

# ONGGO/ONIQ/SVCH for OPI Power Hour

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APRIL 20<sup>TH</sup>, 2016  
PRESENTED BY:  
MEDICAID APD LTC SYSTEMS

# Agenda

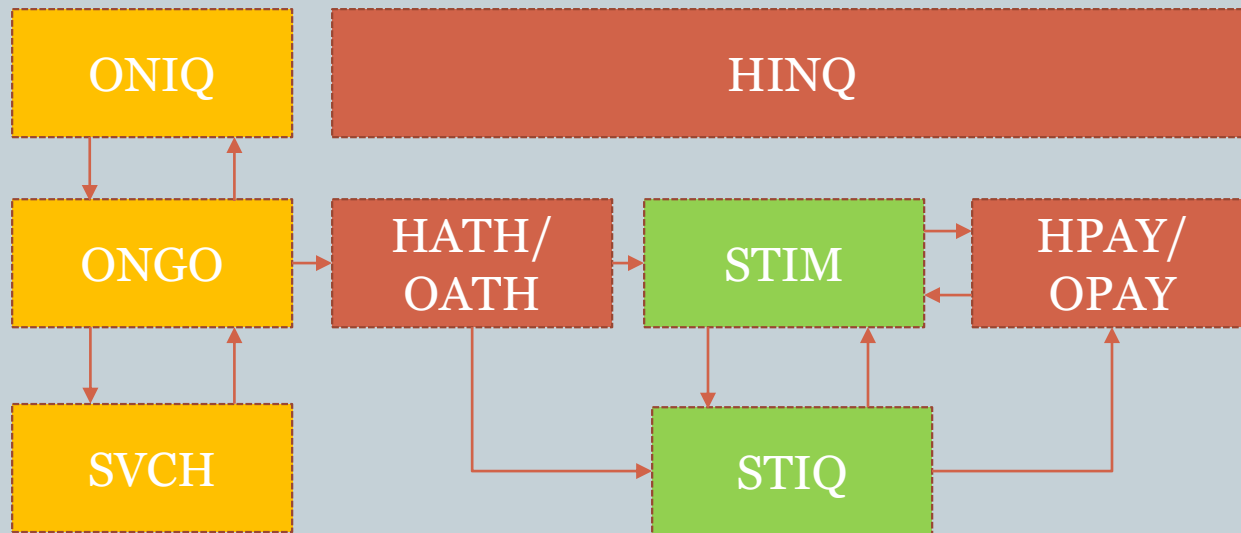
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- **ONGOING AUTOMATED VOUCHER AUTHORIZATION**
- **ASSESSING MOBILITY – AREAS OF CONCERN**

# Ongoing Automated Voucher Authorization Training

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## ONGO/ONIQ/SVCH



# Overview of Changes Covered in Training

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- Quick review of the basics
  - [CEP Specialist Training Manual](#)
- Automated process to create and issue vouchers
  - Vouchers will begin to be issued 6 business days prior to the beginning of the next pay period.
- Quickly review ongoing authorizations by;
  - Consumer prime #
  - Provider #
  - Authorization end date
- Suspended voucher queue
  - Should be reviewed by staff at least twice monthly
    - Case managers and voucher specialists
  - Messages can be reviewed on Mobius RD2 report SJH1850U-B

## Creating an OnGoing Authorization

ONGO system will use data entered while processing and creating the current voucher.

