Chapter 39

Plan of CARE (POC) Service Reduction Request Form

Table of Contents

Important

The required fields, indicated by a red star (*), referenced in this chapter refer to system-required fields. These fields are required in order for the form to be saved. The information that is required due to policy may be different from those that are system required.

Person Administration Requirements

Introduction

According to each form, certain fields are required within the Person Administration.

Required Fields for Submitted Form Status

Personal Admin Tab / Name Secondary Tab:

NAME (first) (last) – Customer Legal Name
Date of Birth
Medicaid Card ID Number
Gender

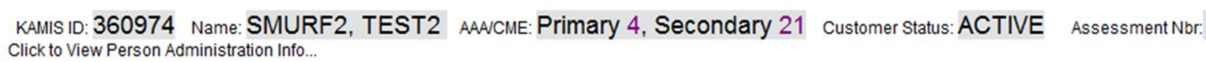
Address Details Tab:

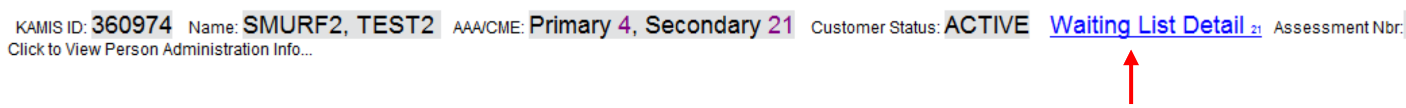
Needs to have the Address Type of ***Residence***
Street
City
County – If out of state – use County "ZZ"
State – If out of country – use State "ZZ"
Zip
Residence – Rural or Urban

Customer Information Heading

Introduction The customer heading displays certain information regarding the customer.

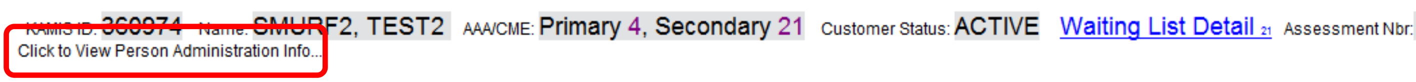
Indicates the Primary ADRC organization, and any customer shares (secondary) to other organizations. Customers are shared automatically with the KanCare Organization through a nightly update from the MMIS system.

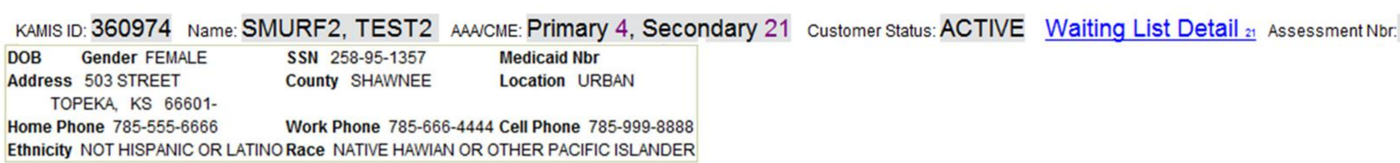




Clicking on the link will access the Waiting List Detail page

Click on the “Click to View Person Adminstration Info…” link to view the current demographic information of the customer.





Request Actions Region

Purpose

The Request Actions Region will display the form status and after the form has been created the **Submit Request to KDADS** action button will display.

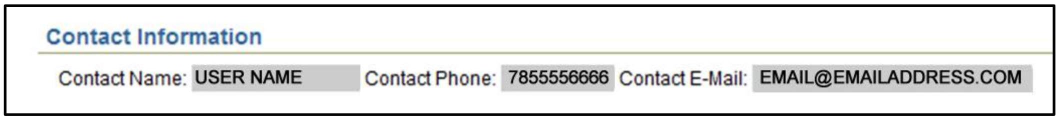
Prior to Creating the Request

After the Request is Created – Action Buttons as displayed

Contact Information Region

Purpose

All fields displayed in this region are automatically populated with the users' information.

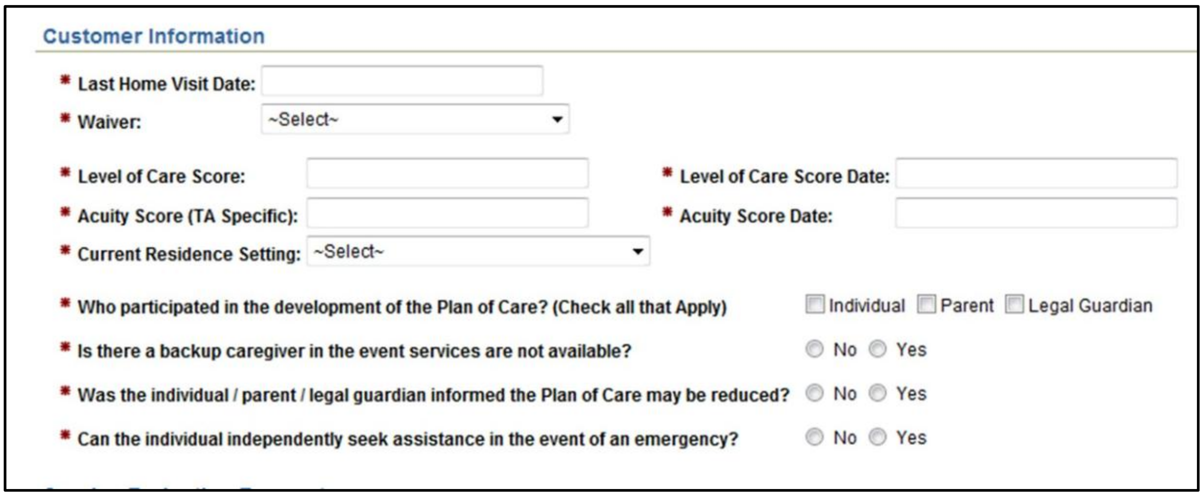


Customer Information Region

Purpose / Required Fields

The region contains additional information regarding the customers' condition.

