Hospital DAILY Tracking Process Detail Steps:

1. Open the following locations:
   A. Medicaid Application Inbox Shared Email – this is where applications are sent by the facility coordinators and approval, denials and notices from our DSHS representative are sent, or any related correspondences – you must have permission granted by Beth Goupillon or Bianca Finley to access this inbox.

   B. IP SharePoint:
   http://wadoc/sites/healthsvcs/mdu/Lists/ACA%20Inpatient%20Tracking%202014/CY%202015.aspx – where hospitalizations are tracked and workflows for application process are created. You must have permission granted by Beth Goupillon to view this website

   C. OMNI Leave Report -
   http://omnireport/OMNI_Reports/Pages/Report.aspx?ItemPath=%2fHealth_Services%2fClinical%2fPopulation%2fInmates_on_Leave – Report manager 'canned' report showing offenders on medical types of leave.

   D. Medicaid App Tickler- "W:\Health Care Services\Healthcare Finance Unit\Medicaid\Forms-Docs\Docs\Medicaid_App_Tickler.xlsx"- where hospitalizations are tracked prior to completion of the event. This is also utilized by the UM nurses for incident tracking so must be updated daily.

   Check the entries for return dates, update with IRMS and Census and then Leave Report

2. Daily duties:
   A. Open the Medicaid App Tracker/Tickler
      1) Check each entry through OMNI movement for a possible discharge date
         a. If there is no discharge date, enter into SP (if not already done) and continue to monitor daily. If the event is overnight, more than 8 hours it must be entered into the SharePoint.
         b. If there is a discharge/return to facility date, update SP, begin workflow if appropriate (see directions below) and remove from tickler list.

   B. Review facility census reports (in DOC Medbox), the data warehouse leave report (link above) and IMRS reports (emailed) for potential hospitalizations.

   NOTE: If the offender went to multiple hospitals, each one should be entered into SharePoint.

   C. The day a hospitalization occurred, list it on the Excel spreadsheet "tickler"

      1) Complete all fields in the spreadsheet
      2) Check daily for return movement, transfers, etc.

3) Add the event to SharePoint once the offender has been out overnight and 8 hours

4) Remove the event from the tickler once the offender has returned

5) Add the end date to the SharePoint and start the workflow if appropriate (see instructions below)

D. Once the offender has been out overnight (over 8 hours), enter the event into SharePoint. To initiate an event in the SharePoint (link above):

1) Click "New" to open a new form

2) Enter the last name and first name of the offender – do NOT use a comma or middle initial

3) ALWAYS leave the default of "Unknown" for the question "IP BILL?" this is updated by claims staff

4) Enter the DOC #

5) Enter the ERD/PRD from OMNI (if LWOP enter 12/31/2999)

6) Choose from the drop down menu Y/N in the field "65 and older?" (OMNI)

7) If the offender is deceased, enter "Y" for deceased

8) If you are certain the entry is for a violator, check the violator box.

9) Enter the name of the violator facility that the offender is being held at

10) Choose from the drop down menu the facility from the census that reported the offender event in the "Facility" field.

11) Choose from the drop down menu the facility to which the offender returned after the event in the "Current Facility" field (if the offender is still out at the time of entry, track daily until the offender returns)

12) Enter the ProviderOne ID from the OMNI Health Services Tab under General Information http://omni/omni/med/gi/genInfo.htm

13) Skip ACES ID

14) Enter the admit date per movement/census/IMRS (if this differs from OMNI movement info, census, etc., note this in the "Notes" section of the form)

15) Enter the d/c date if known (if the offender is still at the hospital, check OMNI daily until the offender returns at which point, follow the directions below to complete the form). If the offender hasn't returned, leave blank

16) Diagnosis – enter the reason for the event (i.e. chest pain, etc.)

17) Skip PA required

18) Skip PA approve

19) If this is a female offender going out for OB events, choose Y in the drop down "Pregnant?"

