

Known Issues with Interim Solutions

Billable Units field on Time Tracking screen reverts to "0" when "All" option is selected

Some users see "0" when they select "All" from the Billable Units drop-down on the Time Tracking detail screen.

The screenshot shows the MedCompass interface for a member named Moira Rose. The 'Time Tracking Detail' screen displays a form with the following fields and values:

- Member:** Moira Rose
- Activity:** Summary Report - CDASS Reasse
- Start Date:** 07 / 14 / 2023
- Start Time:** 10 : 00 PM
- End Date:** 07 / 14 / 2023
- End Time:** 11 : 00 PM
- Total Time (Hour/Min):** 01:00
- Total Units:** 4
- Billable Units:** - Select - (dropdown menu is open, showing options: - Select -, ALL, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11)
- Non-Billable Units:** 0
- Program:** - Select -
- Additional Comments:** (empty text area)

Interim Solution: Users should not select "All" on the drop-down option for Billable Units. If all units in the Time Tracking record are considered billable, users may select the appropriate numeric value that matches the "Total Units" value.

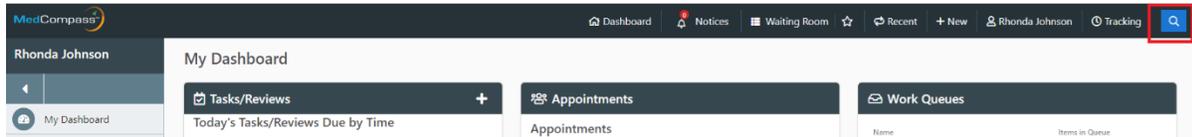
A resolution is in process.

Finding existing members within the Care and Case Management (CCM) System

Some users may create duplicate members in the CCM System by using the "+Search and Add" feature ahead of using the blue magnifying glass icon.

Member Search - Use Blue Magnifying Glass

The blue magnifying glass icon is located at the top right of every page. Use this method first when searching for a member.



+Search and Add

Only use this function when a member cannot be found using the Blue Magnifying Glass Option and it has been confirmed that the member does not have a valid Medicaid ID in any Department system.

- Do not use this screen if a member is simply assigned to another agency. It will create duplicate members in CCM.
- There is not a sync or a duplicate member merge feature available to correct this issue.

Contact HCPF_OCLSystemApplications@state.co.us for access to a member record that doesn't have a current agency assignment.

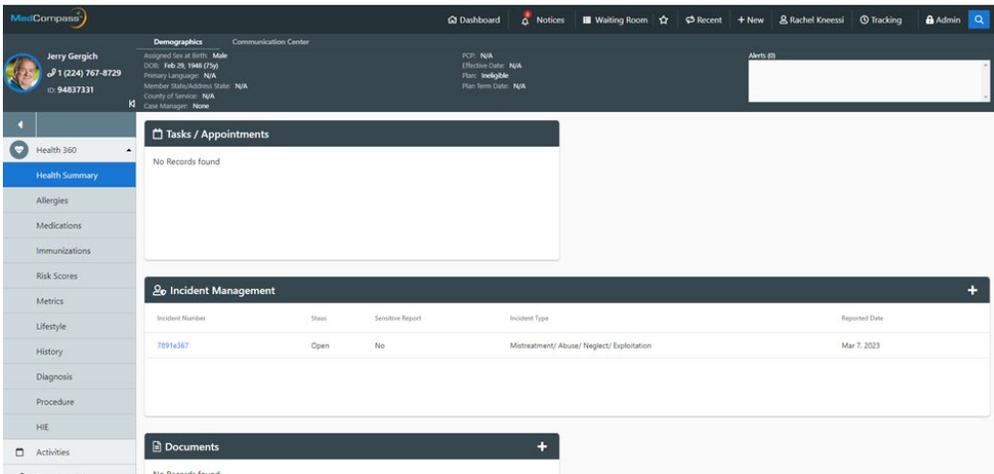
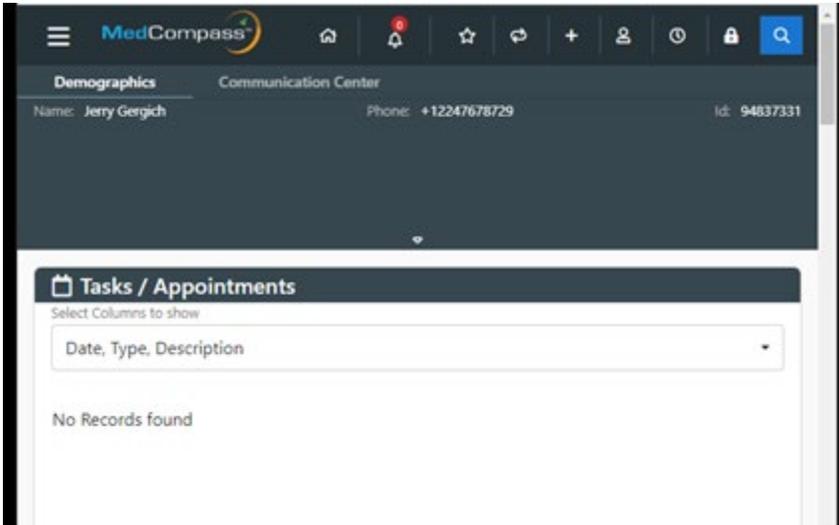
- Send only the member's Medicaid ID in an unencrypted email.
- Do not send the member's name, Social Security #, or Date of Birth.
- The case manager will be contacted if additional information is needed.

Failure to perform this validation work may result in duplicate member data in the CCM System, and possible, future re-entry of member information and data.

CCM System features may disappear when the browser screen size is changed

Some users are experiencing the disappearance of system features when changing the size of the browser window.

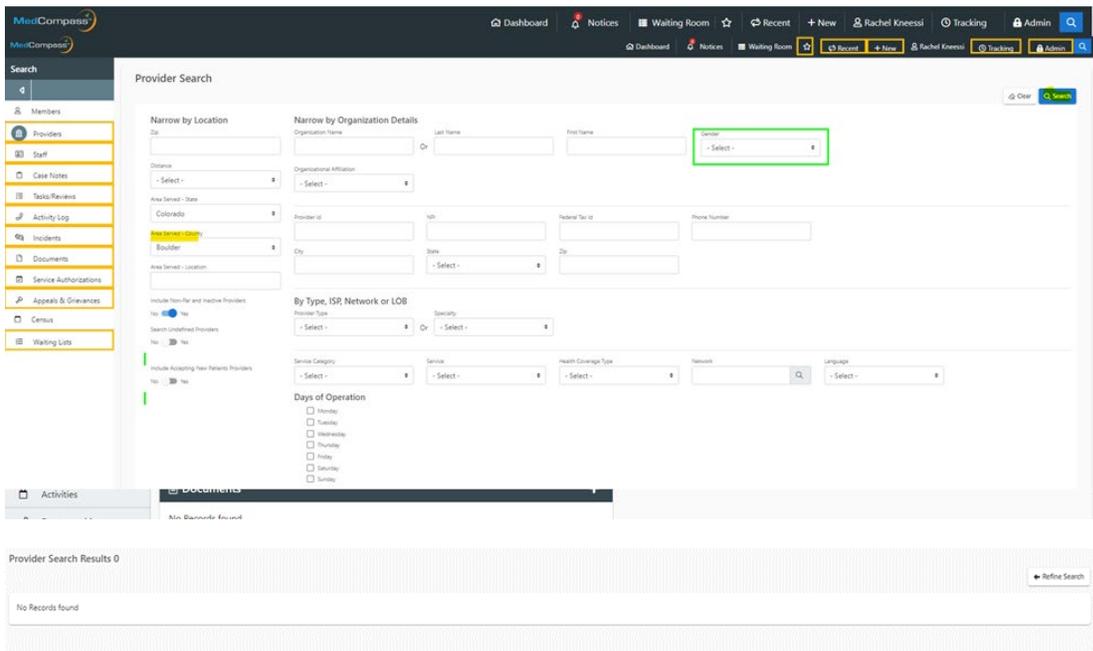
Interim Solution: Adjust the zoom setting on the browser window (set to 100%) and change the browser window size.