All fields displayed in this region are required in order to save the request as work in progress.

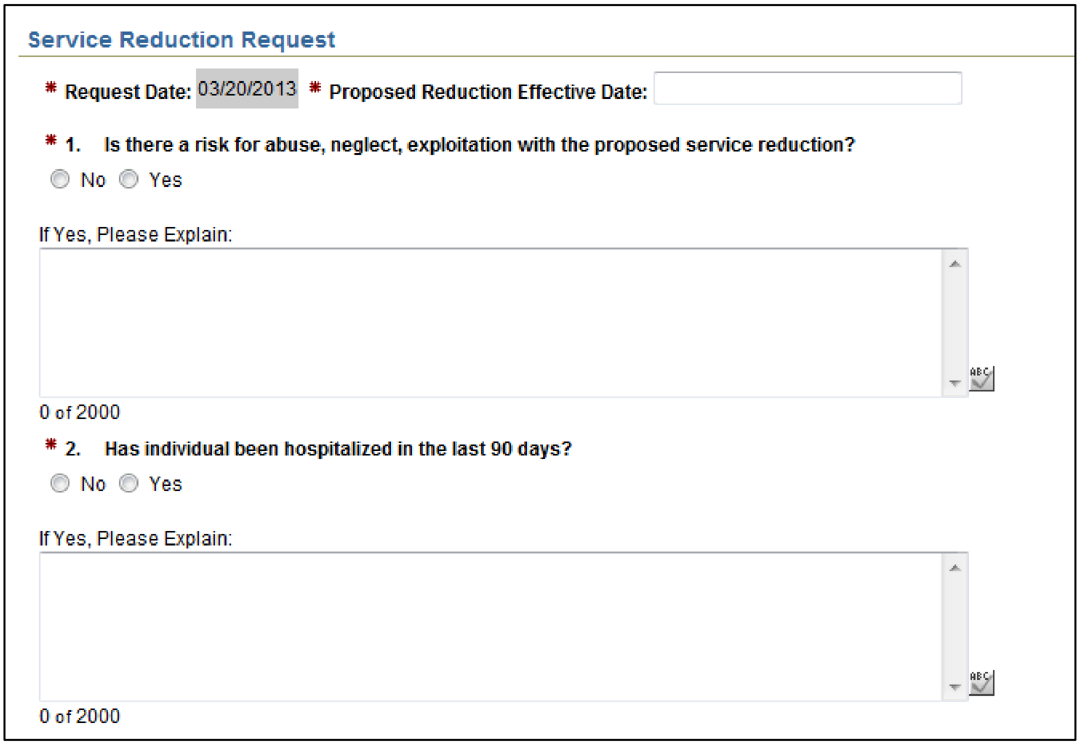


Service Reduction Request Region

Purpose

This region contains ten questions that will be used in the decision to approve the request, approve the request with recommendations or to deny the request.

Top Portion of the Region as an example



Service Reduction Request

* Request Date: 03/20/2013 * Proposed Reduction Effective Date:

* 1. Is there a risk for abuse, neglect, exploitation with the proposed service reduction?

No Yes

If Yes, Please Explain:

0 of 2000

* 2. Has individual been hospitalized in the last 90 days?

No Yes

If Yes, Please Explain:

0 of 2000

Required Fields

Request Date: Auto-populated with the current date.
Proposed Reduction Effective Date: Must be greater than the current date.

All questions are required. If the answer is "Yes" then the Explanation comment is required.

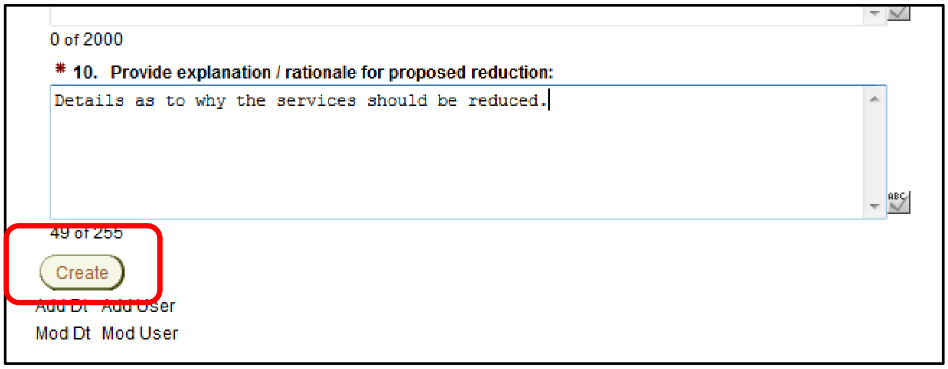
The Ten Questions:

1. Is there a risk for abuse, neglect, exploitation with the proposed service reduction?
2. Has individual been hospitalized in the last 90 days?
3. Is the individual cognitive impaired?
4. Does the individual need assistance with modality?
5. Does the individual require assistive or medical devices?
6. Does the individual require two person transfers?
7. Is the individual a quadriplegic?
8. Is the individual homebound?
9. Is lack of Provider capacity to serve an issue for the individual?
10. Provide explanation / rationale for proposed reduction:

Creating the Request

Purpose

Once the information is entered on the request, click on the “Create” button at the bottom of the page. The status will be Work in Progress.

