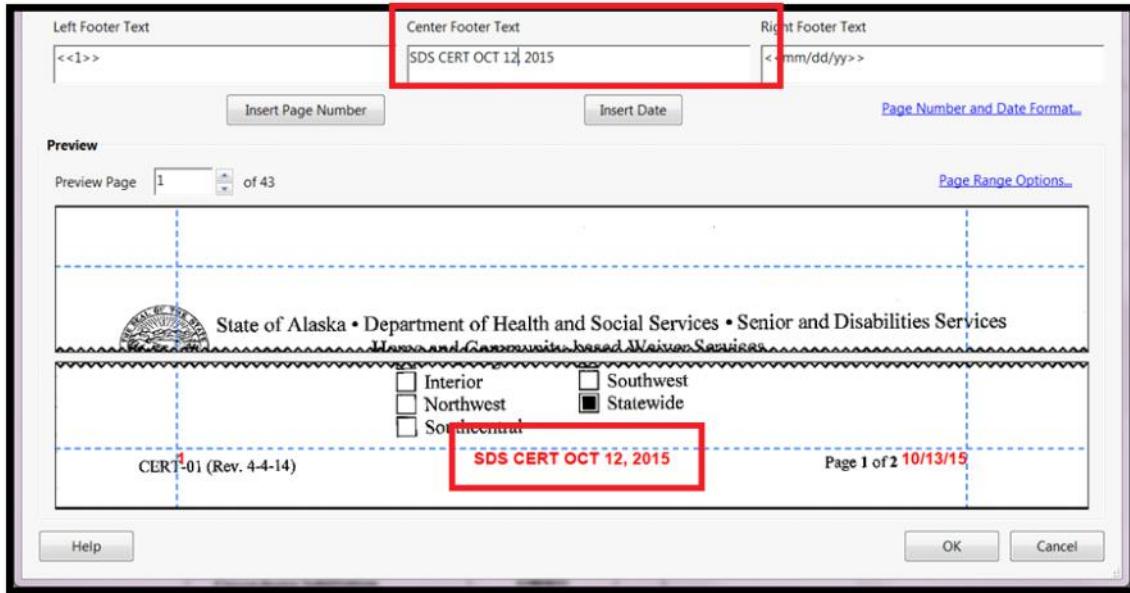
- Click the **Custom Command Date Rec'd**



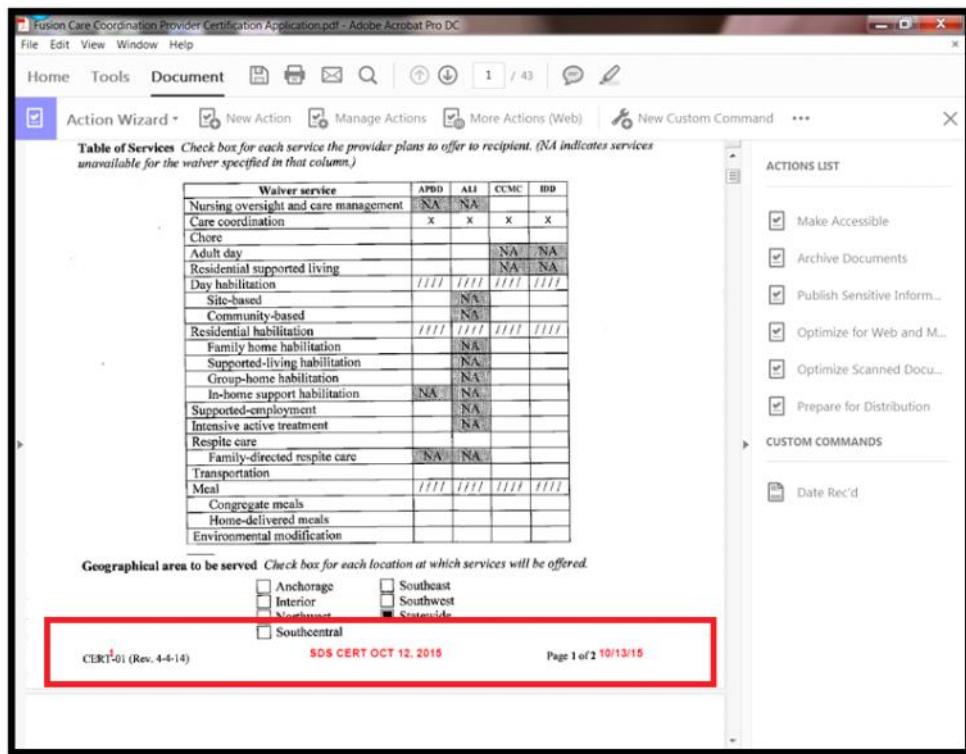
- Enter the month and day in the **Center Footer Text** box



- ★ You do not have to enter anything in either of the *Right* or *Left* boxes as these are preset to number pages and insert the current date.
- ★ If your document has a border and you realize that the date stamp blends in you can adjust the margins to move the footer up so it is visible. Changing settings when you run the Wizard does not affect the defaults that will show up next time you use it.



- Click OK



- Print the document

Priority Tasks for Dec Milestone

Wednesday, November 25, 2015 11:44 AM

I have tons to do but no real way to organize it. Is it immediate? Is it important?

PHASE I December 15	
Urgent topics	Important topics
<input type="checkbox"/> Deadline Dec 15 Incoming apps, eval and approving <input type="checkbox"/> DS3 screen shots for which processes still? <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Mail <input type="checkbox"/> Recert letters <input type="checkbox"/> Reports <input type="checkbox"/> notes <input type="checkbox"/> Version control setup <input type="checkbox"/> Sharepoint setup <input type="checkbox"/> Testing <input type="checkbox"/> Training
Not Urgent	Not Important
<input type="checkbox"/> Adobe setup <input type="checkbox"/> Database merges <input type="checkbox"/> Archiving <input type="checkbox"/>	<input type="checkbox"/> Supplies <input type="checkbox"/> tool (letter) edits <input type="checkbox"/>
PHASE II	
Urgent	Important
<input type="checkbox"/> Due date? <input type="checkbox"/> Tasks? <input type="checkbox"/> Training?	<input type="checkbox"/> Link Testing
Not Urgent	Not Important

Round 2
Mail
Filing
Electronic filing

Round 3
Closed providers
Archives
Supplies

Round 4
Side project setup
procedures to make
life easier

This section

Monday, November 16, 2015 1:40 PM

This section is a collection of procedures that need review before they are sorted to the correct places. There are significant needs of more information, screenshots, modifications or just need to start the procedure. The first ones are the highest priority while the bottom ones are least important. Each has a suggestion for what section it belongs in.

Once a procedure or part of a procedure has been at least semi-finalized/edited it will move to one of the other sections. This is to keep me from going from page to page over and over and wasting precious time looking for items that have to be completed.

My original "vision" for this manual was a "cradle to grave" set of procedures in one place. From the minute an application comes in the "door" (birth or a birthday for a recert) to when it leaves for "archives" (retirement or death). I did not want to box certain processes into certain job titles although there are some things that only managers do that the rest of us don't just like there are some things *I* do that everyone else doesn't do. I wanted to have this as an electronic document with links between sub-processes or helpful tips, tricks and tools that can make the process easier but are not necessarily part of the main process. Sticking to just the root process and linking to more detail keeps it simple and allows for reuseable content.

Reuseable in this case is something like the incoming apps process, an initial app has many things in common with a recert app but not everything. All applications have to be date stamped and thus the 2 types of date stamping are sub processes shared by both application types as well as incoming additional documents and many other things. It makes sense to me, to simply say go here to learn more about date stamping rather than having the same process within each of the main procedures. Once you know how to do a sub process like date stamping or even how to set it up that procedure is a waste of space in the main procedure and people start skipping steps. My goal is no more than 10-15 steps with images per procedure and anything that isn't part of the main flow is a link. Each of the links (sub processes) will have a list of where you might have come from and link back to each of the main processes.

The link idea is more along the lines of a Wikipedia setup or a website help area. For a hardcopy the links are a bit useless BUT if all the sub-processes are in one area and it says See Appendix 1 DS3/Databases at least then there is a place to go and for a hard copy custom tabs can also be built to label each one accordingly.

Flow Ideas

Tuesday, December 01, 2015 1:01 PM

Incoming Applications

- Cheat Sheet of Tasks linked to detailed and illustrated procedures in this section and others
- Anything in DS3 is linked to DS3 Actions so section can be replaced with Harmony Actions later
- Necessary Notes and Forgotten Tasks
- Date stamping
 - Machine
 - Adobe
- Registration of an Initial App
 - lists steps links to details
- Registration of a Recent App
 - lists steps links to details
- Changes and other documents
- Checklists -Goes Away with Harmony
 - HCB
 - PCS
- Application Tracker-Goes Away with Harmony
- Application Assignment

Application Evaluation (Cheat Sheet)

- Necessary Notes and Forgotten Tasks
- General Requirements
 - Background Checks
- Assistive tools for staff use
 - Regulations
 - Policy vs. Procedure
- By the Service
 - Pre-Certification Visits
- Program Admins
- Changes
- Technical Assistance
- Extensions
- PCS
 - Regulations
 - Changes
- ICF Notices
 - Denials
 - Investigations
 - Sanctions
 - Decertification Hearings

Approving Providers

- Certification forms
- Xerox
- Activation

Database Actions

DS3 Actions then Harmony Actions section is setup to be replaced easily when Harmony goes live in 2016-2017. There will be pages replaced and links that need to be updated but the maintenance should be minimal work.

Searching

- New Providers (Agencies, Care Coordinators and Res Hab Renderers)
- Demographics
- Medicaid Codes
- Agents
- Agencies
- Renderers
- Notes
- Care Coordinators
- Res Hab
- Rates
- Merging
- Converting

Reports

Closed Providers and Archives

- Retention
- Off Site vs Archive
- Record destruction
- Share Point
- Excel
- RTLS
- Record Requests

Files

Hard Files	Mail
Electronic Scanner	Regular Notices
Tabs Dividers	Certified Returned Large Mail Outs

Admin Support

- Supplies
- Copier maintenance
- CPR Waivers
- Equipment

Appendix

Tools	Word
Excel	Outlook
OneNote	SharePoint
Templates	Editing
Versions	Sharepoint
Notes about OneNote	Decisions and changes
Editing Controls	

 Cheri for Review

Wednesday, November 18, 2015 8:17 AM

The pages under this section have very specific questions for Cheri to answer!

Late Recertifications - Incoming Applications

Friday, October 23, 2015 11:53 AM

Incoming Applications

Late Recertification Applications

- If provider is late in getting their recertification documents in to SDS after notices are sent, the following process should be followed:
- Administrative support staff notifies provider of the certification expiration date and reminds the provider to give 30 days' notice to participants. This is the final notice that is sent 45 days prior to certification end date.
- After appeal rights have expired and an appeal was not submitted, Certification Supervisor e-mails Chief of Programs, Manager of NFLOC unit, and Manager of IDD Unit and APS this information and they will contact the Care Coordinators to alert them.
- Program staff will send letter to participant, cc'ing the Care Coordinator

There is no appeal rights for not submitting a Recertification.

This is procedures when recert is not received.

  This is part procedure but also has a SDS Policy (last I knew) do we want the Policy included for reference within this area? Or any policies for that matter that govern decision making internally?



Cheri & I need to discuss this process.

<http://dhss.alaska.gov/dsds/Documents/policies/ProvCertOversight6210.pdf>

Initial Application Notes Tab - DS3 Actions

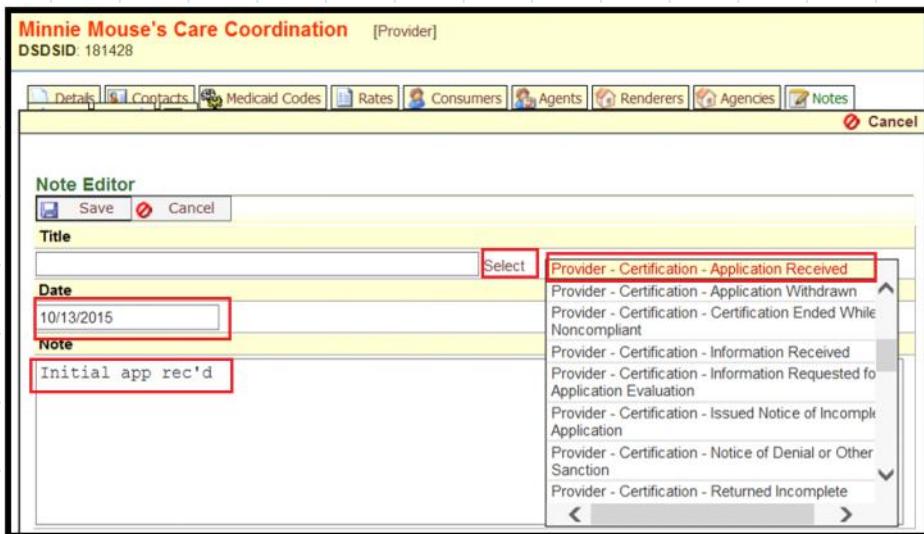
Friday, October 16, 2015 12:04 PM

Application Received



DSDS Providers APS CIR PCA Waiver Programs Assessments Remediation Options Search for Name or ID [Search] Minnie Mouse's Care Coordination [Provider] DSDSID: 181428 Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Provider Notes + Add Note No records found.