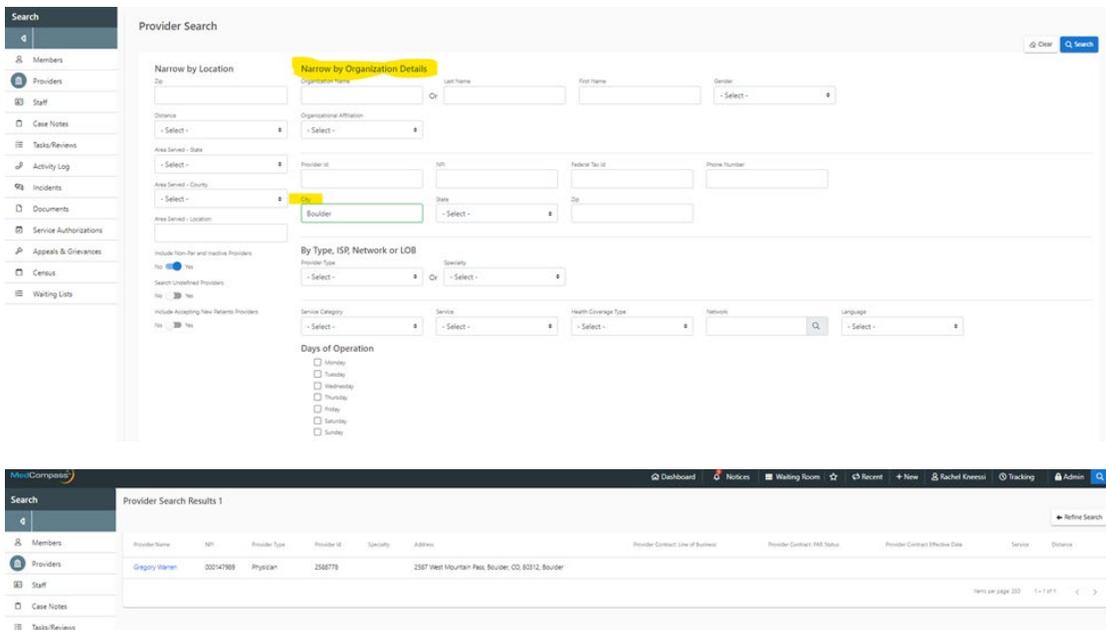
A resolution is in process.

Provider "County" search result is empty

When a user attempts to locate a provider using "County" as a search criterion, the search result returns empty.



Interim Solution: Use any other search criterion excluding County, such as Org Details, Type, Intensive Supervision Program (ISP), Network, or Line of Business (LOB).



A resolution is in process.

Incident Reporting not generating results when clicking on search without any criteria

When a user attempts a general search with no specific criteria for Incident Reporting, the search result returns empty.

The screenshot shows the 'Incident Report Search' form. The search criteria are empty: 'Incident Date From' and 'Incident Date To' are in 'mm / dd / yyyy' format; 'Choose Incident Type' is set to '- Select -'; 'Incident Number' is empty. There are checkboxes for 'Include Draft Incidents' (No) and 'Internal Investigator' (empty). There are also search boxes for 'Provider / Facility' and 'Member First Name' and 'Member Last Name'. A 'Search' button is visible.

The screenshot shows the 'Incident Search Results' table. The table has columns: Incident Number, Status, Severity, Incident Type, Date Reported, Provider / Facility, Victim Name, and Internal Investigator. The table is empty, and the search criteria from the previous screenshot are visible in the header area.

Interim Solution: Specify at least one criterion (e.g., Incident Number, Status, Severity, Incident Type, Provider/Facility, Victim Name, Internal Investigator).

The screenshot shows the 'Incident Report Search' form with specific criteria entered: 'Incident Date From' is '05 / 01 / 2023'; 'Incident Date To' is 'mm / dd / yyyy'; 'Choose Incident Type' is '- Select -'; 'Incident Number' is empty. There are checkboxes for 'Include Draft Incidents' (No) and 'Internal Investigator' (empty). There are also search boxes for 'Provider / Facility' and 'Member First Name' and 'Member Last Name'. A 'Search' button is visible.

The screenshot shows the 'Incident Search Results 2' table. The table has columns: Incident Number, Status, Severity, Incident Type, Date Reported, Provider / Facility, Victim Name, and Internal Investigator. The table contains two rows of data:

Incident Number	Status	Severity	Incident Type	Date Reported	Provider / Facility	Victim Name	Internal Investigator
3e06ad7b	Follow-up		Criminal Activity	May 1, 2023		Betty Swift	
6393af4e	Open		Death	May 9, 2023		629202 testing	

Items per page: 250 1 - 2 of 2

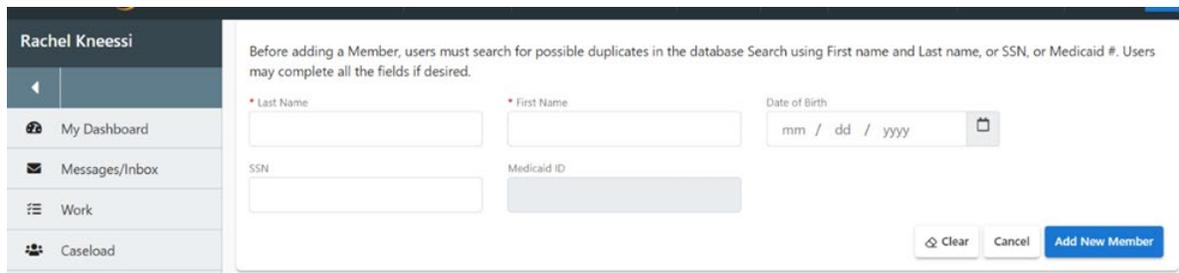
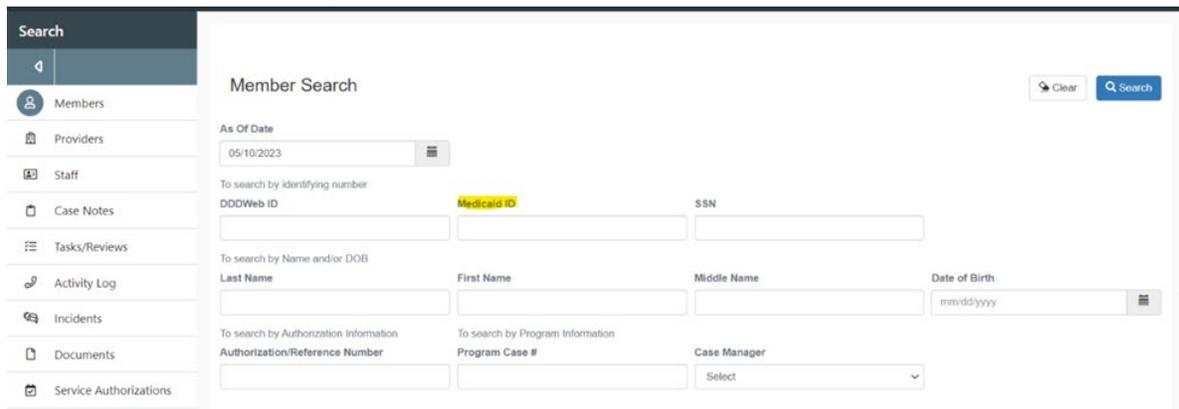
A resolution is in process.