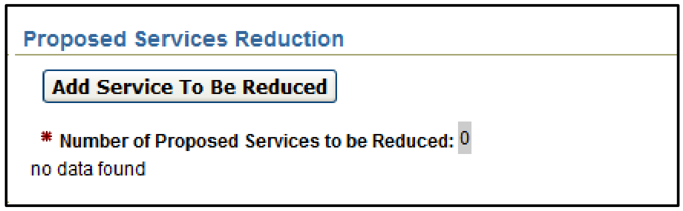


Proposed Services Reduction Region

Purpose

The "**Add Service To Be Reduced**" button will display once the form has been created and is in Work in Progress status.

Click on the button to forward to the Proposed Services Reduction page to enter information regarding the services that are proposed to be reduced.

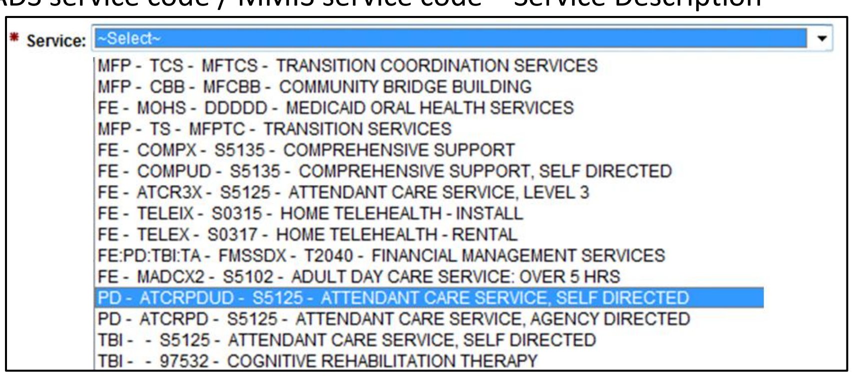


Proposed Services Reduction page

Required Fields

All fields displayed on this page are required. The Services listed in the drop down list are the services currently available to be provided for all waiver types.

Key to the service information:
Waiver – KDADS service code / MMIS service code – Service Description



Data entry instructions are on the next page.

Proposed Services Page – Entry

How To Follow the steps in the table below to add the service(s) proposed to be reduced.

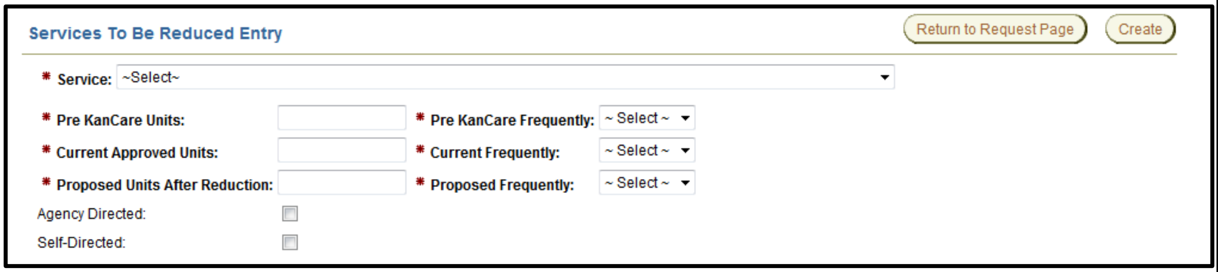
Step	Action	Result
1.	Select the proposed ***Service*** for reduction.	The Services listed in the drop down list are the services currently available to be provided for all waiver types.
2.	Enter the ***Pre KanCare Units*** that the service is being provided.	
3.	Select the ***Pre KanCare Frequency*** of the units is being provided.	Options are: • Once • Day • Week • Month
4.	Enter the ***Current Approved Units*** that the service is being provided.	
5.	Select the ***Current Frequency*** of the units is being provided.	Options are: • Once • Day • Week • Month
6.	Enter the ***Proposed Units After Reduction*** that the service will be provided after the reduction.	
7.	Select the ***Proposed Frequency*** of the units is being provided.	Options are: • Once • Day • Week • Month
8.	Select if the service is ***Agency Directed*** or ***Self-Direct***.	One or both can be selected.

Continued on Next Page

Proposed Services Page – Entry (Continued)

How To *Continued*

Step	Action	Result
9.	Click on the **Create** button.	The service information will be added to a table in the "Service To Be Reduced Entry List" region.



Step	Action	Result
10.	Continue until all services that are being proposed for reduction is entered.	
11.	To edit an existing service line	Follow the steps below:

Step	Action	Result
1.	Click on the Paper/Pencil icon under the edit column.	The line information will be populated into the data entry fields for editing.
2.	Enter the changes.	
3.	Click on the **Apply Changes** button	Changes are made to the table.

Step	Action	Result
12.	Click on the **Return to Request Page** button.	Returns to the Request page.

Proposed Services Reduction Region – Completed

Purpose

Once returned to the Request Page, the services entered on the previous page will be listed in this region.

