DOC Medicaid Inbox Instructions

Medicaid Application Outlook inbox MedicaidApplications@DOC1.WA.GOV

Check the Medicaid Applications inbox in Outlook for applications several times throughout the day.

Any outgoing emails regarding ACA must be sent from this box and also cc'd to this box, as emails sent from the box will not be reflected in this box' "Sent" folder, but in your own email's "Sent" folder, instead. This would include any questions to the facilities, issues/errors to HCA or DSHS, etc.

**Emails may be categorized generically (Inpatient, Work Release, 1290's, etc.). Please be sure as you are working the emails, the email is categorized to yourself as well. **

FOR EMAILS CONTAINING APPLICATIONS:

Applications are priority, and must be processed and filed in the appropriate folder as soon as possible.

1. Open the email. Determine if the applications are for inpatient, releasing or Work Release offenders (check the ERD date - if it is more than a few months away, it is usually inpatient or Work Release). You may have to check the all the SharePoint sites to see if the offender is listed there.

2. INPATIENT Applications (they will either say IP in the email or on the application. It can also be determined by the ERD date – if the ERD is more than 60 days out, it could be IP.

    A. If the applications are <u>inpatient</u> save the application in the same folder as releasing and WR apps. Save the file as: Last Name, First, (DOC) – copy and paste from OMNI to avoid mis-keying.

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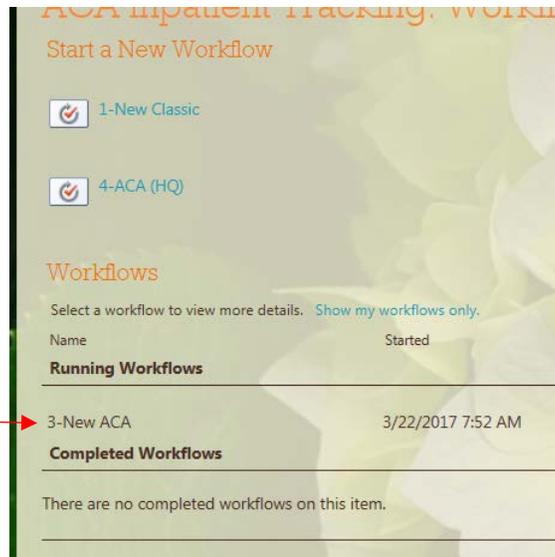**Last Name, First Name DOC # Dates of IP Event**
EX: Doe, John 365854 6-12 thru 6-15-16

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    B. After saving the application, delete any workflows that are still opened.
        1) Select the SharePoint entry
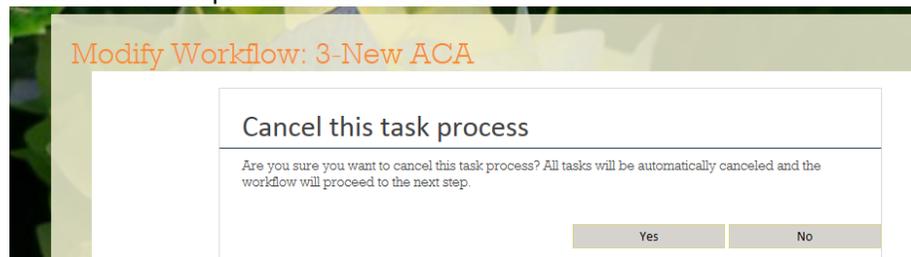   2) In the ribbon at the top, click on "Workflows"
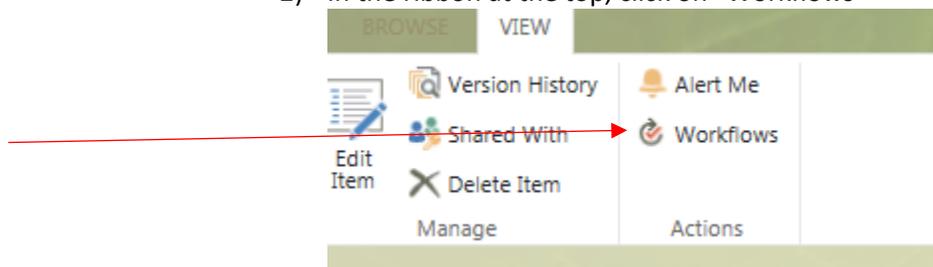
        3) If there any open workflows, it would be under "Running Workflows"

4) Click on the link and select "Cancel all Collect Feedback tasks

5) "Cancel this task process" and select "Yes"

C.   If the Work Flow emails for a "past due" notification, double check that we haven't received an application. If not, forward the email back to the facility as a reminder (although the facility should also receive the "past due.")