### Process:

- ✓ HCW submits correctly completed voucher for payment 4/1.
- ✓ Voucher specialist enters information necessary for payment (STIM/HPAY/OPAY/MPAY)
- ✓ After completing payment voucher specialist will issue next voucher
- ✓ This creates an Ongoing Authorization through the end of the current service plan.

```

HATH Prime # Provider # In-home Service Authorization 03/21/2016
Trans Typ A Upd Date 03/21/2016 Upd RACF Not on file
Vch Nbr 00000000 Prcs Tran
Prim Id Prime # Recip Client Name
Prov Nbr Provider # Prov Name Provider Name City/St CAMAS, WA
Service Auth Beg 16/03/16 Auth End 16/03/31 Lst Work 00/00/00
Cat APD Contact Br 0311 Auth Wkr 999 OR CITY SPD
Hrly/Hrly Paid Leave (Y/N) Y Spousal Pay (Y/N) N
Live-In (Y/N) N Days per wk: _ Days work: Su _ M _ T _ W _ Th _ F _ S _
Live-in - Leave (hours) 0 Reg Live-in Prov Nbr
MHD/DD Pers Care Prov (Y/N) N CIIS (Y/N) N Behav Spt (Y/N) N
Mileage (Y/N) Y Pub Trans Allowance (Y/N) N
Proc Description Units/Mil Rate Line Tot
OC111 Hourly ADL/IADL 75.00 14.0000 1,050.00
OT111 Mileage/Pub Trans 25.00 0.4850 12.13

Tot Svc Units 75.00 Auth Clm 1,062.13
Err Code: F9=OnGoing Authorization
Msg: 83 Vchr record 16000667 added -- OnGoing Auth created until 09/30/2016
  
```

For the system to create an Ongoing authorization the voucher being created must be for dates in the future (past the current date).

The voucher being created must be for the complete time period.  
Ex: 1<sup>st</sup> – 15<sup>th</sup> or 16<sup>th</sup> – End of Month

## Review: Authorizing Vouchers

To create a new  
authorization type:

OATH,Prime,Proivder#  
and press enter

To review a specific  
voucher type:

OATH,Voucher# and  
press enter

```
OATH,Prime#,Provider#
```

**NOTE:** It is important to confirm the voucher is being authorized from the correct branch.

To check the branch # type *OATH,Voucher#*.

If the voucher has the wrong branch #, the next time the voucher is created the user should type:

*OATH,Prime#,Provider#,**Branch#***

## Review: Checking HINQ

When determining if a voucher has been created the first place to check is HINQ.

There are 3 basic options;

1. HINQ,P,Provider#
2. HINQ,R,Prime#
3. HINQ,V,Voucher#

To review STIM information mark the voucher with a T and press enter.

To review basic information you may mark the voucher number with any other character.

HINQ P, In-home Service Claim List 04/17/2011

VCH NMBR	PRCS TRANS	PRIM ID	RECIP NAME	PROV NMBR	PROV NAME	SERV BEG	SERV END	CHK DATE	EFT REJ	PAID
11375899	46					111216	111222	111231		75.46
11375899	36					111216	111222	111228		71.43
11375899	27					111216	111222	111231		71.43-
11335947	46					111201	111215	111231		141.22
11335947	36					111201	111215	111216		133.15
11335947	27					111201	111215	111231		133.15-
11331778	46					111116	111130	111231		141.22
11331778	36	Prime #		Provider #		111116	111130	111202		133.15
11331778	27					111116	111130	111231		133.15-
11335958	46					111116	111117	111231		93.94
11335958	36					111116	111117	111202		88.18
11335958	27					111116	111117	111231		88.18-
11327668	46					111101	111115	111231		105.92
11327668	36					111101	111115	111116		99.87

# Additional Notes for Creating an Ongoing Authorization

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An ongoing authorization will be created;

1. When paying a voucher (598B or new 598T) for 04/01
  - There are currently over 17,000 active ONGO records as a result
2. When the client is reassessed
3. When there are changes in service such as a new HCW

The message shown on the previous slide will only be displayed the FIRST TIME an ongoing authorization is created

- It will not say it each time a voucher is processed / paid

Users only have to create the ongoing authorization one time. When paying the voucher for the next period the fields to create and print a new authorization should be gone

- This piece of functionality is still be tested by the development team
- After users have completed paying a voucher (updating status to ready to pay (35 status)), the system will look to see if an ongoing authorization exists, if it does the system will hide the 'create new authorization' and 'print 598B' fields

Notice on the screen shot there is NOT an option to create/print the next authorization, rather the user is directed to Ongoing Authorization (ONGO) screen

- **When paying from MPAY/OPAY/HPAY and there is a current ONGO, user should not say they want to authorize another voucher**



## Review Ongoing Auth.'s (ONGO)

Each provider consumer combination will have an Ongoing Authorization.