Proposed Services Reduction

Add Service To Be Reduced

* Number of Proposed Services to be Reduced: 1

Waiver	MMIS Service Code	KDADS Service Code	Unit of Measure	Service	Agency Directed	Self Directed	Pre Kancare Units	Pre Kancare Frequency	Current Approved Units	Current Approved Frequency	Proposed Units	Proposed Frequency
PD	S5125	ATCRPD	15 MINUTES	ATTENDANT CARE SERVICE, AGENCY DIRECTED	Y	-	40	DAY	40	DAY	35	DAY

1 - 1

Required Fields

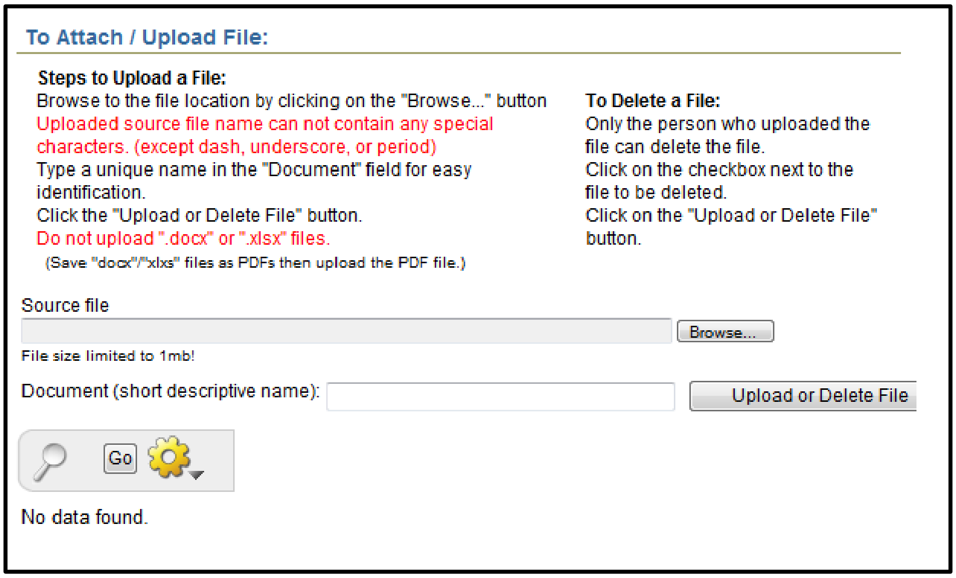
At least one service is required in order to submit the request to KDADS.

View / Attach File(s)

Introduction At times, it is necessary for additional information to be attached to the report.

How to Attach a File Follow the steps below to attach a file to a specific report.

Step	Action	Results
1.	Click on the View / Attach Files button.	To Attach / Upload File window displays.



Step	Action	Results
2.	In the Attachments region, click on the **Browse** button	The "Choose File to Upload" dialog box displays.
3.	Browse to the saved document to be attached.	For best results attach only the following type of documents:

Document Type	Action
Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching
PDF (Acrobat)	Attach with no additional steps needed
Graphics	Attach JPG or GIF type graphics – do not attach TIF files

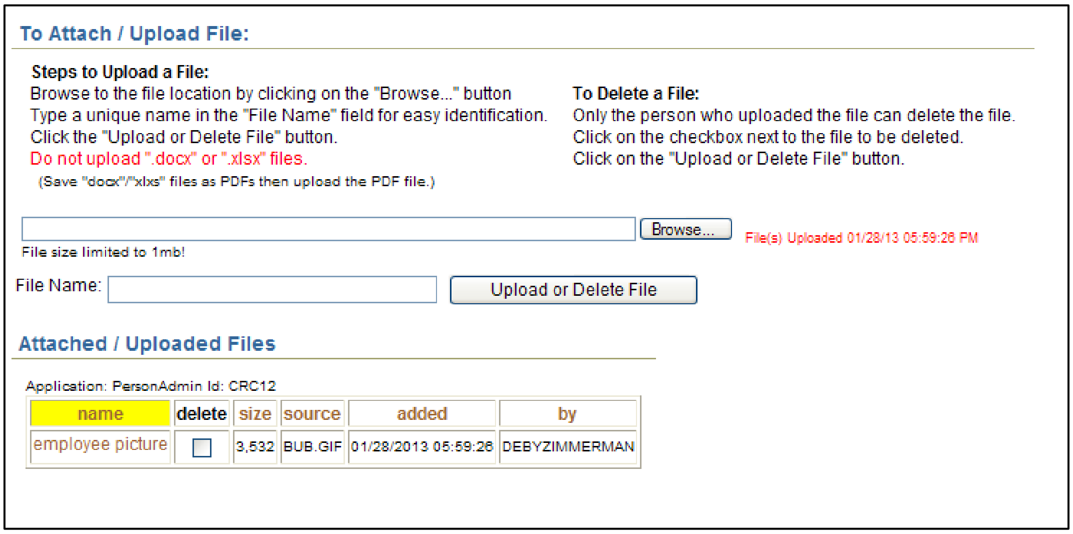
Step	Action	Results
4.	On the Choose File to Upload dialog box, click on **Open** button	File is selected and entered into the Upload File field.
5.	Enter a **Name** in the File Name field.	

Continued on Next Page

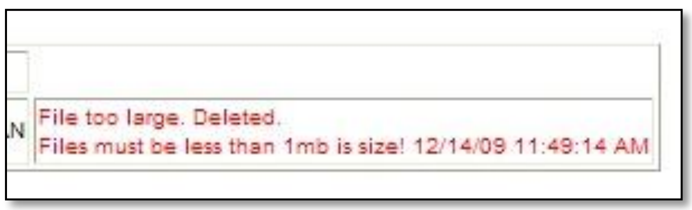
Upload File Attachment Utility (Continued)

How to Attach a File *Continued*

Step	Action	Results
6.	Click on **Upload or Delete File** button	Completes the upload. Table of the attached files is displayed.