- Click on **Add Note**
- Click on the **Select** button to the right of the **Title** field.



Minnie Mouse's Care Coordination [Provider] DSDSID: 181428 Details Contacts Medicaid Codes Rates Consumers Agents Renderers Agencies Notes Note Editor Save Cancel Title Select Provider - Certification - Application Received Date 10/13/2015 Note Initial app rec'd

- Choose the **Provider – Certification – Application Received** title
- Change the **Date** to the *date the application was received*
- Enter a note that states **Initial app rec'd** or **Recert rec'd**.
- Click **Save**



Enter a case note indicating that an initial or renewal certification was received. Check with Cheri if she wants specific language.

 Note: if you are late with your note entry you can change the date field to the needed date and the system will also display the current date with the note too.

 This is one of the more commonly missed items so please don't forget these steps they are important to reports later on.

Record Location

- Click on **Add Note**
- Click on the **Select** button to the right of the **Title** field
- Choose the **Provider – Record – Location** title and enter the *reviewer's initials* that

the application will be assigned to i.e. BL, JK, BR etc. ("to" is optional)

The screenshot shows a software interface titled "Note Editor". At the top, there are buttons for "Save" and "Cancel". Below these are fields for "Title" (containing "Provider - Record - Location") and "Date" (containing "8/28/2015"). A "Select" button is next to the title field. To the right of the date field is a dropdown menu with a list of options. The option "Provider - Record - Location" is highlighted with a red box. Other visible options include "Provider - Compliance - Status Update", "Provider - Provider - Audit/Overpayment Finding", "Provider - Provider - Contact", "Provider - Record - Conversion", "Provider - Record - Application", "Provider - Record - Location - Archives/Offsite", "Provider - Sanction - Appeal", "Provider - Sanction - Appeal - Resolution", "Provider - Sanction - Education", and "Provider - Sanction - OIG Exclusion".

- Click **Save**

Initial App and Recert notes, new pages for review notes, CPR notes, mail notes
etc as topics

No - separate page

Cross ref topics at bottom of pages



Electronic Folders

Thursday, October 15, 2015 10:26 AM

- A decision has to be made regarding version controls for not just this manual but in general regarding all documentation including forms, letters and applications.
- Additionally there also needs to be a general file naming structure for not just letters and provider information but for other types of documents and when new folders need to be created beyond the basics in the Provider Agency folders.
- More decisions need to be made regarding when older versions may be added to the "Old" or "Archive" or "Compress" or whatever we want to call the folder that PCC would like IT to compress to conserve space.
- We also need to decide if we are keeping the long "Provider Certification and Compliance" name for our main folder or if we want it shortened to PCC to help with the limitations that Windows has on file and folder names and that the unit runs into with our closed files.
- Some of this feels like policy and I am not sure it belongs in a desk manual of procedures but I do feel that it has merit as part of a training manual for new employees for the unit.
- That said this section will lay out what goes in each folder that Certification uses. Deal with some of the file naming issues as well as closed folders.



Electronic File Naming

Thursday, October 15, 2015 11:27 AM

This page needs a full re-work which is a bigger project by itself. Where in the hierarchy of things for me to do does it belong?

Main Agency Folder:

- all locations and provider types owned by one agency go under main folder (ResCare, Access Alaska, Catholic Community, etc) currently certified. Agency that start with "The" are named using the root name, leaving "The" at the end of the name (Ark, LLC, The)

Sub-folders:

- Location: If a provider has more than one location, each location should have a Provider Location sub-folder listed with the agency name, and location (Acme Agency Soldotna, Acme Agency, Wasilla). Agency location is OPTIONAL, only for those with more than one location.
- Each Provider Agency folder or Provider Location Folder may contain the following sub-folders depending on the information pertaining to the provider:
- **Services:** Waivers, PCS, Individual Care Coordinators (CCs) specific to location
- **Waivers & Variances-** maintain one folder under main folder for all locations
- **Reports of Investigations**-save specific to location
- **Audits & Reviews**-maintain one folder under main folder for all locations
- **Exceptions-** will be documented at the bottom of this section

Documents:

- Initial Applications Including Add-On Services and New Care Coordinators: Scanned and saved to provider agency folder.

Name as:

- Agency Name(location), Initial Service-type App, Location, Date (AcmeAgencyNamePCGAPP12-13-2010)
- (Acme Agency, Suzie Smith, CMAPP, 01-2012); (AcmeAgencyHC123ResHabFH02-2012)

★ Note: See end of this section to see acceptable service abbreviations

Recertification Applications:

- Scanned and saved to provider agency folder, in sub-folder for location. If more than one location, should be sub-folders named for each location.
- **Name as:** "Agency Name-(Location), Provider #, Recert, Date" (AcmeAgencySoldotnaHC123Recert01-2012)
- **Cert Forms:** saved in the appropriate folder or subfolder.
- For Cert Forms only, the date of the document will align with the creation date.

Acceptable names:

- **Initial:** Acme Agency-AnchCAPPInitialCertForm01-31-2012
- **Initial App Denied:** AcmeAgency-AnchCDInitialCertForm01-31-2012
- **Initial App Withdrawn:** AcmeAgency-AnchCWInitialCertForm01-31-2012
- **Initial App Cert/Not Enrolled:** AcmeAgency-AnchCXInitialCertForm01-31-2012
- **Recertification:** AcmeAgency-AnchC123RecertForm01-31-2013
- **Extended Certification:** AcmeAgency-AnchC123ExtCertForm03-31-2013
- **Corrected Certification:** AcmeAgency-AnchC123CorrectCertForm03-31-2014

- **Ended Certification:** AcmeAgency-AncHC123EndCertForm01-31-2014
 - **Services:** if the agency provides both waivers and PCS, there should be subfolders for each service, at each location. Whenever a new service category (CMG, HC, RL, EM, PCG) is added by an agency, a subfolder is created either in the main agency or in the location folder. Name them (Acme Agency-Wasilla-PCS, Acme Agency-Anchorage-Waiver Services).
 - **Care Coordination:** If there are multiple care coordinators certified under one agency, a sub-folder/s maybe created and named "Agency Name, Individual CCs Certified" (Acme Agency, Individual CC Certified). If the agency is even larger, additional sub-folders maybe created and named "Acme Agency, Individual CCs Certified 2011"
 - **Individual Care Coordinators:** Initial application packets and associated documents scan to the provider agency folder and name: "Agency Name, CC Name, CMX, Date of App" (Acme Agency, Snow White, CMX, 01-2012). If there is a sub-folder named "Individual CC Certified in 2012" then it should be saved in that folder. If there is an "Acme Agency CMG folder" save it there. If there is no separate folder labeled either CC or CMG, save out in main folder.
 - Care Coordinators who are changing agency affiliation should have a copy of their change of affiliation cert form in BOTH the old agency and new agency's folders.
- ! May need to make this **PCS** and simply **Waiver** because of Windows limits
- ! Currently this isn't being done it is simply CCs and then yearly folders to help separate files
- ! NO it should be that a missing folder is CREATED as it is discovered missing! This will reduce the time spent by support staff to "fix" and "maintain" the network drive which is very time intensive. If everyone pitches in a little the whole system will work better!

Now - Managers

Tuesday, December 01, 2015 2:06 PM

These are the items to meet the December 15 deadline that need to be tackled for content either editing or development. Without these I cannot meet the deadline!

Incoming Apps

Monday, November 16, 2015 2:54 PM

Just a placeholder to help group pages not a final topic page



Other Incoming Documentation - Incoming Applications

Friday, October 23, 2015 9:45 AM



What items are we looking for here? Certificates of insurance, odd documents that come between recertification periods such as Res Hab Home updates? Perhaps somehow spotting the difference between certification items and compliance information?



Reported Changes - Incoming Applications

Friday, October 23, 2015 9:45 AM

- Changes happen in many forms. Care Coordinators changing affiliation, opening or closing agencies, moving locations, new program administrators and more.
- The bulk of these changes come in a *Change* form or a *Program Administrator* appointment form which makes it simple to log and pass the information to a reviewer for processing.



- Certain changes however require management level attention. These are as follows:

- Business type change
- Agency sale
- Agency Closure
- Providers specifically requested by supervisor or manager

What else?



Are there other issues with changes? Late reported changes? Think of large agency changes as well as small ones, what has gone right, what has gone wrong and what has changed?



I plan to split these topics up for evaluation time

How are changes distributed especially ones that affect certification and require a form?

Are they logged anywhere?

Notes in DS3?



Care Coordinators - Incoming Applications

Thursday, October 15, 2015 9:45 AM

With the advent of conflict free care coordination more individual care coordinators are moving from large agencies and joining smaller agencies or starting their own agencies.

This has caused an increase in applications for new care coordinators and new independent agencies.

Applications for care coordinators can be for a new care coordinator or a change of agency affiliation. New care coordinators follow the [Initial Application](#) process while a change of affiliation is a [change](#) process.



What special processes does a CC or a CC Agency need to go through? Things like going from sole proprietor to having employees, adding owners, what else?



Withdrawn Applications - Incoming Applications

Friday, October 23, 2015 11:54 AM

When an agency requests to withdraw the application complete the Application Withdrawn notice, scan the letter and application, and return both to the agency.

- Get the request to withdraw in writing
-  Complete the letter to the provider that goes with the withdrawn app (name of letter and link) save in the agency's electronic Letters folder
- Note as withdrawn in DS3, enter a case note that the application was withdrawn.
- Change the Medicaid code from xxAPP to xxW
- Scan the application and letter into the agency's electronic folder



ICF- Application Evaluation

Thursday, October 15, 2015 11:49 AM

- ICF/IDD Approval
- An out-of-state ICF/IDD is identified through SDS Care Coordinators/ IDD Unit as a potential candidate for certification with the state of Alaska. This is usually to meet the needs of an identified individual, and as such, may be time sensitive.
- Certification contacts the identified potential provider to discuss the process.
- Potential provider must be certified and enrolled as a Medicaid provider in their state. The applicant must present to SDS verification of same. SDS confirms enrollment status with the state in which the provider operates. This can be done by contacting the state's fiscal intermediary. Each state is different, so this requires you to look online and speak with the state oversight agency.
- The potential provider submits an application.
- They also submit any survey reports and corrective actions **plans, complaints and quality improvement reports from their state.** These are kept along with their application in the ICR/IDD file folders in Rm 211.
- Certification completes an Out of State Approval form and Letter. (On g drive, under ICF/MR) This form reflects the out of state certification/licensure number, expiration date, number of beds, Medicaid enrollment number in that state, and our Alaskan start and end dates. The form and letter are sent to the provider along with the payment agreement review, which must be completed by the IDD unit and provided to ORR.
- The approval letter goes to Xerox and a copy also goes to Linda Smith in ORR. ORR then determines rate of reimbursement, which must be determined before the enrollment is finalized.
- All is kept in the file folder in Rm 211.
- Out of State HCBW provider certification process
- Provider submits certification application with required forms as well as evidence of employee criminal history checks. SDS reviews the policies and procedures to ensure that they are compliant with Alaska regulation. SDS reviews the Quality improvement report (usually specific to Alaskan residents). SDS ensures that the program administrators meet educational and experience requirements.
- Provider submits evidence of Medicaid enrollment in their state. SDS confirms enrollment status with the state in which the provider operates. This can be done by contacting the state's fiscal intermediary. Each state is different, so this requires you to look online and speak with the state oversight agency.
- SDS reviews the proof of criminal history checks against the employee list to ensure that each employee has a valid criminal history check in the state in which the agency operates. SDS may contact the criminal history check unit in that state to confirm.
- Provider submits copies of their most recent survey reports or inspections and corrective actions by their state oversight. SDS reviews the oversight agency's website to ensure the most recent reports were supplied. If any items appear to be of concern, SDS contacts the State oversight representative that conducted the reviews.

- Certification follows the same format for approvals as In-state HCBW providers. ORR negotiates rates with each agency. This section needs to be reviewed with unit manager for clarity on regulatory authority to certify HCBW providers out of state.
- ICF/IID Placement P&P: <http://dhss.alaska.gov/dsds/Documents/policies/ICFMRPlacement.pdf>

ICF Notes

Monday, November 30, 2015

12:58 PM

These are notes to me regarding ICF/IID providers including decisions made and stuff to remember to do

Each home should have it's own entry with it's own number

Use the RSL check box as it gives the license number and bed count

Put ICF/IID in the NPI field

There should be at least the administrator as a contact

Each home is given a Xerox Medicaid Number and thus initials should show as an ICFAPP, ICFX and then their provider number with dates along with appropriate status at the time

The COS should be ICF/MR as it is very complex to get that changed to ICF/IID

Each home has a parent agency where the letters for recertification should be sent and the time frame for sending should be the same as a normal HCB or PCA agency

There is no form for renewals to submit the required items are simply the new license and the yearly inspection by the home's state along with any corrective action

Notes for received, record locations and final approvals should be the same as an HCB or PCA agency

Any other contact notes or evaluation notes should be entered as needed.