- When multiple HCWs work for one consumer each HCW will have one Ongoing Auth.

The ONGO will show service case information including;

- Auth begin and end date
- Type of services
- Service authorized for each period

NOTE: This means vouchers may now be offset based on consumer choice.\*

```

ONGO                               On-Going Service Authorization                               03/21/2016
Status                               Expire 09/30/2016 Updt 2016-03-21 Upd RACF HSBCS11 Not on file
Prim ID Prime # Recip Client Name Branch 0311
Prov Nbr Provider # Prov Name Provider Name City/St CAMAS, WA
Service Auth Beg 03/01/2016 Serv Cat APD Last Issued Period 03/15/2016

Authorization For HATH Y MATH _ OATH _ (Select One)
Hrly (Y/N) Y Spousal Pay (Y/N) N
Live-In (Y/N) N Days per wk: _ Days: Su _ M _ T _ W _ Th _ F _ S _
Per Care Prov (Y/N) N OPI Pilot (Y/N) N
Mileage (Y/N) Y Pub Trans Allow N

The following services will be automatically authorized for each voucher period
1st Half of a Month | 2nd Half of a Month
Proc Mod Description Unit/Min Rate Unit/Min Rate
OC111 Z6 Hourly ADL/IADL 75.00 14.0000 75.00 14.0000
OT111 Z6 Mileage/Pub Trans 25.00 0.4850 25.00 0.4850
-----|-----
Tot Svc Units 75.00 75.00 Tot Svc Units

Msg
F3=Exit F11=HINQ F12=ONIQ
  
```

\*A consumer may chose to split their hours 50/50 or front/back load the hours to meet their needs.

To do this, the voucher specialist may edit the unit fields highlighted above.

# Additional Notes for Reviewing Ongoing Authorizations

## Expire date:

- Will be the end of the client current assessment (it could be a year or 2 months).
- Will need to be ended or closed when the client no longer needs services for any reason.
- Will be used on ONIQ to warn users that they need to create a new ONGO.

## Last Issued period:

- Will be populated with the date the of the last issued voucher that will be later used when trying to process the next voucher.



# Additional Notes for Reviewing Ongoing Authorizations

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An ongoing authorization should be ended when;

1. The consumers service plan changes (live-in to hourly, hourly to a facility, etc)
2. When the client is no longer eligible for services
3. When the client no longer needs services

Ongoing authorizations will expire on their own based on service plan information from SELG

When the ongoing authorization expires staff must create a new one.

- If a new ongoing authorization is not created no new vouchers will be issued and nothing will show up in the SVCH suspend queue

To create a new ongoing authorization case managers must provide voucher specialists with a new 546N

- Voucher specialists create the ongoing authorization by typing,  
HATH/MATH/OATH,Prime#,Provider#,Branch#  
Staff must then complete the screen based on the 546N provided  
Staff will select 'YES / YES' on the options to add voucher file and print 598  
They will then see a message alerting them a new Ongoing Auth has been created

## Changing/editing an ongoing auth.

Staff should only edit the ongoing authorization when the service plan is changing permanently moving forward.

If this is a one time change staff should void the existing authorization(s) and create the new authorization.\*

\*See CEP Manual, pg 51

This will create a new voucher number, but it will not change the ongoing authorization.

When an ongoing authorization is created it will default the authorization as an even split of hours (shown below).

Proc	Mod	Description	1st Half of a Month		2nd Half of a Month	
			Unit/Mil	Rate	Unit/Mil	Rate
OC111	Z6	Hourly ADL/IADL	75.00	14.0000	75.00	14.0000
OT111	Z6	Mileage/Pub Trans	25.00	0.4850	25.00	0.4850
Tot Svc Units			75.00		75.00	Tot Svc Units

To change the hours authorized in each half of the month type in the correct amount in the units field, to the right of the service description.

