

Older Americans Act (OAA) Program transition to GetCare Project
Frequently Asked Questions (FAQ) – August 2020

Timing & Training

1. When will we start using GetCare?

We will begin using GetCare to record OAA program data beginning October 1, 2020. No data should be recorded in OACCESS for OAA programs after 5pm on September 25, 2020. Once we go live with GetCare on October 1, 2020, staff will enter program data into GetCare for the time period of September 25, 2020, 5pm through September 30, 2020 and forward.

2. Are we still expected to get the training site to practice with GetCare by Aug 25?

Information on how to access the training site has been sent out.

3. Would you send the link for the training site and an overall cheat sheet please?

A link to the training site has been provided by email. Training and technical assistance will be provided beginning September 2020.

4. Will the training in September walk through the FCSP information more in depth?

Yes and there will be an opportunity to ask questions.

5. Is there possibility of getting program focused trainings, i.e. only HMD/congregate meals, etc?

Yes, we plan to provide focused trainings based on need following the RTZ 9/9 and 9/17 sessions.

6. Will there be a cheat sheet on what we need to complete for each program. Like FCSP, OC, Nutrition, Health Promotion...?

Each OAA program has specific data collection requirements. Please refer to program specific standards. We are creating a revised State of Oregon Service Units and Definitions for Older American Act publication.

7. Workflows to help illustrate what is needed to be entered and where would be extremely helpful. Will these things be provided?

Training documents will be added to the Help Library on GetCare. It may not be in the form of workflows, but there will be videos, manuals and other materials to help staff learn the new features.

Data Migration from Oregon Access to GetCare

8. Will the current clients in Oregon Access be migrated with their programs over to get care or do folks have to re-enter all current clients?

Consumers will be migrated to GetCare. We're migrating consumers who had at least one unit recorded between July 1, 2019 and September 25, 2020.

9. OACCESS narration prior to 10/1 will still be in Oregon Access?

Yes. OACCESS narration will not be migrated to GetCare. AAA staff will continue to use their login to OACCESS to view historical data including narration.

10. Will the providers from Oregon Access migrate to GetCare?

Yes.

11. What will happen with all the notes that are in OAccess for current clients? Will they be moved to GetCare?

No. Historical case notes will be maintained in OACCESS for staff to refer back to but they will not be migrated to GetCare.

Data Entry & the GetCare System

12. We usually have connection issues with OACCESS because we are not connected to the state server. Will we have the same issue with GetCare?

GetCare is a web-based system so the only connection issues would be related to internet service.

13. What about NAPIS forms, does that go in OACCESS or GetCare?

Required NAPIS information collected needs to be recorded in GetCare.

14. Is there going to be a new NAPIS form clients will fill out for this system?

There are no planned changes to the current NAPIS form for the transition to GetCare this year. However, we anticipate changes to the NAPIS form to support new federal reporting requirements beginning October 1, 2021.

15. When you enter info into the client file, does it auto generate to the NAPIS?

Yes. Data from the client record feeds into the NAPIS reports.

16. I have entered one client under the name they gave me along with their information then through another conversation, I find out that they have a different given name and have already been entered into the system. Now there are two records entered for one person. Is that something that I will just request a merge for?

Yes. There is a process for merging records built into GetCare.

17. Would internal ID be the Prime Number

Yes. It can be the Prime number and you can add other internal IDs to the record as well.

18. Will it generate an ID number if the person doesn't have a prime from Oregon Access (OACCESS)?

The system generates a GetCare ID for each consumer. If the consumer was migrated from OACCESS, the prime number will be displayed in the internal ID field.

19. Can you search by a hyphenated last name?

Yes, the search is enabled with suggestions, so as you type you will see potential name matches – this works very well with hyphenated names when you don't know how they have been recorded.

20. Can you only enter one race?

No. There is an option in the dropdown for 'Multiple' or you can choose 'Other' and a text field opens where you can fill in more than one race.

21. Is there a drop-down for transgender?

Transgender is a field in the demographics with a dropdown: Yes, No

22. Will ADRC staff also receive access to OACCESS?

Most ADRC staff already have access to OACCESS; your supervisor will determine if you have a need to access OACCESS.

23. Can everyone see what assessments have been completed or is it still based on your rights in Getcare? Could ADRC staff see that a nutrition assessment was done recently?

Yes.

24. I staff often with MDT (APS) who doesn't have access to the ADRC, but they have access to OACCESS at this time. Will MDT have access to the ADRC moving forward now that notes will no longer be entered into Oregon Access?

If there is a business need, business associates who do not provide OAA services may be considered for view/read only access to the GetCare.

25. Can you print this information like we are able to now with OACCESS?

Yes. You can print assessments.

26. Where is the save button on the client file?

Lower right corner in the Identification and Demographic tabs. If you do not see a save button, you do not have rights to make changes (view only)

27. Currently OACCESS shows us and gives us ticklers, which is very helpful. Does this exist in GetCare?

Yes, you can create To Dos or Notices on your dashboard. GetCare has the ability to assign tasks to agents within the CareTool. The GetCare does not auto generate a tickler when another person edits a case file. GetCare features a Change Log in order to view recent activity within a case.

28. Is this the unit area that was in OACCESS? (service recording)

Service Recording is much like OAA Batch where you will record units of service on a roster. Individual units can be added using an Element in a Progress Note.

29. Is there a place to show what type of insurance coverage a person has?

Only which parts of Medicare that a person has in place. If there is a need to record private insurance based on a specific program, please submit that request for consideration. It may be a question that we could add to an assessment/intake form.

30. Do we need to have a separate enrollment for each individual service?

Yes. Similar to OACCESS the OAA services are part of the client file/case.

