

Chapter 20 – Unmet Needs

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Important The required fields referenced in this chapter refer to system-required fields. These fields are required in order for the form to be saved in approved status.

 The information that is required due to policy may be different from those that are system required.

Entering Unmet Needs Information

Introduction

Services that cannot be met at the time of the Assessment are entered into Unmet Needs. The Unmet Needs form is accessible from assessments that provide the link in one or more places:

- Unmet Needs column on the Customer Forms Listing

Customer Forms Listing

[Create New Form](#) [To Person Search](#)

Form Type	Form Date	Form Status	Organization	Unmet Needs	Plan of Care or Service Authorization
FUNCTIONAL ASSESSMENT INSTRUMENT - FRAIL ELDERLY	12/28/2015	WORK IN PROGRESS	4		
TRANSFER - from 5 to 4 Reqst 12/28/2015 - Offer 12/28/2015 - Accpt 12/28/2015	12/28/2015	ACCEPTED	5		
TRANSFER - from 4 to 5 Reqst 12/22/2015 - Offer 12/22/2015 - Accpt 12/22/2015	12/22/2015	ACCEPTED	4		
CARE LEVEL I ASSESSMENT	12/14/2015	APPROVED	4	UMN	
UNIFORM ASSESSMENT INSTRUMENT	12/14/2015	WORK IN PROGRESS	4	UMN [1]	
ABBREVIATED UNIFORM ASSESSMENT INSTRUMENT	12/09/2015	WORK IN PROGRESS	4	UMN	
UNIFORM PROGRAM REGISTRATION	12/07/2015	APPROVED	4	UMN	CREATE

- Unmet Needs primary navigation tab within the assessment

CARE Level I Assessment - Version 3

Assessment Nbr: 1341472

Main & Billing	PASRR	Support, Cognition & Communication	Risks & LTC	Functional Assessment	Unmet Needs	CARE Certificate Input	CARE Certificate
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* Organization: 4 - JAYHAWK AREA AGENCY ON AGING

* Form Status: APPROVED

* Date of Assessment: 12/14/2015 (mm/dd/yyyy)

* Assessment Location: HOME

* Assessor's Name: HULL, BEENA - MEDICALODGE EAST HEALTHCARE ON 3702

Comments

LOC Scores and Level II Referral Indicator

Total ADL Score	3
Total IADL Score	17
Total Cognition Score	0
Total Risk Score	0
Total Threshold Score	20

Referred for level II assessment? N

- Unmet Needs link within the assessment

Uniform Assessment Instrument - Version 3

Assessment Nbr: 1341439 [Unmet Needs](#) [Plan of Care](#)

1 Customer	2 Functional Assessment	3 Nutrition	4 Service Plan	5 Health Physical	6 Health Prescribed	7 Health Evaluation	8 Environn
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Main Demographics

* Form Status APPROVED

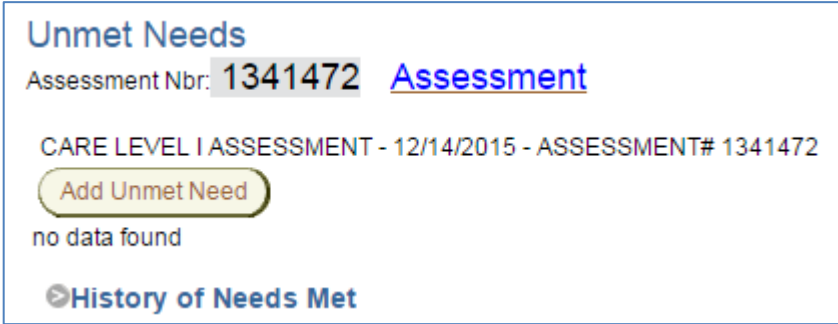
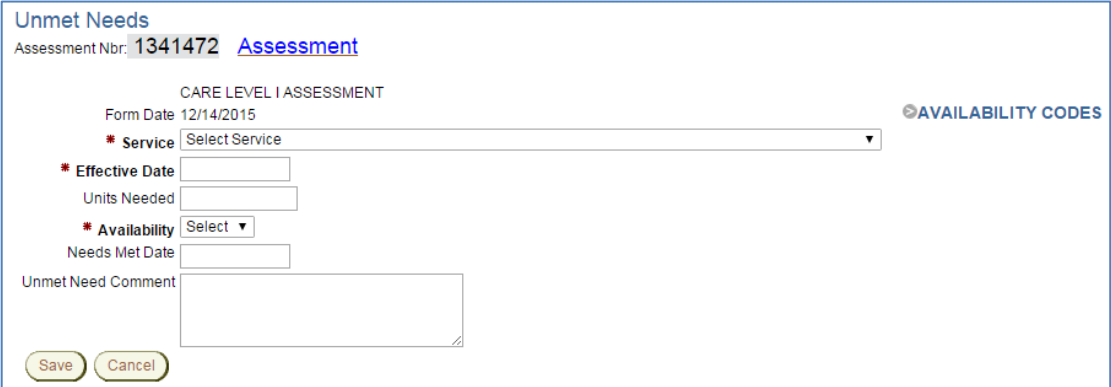