The folders are to be determined but highly suggest scanning each folder whole and then each recertification going forward including correspondence from the past.

May want to try to capture some of the past correspondence in notes currently by copy/paste from scanned documents.

App Processing

Monday, November 16, 2015 2:54 PM

Placeholder for topic area



Checklist Use - Application Evaluation

Friday, October 23, 2015 1:11 PM

- Mark your initials in the box that corresponds to the required item or document once received. The goal is to have your initials appear in every box on the certification application checklist form, or the application will not be approved.
- The application will not be approved until your initials appear in each box on the certification checklist.
- Items should not be initialed until they are received and complete



What else needs to be on this page? It seems this one is mostly either tasks or Don't Forgets.



Background Check Verification - Application Evaluation

Friday, October 23, 2015 1:17 PM



What other special checks need to happen when checking the backgrounds of people at agencies?



Does this need screenshots? Links to external tools?

BCU & verification form

- Log into the Background Check Program (BCP) database and print out the agency's BCP account.
 - Compare the BCP account listing to the agency's organization chart and personnel list.
 - Ensure that all names listed on the organization chart and personnel list appear in the BCP account with a BCP status of "Provisional" or "Permanent".
 - If a name does not appear on the BCP list do a "person search" in the BCP database. If they appear with an "incomplete", "in process", or "note eligible" status, this information must be included in the pend letter to the agency, reminding them that the individual may not have access to Protected Health Information (PHI) or recipients until the status is "provisional" or "permanent", or until the individual receives an approved background check variance. SDS requests that for any "not eligible" status individuals that appear on the agency's BCP account, the agency submit a brief statement in writing that they will remove the individual from PHI and recipients immediately until the BCP status is "provisional" or "approved" or until the individual is granted a variance.
 - If a name appears in the BCP account as "terminated" or "withdrawn" and is not on the personnel list or organization chart, that is acceptable; however, if they are still on the organization chart, include that in the pend letter and request clarification and/or corrections as appropriate.
 - If a name appears in the BCP account with an "approved" or "provisional" status but is not on the organization chart or personnel list, include a request for clarification in the pend letter.
 - Refer to BCP regulations to determine which roles and job positions must go through the background check process. Essentially, anyone who has access to recipients (whether waiver or not), PHI, or unsupervised volunteers must have a valid criminal history check.
 - Once the BCP account completely matches the organization chart and personnel list and all BCP statuses in the agency's account are "provisional" or "permanent", print out the Background Check Verification Form, sign and date it, and include it in the application packet.

- ★ Special note about contracted family habilitation and/or group homes: When a certified Residential Habilitation agency contracts with a home to provide group or family habilitation services, we must ensure that the owners and all employees of the home, which must be licensed, have valid criminal history checks. This will entail checking that particular home's BCU account as they will likely not be listed in the certified agency's BCU account. Once the new background check system is implemented, the certified Residential Habilitation agency will be expected to "affiliate" each contracted home with their account. For now they are usually separate and must be verified by us when certifying or recertifying the agency.

We are not doing this. Don't remove yet.

- ? • What should happen when an agency adds a new home mid-certification period?

Exclusion lists

- Check the status of the agency owners and/or board members in the following systems to identify any outstanding issues that would preclude moving forward with certification:
 - OIG Exclusion Checklist for any owners, board members, or others not already entered in the Background Check Program account for the agency (if agency is on this list, the application will be denied and returned with a letter regarding the OIG Exclusion)
 - State of Alaska exclusion list for any owners or others not already entered in the Background Check Program account for the agency (if agency is on this list, the application will be denied and returned with a letter regarding the State of Alaska exclusion list). This list is posted on the Program Integrity Unit's website.

Notices- Application Evaluation

Friday, October 23, 2015

1:36 PM

Repend, re-pend? This will end up in the style guide

This area talks about the various types of notices and the processes each one requires.

💡 Is a pend notice different for a initial than a recert or a PCA or ICF or is a pend notice all the same for any type of application?

Extensions - Application Evaluations

Friday, October 23, 2015 1:12 PM

- An extension of the certification application review period may be granted allowing additional time to complete the requirements if the following criteria are met:
 - The pend due date is after the certification end date.
 - The provider is unable to resolve the issue(s) prior to the certification end date.
 - When giving an extension to provide information be sure to give a new due date and case note it. Avoid giving the impression that due dates are flexible and that we will continue to give extensions for as long as needed. We can give extensions but it should not be expected.

Technical Assistance - Application Evaluation

Friday, October 23, 2015 1:06 PM

? Any other items to keep in mind or info to collect when doing TA?

- When providing technical assistance make sure you know what services the provider offers and is certified for as the requirements between waiver and PCS services are different. A provider that is PCS & Waiver certified must meet the applicable time lines
- ? • What kinds of resources can we point a provider to?
- ? • Do we want a list of resources here for OUR reference to make it easy to give to the providers via copy & paste?

Changes -Application Evaluations

Friday, October 23, 2015 1:05 PM

This needs more guts to the Add Location, Add CC & Add Service portions. Separate tab pages? Special don't forgets?

- When we receive a report that someone is no longer with an agency, check to make sure the person is not a Program Administrator, full time supervisor etc. if they are, follow up with a notice to the agency for information on the replacement and request for supporting documents
- If a sole proprietor agency reports a new employee, ensure all required policies and procedures along with any other requirements are in place as well
- If an agency changes ownership, adds or removes an owner etc consult with management regarding additional actions to take

Changes in Business Type

Change in business type requiring a new provider number

- If an agency changes their business type and/or gets a new tax ID/EIN number, then they are required to get a new provider number with Xerox.
- If there has been no change in ownership, then do a cert form ending the certification for the current provider number.
- Complete a separate cert form to request a new provider number.
- Change the end date for the current provider number and change status to "Inactive – Voluntary Closure"
- Register a new number (RLX, CMGX, etc.) and enter is DS3 as if a new initial provider.
- If there is a change in ownership, then the new provider(s) will need to submit a new initial application before the new provider number can be approved.

Agency sale

- New owner will need to apply for certification and complete all the requirements. Certification does not transfer with the sale.
- Once certification requirements are met will approve the new provider following same procedures as an Initial Cert and end the current provider following the above procedures.
- If the current provider has clients who wish to remain with the new provider then it is important that the certification is not ended before the new provider is ready to be approved. If this happens then the clients will be in an uncertified facility and the new provider will not be able to bill Medicaid.
- If this is involving a licensed facility, keep in touch with licensing to ensure that the license is not changed before the certification can be approved.

Add location

Add CC

Add service

Initials - Denials- Application Evaluations

Tuesday, October 27, 2015 9:19 AM

? I already KNOW this is WRONG but it is included in the certification expectations reminders from 8/17/15

- Scan the application and all documents into the electronic folder
- Make 3 copies of the denial notice after it is signed
- The copies go in
 - ? o Denial folder (where is this kept?)
 - o Agency file
 - o Regular Mail copy
- Send the original notice and application to the provider certified
- Do not include emails, BCP or other documents generated by SDS
- Enter a case note in DS3 stating it was denied
- Enter the date the denial was sent as the end date on the Medicaid Codes page to aid with faster archiving work
- Copy the denial notice into the note
- Change the Medicaid code status to RLD, CMGD etc
- ? • Update denial spreadsheet

? What spreadsheet? Where?
What has happened to the
Application Tracker?

Recertifications Denials - Application Evaluations

Tuesday, October 27, 2015 9:20 AM

- Scan the application and all documents to the agency network folder
- Make 3 copies of denial notice
 - One for denial folder where is this kept? Do we really need more copies if it's in the hard file?
 - One for agency hard file
 - One to send to agency regular mail
- The original is sent to the agency certified mail but do NOT return the application or documents with it
- Case note the denial in DS3 with a copy of the notice
- Extend certification 35 days
- Complete certification form extension to mail with denial letter (certified? Regular?)
- Put extension in cert forms box in copy room
- Once the app has been denied consult with MAA II or HPM III before continuing work on application
- If provider appeals all further communication goes to MAA II or HPM III

Denials - Application Evaluation

Friday, October 16, 2015 12:01 PM

Denial Of Certification- Certification Staff

- Use the Notice of Denial of Certification template, which clearly states the timeline of actions and reasons for denial
 - If a recertification, extend the agency certification end date by 35 days
 - Make sure all correspondence and actions with this applicant are documented in DS3
 - Send the denial notice draft to Unit Manager or Certification Supervisor for review
-  • Add the denial to the tracking excel sheet found at G:\PCC\Provider Agency Folders\1-A Denials & Sanctions Spreadsheet
- Keep a hard copy of the application and Notice of Denial in your office for future reference during the 30 day appeal rights period
 - Prepare to help support the denial in mediation or administrative hearing if it is challenged through appeal process
 - If documents are received during the 30 day appeal period that make the application complete, and the applicant or provider has not appealed the denial through the Office of the Commissioner, write a Denial Withdrawal letter, enter appropriate notes in DS3, and edit the Denial tracking excel sheet and let Supervisor or Manager know.
 - If documents are received during the 30 day appeal period that make the application complete, and the applicant or provider has appealed the denial through the Office of the Commissioner, consult with Supervisor for next steps.
 - If Denial is appealed, the Unit Manager will handle the appeal process and you may be asked to participate in mediation or hearing.
 - If the Denial of Recertification is appealed, the end date for certification must be extended by 90 days to allow for due process and actions

Services - Application Evaluations

Monday, November 16, 2015 3:04 PM

Paper, Hard file and DS3 Processing

Each service has something unique about the requirements such as precertification visits, restrictive interventions, rates, extra little things to check for an admin like licenses or references etc

This section will also be in the order that the services are on the application.

The whole point to the section is to point out each service's unique requirements and the things that are most often forgotten when reviewing an application and comparing it to the hard file and database. If the incoming application doesn't match what we have on file there is an issue!

NOCM - Application Evaluations

Monday, November 09, 2015 10:13 AM

Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-

Chore - Application Evaluations

Monday, November 09, 2015 10:13 AM

Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-

**Paper Review**

- When certifying or recertifying care coordination agency applications, make sure individual care coordinators are also recertified if their recertification's are due.



Does this need to be done. The Program Admin paperwork is maintained in the agency folder. Do we need it in two different places?

Care Coordination Agencies (Sole Proprietor)

- Administrative Support Staff: Copy the form, resume, and training documents for their individual care coordinator file, clip separately, and leave a copy with the agency folder. All care coordinators (including program administrators and care coordinator of the independent care coordination agency) have a manila file folder with their name which are filed in the Care Coordination drawer.

Multiple Agencies: If a care coordinator works for multiple agencies, they must be affiliated with each agency. An application from each agency is required but there is no need for the individual qualification documentation to be resubmitted. The application will be processed and approved with a new certification form, affiliating that care coordinator with the second (or more) agency.

- Once approved, an amended cert form is created, affiliating the care coordinator with the second agency, and there will be a note on the certification form indicating it is for "a second agency" and must list the name and provider number of the second agency.
- The second application and certification are processed just like the initial one and kept in the same file.

File Folder Review

-

DS3 Review

- A new DS3SID record will be set up in DS3 for the care coordinator to be associated with the second agency. The name of the care coordinator will have the name of the agency added (e.g."Bovey (Safe Haven Care Coord), Theresa"). The care coordinator maintains the same provider number.
- When a care coordinator changes affiliation be sure to update demographic information and affiliation information on the Agencies tab

Connecting Care Coordinator Renderers to An Agency - Approving a Provider

Friday, October 16, 2015 12:05 PM

Need to know how to do this right so can take screen shots using test database

Adult Day - Application Evaluations

Monday, November 09, 2015 10:13 AM

Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-



Assisted Living (RSL) - Application Evaluations

Friday, October 23, 2015 1:34 PM



Anything special about the new requirements or regulations?

Application Review

- Review the type of license to ensure that it is appropriate for the service and waiver type provider is applying for.
- Make sure license is current. If it will be expiring soon, ensure that it will be current on the first day of the certification period. I.e. if license expires on 10/31/15 and the cert period is 11/1/15 - 10/31/17, then a current license is required.
- If the ALH license and RSL certification end dates are the same then extend the certification period by one month.

File Folder Review

-

DS3 Review

- If an RSL click the ALH button on the details tab to show the agency is an ALH, complete the ALH License, Expiration, home size and bed count fields in the NPI field enter the type of home SS MHDD Dual
-

Day Hab - Application Evaluations

Monday, November 09, 2015 10:13 AM

Paper Reviews

-
-

File Folder Review

-

DS3 Review

- Res Hab, Day Hab, Respite all required entries in the "Rates" section of the COS. It is important that these fields are updated correctly as they have an impact on reports.