Proc	Mod	Description	1st Half of a Month		2nd Half of a Month	
			Unit/Mil	Rate	Unit/Mil	Rate
OC111	Z6	HOURLY ADL/IADL	50.00	14.0000	100.00	14.0000
OT111	Z6	MILEAGE/PUB TRANS	25.00	0.4850	25.00	0.4850
Tot Svc Units			75.00		75.00	Tot Svc Units

When the correct units are displayed press Enter to update the screen, then press F9 to save.

# Additional Notes for Changing/Editing Ongoing Authorizations

If there is a change in the service plan (HCW filling in, emergency, etc.) staff should create a voucher for that time frame manually because it is not part of normal schedule.

- Staff must void the system generated voucher and create a new one.  
Only voucher currently in a '30' status can be deleted
- To delete a voucher type *OATH, Voucher#* onto a blank Mainframe screen
- Enter a 'D' in the *Trans Typ* field and press enter

The system does **NOT** prevent the user from entering more hours than were authorized on the 546.

- The system prevents users from entering more hours than allowed in the table.
- The cap in the table is currently set at 230 hours for hourly service plans
- Exceptions are higher in table on a case by case basis

The system is unable to review service plan hours because they are not pulled by the system daily.

- Currently the system only gets service plan hours once each month, creating potential for errors

## Review Ongoing Inquiries (ONIQ)

ONIQ shows current and historical ongoing auth's

Ongoing authorizations can be search by;

- Branch # \*
- Prime #
- Provider #
- Expiring authorizations

\*When the branch field is populated it will override other search criteria.

The system will default to the users branch so the field DOES NOT need to be populated.

ONIQ On-Going Voucher Authorization 03/21/2016  
 Branch 0311 Prime \_\_\_\_\_ Prov \_\_\_\_\_ Expiring Auth \_  
 PAGE 0001

Begin Dt	Expire Dt	Prime	Prov	Branch	Period	SVC	Status
02/01/2016	01/31/2017			0311	03/31/2016	APD	
04/01/2016	09/30/2016			0311	03/31/2016	APD	
01/01/2016	06/30/2016	Prime #	Provider #	0311	01/15/2016	APD	
03/01/2016	03/31/2016			0311	03/15/2016	APD	
01/01/2016	01/31/2016			0311	01/31/2016	APD	

NO MORE  
 F3=Exit F5=Refresh F7=Prev F8=Next

Mark the field to the left of authorization with any character and press Enter to open.

This will open the selected ongoing authorization on the ONGO screen.

# Additional Notes for Reviewing Ongoing Inquiries (ONIQ)

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This screen is designed to give users a quick view of existing authorizations

When a case manager is setting up a new service plan, or adding a HCW to an existing service plan they can review the screen sorting by provider #. This will quickly show the user how many ongoing authorizations the provider has.

This will help case managers determine if the HCW has the capacity or availability to provide services needed by the consumer

- Will display HCWs who provide service to APD, OPI, DD PC20 and AMH PC20 consumers
- Will not display ongoing authorizations to DD consumers served through eXPRS system



## ONIQ cont. Sorting by expiring authorization

Cases expiring will require a new 546N (service plan) and a new Ongoing Authorization.

- The system will not automatically continue issuing voucher without a valid ongoing auth.

This screen may be used by management and case managers in determine when cases are coming due.

ONIQ On-Going Voucher Authorization 03/22/2016  
 Branch 2411 Prime \_\_\_\_\_ Prov \_\_\_\_\_ Expiring Auth Y PAGE 0001

Begin Dt	Expire Dt	Prime	Prov	Branch	Last Issue Period	SVC CAT	Status
- 03/16/2016	03/31/2016			2411	03/15/2016	OPI	
- 01/01/2016	03/31/2016			2411	03/31/2016	APD	
- 03/16/2016	03/31/2016			2411	03/31/2016	OPI	
- 01/01/2016	03/31/2016			2411	03/31/2016	APD	
- 01/01/2016	04/30/2016	Prime #	Provider #	2411	04/30/2016	APD	
- 03/01/2016	05/31/2016			2411	03/15/2016	APD	
- 01/16/2016	05/31/2016			2411	05/31/2016	APD	
- 01/01/2016	05/31/2016			2411	05/31/2016	APD	