Note: If the file is too large, a warning notice will be displayed that the file was too large and was deleted.



Viewing an Attachment

How to View the File Follow the steps below to view an attached file on a specific report.

Step	Action	Results
1.	Click on the **file name**	"Employee Picture" in the above example
2.	The document will open in a separate window.	

Deleting an Attachment

Introduction The delete option is only available to the user who originally attached the file.

How to Delete a File Follow the steps below to delete an attached file on a specific report.

Step	Action	Results
1.	In the Attachments region, click on the **check box** under the delete column.	

Attached / Uploaded Files

Application: PersonAdmin Id: CRC12

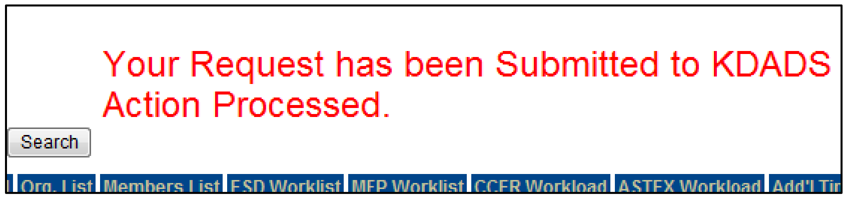
name	delete	size	source	added	by
employee picture	☑	3,532	BUB.GIF	01/28/2013 05:59:26	DEBYZIMMERMAN

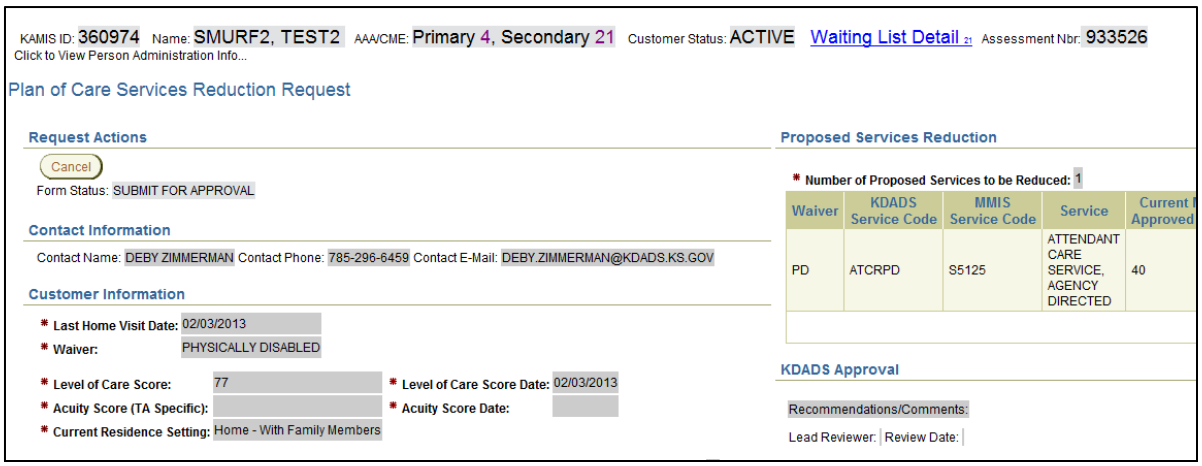
Step	Action	Results
2.	Click the **Upload or Delete File** button.	File is deleted from the system.

Submitting Request to KDADS

How To Follow the steps in the table below to submit the request to KDADS for action.

Step	Action	Result
1.	Click on the **Submit Request to KDADS** button.	Message of submission will display in the page heading and All form fields become disabled.





Step	Action	Result
2.	The request will be available for action by the KDADS Program Managers.	
3.	Click on the **Cancel** button.	Returns to the Customer Forms page.

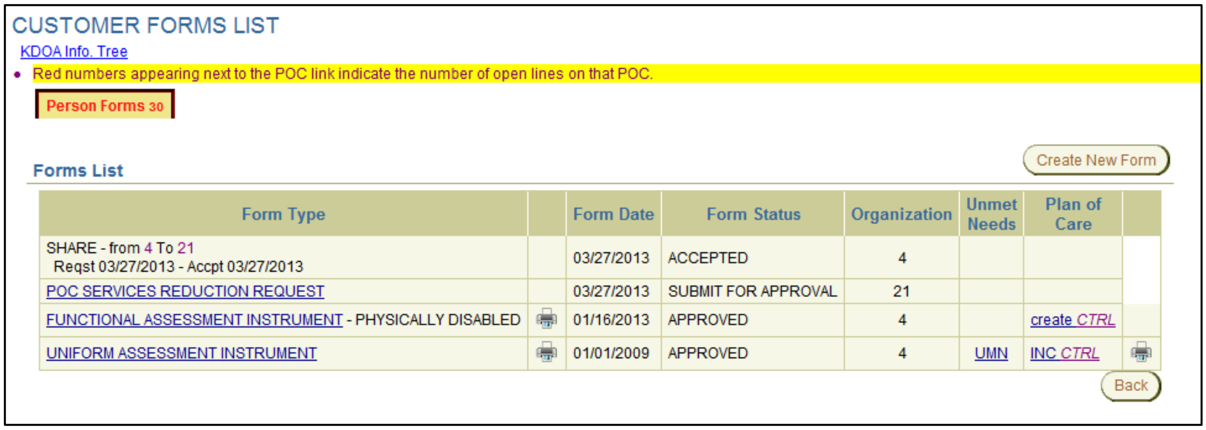
KDADS Approval Region

Introduction

Once the KDADS Program managers take action on the request, the status will change to correspond to that action. Open the request to review any recommendations or comments that may have been made.