-
-



Residential Habilitation Providers - Application Evaluations

Thursday, October 15, 2015 11:17 AM

💡 Need to talk about the requirements for res hab

Paper Reviews

- Checking licenses
- Putting licenses and the form in section 3
- Matching licenses to forms
- Noting if there are new ones or any changes in bed counts or home types on the license
- The licenses are correct for the service types i.e. a OCS license for a child fam hab and the right bed count/license type for a group home vs adult fam hab
- **How do you know that the ALH license is right for Group Home vs Adult Family Habilitation?**
- If the applicant or provider is a Residential Habilitation service provider that owns or contracts with family habilitation homes or group homes, ensure that each home affiliated with the certified provider agency has a valid and current license for the home.
- If the applicant or provider is a residential setting provider (Residential Habilitation, Residential Supported Living), ensure that the license of the facility is current
- is appropriate to the service type they wish to provide and be certified in by checking the type of license (SS or MHDD, dual, or SS or MHDD with a variance for an individual person outside the scope of the license).
- has appropriate capacity for the service type to which they are applying.
Example: If applying for Residential Habilitation - Group Home, the license must show that they have capacity for 2 or more residents.
- MHDD license - issued to a home providing care primarily to persons with a mental or developmental disability
- SS license - issued to a home providing care primarily to persons who have a physical disability, who are elderly, or who suffer from dementia, but who are not diagnosed as chronically mentally ill

	MHDD License	SS License
Residential Habilitation	IDD, APDD, CCMC over 18	
Residential Supported Living	APDD, ALI	ALI, APDD* (*if dually licensed or if

a variance has been approved)

-
-

File Folder Review

-

DS3 Review

- Checking that they are all in DS3
- Res Hab, Day Hab, Respite all required entries in the "Rates" section of the COS. It is important that these fields are updated correctly as they have an impact on reports.

The screenshot shows the DS3 software interface for provider Acme Habilitation (DSOSID: 181433). The 'Service Categories' section is highlighted with a red border. It lists two categories: 'Core Waiver Agency Req.' and 'Residential Habilitation'. Both categories have a start date of 12/01/15 and an end date of 11/30/16, with an active status. The 'Met Req' column shows 0 / 28 for the first category and 0 / 9 for the second.

The screenshot shows the DS3 software interface for provider Acme Habilitation (DSOSID: 181433). The 'Rates' section is highlighted with a red border. It displays rates for four habilitation services: Family Home Habilitation, Group-Home Habilitation, In-Home Support Habilitation, and Supported-Living Habilitation. The 'Requirements' section below shows various compliance requirements, many of which are marked as incomplete (Incomplete).

Transportation - Application Evaluations

Friday, October 23, 2015 1:35 PM

Paper Reviews

- Check expiration dates of registrations. Must be current as of 1st day of cert period.
- Insurance verification must identify SDS as certificate holder.
- Vehicles must be owned or commercially lease by agency
- A transportation permit is required in Anchorage for transportation providers. RSL's are excluded. All other Anchorage providers need to be approved to the Municipality.
-
-
-

DS3 Review

-
-

Supported Employment - Application Evaluations

Monday, November 09, 2015 10:14 AM

Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-

IAT - Application Evaluations

Monday, November 09, 2015 10:14 AM

Paper Reviews

- Ensure that the person delivering IAT services has one of the following degrees, certifications, or licensure:
 - Marital and Family Therapy
 - Psychologists and Psychological Associate
 - Social Workers
 - Special Education Teacher
 - Applied Behavioral Analysis professionals
-
-

Hard File

-
-

DS3 Review

-
-

Respite - Application Evaluations

Monday, November 09, 2015 10:14 AM

Paper Reviews

-
-
-

File Folder Review

-

DS3 Review

- Res Hab, Day Hab, Respite all required entries in the "Rates" section of the COS. It is important that these fields are updated correctly as they have an impact on reports.

-
-

Meals - Application Evaluations

Monday, November 09, 2015 10:14 AM

Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-



Paper Reviews

-
-

Hard File

-
-

DS3 Review

-
-

PCS (PCA) - Application Evaluations

Monday, October 26, 2015 2:50 PM

 What else?

Paper Reviews

-

File Folder Review

- Who was the old Program admin? Is the same person still the admin and did they attend PCA agency training?
- Is there a full time supervisor listed in the file?
- Are all the policies and procedures current?
- Is there a certificate for CIR training

DS3 Review

- If you are working on a PCS agency, click the PCA button on the details tab to show the agency is PCS. Check the Agency Based (AB) or Consumer Directed (U3) buttons

-

-

Approved Providers

Monday, November 16, 2015 3:06 PM

- ! If the provider is an *RSL* click the **ALH** button on the details tab to show the agency is an ALH, complete the **ALH License, Expiration, home size** and **bed count** fields in the **NPI** field enter the type of home SS, MHDD, Dual

Certification Forms - Approving Providers

Friday, October 16, 2015 9:46 AM

Certification Forms

HCB

PCS

Care Coordinator

****Add'l info to gather for Ownership

Ensure that all forms are filled out completely

- ?
- What do we really want to say here?
- ?
- Link to the forms?
- ?
- Examples of filled out forms that are correct?
- ?
- Things that are commonly missed and have to get corrected?

- Complete one cert form for each provider number. I.e. Care coordination is on a form by itself. RSL is one a separate form, and HC is on a separate form.

All Providers - Approving Providers

Friday, October 16, 2015 9:42 AM

I want to make this more a checklist of steps which lead to details so the person can decide what they need to know to complete everything. Some of this needs to move to the correct section for the program as this feels hodge podge to me!

Paper Forms

- Certification staff completes an Initial Certification form. The certification form is completed as follows:
 - Start date is the date that the certification staff person received a complete application that meets SDS minimum standards and has made a final determination that applicant is a qualified provider. Certification start dates are never backdated.
 - End date will be the last day of the 11th month from the month of start date (example: start 09-16-09, end 08-31-10) for initials
 - If recertification, the start date will be the day after the end date of the previous certification. The end date will be 2 years less one day from the month of the start date (example: start 09/01/09, end 08/31/11).
 - If the agency was an extended recertification, the end date is what the original end date would have been had they not been extended.
 - If an ALH's license expiration date is the same as the certification end date, extend the certification end date by one month.
- Type of waiver programs and services must be marked with a "Y" based on the services that agency applied for and is eligible for. PCS certification is checked either for CDPCS or ABPCS or both.
- The certification form is printed out and signed. The certification form is never handwritten. Two copies are made:
 - Original mailed with approval letter to agency
 - Copy for the provider file
 - Copy to be placed in box in copier room. It is emailed to Xerox each week by Certification Supervisor and key SDS program staff are cc'd.

RSL

Care Coordinators

Res Hab

PCA

Respite & Chore

DS3 Action

- Under Medicaid codes change service from (example) "RLAPP" to "RLX" and change status to "Certification – Pending Enrollment".
- Service Category must be completed including "Core Waiver/PCS" and for each individual service.
- New provider/care coordinator information is entered in DS3;
- The start and end dates are to be placed in the service category section; once the billing number is assigned by Xerox, enter the start and end date into the date fields on the front page.
- Contacts must be entered, including owner and any administrators, designee, and HR manager.
- Affiliate Care Coordinator(s) to the CMG.
- Certification staff updates DS3 with note title "Certification – Application Complete".
- Certification staff compiles the application, with the completed checklist as a cover sheet, BCP verification form, and other documentation and tabs the application sections using the pre-printed tabs according to service type.

- ! • Notify Administrative Support Staff of any family habilitation and group home providers to be affiliated with Res Habilitation providers. Link to Hab Updates

Hard Files - links to filing

- New agency file is assembled using the standardized folder format and filed.

Activation of New Providers - in Activating a New Provider

- Xerox sends a weekly report of new and inactivated providers. Update DS3 with these changes.
- Communicate the changes to Certification Supervisor, Prior Authorization staff, and

Who are the "Key program staff?"

Do ALL of these apply to ALL providers NO MATTER WHAT type they are?
Are there any screenshots I need here?

Program Staff if appropriate.

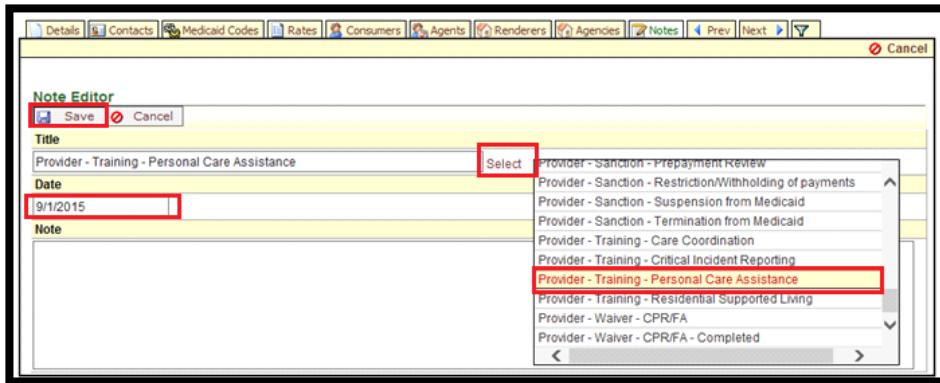
- Save this report to G drive under databases/provider database/Xerox report.

PCS Notes - Approving Providers

Friday, October 16, 2015 9:43 AM

PCS

- For a PCS Agency Click on the Select button to the right of the Title field. Choose the "Provider – Training – Personal Care Assistance" title
- change the date to the date the training was completed
- enter a note that states who attended the training and the dates. This should be the Program Admin or an owner



Care Coordinators and Agencies - Approving Providers

Friday, October 16, 2015 9:43 AM

- ! Care Coordinators affiliated with the agency need to be updated
- ! Care Coordinators need to be affiliated with the correct agency especially dual or triple affiliations

Residential Supported Living - Approving Providers

Friday, October 16, 2015 9:43 AM

RSL

The screenshot shows a software interface titled "Note Editor". At the top left are "Save" and "Cancel" buttons. Below them is a "Title" field containing "Provider - Training - Residential Supported Living" with a "Select" button to its right. Underneath is a "Date" field with the value "9/1/2015". A "Note" area is present below the date. To the right of the title field is a dropdown menu listing various provider-related items. One item, "Provider - Training - Residential Supported Living", is highlighted with a red box and a red arrow points to it from the text below.

Provider - Sanction - Prepayment Review
Provider - Sanction - Restriction/Withholding of payments
Provider - Sanction - Suspension from Medicaid
Provider - Sanction - Termination from Medicaid
Provider - Training - Care Coordination
Provider - Training - Critical Incident Reporting
Provider - Training - Personal Care Assistance
Provider - Training - Residential Supported Living
Provider - Waiver - CPR/FA
Provider - Waiver - CPR/FA - Completed

- Click on “Add Note”. Click on the Select button to the right of the Title field. Choose the “Provider – Certification - Application Complete” title and enter a note that states the application was approved.

Day Habilitation - Approving Providers

Friday, October 16, 2015 9:43 AM

What might be special about the process for Day Hab approvals?

Respite and Chore - Approving Providers

Friday, October 16, 2015 9:43 AM

Anything special to remember about this service?

Recertification Application Evaluation Notes Tab - DS3 Actions

Friday, November 20, 2015 12:08 PM

Incoming Application Notes

Initial App rec'd
Recent Rec'd
PCG Initial App rec'd
HCB Initial App rec'd
PCG Recert rec'd
HCB Recert Rec'd
Received
Record locations
JK
BL
BR
CH
KS
CK
JR
SI

Or other initials indicating location of a file
based on who's on the team at the time of
the note's entry

Mail Notes

Letters sent

Evaluation Notes Initial or Recert
Pend notices
Provider contacts
Denials

Contacts Tab - DS3 Actions

Friday, October 16, 2015 12:04 PM

What does a correct contacts tab look like?

Prog Admin

Backup CC

Other types of contacts?

Include addresses and phone numbers or just use the agency info?

Search to see if person is in DS3 before creating a new entry

Later

Tuesday, December 01, 2015 2:06 PM

Info

Monday, November 16, 2015 2:25 PM

These pages need input from management

Styles - Appendix

Thursday, October 15, 2015 7:43 AM

Quick style guide for procedures

- Margin is 1" all sides
- Heading 1 or H1 for main sections (creates ToC)
- Bullets are used for steps
- Normal is for explanation paragraphs
- Actionable command steps (click) within bullet points are *italic* while the subject (New Folder) is **bold**.

Font

- 12pt Arial
- 12pt space after each line or paragraph

Images

Take a screenshot of the appropriate program and paste into Word (Ctrl+Alt+PrtScn for single screen)

In Word

- Crop to needed portion
- Add black box
- Copy & paste to Paint for red or black highlight boxes

In Paint

- Add red boxes to highlight step being shown
- Save image

OneNote

- ! Remember tag
- Task based item tag
- ★ Important or Don't Forget tag
- 💡 Hints

Terms

Recertification or re-certification

Repend or re-pend

Email or e-mail

1

2

3

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11

12

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16

Page Template

Wednesday, October 28, 2015

10:40 AM

To make each page of this manual uniform this page's purpose is to define how to do so.

All pages should have a title. Once the title is entered simply hit enter to start the text box, it will automatically be in the right place on the page but will need to be widened to meet output specifications.

A text box such as what this text is in should be 16 boxes across to output to PDF correctly. This gives an almost even border allowing the file to be printed either one or two sided while maintaining readability.

OneNote will assign a date and time that the page was created. This can be left alone or changed during updates. Management needs to make a decision regarding this feature as it does show up on the final PDF file that is for everyday use.