* AAA/CME 4 - JAYHAWK AREA AGENCY ON AGING

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Entering Unmet Needs Information, continued

How To

Follow the steps in the table below to enter information in to the Unmet Needs form.

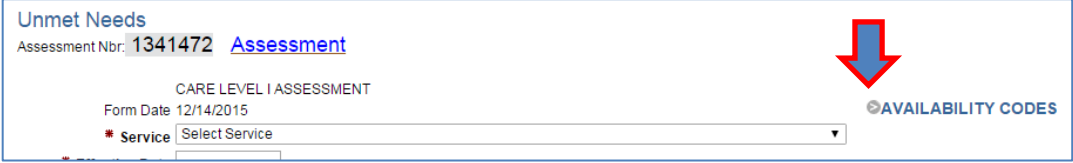
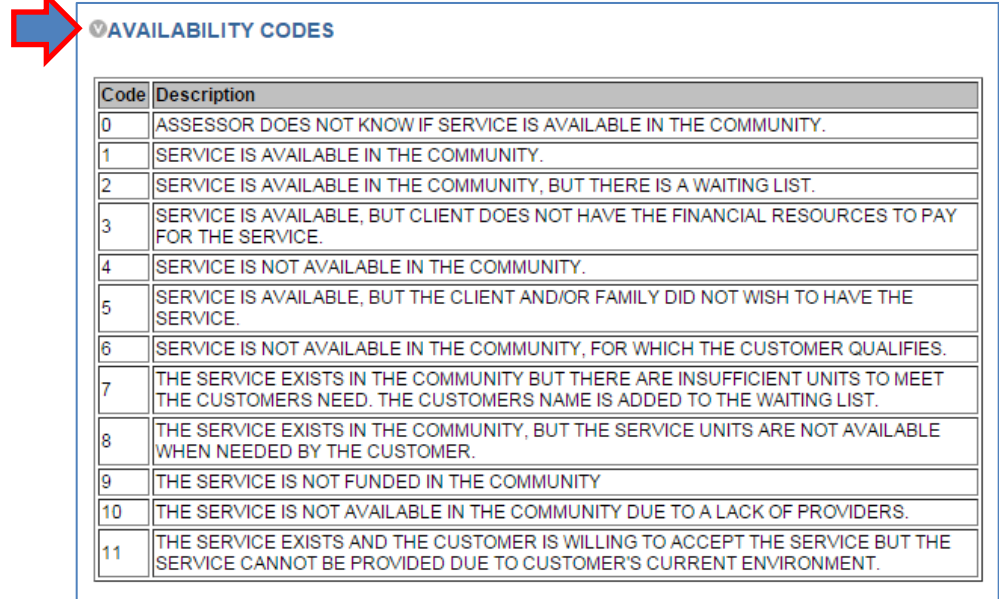
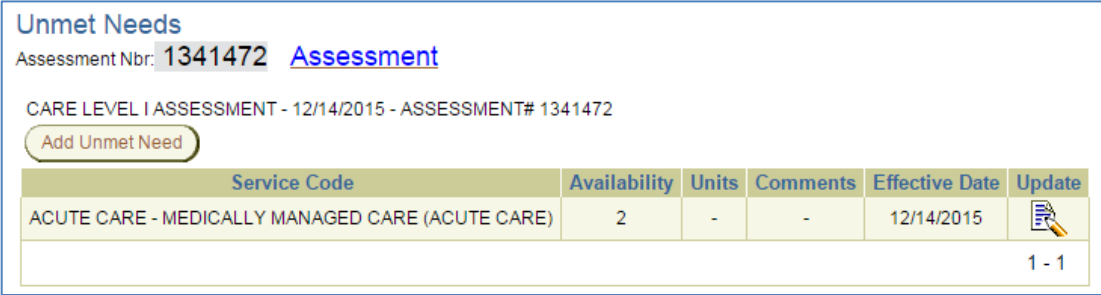
Step	Action	Result
1.	Click on the Unmet Needs link or button associated with the appropriate assessment.	Unmet Needs blank form displays, with a button to add unmet needs:
 <p>The screenshot shows the 'Unmet Needs' form for Assessment Nbr: 1341472. It displays 'CARE LEVEL I ASSESSMENT - 12/14/2015 - ASSESSMENT# 1341472' and a prominent 'Add Unmet Need' button. Below the button, it says 'no data found' and includes a link for 'History of Needs Met'.</p>		
2.	Click on the Add Unmet Need button.	Form fields are displayed
 <p>The screenshot shows the 'Unmet Needs' form with several input fields: 'Service' (a dropdown menu), 'Effective Date', 'Units Needed', 'Availability' (a dropdown menu), and 'Needs Met Date'. There is also a text area for 'Unmet Need Comment' and 'Save' and 'Cancel' buttons at the bottom. A link for 'AVAILABILITY CODES' is visible on the right side.</p>		
3.	Select the Service Code representative of the unmet need.	Required field.
4.	Enter the Effective Date – this is usually the Assessment Date.	Required field.
5.	Enter the number of Units Needed .	
6.	Select the Availability code.	Required field.
7.	If the Code is not known, click on the region expansion arrow  to view the codes and descriptions in the Availability Codes region	Expands the Availability Codes region.