- Through the Forms Listing:

Click the link on the Forms table:


CUSTOMER FORMS LIST

KDOA Info. Tree

- Red numbers appearing next to the POC link indicate the number of open lines on that POC.

Person Forms 30

Forms List

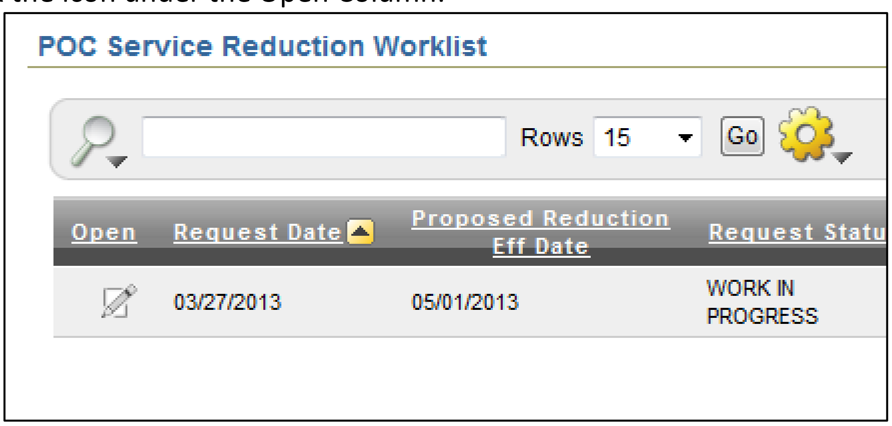
Create New Form

Form Type		Form Date	Form Status	Organization	Unmet Needs	Plan of Care	
SHARE - from 4 To 21 Reqst 03/27/2013 - Accpt 03/27/2013		03/27/2013	ACCEPTED	4			
POC SERVICES REDUCTION REQUEST		03/27/2013	SUBMIT FOR APPROVAL	21			
FUNCTIONAL ASSESSMENT INSTRUMENT - PHYSICALLY DISABLED		01/16/2013	APPROVED	4		create CTRL	
UNIFORM ASSESSMENT INSTRUMENT		01/01/2009	APPROVED	4	UMN	INC CTRL	

Back

- Through the POC Service Reduction Workload:

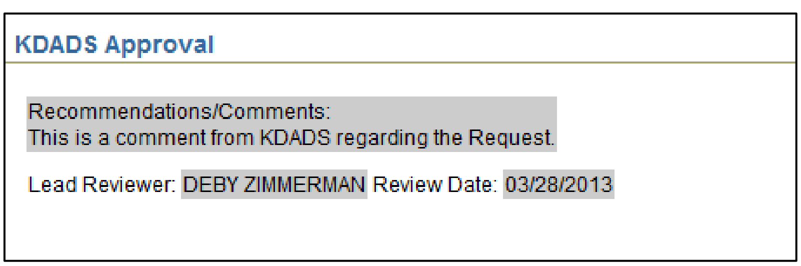
Click the icon under the Open Column:


POC Service Reduction Worklist

Rows 15 Go

Open	Request Date	Proposed Reduction Eff Date	Request Statu
	03/27/2013	05/01/2013	WORK IN PROGRESS

Recommendation / Comments


KDADS Approval

Recommendations/Comments:
This is a comment from KDADS regarding the Request.

Lead Reviewer: DEBY ZIMMERMAN Review Date: 03/28/2013

POC Service Reduction Workload

Introduction

The POC Service Reduction workload page is where all requests are listed. The list is in an Interactive Report format, which gives the user a table view then allows the user to utilize filters and other reporting tools to create custom views of the data.

Security installed on the workload allows only the customers that are associated with the users' organization to display. It will also give the organization one area to review statuses of requests submitted.

Quick Steps to select information:

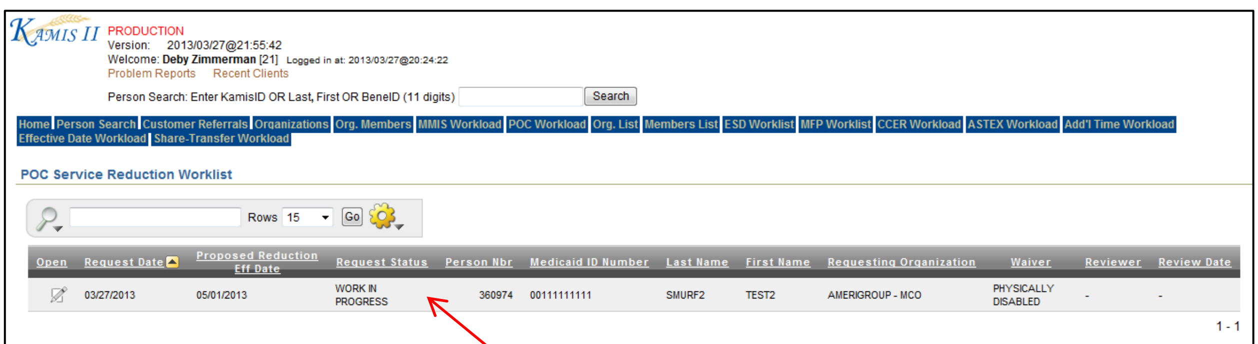
- Click on the pencil/paper icon under the Open column to open the request.
- Click on any column heading for a quick sort or filter of the information.