Search and Add Screen

Medicaid ID not generating results when using the Search and Add screen

When a user attempts to search by Medicaid ID on the Search and Add screen, the search result returns empty.

Interim Solution: Search by Medicaid ID on the Member Search screen.



A resolution is in process.

Red box error occurs during member search due to time-out

Users receive a red box error that reads "MC401: An error has occurred while retrieving the data for the search criteria" if the system has been idle when searching for a new member.

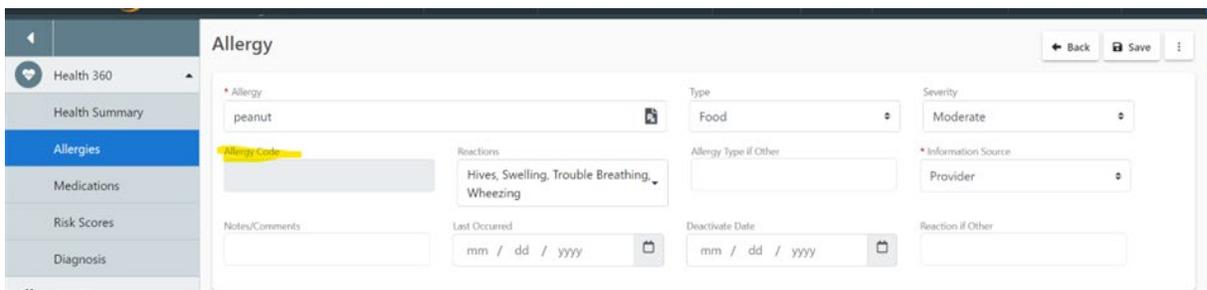
Interim Solution: Manually log out and log back into the system to complete the search.

A resolution is in process.

Health 360 Screen

Allergy Code is not hidden for all Gainwell CCM security roles

This information should not be visible to vendor resources.



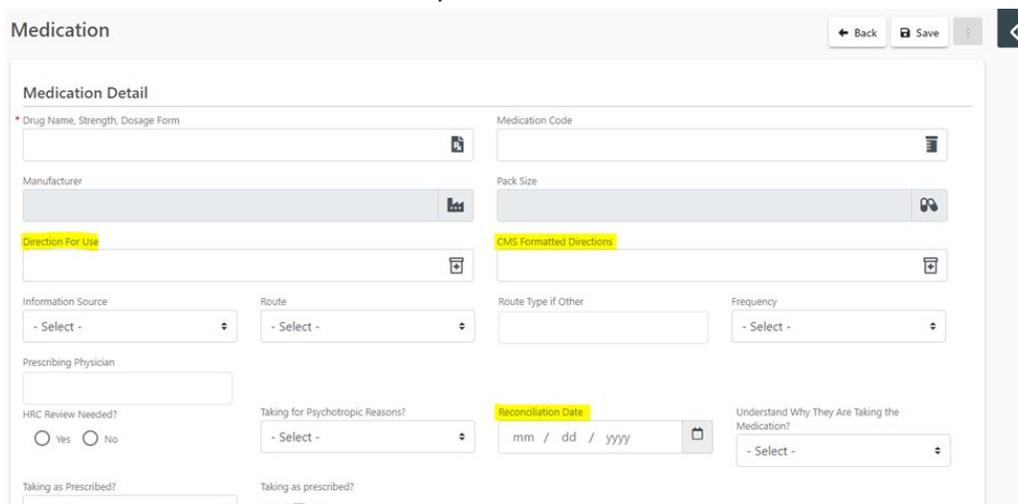
The screenshot shows the 'Allergy' form in the Health 360 system. The form includes fields for Allergy (peanut), Type (Food), Severity (Moderate), Reactions (Hives, Swelling, Trouble Breathing, Wheezing), Allergy Type if Other, Information Source (Provider), Notes/Comments, Last Occurred (mm / dd / yyyy), Deactivate Date (mm / dd / yyyy), and Reaction if Other. The 'Allergy Code' field is highlighted in yellow.

Interim Solution: Set Allergy Code field as a read-only.

A resolution is in process.

Health 360 Medications Field(s) are visible to inappropriate users

The Direction for Use, CMS Formatted Directions and Reconciliation Date fields should be hidden for all Gainwell CCM Security Roles.



The screenshot shows the 'Medication' form in the Health 360 system. The form includes fields for Medication Detail, Drug Name, Strength, Dosage Form, Medication Code, Manufacturer, Pack Size, Direction for Use, CMS Formatted Directions, Information Source, Route, Route Type if Other, Frequency, Prescribing Physician, HRC Review Needed?, Taking for Psychotropic Reasons?, Reconciliation Date, and Understand Why They Are Taking the Medication?. The 'Direction for Use', 'CMS Formatted Directions', and 'Reconciliation Date' fields are highlighted in yellow.

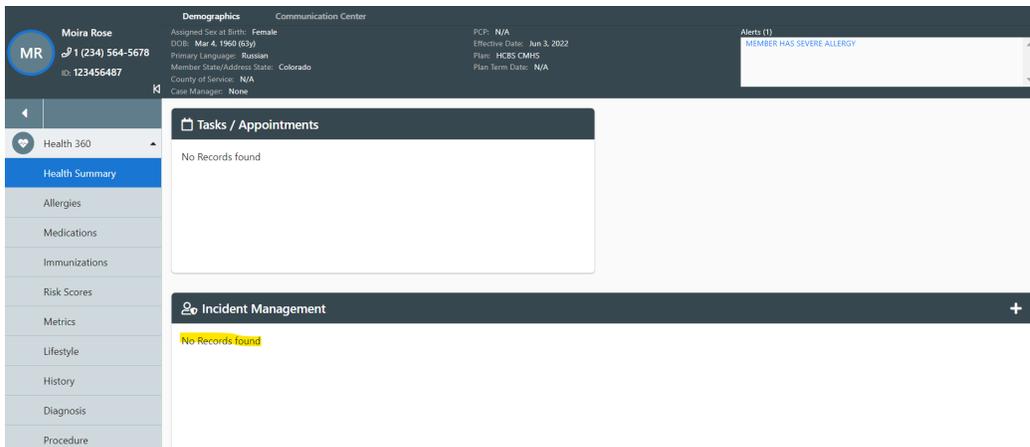
Interim Solution: Disregard these fields.

A resolution is in process.

Incident Management tile is visible when no data is populated

This tile should not be visible if there is no critical incident information available.

Interim Solution: Disregard the Incident Management tile when visible with no data.