Each paragraph should have one extra line between and the background should initially be a gridded background to allow the author to line up elements that will appear on the page. The grid used on this page is the second one under **View -->Rule Lines --> Grid**. This can be turned off later.

- This is an example of a bulleted list
 - With several items
 - As part of the list
- ! • This is a Remember Tag which is used for reminders of things that are often forgotten in a process.
- ★ • This is an Important Tag for things that are more a side note to a process or even a hint on doing things faster or easier.
- Many processes will start with a general over view of the procedure and the bird's eye steps are presented in a To Do Tag with a checkbox
 - Within OneNote the check boxes will work fine
 - Once in a PDF format the check boxes would have to be recreated but if the document is printed then there is no need
 - Many items will have several sub-items
- Almost all items will have one or more links to the topic the item is mentioning

Images come in a couple formats. First is the screen shot:

Reverse Lookup

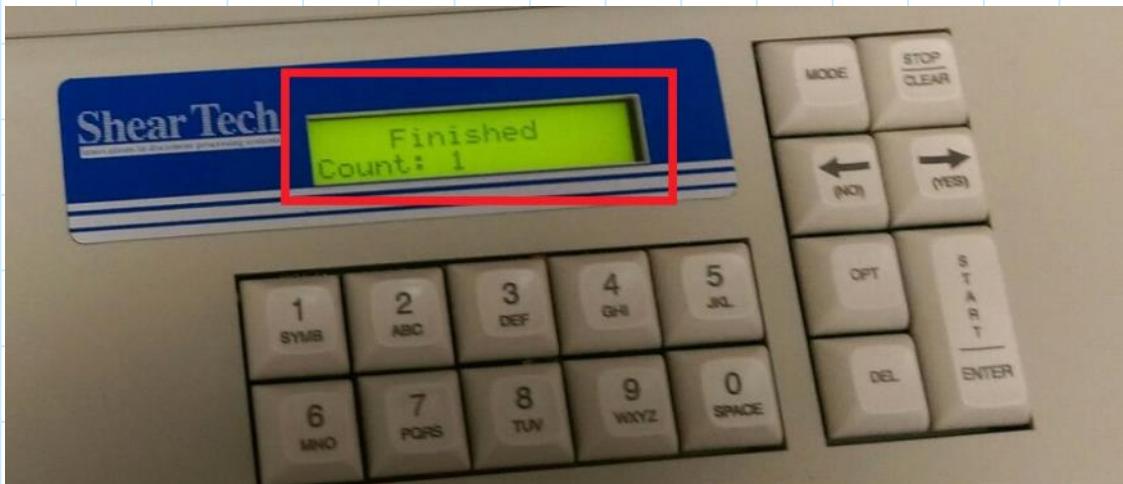
Enter Search Criteria

Address Phone Email

Address # Street:

Find **Reset**

Then the photograph:



Screen shots and photographs are taken to show a process, compiled briefly in Word for cropping and the black box border and then copy/pasted to Paint for red highlight boxes and saved. The reason for doing the red boxes in Paint is to make them a permanent part of the image so that as the content text changes the highlighted boxes do not move and have to be redone constantly.

Images are placed in the document and centered in the main text box for simplicity. Images should be saved in a .png or .jpg format to conserve space and preserve the quality of the image.

The other nice thing about OneNote and images is that they automatically fit the box they are in and maintain aspect ratio. No need to resize!

The downside of a long page is that OneNote randomly will break off text or images to fit the PDF page. To control this the page must be saved to a PDF and a manual break or new text box must be created where the author desires. Sometimes you get lucky as to where the break happens.

If you are editing the OneNote Notebook you will notice that each image or paragraph block can be moved in a whole chunk without having to use copy and paste all the time. You can also move the chunk of text and create a whole new text box making reorganizing the page easier.



** Note Titles

Thursday, October 15, 2015 9:12 AM

Needs Revisions

Provider - ALH – General Info: Entry is used for notes concerning general ALH or licensing issues or information that does not meet one of the other ALH note topics.

Provider - ALH - License Issued: Assisted Living licensing program issued a provisional or biennial license that has not been modified.

Provider - ALH - License Made Conditional: The existing or issued license had a condition placed on the license as part of an enforcement action.

Provider - ALH - Modified License Issued: Assisted Living licensing program issued a provisional or biennial license that has been modified. A modification includes change in capacity, population served, administrator, ownership, physical address, mailing address, etc.

Provider - ALH - Report of Inspection Issued: Assisted Living licensing program completed an annual or renewal inspection and issued a notice of violations if requirements were not met. The notice may also include enforcement actions if applicable.

Provider - BCU General Info: Entry is used for notes concerning general BCU or variance issues or information. IS NOT USED for any type of Variance action.

Provider - BCU Variance - Approved: Provider has been granted a background check variance. In date field, enter the effective date of variance (this is the date the Commissioner signed the variance). In the body of the note, enter: end date of variance, Provider #, individual's name and barrier end date in text box. Add brief notes of any conditions, etc. regarding the variance if applicable.

Provider - BCU Variance - Continuance: Provider has been granted a background check variance continuance of an existing variance. In date field, enter the effective date of the variance (this is the date the Commissioner signed the original variance). In the body of the note, enter: end date of variance, Provider #, individual's name and barrier end date in text box. Add brief notes of any conditions, etc. regarding the variance if applicable.

Provider - BCU Variance – Denial/Closure: Provider's variance has either closed or a request was denied. If the variance closed, in the date field enter the effective date of the variance (this is the date the Commissioner signed the original variance). If the variance request was denied, enter the date the Commissioner denied the request. In the body of the note, enter: end date of variance, Provider #, individual's name and barrier end date in text box. Add brief notes of any conditions, etc. regarding the variance if applicable.

Provider - Certification - Application Complete: Application is signed and has all required attachments. Enter date in date field once application is complete. Indicate in text box the name of staff application is forwarded to and other applicable information.

Provider - Certification - Application Received: Applicant has submitted an initial, renewal, or additional service application. Enter date received by SDS in date field and indicate the type of application and services in text box.

Provider-Certification-Application Withdrawn: Applicant has chosen to withdraw their application or certification. Enter date written notification received by SDS.

Provider - Certification – Information Requested for Application Evaluation: Application is complete but applicant did not have the elements needed to evaluate or make determination that certification requirements are met, prompting a request for more information. Enter date requested in date field. Copy and paste pend letter into case note.

Provider - Certification – Issued Notice of Incomplete Application: Initial or renewal application was determined to be incomplete and applicant was sent written request to submit items and given due date. Enter date notice sent in date field and describe needed items and due date or may copy and paste email in text.box.

Provider - Certification – Information Received: Information was requested from a provider, either during the application or recertification process and was received. Information requested was not of a Compliance nature. Enter date requested in date field. Briefly describe requested items in text box, method of contact and due date to submit items or information

Provider – Certification - Notice of Denial or Other Sanction*: Provider was issued notice to deny initial application, deny renewal of certification, terminate, suspend or other sanction described in 7AAC 105.410. Record date of notice in date field. Copy and paste denial letter into case note. *Disregard this part of the note, use appropriate sanction note type as described below.

Provider-Certification-Returned Incomplete Application: Entire application was returned to the provider as it was deemed incomplete because the provider either failed to submit the information when requested or failed to submit adequate information or documentation when requested.

Provider - Compliance - Certification Not Compliant: Substantiated that a provider does not meet certification requirements through a discovery made from critical incident or complaint investigation, onsite review, evaluation of renewal application, or other information received by the Department. This note category does not include applicant that is not currently certified. Record date of substantiation in date field (this becomes the tracking date for this compliance issue), and enter requirement(s) not met in text box.

Provider - Compliance - Corrective Action Complete: Provider has provided evidence corrected action was taken and requirement(s) is met. Enter the tracking date in the date field. Enter correction made in text box along with the date the evidence was provided to the department, along with any other applicable information. (Note: This note is used when all items identified using this tracking date have been corrected and the Non-Compliance Item can be closed. For non-compliant status update, use the “Provider – Compliance – Status Update” note entry.

Provider - Compliance - Issued Notice to Correct: Provider issued report of findings, email, or other written correspondence requesting correction and a timeline to correct. (This note category does not include applicant that is not currently certified.) Enter the tracking date in the date field. Record date sent to provider in the text box and briefly describe the method of notice, correction needed, date due and confirmation that provider received notice. Emails may be copied into text box.

Provider - Compliance – Status Update: Provider has provided an update on completing requirements identified in the “Notice to Correct” notification sent to the provider. Enter the tracking date in the date field. In text box, enter the information the provider has given on correcting the identified deficiencies. If the department allows a new due date, be sure this is indicated as well.

Provider – Provider - Audit/Overpayment Finding: State has issued notice that provider must reimburse the state of Alaska. Enter date issued to provider in date field and briefly describe the audit findings, which State entity issued the Notice (PIU, SDS, etc), amount owed, subsequent action(s), etc.

Provider – Provider - Contact: SDS has contacted the provider or provider has contacted SDS (examples; technical assistance, general concerns/question, clarification of requirement, resource need, etc.) Enter date of contact in date field and briefly describe contact method, issue and outcome in text field.

Provider-Record-Conversion: Provider hard copy file has been converted to established standardized format and is complete as of the date entered.

Provider-Record-Location: This is an internal tool so that files can be located within SDS among various employees in case the file needs to be located.

Provider - Sanction – Appeal: The provider was sanctioned and activated their appeal rights within the allotted 30 day time frame. The appeal is handled by AAGs in the AG office.

Provider - Sanction - Appeal – Resolution: The provider was sanctioned, appealed the sanction, and there is an outcome to report. Notes will include what those outcomes are.

Provider - Sanction – Education: Provider has been sanctioned using 7 AAC 105.410 (6): Mandatory attendance at provider education sessions; including one-on-one sessions. This sanction comes with 30 days appeal rights.

Provider - Sanction - OIG Exclusion: The provider has been added to the Federal OIG Exclusion list by Program Integrity Unit (PIU).

Provider - Sanction – Other: The provider has been sanctioned using any other sanctions listed under 7 AAC 105.410 other than those described in this document and listed in DS3.

Provider - Sanction - Prepayment Review: Provider has been sanctioned using 7 AAC 105.410 (8): Department review of all claims submitted by a provider before payment to the provider. This sanction comes with 30 days appeal rights.

Provider - Sanction - Restriction/Withholding of payments: Provider has been sanctioned using 7 AAC 105.410 (3): Restriction or withholding of payments to a provider. This sanction comes with 30 days appeal rights.

Provider – Sanction - Suspension from Medicaid: Provider has been sanctioned using 7 AAC 105.410 (2): Suspension of participation in the Medicaid program. This is a temporary sanction with 30 days appeal rights.

Provider – Sanction - Termination from Medicaid: Provider has been sanctioned using 7 AAC 105.410 (1): Termination from participation in the Medicaid program. This sanction comes with 30 days appeal rights. Once terminated, provider will be added to the State of Alaska exclusion list by Program Integrity Unit (PIU).

Provider - Training – Care Coordination: Provider has attended SDS required Care Coordination training. Enter date of training in date field and the name of the training completed in text box.

Provider - Training – Critical Incident Reporting: Provider has attended Critical Incident

Report training. Enter date of training in date field and the name of the individual who completed the training in the text box.

Provider - Training – Personal Care Assistance: Administrator of PCS agency has attended SDS regulatory required training. Note of date of attendance in date field and in text identify the trainee

Provider - Training – Residential Supported Living: Administrator/Owner has attended SDS training specific to Residential Supported Living Service. Note of date of attendance in date field and in text identify the trainee

Provider – Waiver – CPR/FA: Provider has been granted a waiver of this requirement for an individual PCS staff. Note effective date of waiver in date field. Enter individual, city or town, and end date of waiver in text box and other applicable information.

**Glossary

Thursday, October 15, 2015 7:45 AM

Glossary of Terms

Adobe Pro- any version of Adobe that is not Reader. Pro's features include file merging, splitting, page insertion or deleting, redacting and adding a footer plus many other useful tools

Archiving- this is only for closed providers either voluntary (7 year retention) or involuntary (10 year retention). After the retention on site has been met (1 year minimum) files can be sent to storage for the remaining time until destruction which is handled at the storage site. Archives should contact SDS and specifically the unit manager regarding files before actually destroying them. For Active providers see *Off Site Storage*

CC- Care Coordinator

CIR – Critical Incident Report

COS- Category of Service, this is the variety of services provided under the HCB Waiver or alternately the type of PCS service the agency provides. Almost all agencies will have a Core Waiver or PCS COS but Care Coordinators will only have the Care Coordination (Individual) COS while contracted Residential Habilitation Homes will have none.

Date Stamper- this is the machine located in the copier room and is used to stamp incoming hard copy documents with SDS CERT and the date received

DME-Durable Medical Equipment, these providers are not certified by SDS but the Waiver workers who process the client applications and POCs use DS3 for reference for this type of provider. Providers provide services such as Lifeline which is a service that is important to many clients and these providers do show on the public Provider Search Tool

DS3- SDS' mainframe database built originally by Chris Hamilton and being replaced by the Harmony System in 2014-2017 in phases.