20) "Previous application during current incarceration" select yes or no

21) Medicaid Benefit Status – (new with implementation of suspension) you will determine this by reviewing the information in P1 using the Benefit Inquiry search.

   a. If there are suspended benefits, select "Suspended –P1 Benefits"

   b. If the offender does not have Suspension, select "No Prior Medicaid Benefits"

c. Click on the "Client" tab and "Benefit Inquiry
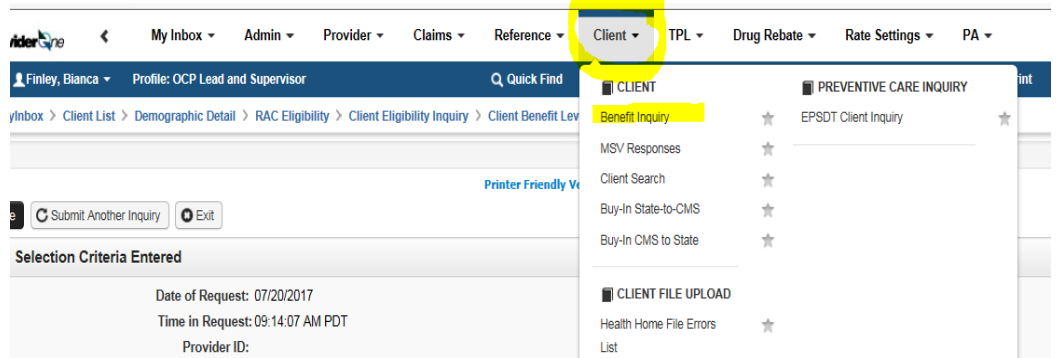
d. Enter the ProviderOne number

e. Enter an inquiry date (use "most recent; prison admit date") and click "submit" and change the "Inquiry Start Date" to previous year. If the date is too far back, it will not pull anything.
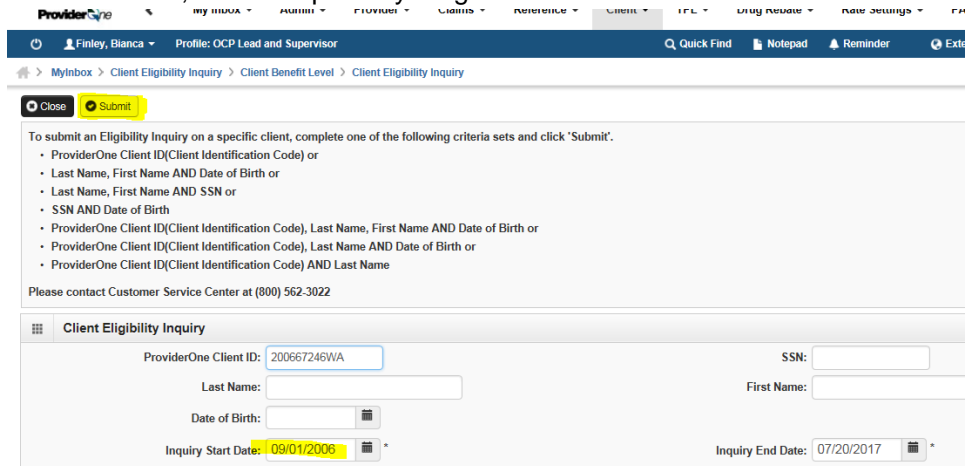
f. if there is NO Medicaid RAC (anything not 8000, 8500) suspended for that period, you would start a workflow and not have to do so again for future events (unless it had an end date, not 12/31/2999..

g. if there IS a Suspended RAC, you will see an open ended Medicaid RAC concurrent with a DOC or jail RAC (8000 or 8500)

h. If there are suspended benefits, send an email to MAS4s and supervisors notifying that there are benefits ok to use. Add notes to SP that email was sent.

22) Scenario indicator – indicates the type of workflow to be sent if needed. **Because of suspension, DOC needs to try to obtain a signature whenever possible.**

- 1-New Classic – 65+ year old offenders for whom DOC has not applied before or who have had a break in their incarceration since the last DOC application **and who are not "Suspended" in ProviderOne**

- **2-Classic (HQ) – 65+ year old offenders for whom DOC has applied before, without a break in incarceration and DOC has received a signed application within the year.**

- 3-New ACA-18-64 year old offender for whom DOC has not applied before or who have had a break in their incarceration since the last DOC application **and who are not "Suspended" in ProviderOne**

- 4-ACA (HQ) --18-64 year old offenders for whom DOC has applied within the year previously and who have NOT had a break in their incarceration **and DOC has an offender signed application within the year and without a break incarceration. 14-170 Form**