Continued on next page

Entering Unmet Needs Information, continued

How To

continued

Step	Action	Result
7.	Continued	
<p>Availability Codes region closed:</p> 		
<p>Availability Codes region expanded:</p> 		
8.	Enter a Comment .	Optional
9.	Click on the Save button.	A table displays with the entry and the save notification.
		
10.	Repeat steps 2-9 to add any additional Unmet Needs.	The table expands to display each unmet need added.
<p>Note: Click on the Cancel button to cancel entry of the Unmet Need and return to the initial Unmet Needs page. Any information entered in the 'Add Unmet Need' page will not be saved.</p>		

Continued on next page

Entering Unmet Needs Information

How To

continued

Step	Action	Result
11.	Click on the Assessment link to return to the form associated with the Unmet Needs, or click on the Person Forms button in the navigation menu bar to return to the Customer Forms Listing.	The Unmet Needs page is closed and the form or page it was opened from displays.

[Home](#) [Person Search](#) [Person Admin](#) [Person Forms](#) [Case Log](#) [Organizations](#) [Org. Members](#)

[Share-Transfer Workload](#)

KAMIS ID: **657684** Name: **GRIMES, RICK** Customer Status: **ACTIVE; CARE RECIPIENT** [More Person Info...](#)
 Orgs: Primary: **JAYHAWK AREA AGENCY ON AGING** No Secondary
 MCO Org: **SUNFLOWER STATE HEALTH PLAN - MCO**

Unmet Needs
 Assessment Nbr: **1341472** [Assessment](#)

CARE LEVEL I ASSESSMENT - 12/14/2015 - ASSESSMENT# 1341472

Service Code	Availability	Units	Comments	Effective Date	Update
ACUTE CARE - MEDICALLY MANAGED CARE (ACUTE CARE)	2	-	-	12/14/2015	
IAAS - CARE ONLY - INFORMATION ASSISTANCE	5	-	-	12/14/2015	

1 - 2

Updating Unmet Needs – Needs Met

Introduction

When a service entered into Unmet Needs has been met – i.e. the service is now being provided or is no longer needed, the Unmet Need service entry can be updated with the **Needs Met Date**.

How To

Follow the steps in the table below to mark an Unmet Needs service as met.