HCB-Home and Community Based Waiver, the federal program that serves a large percentage of our clients

ICF-Intermediate Care Facility, an out of state assisted living type facility for IDD clients who have SOA care coordinators. A specialized facility to handle a very specific population. These facilities have a separate certification process

Non-Certified Providers- includes the SME and DME providers who only have end dates and are maintained by the unit's SST to assist Waiver personnel who process POCs

OCS-Office of Children Services, these are foster homes for our CCMC youth clients and are Habilitation providers contracted to an agency. These providers NEVER have a start date on the Medicaid tab as there was a MOU with OCS that the homes would remain confidential in our system and if there was a start date the home will show on

the PST. These homes are generally to a Foster Parent and will frequently be the parent's names instead of an agency. Despite this they are entered as an organization or they cannot be linked to their provider agency.

Off Site Storage – a form of archiving the older materials of an active provider to reduce hard file folder size. Files are sent off site and kept for 20 years.

Organization – the name of the provider type in DS3

PCS – Personal Care Assistance, these agencies are either Agency Based or Consumer Direct and carry a designation of U3 for one of the two (which one?)

Policy --

Procedure --

PST- Provider Search Tool, this is the public facing tool found on the state's website and used to find providers of services in a specific area or for a specific service. The exception should be that the res hab homes that are contracted to an agency should never show up especially OCS homes. Non-certified providers such as those who provide Lifeline or such as Geneva Woods which has durable medical equipment should show up. The Report manager has a report by the same name that is used to create the state wide list of Care Coordination Agencies and Care Coordinators list as well as a list of PCS Agencies which is used by Care Coordinators to provide client choice. The lists are posted in both PDF and XLSX formats to provide user friendly versions.

Res Hab – Residential Habilitation

RSL – Residential Supported Living or ALH, Assisted Living Home

SME – Specialized Medical Equipment

Tab -



**Policies

Monday, November 09, 2015 10:28 AM

Application
Evaluation

This area needs to talk about troublesome policies like Med Admin



**Regulations

Thursday, October 15, 2015 10:29 AM

Application
Evaluation

Needs to have a link list for commonly questioned regulations. This area can also be used to document accepted interpretations of a specific regulation so that it is applied uniformly.

May not be needed.

Management Processes

Monday, November 16, 2015 2:54 PM

These are things that "manager/supervisor" type people know how to do that the rest of us are not necessarily involved in at a *detailed level* just on a *need to know only* level.

 YOU will have to add in as little or as much about these processes as you deem necessary but remember this is a manual for a new person and that could mean a new supervisor or manager too!



Hearings - Management Processes

Friday, October 16, 2015 12:29 PM

I have NO idea what goes on with this. YOU will have to provide information for me to add.

Scanning a file or files for a hearing

- Management prepares the folder(s) including all needed documentation
- SST or other Admin support scans files using the provider name and number or other identifying information as per instructions by manager
- SST/Admin ensures all pages including double sided items are scanned. Envelopes or other odd size or shaped items must be manually copied and added to the file to become part of the scanned file
- SST/Admin ensures all pages are right side up and merges files as needed to ensure a complete scan
- Files larger than about 10 mb may need to be split for emailing unless the records will be burned by management to CD for delivery
- Information within files that need redacting can be done electronically leaving the original information intact
- A date and bate stamp may also be applied via the tools in Adobe (Currently DC) This can be done by Admin, management or left to legal to do
- When the hard copy records are completely scanned they are immediately returned to management
- When the electronic records are ready for the record request the SST/Admin will send an email to management stating the folder location and that the records are finalized



Desk Reviews - Management Processes

Friday, November 20, 2015 12:40 PM

How are reviews chosen? Tools used? Corrective actions? How are remediations tracked to see trends in corrected files over time?



Sanctions - Management Processes

Thursday, October 15, 2015 10:28 AM

What are the types of sanctions a provider can face? Does the provider have any appeal rights? What are the time frames? What regulations should be kept in mind during this type of action?



Decertifications - Management Processes

Thursday, October 15, 2015 10:28 AM

Rare as these tend to be what types of circumstances cause a decertification? What are the steps beyond creating a cert form for the agency & Xerox? Who does Cert have to collaborate with to get clients moved safely? APS, Waivers, Managers, PCS, Licensing, MFCU? Who makes the call that the provider is closing? What are some of the reasons for this?



Investigations - Management Processes

Thursday, October 15, 2015 10:28 AM

This is where Certification crosses with Compliance. When is it appropriate for a Cert staff member to give the issues over to management or compliance for actions?

*****Approved Providers**

Friday, October 16, 2015

9:41 AM

Move the pieces around to other sections

Approving Providers

Congratulations the provider you have been working on so hard is ready to be approved.
There are still a few details to take care of before you can file it away however.

Certification Forms

E-Filing

DS3 actions

Once these items are complete it will be time to file the provider's application away until next time.

****Approving a Provider

Monday, October 26, 2015 9:43 AM

Approving Providers

Ensure that all documents with an expiration such as licenses, insurance etc are current

Check ALH licenses to ensure that the license meets requirements for the service (certified homes and site locations)

Example SS License and applies for Group Home - IDD this is not acceptable

A Group Home provider must be licensed for 2 or more residents if the license is for only 1 person they cannot be a group home refer to regulations and the Res Hab Section for more information

****Deactivate a Provider

Friday, October 16, 2015 12:27 PM

DS3 Actions

Screenshots



**Withdrawn Applications

Friday, October 16, 2015 12:29 PM

There are usually a LOT of questions when this topic comes up.

Application Evaluation

- When an agency requests to withdraw the application prepare the Application Withdrawn notice, scan the letter and application, and return both to the agency.

Note as withdrawn in DS3, change the Medicaid code from xxAPP to xxW, and enter a case note that the application was withdrawn.

Closures - On Site Destruction of Files

Monday, November 16, 2015 2:53 PM

From: Palmateer, Dawn M (HSS)
Sent: Tuesday, December 01, 2015 2:50 PM
To: Downey, Carol M (HSS)
Subject: RE: Records Management Question

Absolutely. As long as they have met the retention period, you can dispose of them in office if you'd like. I do that with personnel files and payroll and such once they have met the retention period.

Dawn Palmateer
Administrative Assistant II
Finance and Management Services
Health and Social Services
Phone: 907-465-1683
Fax: 907-465-3068

From: Downey, Carol M (HSS)
Sent: Tuesday, December 01, 2015 2:41 PM
To: Palmateer, Dawn M (HSS)
Subject: Records Management Question

Hello Dawn,

I see on line that you are the primary records management person for DHSS.

I was the primary author of the SDS Retention Schedule when revised in 2012. A question is arising and I'm wondering if it has been addressed in DHSS before.

Occasionally records stay on site beyond their final disposition (destruction) date. If that occurs, do you see any problem with a division handling the disposition onsite and tracking that information. Example: several SDS files have been identified as way past their retention date. Can we track them as shredded on site? This seems to make the most sense instead of the time it would take to box up and ship to the records center and then have them destroy there.

Thoughts?

Thank you!

Carol Downey
Project Business Analyst-Automated Service Plan Project
DHSS, Senior and Disabilities Services
phone: 907 375-8265 cell phone: 907 723-2878



***Closed Providers

Thursday, October 15, 2015 11:30 AM

Electronic & Hard Folders



*****I propose moving the closed folder out of the Provider Agency Folder due to the limitations of Windows file names. One folder under PCC (which I would like to use as a shorter name for Provider Certification & Compliance too for the same reason) to house Voluntary and Involuntary closures to make finding the folders we need easier during records requests. I would also like to house the closed providers by the year they closed so that the very old folders can be compressed by IT to conserve disk space

1-A CLOSED PROVIDER AGENCY FOLDERS:

- All closed agency folders shall be placed here after all correspondence and actions have been completed and packet has been scanned and saved, by the SDS staff person handling the closure.

1-A DENIED OR WITHDRAWN APPLICATIONS:

All agency folders where the application was denied or withdrawn shall be placed here, by the staff person handling the action, after all correspondence and scanning of documents are completed.

Documents: All incomplete, denied or withdrawn applications are saved in the root-agency (primary) folder as follows"

Incomplete Applications:

- Letter saved as "Agency-name(location), App Type, incomplete, date .docx (Acme Agency-Frbks, HCAPP, Incomplete, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

Denied Applications:

- Letter saved as "Agency-name(Location), App Type, date .docx (Acme Agency-Kodiak, HCD, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

Withdrawn Applications:

- Letter saved as "Agency-name(Location), App Type, date .docx (Acme Agency-Anc, HCW, 02-2012.docx)
- Application is scanned and saved same as letter above, with .pdf extension

****Voluntary**

Thursday, October 15, 2015 10:27 AM

Closures

Watch RSL & GR Homes

Watch Hab providers and rendering homes

Closing out hab renderers only

Voluntary Closure

Agency Closures and Changes

When an agency informs SDS that they have decided to end their certification, the file is forwarded to the Certification Supervisor and the following steps are taken:

- Send a copy of the letter "Voluntary Closure Letter Template 7.2014.docx" by regular mail. Attach a copy of the Xerox Cancel Enrollment form. Save a copy of the letter in the agency folder and keep a signed copy of it for the hard file.
- Place a note under the provider in DS3 regarding the communications.
- Once the end date is passed, the staff creates a certification forms showing the effective date of the closure and adds the comment "Certification Ended", changing all the "Y"s to "N"s.
- A copy of the final certification form is emailed to the agency with instructions to use it to cancel enrollment, a copy is sent to Xerox, and a copy is saved in the provider's electronic and hard file.
- Once the staff has received all the required information from the agency (a copy of any letter sent to any current clients giving them minimum of 60 days' notice and the location of where the records of the agency will be maintained for 7 years) make a note in DS3 that this information has been received and identifying the location of the records.
- If the provider has not submitted the requested information by agency closure, send an e-mail reminding them of the required information.
- The record in DS3 is updated to reflect the end date.
- Send a message out to appropriate SDS staff about the closure once there is an effective date (if a GR home, copy GR staff to turn off GR button).
- The SDS staff will check Enterprise after 30 days to verify if the provider ended their enrollment. If Enterprise shows that this has not been done, the SDS staff will create and process a Work Order to end the enrollment.
- A copy of the work order will be placed in the electronic and hard files.
- Once the enrollment is ended the hard file will be given to administrative support staff to be archived.
- The administrative support staff will move the old agency's electronic folder into the folder named "1-A Closed Provider Agency Folders" on the G drive in the "Provider Agency Folders".

Closure Process: When a Care Coordinator Leaves an Agency

- Provider Certification is notified by the agency, care coordinator, or program staff that a care coordinator is leaving an agency.
- The assigned staff person will immediately contact the agency to confirm the report and end date.
- The assigned staff person will process the request to close and send an e-mail to the care coordinator and program administrator with instructions to complete a Xerox Cancel Enrollment form.
- DS3 updated to end all certification information with correct end date and the active button is turned off. Case note is entered regarding the closure.
- Change the end date on the Medicaid codes, COS tab, and agency tab. Change status to “inactive – voluntary closure” where applicable.
- Hard file is pulled and the change form, cert form, and any e-mails are placed in it.
- Send an e-mail to program staff regarding the final closure actions. Include the name/provider number of the care coordination, the agency name/provider number, and the last day worked. E-mails to go to:
 - Office-ANC-HSS-DSDS Waiver
 - Office-Anc-Hss-Dsds-DD
 - Melissa Glorioso
 - Melisssa Meade
 - Lori Gaetzman
 - Bonnie Olsen-Lee
 - Annette Callies
- Put the casefile in the Certification Supervisor’s office.
- Certification supervisor will monitor the Enterprise system to assure that the care coordinator has been inactivated in that system. If not, a work order will be completed to force the disenrollment.



****Involuntary**

Thursday, October 15, 2015 10:28 AM



**Pend Notices

Friday, October 16, 2015

12:00 PM

Application
Evaluation

When re-pending an application or completing a certification form, do not use one that was previously completed, start with a blank one. There have been instances where a letter or certification form contained incorrect information

- If there are missing/insufficient documents and items, use the “Certification Pend Letter Template” to document what is missing and provide a due date to submit the required documents (10 business days).
 - Immediately save the pend letter to the agency folder on the G Drive using the ‘save as’ option so that others may use the template if needed.
 - Once completed, save the letter as a PDF and email it to the applicant or provider using the “Delivery receipt” and “read receipt” options.
 - Use numbers to list the required missing documents and items in the pend letter.
 - If you send a pend letter after the first pend letter because the provider or applicant only submitted partial information or more clarification is needed, use the “Certification Pend Letter Template” and change the wording so it is clear that it is a subsequent pend notice.
 - SDS Policy 12-1 states that applications for certification must be completed within 30 days of the first “pend” letter sent to the applicant by SDS. Once this 30 day time period is reached, a final determination of certification status must be made.
 - If an application has been pended twice and still contains insufficient or missing items see the MAA II or HPM III before pending again
- ★ When a notice is sent regarding insufficient policies the provider must update the policy with the corrected information do not accept a separate document i.e. an email which clarifies policy information
- ★ In the pend letter be very specific as to what is needed do not send a generic request to update policies be sure to enter a copy of the pend letter into a DS3 note
- ★ When repending an application use the pend letter template do not repend in an email a copy of all pend letters needs to be in the agency's folder and e-folder make a PDF copy to email to the provider

****Denials**

Monday, November 09, 2015 10:48 AM

Denial Notice Process for Administrative Support Staff (to mail section?)