D. If SP & P1 reflect suspension of benefits send an email to the MAS4s with the name of the offender & DOC # in the subject line i.e. DOE, Jane (123456) (Per OMNI format), then type "IP event, benefits suspended as of 'date' per P1."
**Example: "The following offender are P1 Suspended
Last Name First (123456)

E. Log the receipt of the application in the IP SharePoint in the field "HQ Recd Date"

F. Save the application to the "Applications' folder

G. File the email in the facility folder

H. The event may not be IP and the MAS3/4s may send an

3. **IP emails from MAS3/4s**

A. The MAS3/4's may send an email indicating that an IP may have been added.
  o Confirm the event has been added to the IP SP (it may not show in SP if it was recently added.
  o Confirm benefits are or are not suspended in ProviderOne.
  o If no benefits, start a Workflow and add the WF date to the SP
  o "Respond to all" the email that a WF has been started or status. Some sort of acknowledgement that it is being taken care of.
  o File the email in IP

B. The MAS3/4s may send emails indicating that an event in SP is not actually an IP event.
  o Find the event in SP
  o If a WF has been started, select "Workflows" and cancel any outstanding WFs.
  o File the email in IP

4. **RELEASING**

A. If releasing, check to see how many applications are in the email - often a facility will put several apps in one email. If so, *extract* each application from the email individually (requires Adobe Pro).

B. When going through the inbox and the facility is stating why an offender didn't submit an application (ice, refused, no show, etc. please be sure to mark that in the SharePoint and in the notes reference the email.

C. Extracting applications*:*
  1. Open the PDF file
  2. Select 'Tools' menu in upper right hand side of the window
  3. Select 'Pages' tab
  4. Select 'Extract'
  5. Specify the range of pages you want to extract (should be all pages related to an individual application 1-2 pages usually)
  6. Select 'OK'
  7. 'Save As' and Save in the format: "Last, First (DOC Number)"
      1. Example: **Doe, John (076154)** in the Applications folder

D. For releasing applications, locate them in SharePoint.

E.   Check ERD/PRD in OMNI. If they are within 60 days of their release date, they should appear in the "HBCU – Release Medicaid Active Events" SharePoint site.

F.   If they are further than 60 days from their release and are NOT showing up in the "HBCU – Release Medicaid Active Events" SharePoint list, they will need to be manually added.
- o   Add new item
    - ▪ Fill in Title with DOC #
    - ▪ Date received
    - ▪ Offender name
    - ▪ DOC, Age , Gender, Most Recent Admit Date
    - ▪ Date app rec'd and Callout dates (date app rec'd)
    - ▪ Create an encounter

G.   Apps that have "Refused" or "ICE" or "Detainer" or "Other Insurance"
1.   Update the Encounter in OMNI – "App Rec'd Date," "Determination Date", (date of email) add notes, and select "Denied" or "Not Submitted" and choose appropriate drop down.
2.   Update SharePoint with "App Rec'd Date," "Application Status," and "Notes".
    *Note: After notating initial and date. i.e. SL MM/DD
3.   Save the Application with the OMNI Head in ACA Folder, Applications, Release Applications, Denied Applications.
4.   If the PRD is close, resolved the encounter.
5.   Add a chrono into OMNI.

H.   No Signature – update the encounter with "notes" that the application did not have a signature.   Update SharePoint "Notes."   If there is no reason for signature, reply to the facility and see if they can meet with the offender again.

I.   If they have already released, check the "HBCU - ACA Offenders Released in 2015 (Prior to 10-1) or (11-1 Forward)" lists.

J.   Update the offender's SharePoint & Encounter entry with the date you received the application and the information submitted on the application.

K.   If the offender will be releasing within 30 days or has already released, assign it a partner, let the partner know if the offender is releasing the same or the next day and save the application in 'Adobe PDF Files (*.pdf)' format in the 'Applications' folder in ACA, Released Applications.
- •   Save in the format: "Last, First (DOC Number)"
    Example: **Doe, John (076154)**

L.   Close the email and move it into the subfolder of the facility the offender is residing in.

5.   Applications that contain 1290 Applications:

- These contain Behavior Discharge Summaries **and/or** Statement of Health, Educations, etc.)
- Categorize to staff working 1290.
  IF you are the staff working 1290
    - Extract the ACA application, if there is one, from the email; save as you normally would (update encounter, update SP, save application).
    - Print the Statement of Health and/or Behavior Discharge Summary.
    - Put the DOC number on them, ERD/PRD date in the top right corner
    - In the lower corner, it may be helpful to write who sent emailed
    - Put in the binder in date order

6. **SIF (Strength in Family) Applications**
   A. Categorize the staff working SIF. These emails are recognizable because they are password protected.