How To

Follow the steps in the table below to access the workload for POC Service Reduction Requests. This is the workload where KDADS will access all requests submitted.

Step	Action	Result
1.	To access the workload, click on the **POC Service Reduction Workload** button. POC Service Reduction Request Workload	Workload displays.

Search Criteria Fields



Search Results

Columns

- Open – Will open the request
- Request Date
- Proposed Reduction Effective Date
- KAMIS Person Number
- Medicaid ID Number
- First and Last Name
- Requesting Organization
- Reviewer
- Review Date
- Request Status –
  - Work in Progress
  - Submitted to KDADS
  - Approved
  - Approved with Recommendations
  - Denied
  - Aborted

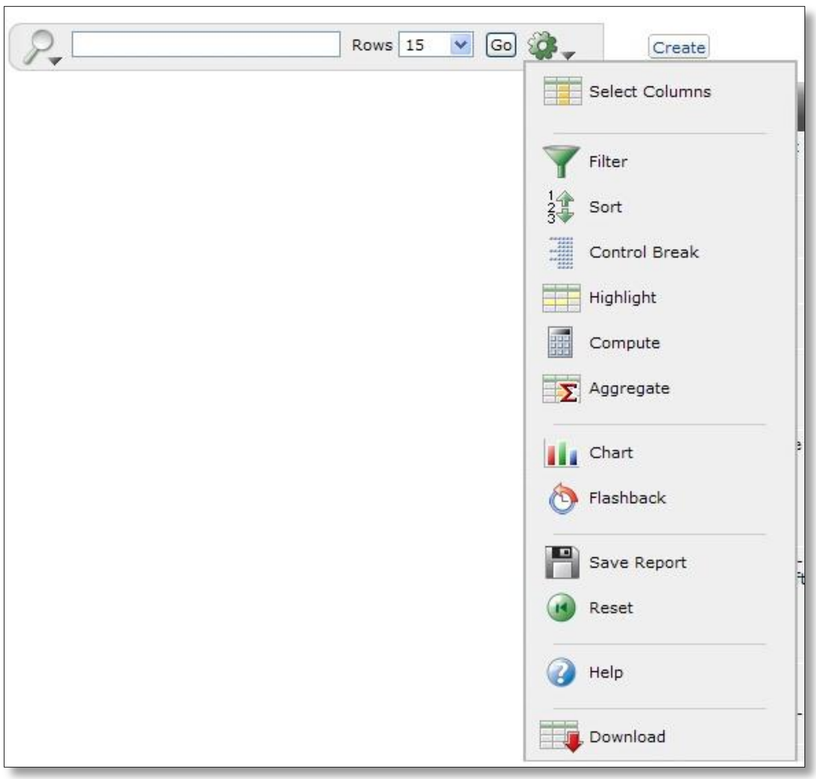
POC Service Reduction Workload – Interactive Report Functions

Features

Below are the more commonly used reporting tools features offered by an interactive report.

How to

1. Open the Web Application at the Interactive Report view.
2. Click on the gear icon.
3. Report Control List will display.

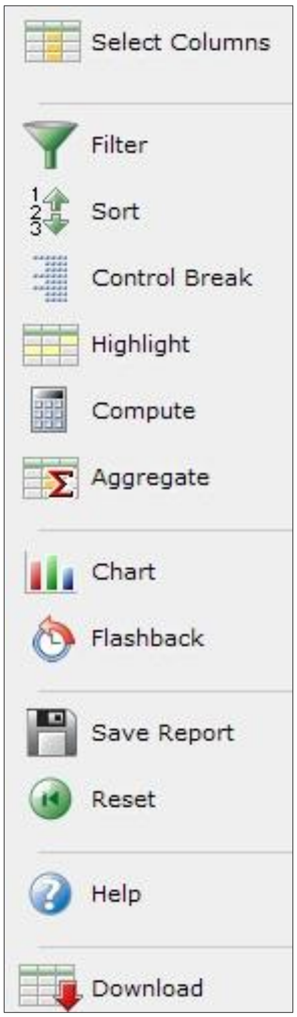


Functions Covered

This instruction guide will cover only the most commonly used report functions. Those functions are Filter, Sort, Reset.