Step	Action	Result
1.	Use Person Search to locate the customer and click on the View Forms link in the Search Results table.	The Customer Forms Listing displays.
2.	On the Customer Forms Listing page, click on the Unmet Needs link associated with the appropriate assessment.	The Unmet Needs page displays.

KAMIS ID: **657684** Name: **GRIMES, RICK** Customer Status: **ACTIVE CARE RECIPIENT** [More Person Info...](#)
 Orgs: Primary: **JAYHAWK AREA AGENCY ON AGING** No Secondary
 MCO Org: **SUNFLOWER STATE HEALTH PLAN - MCO**

Customer Forms Listing

[Create New Form](#) [To Person Search](#)

Form Type	Form Date	Form Status	Organization	Unmet Needs	Plan of Care or Service Authorization
FUNCTIONAL ASSESSMENT INSTRUMENT - FRAIL ELDERLY	12/28/2015	WORK IN PROGRESS	4		
TRANSFER - from 5 to 4 Reqst 12/28/2015 - Offer 12/28/2015 - Acpt 12/28/2015	12/28/2015	ACCEPTED	5		
TRANSFER - from 4 to 5 Reqst 12/22/2015 - Offer 12/22/2015 - Acpt 12/22/2015	12/22/2015	ACCEPTED	4		
CARE LEVEL I ASSESSMENT	12/14/2015	APPROVED	4	UMN [2]	
UNIFORM ASSESSMENT INSTRUMENT	12/14/2015	WORK IN PROGRESS	4	UMN [1]	



3. Select the **Update** icon next to the service that needs to be updated.

The Unmet Needs detail page displays.

Unmet Needs
 Assessment Nbr: **1341472** [Assessment](#)

CARE LEVEL I ASSESSMENT - 12/14/2015 - ASSESSMENT# 1341472

[Add Unmet Need](#)

Service Code	Availability	Units	Comments	Effective Date	Update
ACUTE CARE - MEDICALLY MANAGED CARE (ACUTE CARE)	2	-	-	12/14/2015	
IAAS - CARE ONLY - INFORMATION ASSISTANCE	5	-	-	12/14/2015	

1 - 2

Unmet Needs
 Assessment Nbr: **1341472** [Assessment](#)

CARE LEVEL I ASSESSMENT
 Form Date 12/14/2015

* Service ACUTE CARE - MEDICALLY MANAGED CARE (ACUTE)

* Effective Date

Units Needed

* Availability

Needs Met Date

Unmet Need Comment

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

Continued on next page

Updating Unmet Needs – Needs Met, continued

How to

continued

Step	Action	Result
4.	Enter the Needs Met Date for the service.	Required
5.	Enter an appropriate Comment describing how the need has been met.	Optional

Unmet Needs
 Assessment Nbr: **1341472** [Assessment](#)

CARE LEVEL I ASSESSMENT
 Form Date 12/14/2015

* **Service** ACUTE CARE - MEDICALLY MANAGED CARE (ACUTE)

* **Effective Date**

Units Needed

* **Availability**

Needs Met Date

Unmet Need Comment

17 of 2000

6.	Click on the Save button.	The met needs information will be saved and the updated entry will move from the <i>Unmet Needs</i> table to the <i>History of Needs Met</i> table.
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Unmet Needs
 Assessment Nbr: **1341472** [Assessment](#)

CARE LEVEL I ASSESSMENT - 12/14/2015 - ASSESSMENT# 1341472

Service Code	Availability	Units	Comments	Effective Date	Update
IAAS - CARE ONLY - INFORMATION ASSISTANCE	5	-	-	12/14/2015	

1 - 1

History of Needs Met

Service Code	Availability	Units	Comments	Effective Date	Needs Met Date	Update
ACUTE CARE - MEDICALLY MANAGED CARE (ACUTE CARE)	2	-	Customer enrolled	12/14/2015	12/18/2015	

1 - 1

Continued on next page

Updating Unmet Needs – Needs Met, continued

How to

continued

Step	Action	Result
7.	Click on the Assessment link to return to the form associated with the Unmet Needs, or click on the Person Forms button in the navigation menu bar to return to the Customer Forms Listing.	The Unmet Needs page is closed and the form or page it was opened from displays.