Initial Application Denials

- Scan notice and application that is being denied to the provider agency folder on G drive
- Mail original Denial notice and application to provider agency, via certified mail
- Mail just the Denial notice via regular mail
- Save a copy of the Denial notice in the hallway drawer marked denials

Recertification Application Denials

- Scan the Notice of Denial and application to provider agency folder on G drive
- Mail just the Denial Notice via certified and regular mail
- Save a copy of the Denial notice in the hallway drawer marked denials

Scanner File Naming - Electronic & Hard Folders

Thursday, October 15, 2015 11:30 AM

File Naming Structures for All Document Types

Date = Date of creation of the document. Month, day, year. Example 8-17-14. For letters being mailed, use the date of mailing.

 The copier's scanning function does not allow spaces in the file name and is also limited so abbreviate where ever possible.

INITIAL CERTIFICATION FORM "Agency Name, Initial, Date" (AcmeAgencyInitial12-13-2010)

RECERTIFICATION FORM "Agency Name, Recert, Date" (AcmeAgencyRecert1-21-12)

INITIAL CARE COORDINATOR CERT FORM (File under agency folder) "CC Last Name, CC First Initial, Initial, Date (SmithJInitial12-13-14)

AMENDED CERTIFICATION FORM "Agency Name, Amended, Date" (Acme Agency, Amended, 12-13-2010) or (AcmeAgencyAmend12-13-2010)

CARE COORDINATOR CHANGE OF AFFILIATION (File under both agency's folders) "CC Last Name, First Initial, Change Affiliation, Date" (SmithJChangeAffil6-13-14)

LETTERS "Agency Name, Type of Letter, date" (AcmeAgencyNTC01-2-2012).

CARE COORDINATOR RECERT FORM (File under agency folder) "CC Last Name, CC First Initial, Recert, Date" (SmithJRecert12-13-14)

END CERTIFICATION FORM "Agency Name/CC Last Name, First Initial, End Cert, Date (AcmeAgencyEnd6-30-14; SmithJEnd6-30-14)

PEND LETTER "Agency Name, Pend Letter, date" (AcmeAgencyPend1-2-12).

Network Drive Maintenance - Electronic & Hard Folders

Friday, October 16, 2015 12:28 PM

- Drafts of files such as letters, policies and forms in one area
- OLD folder for compression to conserve disk space



- **Folder map?**
- Shuffling CLOSED provider folders out of the Provider Agency folder so that the files IN the closed folders can be opened
- Closed providers' electronic folder moved as part of the closure process so we reduce the number of folders in the Provider Agency Folder and only have active ones in there.
- Move the Non-Certified DME/SME and Hab related folders into a Non-Certified Providers folder along with organizing the ICF/IID providers in a similar manner to the HCB/PCS agencies

Not written Archived Email Management - Archives

Friday, October 23, 2015 2:13 PM

Check the archiving site for guidance on email archive policy so can do procedure

Saving to the Network - Tools

Monday, October 26, 2015 8:20 AM

UMLs - Tools

Thursday, October 29, 2015 2:24 PM

Is this even a thing at SDS anymore. StarUML has give up on me and no replacement has been installed.

SharePoint - Tools

Tuesday, October 27, 2015 8:17 AM

OneNote - Tools

Tuesday, October 27, 2015 8:18 AM

Version control and user editing control are both built into OneNote. Edits and who they were done by can be found under Share -->Recent Edits but this is only 6 months of history. Also under Share is a Page Versions tool which will show the entire history of this notebook including where things started out and where they were moved to.

Limiting who can edit is another issue that needs to be investigated further but if people don't know this notebook exists then they aren't going to edit it! Simply give those without permission to edit a PDF version which has the same useful links and search abilities!

Editing this Manual- Tools

Friday, October 23, 2015 2:11 PM

- 💡 When creating a new procedure with [screenshots](#). Take the screen shots and put them in Word for framing and cropping then save the file as a WEB PAGE to extract the images easily, be sure to save to your desktop until you have the images cropped and ready for OneNote. From the files created they can be further edited in order and have diagram boxes and other features added in Paint and saved. This makes it easy to insert ALL the images into the new OneNote page for the procedure and IF the images have to be edited again later on when they are saved OneNote will UPDATE automatically!

MS Office - Tools

Thursday, October 29, 2015 8:46 AM

There are many tools and tricks for MS Office. This section details some of them that may be helpful to staff.

Macros - Tools

Friday, October 23, 2015 2:11 PM

Editing current macros using Visual Basic

Word - Tools

Friday, November 20, 2015 10:53 AM

Letter Templates - Tools

Friday, October 23, 2015 2:07 PM

Template Creation - Tools

Friday, October 23, 2015 2:10 PM

Excel - Tools

Friday, November 20, 2015 10:54 AM

Outlook - Tools

Tuesday, October 27, 2015 8:17 AM

Saving from Outlook to Network - Tools

Friday, October 23, 2015 2:12 PM

PCS, HAB, ICF. CC still needed

Hard Folders - Electronic & Hard Folders

Thursday, October 15, 2015 10:26 AM

- New hanging folder and name tag created and placed in file cabinet by support staff;
- Place in the To Be Scanned box in the copy room

HCB (Blue)

File Layout 10-4-2013

Section 1 Certification (all agencies)

1. Certification forms
2. Checklist
3. Correspondence

Section 2 Application & Agency Training (All Agencies)

- 2-1 Application forms (All Forms except Administrator Appointment and Res Hab site lists)
- 2-2 CIR training certificate

Section 3 Business Information

- 3-1 Business license
- 3-2 Certificate of Insurance
- 3-3 Personnel Info
 - Organizational Chart
 - Personnel List
 - BCP information (Including Internal Form)
- 3-4 Annual Report
 - Quality Improvement Report
 - Medication Administration Report
 - Restrictive Intervention Report
- 3-5 Licenses

- Current ALH license
- List of Habilitation homes
 - i. Habilitation Home Form
 - ii. Licenses

3-6 Transportation (transportation- both)

- Vehicle Registration
- Local Permits

3-7 Meals

- Food permit
- 5-week menu cycle

Section 4 Program Administrator(s)

(May have more than one set if Administrators are different for each program)

4-1 Program Administrator Appointment Form/s

4-2 Attachments

- Resume
- Educational Qualifications

Section 5 Policies & Procedures

5-1 Operations Manual P & P's

- A) Admissions to provider services policy and procedures
- B) Background Check policy and procedures
- C) Complaint management policies and procedures
- D) Confidentiality of protected health information policy and procedures

Notice of Privacy Practices

- E) Conflicts of interest policy and procedures
- F) Critical incident reporting policy and procedures
- G) Emergency response policy and procedures
- H) Evaluation of employees policy and procedures
- I) Financial accountability policy and procedures

- J) Medication management policies and procedures
- K) Quality improvement policy and procedures
- L) Restrictive interventions policy and procedures
- M) Termination of provider services policy and procedures
- N) Training policy and procedures

Section 6 Permanent Data

6-1 Notices and/or adverse actions (Sanction notices, Notices to Correct, Records Requests, Other notices

6-2 Additional information from a Focus or On Site Review

Care Coordinators

Left side

- Certification Form
- Application Form

Right Side

- Resume
- Qualifications documents

PCS (Grey)

PCS Agency Folder Plan

Section 1

- Certification forms
- Completed checklist
- Correspondence

Section 2

- 2-1 Application forms
- 2-2 CIR training certificate

Section 3

- 3-1 Business license
- 3-2 Certificate of Insurance
- 3-3 Organizational Chart

3-3 Personnel List

3-3 BCP information

Section 4

4-1 Fiscal/Accounting Process

- A) Bank Statement and
- B) Budget
- C) Confidentiality Policy
- D) Notice of Privacy Practices

4-2 PCS Evaluation Procedure

- A) PCS Handbook/Orientation Info
- B) PCS training Standards
- C) PCS training Schedule
- D) Backup Plan

4-3 Recipient Grievance Procedure

- A) Recipient Termination Policy
- B) Wills and POA Information
- C) Annual Assessment Procedure
- D) Annual Assessment Report

Section 5

5-1 PCS Administrator Job Description

- A) Supervising Nurse Job Description
- B) PCS Job Description
- C) Certification of completion – SDS PCS Agency Orientation

5-2 Resume-FT Supervising Nurse if Agency Based PCS agency

- A) Educational qualifications for FT Supervising Nurse

Section 6

6-1 Notices and/or adverse actions (Sanction notices, Notices to Correct, Records Requests, Other notices)

WHY Service Abbreviations

Thursday, October 15, 2015 11:29 AM

- **Care Coordination Services** (CMG)
- **Residential Habilitation Services** (ResHab)
- **Day Habilitation Services** (DayHab)
- **Supported Employment Habilitation Services** (SE)
- **Adult Day Services** (ADS)
- **Residential Supported Living Services** (RSL)
- **Respite Services** (Resp)
- **Intensive Active Treatment Services** (IAT)
- **Environmental Modification Services** (Emod)
- **Chore Services** (Chore)
- **Transportation Services** (Trans)
- **Meal Services** (Meal)
- **Nursing Oversight & Care Management** (NOCM)
- **Personal Care Assistance** (PCS)

Future Task Product Manuals - Admin Support

Wednesday, October 28, 2015 2:52 PM

Within one of the folders on the G drive or SharePoint will be scanned copies of various manuals for printers, copiers, Dymo, phones, headsets etc. Each one that is available will be linked directly from here.

- Find all manuals and scan

Future Task Equipment Inventory Numbers - Admin Support

Thursday, October 15, 2015 10:59 AM

To make the yearly inventory easier for Admin the numbers for all computers, printers and other electronics can be stored here. This can be used as a cheat sheet when Admin wants to do inventory of computers and other tech like iPads. It can also be used to keep track of who has what types of peripherals for their computer too.

Employee	Tech Item	Serial Numbers	Date	Notes	Common Supplies/Information
Sue	Dual Dymo	450 Twin Turbo		Can take both file folder and mailing labels at the same time	Address Labels 30252
Sue	Speakers	Logitech		General Unit Item	
Sue	Electric Stapler	Swingline		General Unit Item	
Sue	50 page hole punch	Carl		General Unit Item	
Sue	Letter folder	Martin Yale		Cord is finicky	
Sue	Electric 2/3 hole punch	GBC		General Unit Item	
Sue	Headset	Plantronics		Semi-functional	
Sue	Laptop			Admin Cares	
Sue	Printer	HP 2320		Admin Cares?	
Sue	Dell PC			Admin Cares	
Sue	Dual Monitors			Admin Cares	
PCC	Date Stamper			Admin Cares	
PCC	Xerox Copier			Admin Cares Talk to front desk if need supplies	Toner, Waste cartridge, drums most other items are part of contract and can't be changed by staff https://10.2.178.250/index.dhtml online management/viewing of some functions that can't be seen ON the machine. Used for troubleshooting and assisting repair techs with error codes. Site initially comes up with an "Unsafe site" warning that is OK to ignore!

Not written Create Procedures Ad Hoc Reports - Reports

Thursday, October 15, 2015 11:54 AM

Common reports used

Common Excel tools used

Mashing more than one report to get what is needed

Special provider lists for hospitals

Special reference lists for other unit staff

BCP Surveyor Reports

Tuesday, December 22, 2015 2:13 PM

The BCP has several reports available to assist with checking the backgrounds of our providers. The best of these reports is the Surveyor Report. The downside of this report is that it does not come in alphabetical order and it is also in a merged spreadsheet making alphabetizing difficult as best. Fortunately there is a way to deal with this via inserting tables as explained below.

Note that this does not go over HOW to pull the report just how to modify the Excel spreadsheet and thus starts after the spreadsheet has been exported from the BCP. This procedure also uses a real provider with real names and data. Luckily this report does not include any data that would compromise HIPAA.

Service Abbreviations - Filing

Thursday, October 15, 2015 11:29 AM

Acceptable Service Abbreviations:

- **Care Coordination Services** (CMG)
- **Residential Habilitation Services** (ResHab)
- **Day Habilitation Services** (DayHab)
- **Supported Employment Habilitation Services** (SE)
- **Adult Day Services** (ADS)
- **Residential Supported Living Services** (RSL)
- **Respite Services** (Resp)
- **Intensive Active Treatment Services** (IAT)
- **Environmental Modification Services** (Emod)
- **Chore Services** (Chore)
- **Transportation Services** (Trans)
- **Meal Services** (Meal)
- **Nursing Oversight & Care Management** (NOCM)
- **Personal Care Assistance** (PCS)

Electronic Folders - Filing

Thursday, October 15, 2015 10:26 AM

A decision has to be made regarding version controls for not just this manual but in general regarding all documentation including forms, letters and applications.

Additionally there also needs to be a general file naming structure for not just letters and provider information but for other types of documents and when new folders need to be created beyond the basics in the Provider Agency folders.

More decisions need to be made regarding when older versions may be added to the "Old" or "Archive" or "Compress" or whatever we want to call the folder that PCC would like IT to compress to conserve space.