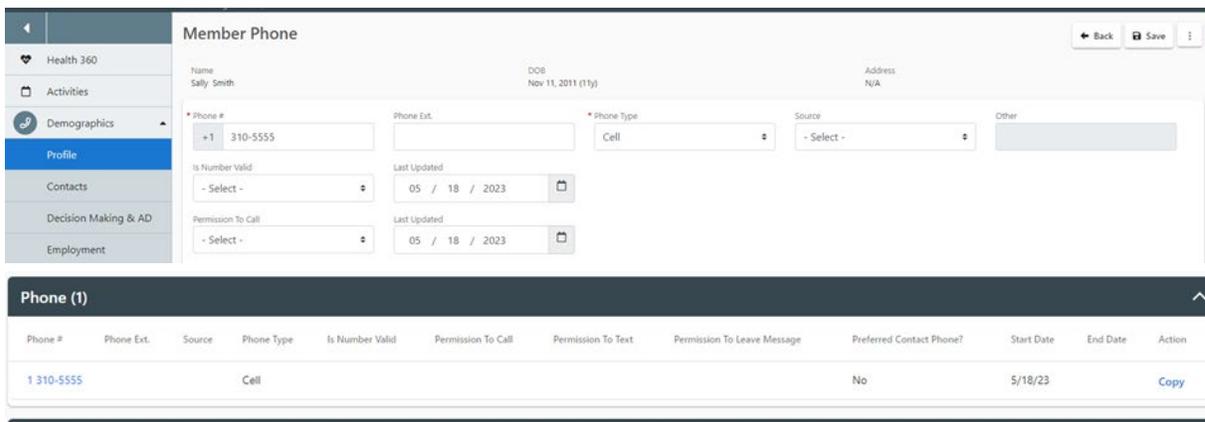


A resolution is in process.

Demographics Screen

Member Phone Screen: 'Phone#' field only accepts 7-digit numbers when the area code entered is "310"

Users should be able to enter a 10-digit number in the Phone# field regardless of the area code.



Interim Solution: Enter "310" for the area code regardless of the actual area code, the first four (4) digits of phone number in the Phone# field and the last three (3) digits of the phone number in the Phone Ext. field.

The screenshot shows the 'Member Phone' form for Sally Smith. The form includes fields for Phone # (+1 310-5555), Phone Ext. (555), Phone Type (Cell), Source (- Select -), and Other. It also has sections for Is Number Valid, Permission To Call, and Permission To Text, each with a Last Updated date of 05 / 18 / 2023. Below the form is a table titled 'Phone (1)' with the following data:

Phone #	Phone Ext.	Source	Phone Type	Is Number Valid	Permission To Call	Permission To Text	Permission To Leave Message	Preferred Contact Phone?	Start Date	End Date	Action
1 310-5555	555		Cell					No	5/18/23		Copy

A resolution is in process.

Full name shown in First Name field of Demographics Contact screen

Both the first name and last name are displayed in the First Name field. The Last Name field is blank.

The screenshot shows the 'Contact' form for Don Adler. The 'First Name' field contains 'Don Adler' and the 'Last Name' field is empty. A red circle highlights both fields. The form also includes a 'Relationship to Member' dropdown set to 'Spouse', 'Preferred Contact' toggle set to 'No', and 'Written release of information Authorization on File' radio buttons set to 'No'. There are also checkboxes for 'Caregiver Back Up Support', 'Caregiver Regular Support', 'Emergency Contact', and 'Nearest Relative'.

Interim Solution: Add the last name to the Last Name field. Delete the last name from the First Name field.

The screenshot shows the 'Contact' form for Don Adler after the interim solution. The 'First Name' field now contains 'Don' and the 'Last Name' field contains 'Adler'. The 'Relationship to Member' dropdown is still 'Spouse', 'Preferred Contact' is 'No', and 'Written release of information Authorization on File' is 'No'.

A resolution is in process.

Case Management Tab

Notification message for Level of Care Certification date is incorrect

The notification message "Level of Care Certification Spans cannot exceed one year" is incorrect when the Level of Care Certification information date span is less than or equal to one year and the system automatically sets the "End Date" to the last day of the previous month of the previous year (calculated from Start Date).

Level of Care Certification Information

Certification Type	Event Type	Start Date	End Date
Level of Care	Initial	05 / 15 / 2022	04 / 30 / 2023

Interim Solution: Disregard error message.

Inbox > Message

Level of Care Certification Spans cannot exceed one year
4/28/23, 4:37 PM
This message was sent with high importance
Daisy Jones > MemberProgram

From: **Initial System**

To: **Rachel Evesco**

Attachments

Level of Care Certification Spans cannot exceed one year. The Level of Care Certification End Date has been set to the last day of the previous month for the following year (calculated from "Start Date").

A resolution is in process.

Referral Information is not hidden

Referral Information on the program summary screen is visible.

The screenshot shows a 'Program Summary' form with the following sections:

- Program Information:** Includes fields for Eligibility Determination (N/A), Program Name (Nursing Facility), Program Status (Pending Annual), Program Number (N/A), Program Open Date, Enrollment Counted (N/A), CM Assigned (N/A), Program Closure Date, Reason for Program Closure (- Select -), Other Closure Reason, Reopen Date, and Reopen Reason (- Select -).
- Case Management Information:** Includes Intake Case Coordinator, Case Manager/CM Supervisor, and Staff Role (- Select -).
- Referral Information:** Includes a date field (05 / 17 / 2023), Reason for Referral (- Select -), Other Detail, and Referred By (- Select -).

Interim Solution: Disregard Referral Information data.

A resolution is in process.

Physician Fax Number is required on Intake Assessment

The Physician Fax Number is a required field when it should be an optional field.

The screenshot shows a section of the 'Assessment/Support Plans: Colorado Intake Screen Tool Version 17 Page: 1|Section: PERMISSION TO COMPLETE SCREEN / CALLER INFORMATION-NOTES/COMMENTS'. It includes a language selection list (English, Spanish, French, Japanese, Korean, Chinese (Mandarin), Chinese (Cantonese), ASL (American Sign Language), Russian, Other) and a question 'Does the individual have a Primary Care Provider?' with 'Yes' selected. Below this are fields for 'Physician name:' (Dr. Harold Brown), 'Physician telephone:' ((719) 232-0393), and 'Physician fax:' ((000) 000-0000). A red arrow points to the 'Physician fax:' field.

Interim Solution: Enter 000-000-0000 for Physician Fax Number.

A resolution is in process.

The "copy button" on the 100.2 assessment is available but does not copy data

The screenshot shows a dashboard titled "Assessment/Support Plans" with a sidebar on the left containing navigation options like Health 360, Activities, Demographics, Health Coverage, Utilization Management, Case Management, Programs, Assessment/Support Plans (highlighted), Care Plans, Service Plans, Referrals, and Waiting List. The main area displays four assessment cards, each with a "Copy" button at the bottom. The cards are: "Colorado Intake Screen Tool" (Version 17.00), "Emergency Enrollment Request" (Version 1.20), "LTC Level Of Care Eligibility Assessment (Legacy ULTC 100.2)" (Version 2.30), and "Nursing Facility Length Of Stay" (Version 1.80). The "Copy" button on the 100.2 assessment card is circled in red.

The screenshot shows the "LTC Level of Care Eligibility Assessment (Legacy ULTC 100.2) Version 2.3" form. At the top, there are navigation buttons: Back, Close, Complete, and Save. Below this is a table with columns: Progress (0/84), Version (2.3), Assessment/Event Type (N/A), Created (N/A), Held Date (N/A), Verified Date (N/A), Date Completed/Verified (N/A), Assessor Name (N/A), Assessing Agency (N/A), and Assessment Reason (N/A). A progress bar below the table shows four steps: 1. ASSESSMENT INFORMATION DETAILS, 2. ACTIVITIES OF DAILY LIVING & LEVEL OF CARE DETERMINATION, 3. MEDICAL, and 4. ASSESSMENT DEMOGRAPHICS. The "ASSESSMENT INFORMATION DETAILS" section is expanded, showing fields for "Assessment Date" (mm / dd / yyyy), "Event Type" (with radio buttons for 6 Month Review, Appeal - Decision Overturned, Continued Stay Review, DI, Initial Review, Nursing Facility Transfer, Reverse DI, Unscheduled Review, and Waitlist), and "Potential Programs" (with a checkbox for "Child's Extensive Support Waiver (CES)").