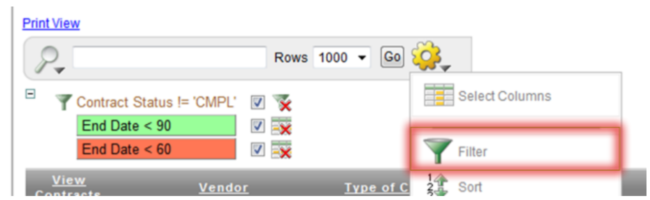
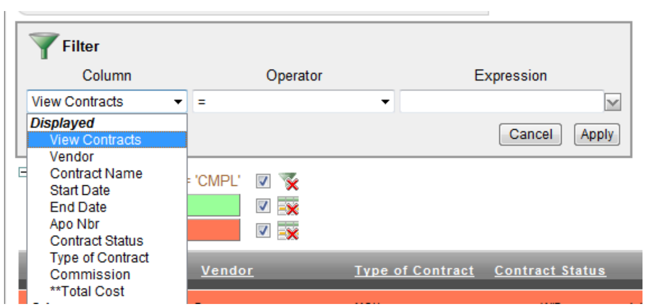
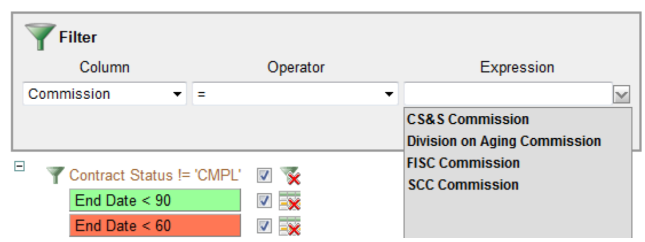
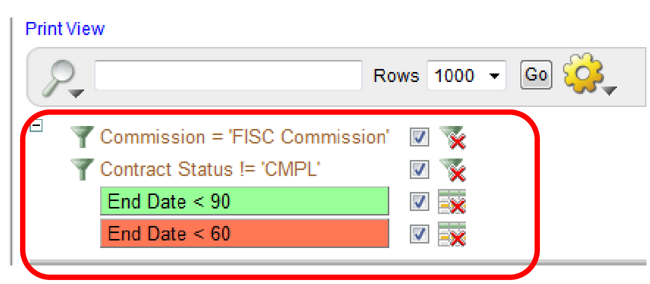
POC Service Reduction Workload – Descriptions

Functions Below is the description of the functions available in an interactive report.

Reporting Control List	Action
	**Select Columns** – Used to modify the columns displayed. The columns on the right are displayed. The columns on the left are hidden. You can reorder the displayed columns using the arrows on the far right. Computed columns are prefixed with **.
	Filter – Used to filter data for a more detailed view of information.
	Sort – Used to change the column(s) to sort on and whether to sort ascending or descending. You can also specify how to handle nulls (use the default setting, always display them last or always display them first). The resulting sorting is displayed to the right of column headings in the report.
	Control Break – Used to create a break group on one or several columns. This pulls the columns out of the Interactive Report and displays them as a master record.
	Highlight – Highlighting allows you to define a filter. The rows that meet the filter are highlighted using the characteristics associated with the filter.
	Compute – Computations allow you to add computed columns to your report. These can be mathematical.
	Aggregate – Aggregates are mathematical computations performed against a column. Aggregates are displayed after each control break and at the end of the report within the column they are defined. Only numeric columns will be displayed.
	Chart – You can include one chart per Interactive Report. Depending upon the data in the report, the chart function may not be useful.
	Flashback – Not available.
	Save Report – Saves the customized report for future use. You provide a name and an optional description. A tab will be displayed for each report saved.
	Reset – Restores report to the default settings.
	Help – On-line Help on report functions.
	Download – Allows the current report to be downloaded. The download formats is CSV which can be opened through Excel.

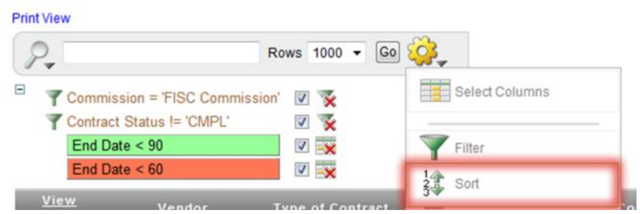
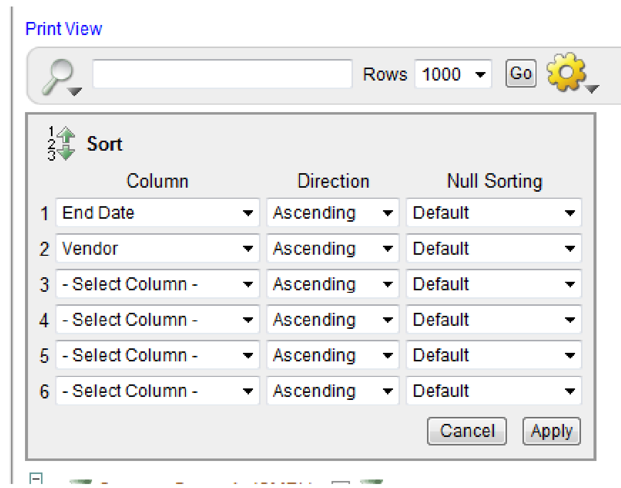
POC Service Reduction Workload – Filter

How To Follow the steps in the table below to filter a Report.

Step	Action	
1.	Select **Filter** from the Control list.	
2.	Select the **Column** to filter Select the **Operator**	
3.	Select the **Expression**. • By clicking on the drop down arrow at the end of the express field, options will appear if appropriate.	
4.	Click on the "**Go**" button. Report will display. The filter criteria will display at the top of the report.	

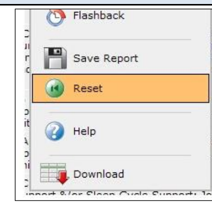
POC Service Reduction Workload – Sorting

How To Follow the steps in the table below to sort a Report.

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1.</td><td>Select Sort from the Control list.</td><td>
</td></tr>
<tr><td>2.</td><td>Select the Column(s) to be sorted.
Select the Direction (Ascending or Descending)
Select how the Blank Fields (nulls)should be displayed.</td><td>
</td></tr>
<tr><td>3.</td><td>Click on Apply. Report will display.</td><td></td></tr>
</table>

POC Service Reduction Workload – Reset Report

How To Follow the steps in the table below to reset the Report back to default.

Step	Action	
1.	Select **Reset** from the Control list.	
2.	Click on the **Apply** button to reset the report.