7. **Work Release** - Emails from Nason Weller or designee: Categorize to "Work Release" and as you work them, also categorize to you.

   A. Facilities that are **NOT** considered in this WR Process and are **NOT** to be entered in the Work Release SP include:
      - Snohomish ** all other WR facilities are entered into WR SharePoint

   B. Nason Weller, or designee, will email the DOC Medicaid Applications box with information on offenders transferring into Work Release, being terminated or cancelled from going to Work Release. Each one of these emails needs to be looked at and researched in SharePoint "WR Medicaid Applications."
      1. Search for the offenders DOC # and see if there is an existing post.
         a. If there, is verify that the information Nason, or designee, is sending you is correct,
         b. Update any info that needs to be updated (transfer dates, facility)
         c. Check for suspended benefits on those offenders who have an admission date of 7/1/17.
            - If there are benefits in suspension, update the SP:
         d. Partner working WR
         e. WR Address
         f. Application Status is "Suspended – P1"
         g. Add notes
         h. Add encounter to OMNI
         i. Update the Encounter – the App Received Date and Date App Started and Callout date should be the date of the email
         j. Update the address is in HFP (or email staff working WR to do this task)

      C. If they are being terminated or Work Release is being cancelled:
         A. Update the SharePoint with:

- Check the "revoke" box
- Suspend status and select one of the two drop downs.
- Add the termination notes to the "Notes" section
- Add them to the Releasing SP
- Create a new Encounter, if the Encounter is closed.

B. When adding to the Releasing SP make sure that you are filling in the **DATE App received** and **CALL OUT date and NOTES** columns if we have an <u>application on file and have done a call out & their ERD/PRD is within a year of the app on file.</u> If we do not have an application on file you can leave these blanks. This is HIGHLY important because if you do not fill in the column, the offender will end up on CALL OUT again.

C. Create a new encounter if the most recent encounter has been closed out, otherwise you can work off the existing encounter.

D. If there is no entry added to the WR SharePoint
   1. Click add new item and use the information Nason, or designee, provides to fill in:
   2. Title (DOC #)
   3. Offender Name
   4. WR Date & WR they are going to (from email)
   5. Facility they are at currently (Double check in OMNI) **(this will be the facility that will land on the call out date- I.e. transfer to WCC to AHCC 3-24 transfer from AHCC to Brownstone 4-10; email rvd 3-23 would make call out on 3-30 in which the offender would already be transferred to AHCC by call out – AHCC will need to attempt to get a signed app from him/her**)
   6. Most Recent Admit date, ERD, DOB, Age, Gender
   7. Notes: Copy the information from the email and paste in the notes
   8. Create an encounter in OMNI (see Creating an Encounter under the report section of the manual

E. If the WR Transfer will not have a chance to be on a call out Monday or Monday will not give enough time:
   1. Create an encounter in OMNI
   2. Forward Nason, or designee, email to the Facility that the offender is at to ensure we get an app before they transfer
   3. Update Share Point & encounter with the **callout date** (if you forwarded the email to the facility), notes you put in the encounter, and **note** that you emailed the facility.

F. If there is an existing WR entry labeled and 'Revoked' and the individual is on callout for WR again:

          1.   Uncheck the 'WR Revoked?" box, change the "Application Status" to "Not Selected", change "Suspend Status" to "Not Selected" and update all other information to match the email of the change. i.e. date, ERD.

          2.   Delete the individual from the Release Medicaid SP if they are still on there.

      G.   File all Nason, or designee, emails under "Work Release Transfers"

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FOR EMAILS CONTAINING ANYTHING ELSE:

These emails should be dealt with within 24 business hours and moved out of the inbox and filed in the appropriate folder.

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1.   Open the email. Read the email and determine which employee it is intended for. Once recipient has been determined, categorize the email to the corresponding employee. Mark unread. Close the email.

2.   Categorize the email to a staff member once the email is opened and reviewed. If it is categorized to WR or IP or other general category, please categorize it to yourself as well as you work it.

3.   Emails should only be moved to folders after it is resolved/handled/completed.

4.   Save the email to the appropriate facility folder in the Medicaid application inbox.

8.   Census/BedRoster Reports:
      A. Categorizes these emails to the person working on the IP Tickler.

9.   Inpatient applications:
      A. Categorize to the 'Inpatient' folder.