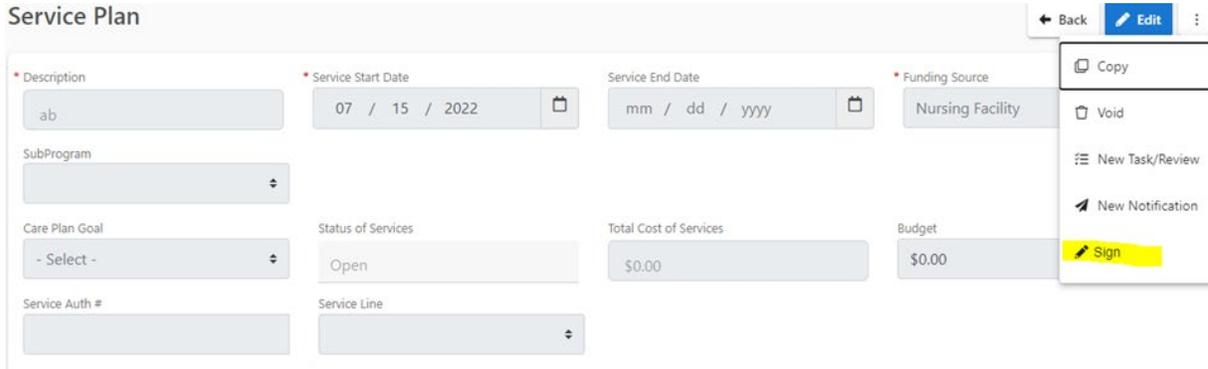
Interim Solution: Do not use the "copy" function. Create a new 100.2 assessment and re-enter all assessment answers. Users may use the copy and paste function to move narrative text from the previous 100.2 to the current one.

A resolution is in process.

Service Plan screen offers the option to "Sign" from the three-dot menu

The functionality to "sign" Service Plans is not available.

Service Plan



The screenshot shows the Service Plan form with the following fields and values:

Field	Value
Description	ab
Service Start Date	07 / 15 / 2022
Service End Date	mm / dd / yyyy
Funding Source	Nursing Facility
SubProgram	- Select -
Care Plan Goal	- Select -
Status of Services	Open
Total Cost of Services	\$0.00
Budget	\$0.00
Service Auth #	
Service Line	

The three-dot menu is open, showing the following options:

- Copy
- Void
- New Task/Review
- New Notification
- Sign** (highlighted in yellow)

Interim Solution: If this option is selected then the following message appears: "There is no active signature configuration available for this item." Close the message box, continue work and use the merge and send function to send the Support Plan Signature Page to collect signatures.



A resolution is in process.

Service Plan fields appear to be available to edit

On the Service Plan screen the Description and Total Cost fields should be read-only and appear gray.

Interim Solution: An error message will be generated and data will not be saved if an attempt is made to change data in the Description field. The data in the Total Cost of Services field will revert to the original amount if an attempt is made to change data.

MedCompass

Dashboard Notices Waiting Room Recent + New Rachel Knee

Demographics Communication Center

Assigned Sex at Birth: Female
 DOB: Mar 31, 1953 (70y)
 Primary Language: N/A
 Member State/Address State: N/A
 County of Service: N/A
 Case Manager: Robbie Burgess

PCP: N/A
 Effective Date: Mar 28, 2023
 Plan: HCBS CMHS
 Plan Term Date: N/A

Alerts (1)
 Member Record is Open

Service Plan Cancel Save

Description: **Daisy's Service Plan**
 Service Start Date: 03 / 29 / 2024
 Service End Date: 03 / 29 / 2025
 Funding Source: Community Mental Health Supp

Cannot change ISPDetail Description.
 Field security is set to Read.

Care Plan Goal:

Status of Services: Open
 Total Cost of Services: \$0.00
 Budget: \$0.00

Service Auth #:

Service Line:

Save

MedCompass

Dashboard Notices Waiting Room Recent + New Rachel Knee

Demographics Communication Center

Assigned Sex at Birth: Female
 DOB: Mar 31, 1953 (70y)
 Primary Language: N/A
 Member State/Address State: N/A
 County of Service: N/A
 Case Manager: Robbie Burgess

PCP: N/A
 Effective Date: Mar 28, 2023
 Plan: HCBS CMHS
 Plan Term Date: N/A

Alerts (1)
 Member Record is Open

Service Plan Cancel Save

Description: **BUS CMHS Service Plan**
 Service Start Date: 03 / 29 / 2024
 Service End Date: 03 / 29 / 2025
 Funding Source: Community Mental Health Supp

Care Plan Goal:

Status of Services: Open
 Total Cost of Services: 1000
 Budget: \$0.00

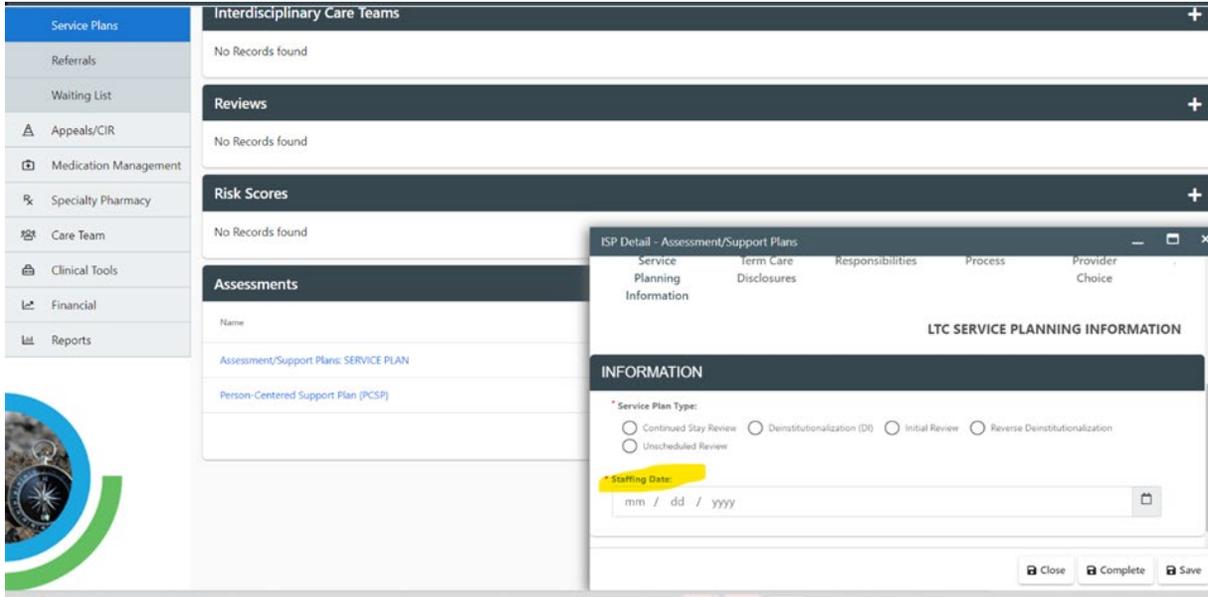
Service Auth #:

Service Line:

Save

A resolution is in process.