- 5-AEM – possible alien offender (requires a new signature each event)

- 6-No action – suspended benefits – this is to be used if there are IP benefits only covering the date(s) of service for this event (no workflows to be sent)

- 7-N/A (See notes) – for events that may be covered by L&I, another insurance (no workflow to be sent)

23) Application Status – for the initial entry, you will use one of three options only:
  a. <u>Not started</u> (default option); used if a workflow will be sent to obtain an application for submission
  b. <u>Not entered (suspended benefits)</u>; to be used if benefits are suspended and in IP only status
  c. <u>Not Eligible</u> – initially will only be used if an offender is an out of state boarder

  If the offender is a boarder, this will be showing in the OMNI header under the "Category" field labeled "Inmate – From Out of State" as

DS, Virgal Glenn (276129)				ERD: Life RLC: LOV
				View All Photos | Legal Face She
DOB: 08/06/1961	Comm Concerns: No	SO Risk Category:	Custody Level: Medium	Body Status: Active Inmate
Age: 55	Wrap Around: No	PREA: No Risk Identified	Category: Inmate - From Out Of State	Location: MCC-WSR — CHA / A338L
Gender: Male	Safety Concerns:	ESR SO Lvl:	Single Cell Required:	CC/CCO: Stouffer, Breezann K

they are not state residents, they are not eligible for WA State Medicaid. . No workflow should be started

24) Not Eligible Reason – if you have determined the offender is not eligible, choose the appropriate reason from the drop-down, otherwise, move on to the next field

25) If you initiate a workflow, enter the date you sent it to the facility or HQ staff (this is to be done the same day you enter the d/c date upon the offenders return to prison)

26) HQ received date – will be filled in later after application has been received

27) Date app submitted -– will be filled in later after application has been received

28) Notes – enter any pertinent information – notes about previous eligibility in the community, suspension of benefits, previous applications/benefits with DOC, issues with movement or date of services differences, consult numbers, etc. – always initial and date your entries

NOTE: Please start a new line in notes, do not continue on previous notes, include date and initials.

29) Skip down to Hospital - Choose a hospital from the list (if hospital is unknown, check for a consult in OMNI or leave blank, if unknown. If a hospital is not on the list, contact Beth/Bianca to add).

30) Click "OK" to complete the form

E. Check the movements of offenders daily in OMNI who have had hospital events to determine when they return

1) When an offender has returned to the facility, reenter the SharePoint form:
  a. Find the offender event you previously entered in SharePoint and click on the name to preview the form
  b. Click "Edit Item" to enter and complete the form
  c. Enter the d/c date
  d. Enter the current facility (the facility the offender returned to)
  e. Enter any other pertinent information in the notes section on a new line with your initials and date
  f. Enter the date you initiated a workflow if one is needed (this should be the date you are updating this event in SharePoint!)

  g. Scroll to the bottom of the form and click "OK"
  h. Go back and initiate the workflow if one is needed using the directions below:

2) Starting a "Work-flow" – serach the Applications Folder to ensure that we do not have an application signed by the offender, if benefits are not suspended. If we have an application, or the offender has suspension, no workflow is needed. If we do not have an offender signed:

    a. Find the offender event and click on the name to preview the form
    b. On the top bar above the form, click on "Workflows"
    c. Click on the workflow according to the scenario chosen as appropriate
    d. All workflows will have an automatic send to the DOC Medicaid applications inbox and a cc to Beth Goupillon indicating the appropriate forms need to be completed

        1) For workflows that go to the facilities: Click on the CC section to enter the name of the facility coordinator - locate the name or enter the user ID and click "Ctrl K" to auto fill the name (refer to the coordinators contact sheet – send to the first listed name for that facility. This workflow goes to the coordinator at the facility the offender returned to after leaving the hospital (confirm the offender's current location in OMNI). CC Beth and Bianca

        2) For HQ workflows, the person assigned to Medicaid applications will monitor the inbox for these workflows – you may also put the staff name who is assigned the Medicaid application tasks in the CC section as well

    e. Click "Start" to start the workflow. You will receive an email stating the workflow has begun.
    f. This workflow gives the individual 2 or 7 days to complete depending on the scenario chosen. You can shorten these days as necessary – you will receive reminder emails weekly after the due date if they do not complete it in the allotted time.