We also need to decide if we are keeping the long "Provider Certification and Compliance" name for our main folder or if we want it shortened to PCC to help with the limitations that Windows has on file and folder names and that the unit runs into with our closed files.

Some of this feels like policy and I am not sure it belongs in a desk manual of procedures but I do feel that it has merit as part of a training manual for new employees for the unit.

That said this section will lay out what goes in each folder that Certification uses. Deal with some of the file naming issues as well as closed folders.

Scanner File Naming - Filing

Thursday, October 15, 2015 11:30 AM

File Naming Structures for All Document Types

"Date" = Date of creation of the document.

Month, day, year. Example 8-17-14. For letters being mailed, use the date of mailing.

INITIAL CERTIFICATION FORM "Agency Name, Initial Cert, Date" (Acme Agency, Initial Cert, 12-13-2010)

RECERTIFICATION FORM "Agency Name, Recert, Date" (Acme Agency, Recert 1-21-12)

INITIAL CARE COORDINATOR CERT FORM
(File under agency folder) "CC Last Name, CC First Initial, Initial Cert, Date (Smith, J, Initial Cert, 12-13-14)

AMENDED CERTIFICATION FORM "Agency Name, Amended, Date" (Acme Agency, Amended Cert, 12-13-2010) or (Acme Agency, Amended Cert2, 12-13-2010)

AUDITS "Agency Name, Audit, date" (Acme Agency, Audit, 01-2012)

CARE COORDINATOR CHANGE OF AFFILIATION (File under both agency's folders)
"CC Last Name, First Initial, Change of Affiliation, Date" (Smith, J, Change of Affiliation, 6-13-14)

LETTERS "Agency Name, Type of Letter, date" (Acme Agency, Notice to Correct, 01-2-2012).

CHECKLISTS "Agency Name, Waiver or PCS App or recert Checklist, Date" (Acme Agency, PCS App Checklist, 12-13-2010)

CARE COORDINATOR RECERT FORM
(File under agency folder) "CC Last Name, CC First Initial, Recert, Date" (Smith, J, Recert, 12-13-14)

END CERTIFICATION FORM "Agency Name/CC Last Name, First Initial, End Cert, Date (Acme Agency, End Cert, 6-30-14; Smith, J, End Cert, 6-30-14)

CPR & FA PCS WAIVERS "CPR/FA, Last Name First initial, Date" (CPR/FA, McGuire L, 8/17/14)

PEND LETTER "Agency Name, Pend Letter, date" (Acme Agency, Pend 2, 1-2-12).

File Naming - Filing

Thursday, October 15, 2015 11:27 AM

Main Agency Folder:

- all locations and provider types owned by one agency go under main folder (ResCare, Access Alaska, Catholic Community, etc) currently certified. Agency that start with "The" are named using the root name, leaving "The" at the end of the name (Ark, LLC, The)

Sub-folders:

- Location: If a provider has more than one location, each location should have a Provider Location sub-folder listed with the agency name, and location (Acme Agency Soldotna, Acme Agency, Wasilla). Agency location is OPTIONAL, only for those with more than one location.



Each Provider Agency folder or Provider Location Folder may contain the following sub-folders depending on the information pertaining to the provider:

- Services: Waivers, PCS, Individual Care Coordinators (CCs) specific to location
- Waivers & Variances- maintain one folder under main folder for all locations
- Reports of Investigations-save specific to location
- Audits & Reviews-maintain one folder under main folder for all locations



Exceptions- will be documented at the bottom of this section

Documents:

- Initial Applications Including Add-On Services and New Care Coordinators: Scanned and saved to provider agency folder.

Name as:

- Agency Name(location), Initial Service-type App, Location, Date (Acme Agency-Nome, PCGAPP, 12-13-2010)
- (Acme Agency, Suzie Smith, CMAPP, 01-2012); (Acme Agency, HC123, ResHab-FH, 02-2012)



Note: See end of this section to see acceptable service abbreviations

Recertification Applications:

- Scanned and saved to provider agency folder, in sub-folder for location. If more than one location, should be sub-folders named for each location.
- Name as: "Agency Name-(Location), Provider #, Recert, Date" (Acme Agency-Soldotna, HC123, Recert, 01-2012)

- Cert Forms: saved in the appropriate folder or subfolder.



For Cert Forms only, the date of the document will align with the creation date.

Acceptable names:

- Initial: Acme Agency-Anc,HCAPP,InitialCertForm,01-31-2012
- Initial App Denied: Acme Agency-Anc,HCD,InitialCertForm,01-31-2012
- Initial App Withdrawn: Acme Agency-Anc,HCW,InitialCertForm,01-31-2012
- Initial App Cert/Not Enrolled: Acme Agency-Anc,HCX,InitialCertForm,01-31-2012
- Recertification: Acme Agency-Anc,HC123,RecertForm,01-31-2013
- Extended Certification: Acme Agency-Anc,HC123,ExtCertForm,03-31-2013
- Corrected Certification: Acme Agency-Anc,HC123,CorrectCertForm,03-31-2014
- Ended Certification: Acme Agency-Anc,HC123,EndCertForm,01-31-2014
- Services: if the agency provides both waivers and PCS, there should be subfolders for each service, at each location. Whenever a new service category (CMG, HC, RL, EM, PCG) is added by an agency, a subfolder is created either in the main agency or in the location folder. Name them (Acme Agency-Wasilla-PCS, Acme Agency-Anchorage-Waiver Services).
- Care Coordination: If there are multiple care coordinators certified under one agency, a sub-folder/s maybe created and named “Agency Name, Individual CCs Certified” (Acme Agency, Individual CC Certified). If the agency is even larger, additional sub-folders maybe created and named “Acme Agency, Individual CCs Certified 2011)
- Individual Care Coordinators: Initial application packets and associated documents scan to the provider agency folder and name: “Agency Name, CC Name, CMX, Date of App” (Acme Agency, Snow White, CMX, 01-2012). If there is a sub-folder named “Individual CC Certified in 2012” then it should be saved in that folder. If there is an “Acme Agency CMG folder” save it there. If there is no separate folder labeled either CC or CMG, save out in main folder.



Care Coordinators who are changing agency affiliation should have a copy of their change of affiliation cert form in BOTH the old agency and new agency's folders.

- Waivers & Variances: Name a sub-folder (Acme Agency Waivers & Variances); additional sub-folders created as needed and named “Name of Agency, CPR Waivers, date” (Acme Agency CPR Waivers, 2012) and “Name of Agency, Variances, date” (Acme Agency Variances, 2012).
- CPR/First Aid Waivers: Save all waivers for that provider in that sub-folder. Name the scanned document: “CPR, Agency Name, Last Name, First Initial, (month-year)” (CPR, Acme Agency, Smith, R. 01-2012)
- Variances: When staff processes a variance for an agency, that staff will place a link into

that agency folder to the “Variance Log”.

- Audits & Reviews: subfolder to be named “Agency Name, Provider #, Audits & Reviews: (Acme Agency, HC123, Audits & Reviews)
- Site Reviews : Name and save file as “Agency Name, Provider #, Site Review, date” (Acme, HC123, Site Review, 01-2012)
- Audit Reports: Create a subfolder if needed as “Audit Reports” and name and save document as “Acme Agency, Audit, 01-2012”.

Hard Folders - Filing

Thursday, October 15, 2015 10:26 AM

Filing Where do we want this? Do we want one for Initial and one for Recert/prep for archives?

- New hanging folder and name tag created and placed in file cabinet by support staff;
- Electronic Files: Completed application and the signed certification form are scanned and saved to the agency electronic folder.
- Place in the To Be Scanned box in the copy room
- All agencies are scanned in as many parts as needed
- Each care coordinator and agency are scanned separately

Hard Folders

Filing Where do we want this? Do we want one for Initial and one for Recert/prep for archives?

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- Electronic Files: Completed application and the signed certification form are scanned and saved to the agency electronic folder.
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- Each care coordinator and agency are scanned separately

HCB (Blue)

File Layout 10-4-2013

Section 1 Certification (all agencies)

1. Certification forms
2. Checklist
3. Correspondence

Section 2 Application & Agency Training (All Agencies)

2-1 Application forms (All Forms except Administrator Appointment)

2-2 CIR training certificate

Section 3 Business Information

3-1 Business license

3-2 Certificate of Insurance

3-3 Personnel Info

- Organizational Chart
- Personnel List
- BCP information (Including Internal Form)

3-4 Annual Report

- Quality Improvement Report

- Medication Administration Report
 - Restrictive Intervention Report (See 5-1 J for Policy)
- 3-5 Licenses
- Current ALH license
 - List of Habilitation homes
 - i. Habilitation Home Licenses
 - ii. Contracts
- 3-6 Transportation (transportation- both)
- Vehicle Registration
 - Local Permits
- 3-7 Meals
- Food permit
 - 5-week menu cycle

Section 4 Program Administrator(s)

(May have more than one set if Administrators are different for each program)

- 4-1 Program Administrator Appointment Form/s

- 4-2 Attachments

- Resume
- Educational Qualifications

Section 5 Policies & Procedures

- 5-1 Operations Manual P & P's

- A) Admissions Policy
- B) Complaint Management
- C) Conflicts of Interest
- D) Confidentiality
- E) Critical Incident Reporting
- F) Emergency Response
- G) Financial Accounting
- H) Medication Administration
- I) Quality Improvement Policy
- J) Restrictive Intervention
- K) Termination of Provider Services

- 5-2 Core employee policies

- Background Check
- Training
- Employee Evaluation (NOT currently Required)

- 5-3 Specific Service Requirements

- Care Coordination: Plan of Care policy/procedures; Conflict of Interest; disclosure of ownership statement
- Adult Day: Participant handbook; Building permit; posted emergency procedures; floor plan; ADS service plan
- Day Habilitation services (for unlicensed site-based): Building or use permit and posted emergency evacuation procedures

Section 6 Permanent Data

- 6-1 Notices and/or adverse actions (Sanction notices, Notices to Correct, Records Requests, Other notices

Care Coordinators

PCS (Grey)

PCS Agency Folder Plan

Section 1

4. Certification forms

5. Completed checklist

Section 2

- 1. Correspondence
- 2-1 Application forms
- 2-2 CIR training certificate

Section 3

- 3-1 Business license
- 3-2 Certificate of Insurance
- 3-3a Organizational Chart
- 3-3b Personnel List
- 3-3c BCP information

Section 4

- 4-1 Fiscal/Accounting Process
 - Bank Statement and Budget
 - Confidentiality Policy and Notice of Privacy Practices
- 4-2 PCS Evaluation Procedure
 - PCS Handbook/Orientation Info
 - PCS training Standards
 - PCS training Schedule
 - Backup Plan
- 4-3 Recipient Grievance Procedure
 - Recipient Termination Policy
 - Wills and POA Information
 - Annual Assessment Procedure
 - Annual Assessment Report

Section 5

- 5-1 PCS Administrator Job Description
 - Supervising Nurse Job Description
 - PCS Job Description
 - Certification of completion – SDS PCS Agency Orientation
- 5-2 Resume-FT Supervising Nurse if Agency Based PCS agency
 - Educational qualifications for FT Supervising Nurse

Section 6

- 6-1 Notices and/or adverse actions (Sanction notices, Notices to Correct, Records Requests, Other notices)

Care Coordinators - Filing

Thursday, October 29, 2015 7:20 AM

Mail

Monday, November 16, 2015 3:02 PM

Jamie

Tuesday, November 17, 2015

2:07 PM

New area for outlining the flow of the Manual, it might help you understand what I want to accomplish as an end product. It is extremely rough right now.

File organization: Sections 1-3 and correspondence for multi-site agencies must be copied into all sites

Dieticians that oversee multi-locations providers need copies of their license in each file

When adding a service to an existing certification, make sure all certification dates are the same.

When adding HC services to an existing HC certification, all services must have the same end cert date.

Returned mail:

~~When renewals are returned, c-mail them to provider letting them know their mail is being returned and their responsibility of reporting address changes. Enter case note regarding the returned mail.~~

Go look at the returned mail procedure and LMK if it'll work -SD

Tasks? do you agree which the ones I have in the first box? Any to add related to just this project?

>To make going between pages easier you can add web browser style forward and back buttons for navigation within OneNote.

File -->Options-->Customize Ribbon-->New Group-->Name it "Navigation"--> OK

All Commands--> find the Forward and Back buttons and add them to the group you just created

More for your info but can add it to the Helpful Tools area later as well.

:D

If we share this notebook to Sharepoint the permissions to edit can be set. So I suggest we share it via SP once it is done and let the rest of the team get into it that way but limit the editors to the network copy. Yes, SP will sync nicely with the network version.

A better potential way to lock down editing is via the G drives folder permissions which is something IT (Dave Mills) can do for us. It could be limited to manager/supervisory and the SST with view permissions for everyone else?
http://answers.microsoft.com/en-us/office/forum/office_2010-onenote/can-i-make-pages-or-sections-read-only-in-onenote/0271bcee-701d-47e6-9606-71608f8bf77a?db=5&auth=1

The name of the section **IS** the name of the footer when we go to print or export to PDF format.