Staffing Date field within the Assessment/Support Plans: Service Plan Assessment should be labeled as the Service Plan start date

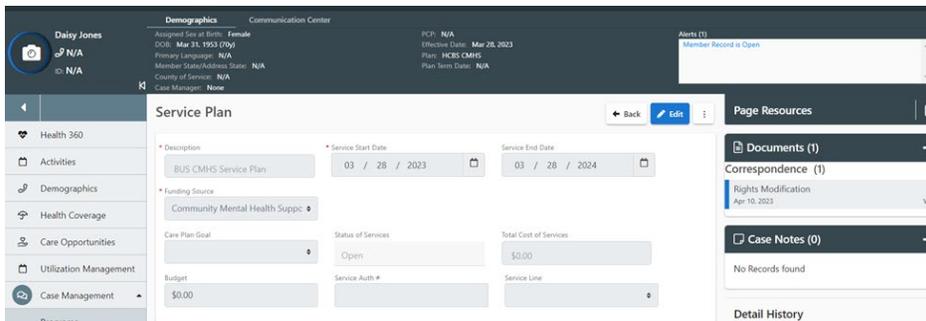


Interim Solution: Manually enter the Service Plan start date in the Staffing Date field.

A resolution is in process.

Rights Modification information is not available from legacy support plan

Interim Solution: Complete the Department-prescribed PDF outside of the CCM System and upload the PDF document onto the Service Plan under the Page Resources > Documents using the "+" button.



A resolution is in process.

Personal Goal field is not available on Care Plan Goals screen

The screenshot shows a web application interface for managing goals. The left sidebar contains a navigation menu with items like Demographics, Health Coverage, Utilization Management, Case Management, Programs, Assessment/Support Plans, Care Plans (highlighted), Service Plans, Referrals, Waiting List, Appeals/CIR, Care Team, and Financial. The main content area is titled 'Goal: Day Plans' and includes fields for Goal Description (Day Plans), Source (Care Plan), Owner (Victoria Pierce), Start Date (09 / 01 / 2022), Target End Date (08 / 31 / 2023), Priority (High), Status (Active), and % Complete (0). A 'Member Set' toggle is located below the Status field, currently set to 'No'. A red circle highlights this toggle. Below the toggle are radio buttons for 'Short Term', 'Long Term', and 'Future Goal', and a 'Barriers' dropdown menu.

Interim Solution: Change the "Member Set" toggle to "Yes" for personal goal information.

A resolution is in process.

Supervisory signature automatically merges on letters

Supervisors do not have the ability to review letter content before applying signature.

The screenshot shows a 'Staff Profile' page for Rachel Kneessi. The profile information is displayed in a grid format. Fields include: Active (Yes), Automatic Feedback (No), Last Name (Kneessi), First Name (Rachel), Location, Employer, Manager (Christina Liu), Time Zone (- Select -), Staff Primary Specialty Type (- Select -), Secondary Specialty Type (- Select -), Effective Date (12 / 21 / 2022), Expiration Date (mm / dd / yyyy), and Board Status (- Select -). The page also shows the user's name and initials (RK) and a navigation menu with Profile, Assessment, and Time Tracking.

The screenshot shows a signature capture window. It contains two signature lines: 'Case Manager Signature' and 'Supervisor Signature'. The Case Manager signature is a simple scribble, and the Supervisor signature is 'Christina'. The window also includes a header with contact information and a footer with navigation buttons.

Interim Solution: Do not enter a name in the Manager field on the "Staff Profile" screen. This will prevent the supervisor's signature from automatically generating onto the letter. When sending an 803/NOA letter, save the letter as a draft and send a task to the supervisor requesting a signature. The supervisor can access the draft letter in the CCM System, review and sign it. The supervisor can upload the approved and signed letter and send a task back to the case manager to mail the signed NOA letter. Agencies can operationalize the process to meet their needs, as long as the notice, with both signatures present, is maintained in the system and other NOA requirements are met.

Staff Profile Edit

Active: No Yes

Automatic Faxback: No Yes

Salutation:

Last Name:

First Name:

Alias:

Location:

Employer:

Manager:

Time Zone:

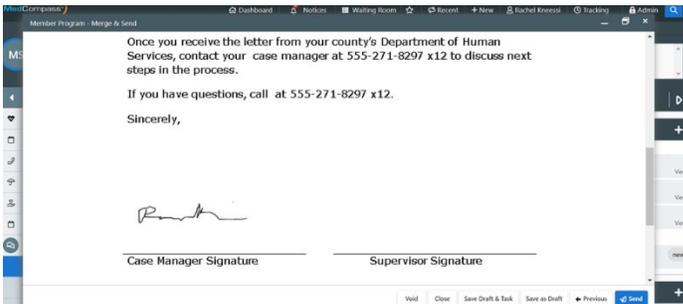
Staff Primary Specialty Type:

Secondary Specialty Type:

Effective Date:

Expiration Date:

Board Status:



Task/Review: Review/Sign 803 Letter

Michael Scott

Task/Review Description:

Priority:

Status:

Type:

Task/Review Required: No Yes

Assigned To:

Due Date:

Due Time:

Member: ↑

Program:

Program Type:

Queue:

Schedule Task/Review

Start Date:

Start Time:

End Date:

End Time:

A resolution is in process.

Long Term Care (LTC) Waiting List English - Phone Number and Extension format is incorrect

Waiting List Item - Merge & Send

Merge & Send - LTC Waiting List English

Additional Information

Mailed Date: mm / dd / yyyy

Letter Date: mm / dd / yyyy

Program: - Select -

Phone Number: testing1231231

Extension: Testing1231313

Waiting List Item - Merge & Send

Michael Scott State/Medicaid ID: 1234567890
123 Dunder Mifflin Ave
Scranton, CO

Your Long-Term Care application status

As of November 19, 2021, you have been placed on the waiting list for Developmental Disabilities (DD) program. You qualify for the program based on your support needs, but the program is currently at full capacity.

You will be notified when an enrollment into the program becomes available.

If you have questions, call at **Testing1231231 Testin**.

Sincerely,

Close Save Draft & Task Save as Draft Previous Send

Interim Solution: Type the number in the Phone Number field using the following format: 000-000-0000. In the Extension field, type number using following format: X 00000 or extension 00000.

Waiting List Item - Merge & Send

Merge & Send - LTC Waiting List English

Additional Information

Mailed Date: mm / dd / yyyy

Letter Date: 05 / 22 / 2023

Program: Developmental Disabilities (DD)