NO MORE  
 F3=Exit F5=Refresh F7=Prev F8=Next

Marking expiring flag will look and sort expiring ONGO authorizations due to expire within the next two months

## Suspended Voucher Queue (SVCH)

- ✓ Accessed by typing SVCH into a blank mainframe screen and pressing Enter.
- ✓ Users can search by branch # or provider #

Displays ongoing authorizations by pay period when the system was unable to issue the voucher.

The system will attempt to issue for up to 3 service periods prior to the authorization is suspended.

SVCH Suspense Vouchers 03/21/2016  
 Branch 2411 Prov \_\_\_\_\_ Page 0001

DEL	PRIME	PROV	BR	SERV BEGIN	SERV END	SUSPENSE REASON
-			2411	01/16/2016	01/31/2016	277 NO MATCHING CASE DESC FOR
-			2411	02/01/2016	02/15/2016	277 NO MATCHING CASE DESC FOR
-			2411	02/01/2016	02/15/2016	P238 Restricted Prov. may not
-			2411	02/16/2016	02/29/2016	277 NO MATCHING CASE DESC FOR
-			2411	02/16/2016	02/29/2016	P238 Restricted Prov. may not
-			2411	02/16/2016	02/29/2016	JH017 This provider is no long
-			2411	03/01/2016	03/15/2016	JH017 This provider is no long
-			2411	03/01/2016	03/15/2016	A92 BREAK IN ELGR STATUS
-	Prime #	Provider #	2411	03/01/2016	03/15/2016	277 NO MATCHING CASE DESC FOR
-			2411	03/16/2016	03/31/2016	013 Service hours exceed allow
-			2411	03/16/2016	03/31/2016	013 Service hours exceed allow
-			2411	03/16/2016	03/31/2016	JH017 This provider is no long
-			2411	03/16/2016	03/31/2016	A84 NO SVC CAT FOUND FOR SERV
-			2411	03/16/2016	03/31/2016	A89 PERC/SVCCAT/PROC/CASE DESC
-			2411	03/16/2016	03/31/2016	277 NO MATCHING CASE DESC FOR
-			2411	04/01/2016	04/15/2016	JH017 This provider is no long
-			2411	04/01/2016	04/15/2016	A84 NO SVC CAT FOUND FOR SERV

F8 FOR MORE  
 F3=Exit F5=Refresh F7=Prev F8=Next

The system will try to re-issue the voucher each night, it will then be removed from the list when successfully issued.

# Additional Notes for Suspended Voucher Queue (SVCH)

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The screen will provide users with reasons the system was unable to create the voucher.

These messages would have previously been seen by users when creating vouchers using HATH/MATH/OATH.

- These can also be reviewed on Mobius view direct report SJH1850U-B

Case managers should review SVCH after the batch authorization cycle runs.

- The authorization cycle is scheduled to run 6 business days before the beginning of the next pay period.
- Case managers will be able to work the list and delete lines as issues are addressed.

The system will attempt to issue vouchers for two consecutive periods for a two month period.

- If the period is in the suspend queue that means the voucher was not created for the reasons listed.
- If the error is fixed within the two month time frame the system will automatically issue all vouchers (no additional user intervention required)
- If not addressed the errors within that two month time frame then they will need to manually create a voucher through appropriate \*ATH screen

## Additional Notes

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To review all ongoing authorizations for a branch use the ONIQ screen

- Type ONIQ and press enter, type in the branch # and press enter again
- To sort by authorizations that expire first mark the “*Expiring Auth*” field with a Y

Users may see that a voucher has been voided (status 10) by user SJH1110X

- This happens because at the time the system attempted to print the voucher either the consumer or provider were ineligible.
- Staff can review Invalid Record Void report (SJH1150R-C) on view direct
  - This will display all vouchers voided for that branch