31. How do these concepts map to the concepts we currently know in ACCESS? Service. Qualifier. Is a program a qualifier? How do we know about which funding source applies? (ex: meals OPI, OAA, etc)

Service qualifiers are mapped to each program enrollment. OPI will not be recorded in GetCare.

32. How do you enter units used. If someone receives services that month - how do you enter those?

Service Recording is much like OAA Batch where you add units to each person on the 'roster'. Individual units can be added using an Element in a Progress Note.

33. This may have been addressed but are AAA agencies and all those that open manage OAA services being required to keep records updated in OA to Get Care?

After 9/25/2020 you will maintain and update OAA records in GetCare; no new OAA records will be created in OACCESS.

34. What do you mean by units? We don't generally add units in OA services?

Units are the measure of service provided. Refer to [Service and Units Definition](#) guidelines for a complete list.

35. If I don't currently have access to this screen (service recording) under Operations - do I need to request it?

Yes, your agency was given the task of submitting a list of users and the permissions they need. If you find that you don't have access to what you need when we go live, just contact Lacey Hanson and she can fix your account.

36. Who can access these uploaded files in the cabinet - is it only the staff who uploaded the file or is it viewable by all? For example, if it was client's social security benefits award letter?

The file cabinet is viewable to all GetCare users. All GetCare users are required to have HIPPA/Privacy training which includes the rule that you don't go looking up information you don't need to know for your work.

37. As part of our workgroup tasks, is it possible to create a cheat sheet for funding sources that these programs fall into? I think some of our ADRC staff and OC/FCSP staff will have some minor roles in nutrition and other OAA programs.

Yes

38. Beginning and end dates for services in OACCESS are the first and last of the month. Are we going to keep that convention in GetCare?

No, actual start and end dates are used in GetCare

OPI & Medicaid

39. What about consumers who are on OPI and an OAA program? Do you have to enter OPI information into OA and then reenter into this system?

OPI consumers will continue to be tracked in OACCESS. Consumers on OPI who receive OAA program services funded by OAA must be enrolled in the OAA services in GetCare.

40. Will the OPI waitlist tool be added to the ADRC again?

No.

41. Will OPI eventually be in GetCare?

That is not being planned for at this time.

Family Caregiver Support Program

42. Do Family Caregiver Program clients go into GetCare too?

Yes. All Older Americans Act programs including the Family Caregiver Support Program will be recorded in GetCare.

43. Should we add a Family Caregiver Support Program (FCSP) relationship contact if the care receiver is a grandchild?

If the care receiver is a minor, we do not collect ADL/IADLs. Please refer to the FCSP standards for further direction.

44. I see a Family Caregiver Support Program (FCSP) intake form. Is it going to be standardized across the State?

The FCSP program coordinator is working on this.

45. Is there the expectation to have both hard mini files on clients or are all forms in GetCare for FCSP program?

Refer to your agency policy and program standards. The state does not require paper files to be submitted or uploaded into the GetCare.

46. IIIE is all caregiver services, including grandparents. How will services specific to grandparents be tracked?

We will have 'G' next to IIIE to indicate if it's grandparent. This will roll up to IIIE.

47. We have set up the ability to track if we are using an agency or private provider for Respite in OA. Will we still be able to do that in GetCare and pull statistics?

Yes, if the provider is setup in GetCare, you will be able to track units of respite service.

48. Would "respite care" be the way to show that someone is enrolled in FCSP?

Yes, enrollment into Caregiver Respite would indicate that the respite care is funded by Title IIIE.

49. We offer support, classes, and respite. Will we be able to track each separately?

Yes

50. Is there a place for Family Caregiver Support Group units in GetCare or will that stay in OA?

FCSP units will be recorded in GetCare.

Nutrition Program

51. Will we be able to print a roster for the next month?

Yes, GetCare has a couple of different view for rosters. There's a monthly option that puts participants' names with columns 1-31 to check off the days that a participant shows up or receives a meal. There's also a roster printout for weekly roster printout that has space for a participant to sign or initial that they've showed up or received meals.

52. Will we be able to select names that appear in the roster based on those who regularly show up (similar to how in OA we can sort the roster when batching)?

The roster will bring up all who are registered for a specific site. However, GetCare does have a filter to exclude clients who have not received units in

the last three months – e.g. if you have snowbirds, or people who rarely access a service).

53. How do we adjust the meals actually received by consumer?

In Service Recording the roster has an open field for units of service to record the actual meals received.

54. Where do OPI and Medicaid (Title XIX) meals get entered?

OPI and Medicaid/Title XIX HDMs will not be reported in GetCare, and will continue to be reported in OACCESS. This includes includes units of service, and nutrition risk screening information for OPI and Medicaid clients.

55. How will APD case managers know if someone is already receiving home-delivered meals prior to starting Medicaid/Title XIX services? Will APD case managers have access to GetCare?

Medicaid case managers will not have access to GetCare, so they will not be able to see if a Medicaid consumer is already receiving HDMs. APD case managers should ask consumers if they are already receiving HDMs in an effort to avoid duplication, and AAAs should also continue to check if new consumers receive Medicaid services by asking consumers and checking Oregon ACCESS.

CSSU is exploring if we can provide periodic reports showing individuals receiving OAA funded meals who appear to be enrolled in Medicaid, similar to current reports that have been sent out monthly. However, this will not be possible in the short-term, and AAAs will need to be communicating regularly with their local APD offices if they have questions about individual consumers.

56. Will any of this change how AAAs report and bill for Medicaid HDMs?

Medicaid/Title XIX must still be recorded in OACCESS. APD's Medicaid HDM program is continuing to work towards transitioning billing for Medicaid HDMs to the MMIS system. However, until this transition is made AAA nutrition programs will continue to use the system of authorization and vouchers as detailed in the [Medicaid HDM Standards & Responsibilities](#).