Phone Number: 5554842277

Extension: x2

Close Save Draft & Task Save as Draft Previous Next

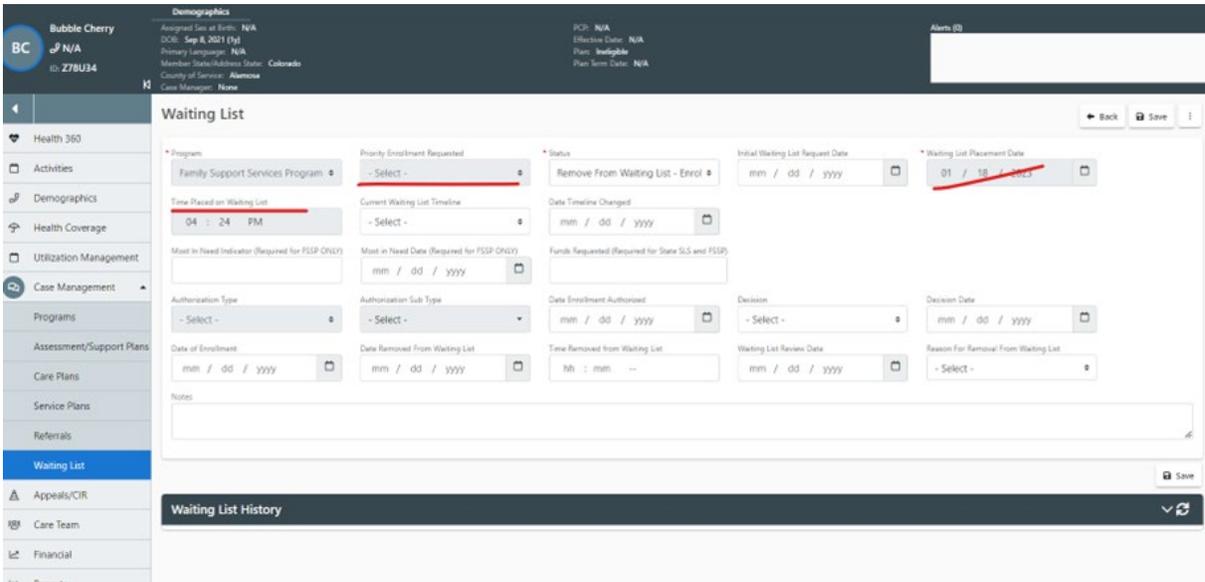


Note: Users can enter phone numbers in 123-456-7890 or 1234567890 format and they will be merged properly on the letter. However, if other characters are used (alphabetic letters or other punctuation such as periods) it will interfere with phone number format.

A resolution is in process.

Long Term Care (LTC) Waiting List fields are not available to edit after saving

The Priority Enrollment Requested field and the Placement Date & Time field are not available to edit after saving the screen.



Interim Solution: Use the three-dot menu to send a task to HCPF staff (Mary Stuckwisch – Username stuckmar1) if a priority enrollment is requested, a review is needed or if any other

update is needed to a read-only field.

A resolution is in process.

Waiting List – Behavior for duplicate waiting list(s) differs depending on whether the Priority Enrollment Requested field is populated or not

If the Priority Enrollment Requested field is not populated and a duplicate waiting list is entered and saved, the system will automatically void the waiting list entry. If the Priority

Enrollment Requested field is populated, and the user creates and saves a duplicate waiting list record, the system will not allow it to be saved and a red box error is generated.

Waiting List ← Back

* Program: Developmental Disabilities Waive Priority Enrollment Requested * Status: Waiting Waiting List Review Date: mm / dd / yyyy

* Waiting List Placement Date: 05 / 01 / 2023 Time Placed on Waiting List: 08 : 26 AM Current Waiting List Timeline: - Select - Date Timeline Changed: mm / dd / yyyy

Most in Need Indicator (Required for FSSP ONLY): Most in Need Date (Required for FSSP ONLY): mm / dd / yyyy Funds Requested (Required for State SLS and FSSP):

Authorization Type: - Select - Authorization Sub Type: - Select - Date Enrollment Authorized: mm / dd / yyyy Decision: - Select -

Decision Date: mm / dd / yyyy Date of Enrollment: mm / dd / yyyy Date Removed From Waiting List: mm / dd / yyyy Time Removed from Waiting List: hh : mm --

Reason For Removal From Waiting List: - Select -

Developmental Disabilities Waiver (DD) Apr 1, 2023, 6:44 PM Copy

Developmental Disabilities Waiver (DD) Created in Error / Inadvertently Created May 1, 2023, 8:26 AM May 22, 2023, 8:27 AM

Waiting List ← Back Save

* Program: State SLS Priority Enrollment Requested: Deinstitutionalization * Status: Waiting Waiting List Review Date: mm / dd / yyyy * Waiting List Placement Date: 04 / 20 / 2023 Time Placed on Waiting List: 09 : 35 PM

Member already exists in this Waiting List. Please select a new Waiting List. Error - An error has occurred. Member already exists in this Waiting List. Please select a new Waiting List.

Current Waiting List Timeline: - Select - Date Timeline Changed: mm / dd / yyyy

Most in Need Indicator (Required for FSSP ONLY): Most in Need Date (Required for FSSP ONLY): mm / dd / yyyy Funds Requested (Required for State SLS and FSSP):

Authorization Type: - Select - Authorization Sub Type: - Select - Date Enrollment Authorized: mm / dd / yyyy Decision: - Select - Decision Date: mm / dd / yyyy Date of Enrollment: mm / dd / yyyy

Date Removed From Waiting List: mm / dd / yyyy Time Removed from Waiting List: hh : mm -- Reason For Removal From Waiting List: - Select -

Notes

Waiting List ← Back Save

* Program: Developmental Disabilities Waive Priority Enrollment Requested: Deinstitutionalization * Status: Waiting Waiting List Review Date: mm / dd / yyyy

* Waiting List Placement Date: 04 / 01 / 2023 Time Placed on Waiting List: 06 : 44 PM Current Waiting List Timeline: As Soon As Available Date Timeline Changed: mm / dd / yyyy

Most in Need Indicator (Required for FSSP ONLY): Most in Need Date (Required for FSSP ONLY): mm / dd / yyyy Funds Requested (Required for State SLS and FSSP):

Authorization Type: Deinstitutionalization Authorization Sub Type: Skilled Nursing Facility Date Enrollment Authorized: 04 / 06 / 2023 Decision: Accepted

Decision Date: 04 / 07 / 2023 Date of Enrollment: mm / dd / yyyy Date Removed From Waiting List: mm / dd / yyyy Time Removed from Waiting List: hh : mm --

Reason For Removal From Waiting List: - Select -

Notes

Interim Solution: No interim solution is needed. Be aware of the differences in system functions.

A resolution is in process.

Waiting List – Adjusting the due date of Waiting List Review Tasks does not change the due date of subsequent related tasks

Interim Solution: Manually enter the due date of every subsequent Waiting List Review Task to the desired date when the task appears in the work queue.

Task/Review

Waiting List Review is due within 183 days (6 months)

TP WL_PMCM

Task/Review Description: Waiting List Review is due within 1E

Source: System

Priority: Low

Status: Assigned

Category: - Select -

Type: Waiting List/Enrollment

Task/Review Required: No

Expiration Date: mm / dd / yyyy

Assigned To: Tejaswini Patil

Due Date: 07 / 01 / 2023

Due Time: 07 : 00 PM

Member: TP_WL_PMCM

Program: - Select -

Program Type: - Select -

Task Location: N/A

Schedule Task/Review

Start Date: mm / dd / yyyy

Start Time: hh : mm --

End Date: mm / dd / yyyy

End Time: hh : mm --

Waiting List Review Task within 183 days (6 months) with original date of 7/1/2023

Task/Review

Waiting List Review is due within 183 days (6 months)

TP WL_PMCM

Task/Review Description: Waiting List Review is due within 1E

Source: System

Priority: Low

Status: Assigned

Category: - Select -

Type: Waiting List/Enrollment

Task/Review Required: No

Expiration Date: mm / dd / yyyy

Assigned To: Tejaswini Patil

Due Date: 10 / 01 / 2023

Due Time: 07 : 00 PM

Member: TP_WL_PMCM

Program: - Select -

Program Type: - Select -

Task Location: N/A

Schedule Task/Review

Start Date: mm / dd / yyyy

Start Time: hh : mm --

End Date: mm / dd / yyyy

End Time: hh : mm --

Waiting List Review Task within 183 days (6 months) with updated date of 10/1/2023

Task/Review

Waiting List Review is due within 91 days (3 months)

TP WL_PMCM

Task/Review Description: Waiting List Review is due within 91

Source: System

Priority: Medium

Status: Assigned

Category: - Select -

Type: Waiting List/Enrollment

Task/Review Required: No

Expiration Date: mm / dd / yyyy

Assigned To: Tejaswini Patil

Due Date: 07 / 01 / 2023

Due Time: 07 : 00 PM

Member: TP_WL_PMCM

Program: - Select -

Program Type: - Select -

Task Location: N/A

Schedule Task/Review

Start Date: mm / dd / yyyy

Start Time: hh : mm --

End Date: mm / dd / yyyy

End Time: hh : mm --

Subsequent task of Waiting List Review Task within 91 days (3 months) retains original date of 7/1/2023.

A resolution is in process.

Waiting List – A program automatically closes if no appeal is initiated 60 days after the Mailed Date on the associated “LTC Not Eligible” correspondence

Interim Solution: Populate the “Mailed Date” with the same value as the “Letter Date” to initiate the automated closure feature. If the “Mailed Date” is not entered at the time of the

letter creation, a user should manually close programs 60 days after the "Letter Date" of an "LTC Not Eligible" if no appeal is filed.

Member Program - Merge & Send

Merge & Send - LTC Not Eligible, English

Additional Information

Mailed Date: 01 / 19 / 2023

* Letter Date: 01 / 19 / 2023

* Program: Brain Injury (BI)

* Denial Reason: You do not meet the functional eligibility level

Other Denial Reason (Required if other):

* Rule Citation: 1.a.b.c

* Phone Number: 5551231943

Extension: x5

Close Save Draft & Task Save as Draft Previous Next

A resolution is in process.

Appeals/Critical Incident Reporting Systems (CIR) Screen

Multiple "Critical Incident Reporting Systems (CIRS)-Further Incident Information" Assessments

Multiple entries can be completed per incident.

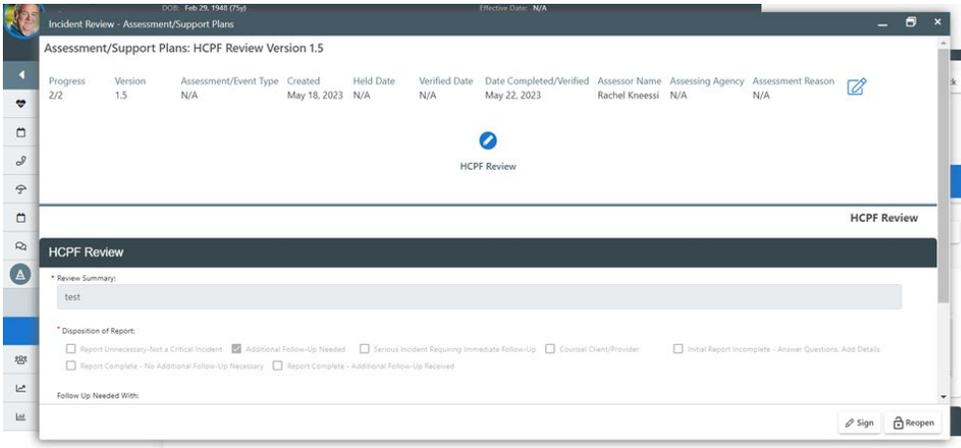
Tools (2)

Name	Status	Create Date
CIRS - Further Incident Information	Completed Assessment	2/14/23
CIRS - Further Incident Information	In Process Assessment	4/28/23

Interim Solution: Include the first "CIRS-Further Incident Information" assessment in any report.

A resolution is in process.

HCPF Review Assessment can be reopened, modified and saved in error



Interim Solution: Do not reopen a HCPF Review Assessment. If a user reopens the assessment close it without modifying and saving.

A resolution is in process.

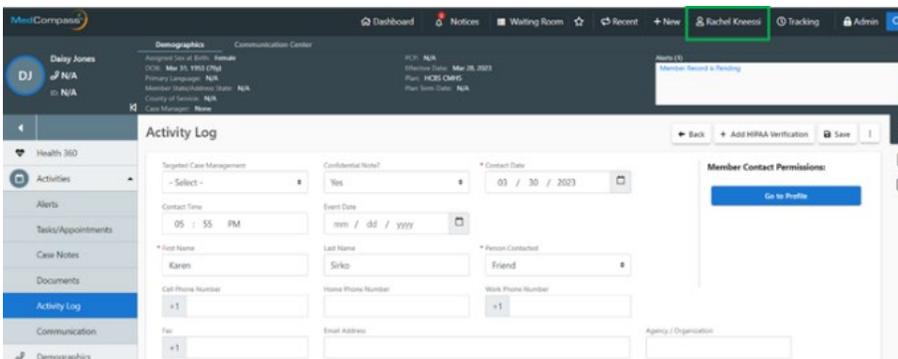
Known Issues - No Interim Solution

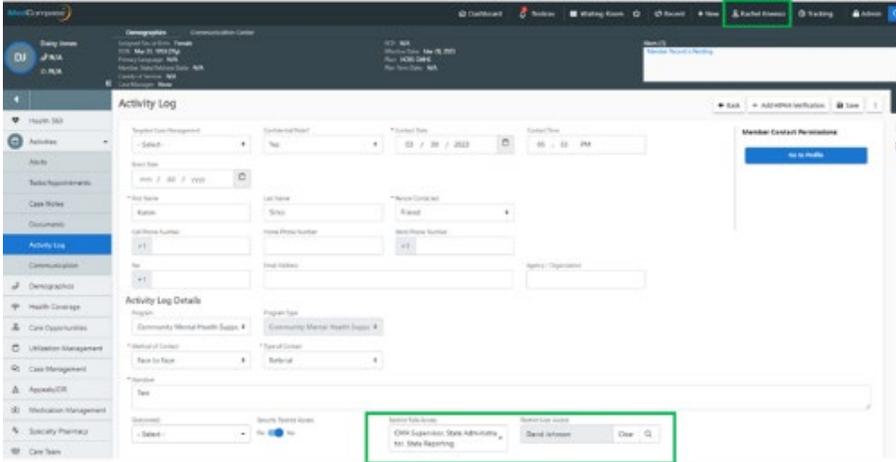
The following issues are known but do not have a solution for users to follow at this time.

Activity Log Screen

Incorrect access to confidential notes

Users should not be able to access a confidential note assigned to a different Case Manager





A resolution is in process.

Demographics Screen

Communication preferences on the Profile Summary do not save

Users should be able to save their communication preferences options on the Profile Summary screen.

Impairments/Disability/Delay

Visual Impairment: No Yes

Hearing Impairment: No Yes

Speech or Language Impairment: No Yes

Intellectual or Developmental Disability: No Yes

Developmental Delay: No Yes

Other: No Yes Other Detail: [Text Field]

Permissions

Other: No Unknown Yes Other Captured Date: mm / dd / yyyy [Calendar Icon]

Out Out Reasons: - Select - [Dropdown] Other Detail: [Text Field]

Communication Preference (0)

Mode of Outreach: E-Mail [Dropdown] Source: [Text Field]

Preferred Contact Times

A resolution is in process.

Member Population field on Profile Summary should not display

The Member Population field on the Profile Summary screen should not be visible to users.

A resolution is in process.

Case Management Tab

Unable to print legacy assessments

Users should be able to generate printouts for legacy assessments on the Assessment screen.

A resolution is in process.

Future Review Date field does not save on the Waiting List

Users should be able to save a date in the Future Review Date field of the Waiting List.

A resolution is in process.

Care Team Screen

Past care providers are not stored on the Care Provider screen

Users should be able to store past care providers on the Care Provider screen.

Provider	Primary Specialty	Phone	Fax	PCP?	Provider Type	Start/Admit Date	End/Discharge Date	Action
A Rise Above		1 (509) 870-1095		No	MedCompass CMA	Mar 3, 2023		Copy

A resolution is in process.