



Memo #13-8

To: HMG Project Directors and ET System Administrators
From: Sondra Crayton, Assistant Chief, BEIS
CC: FCFC Coordinators, BEIS HMG Staff, State Partners
Subject: Early Track February 2013 Updates
Date: April 17, 2013

Updates/changes were made to ET 3.0 on April 17, 2013. When updates/changes occur, a memo is sent to county HMG contract managers and ET System Administrators. *Please notify all of your contractor ET users that this memo can be accessed under “ET Info” in Early Track.*

Summary of Updates and Changes

This release consisted primarily of bug fixes. The only other significant development was (1) the deployment of an adjustment mechanism for events already submitted for approval for payment in the Home Visiting program, (2) small changes to the Home Visiting eligibility page, (3) changes to the caregiver demographic page, and (4) enhancements to the claims approval and prior authorization pages.

1. The **adjustment feature for Home Visiting claims** will be fully functional once the Department has finalized the procedures by which contractors will submit adjustment requests and the evaluation criteria for these requests. Once these details are finalized, a communication will be sent to all Home Visiting contractors.
2. The **Home Visiting eligibility page** question involving substantiated and neglect has been expanded to three questions to correspond to the PCSA form.
3. All **caregiver demographic pages** are now shared. If a caregiver is assigned to multiple records, changing the answer to any of the caregiver demographic questions in one record will result in the answer being changed in any other associated record. If an existing caregiver had different responses to a caregiver demographic question in different child records, we chose the most recent response to the question. Users should pay close attention to the caregiver demographic pages for any caregiver that is linked to one or more children. Please ensure that the caregiver demographic questions have accurate answers.
4. **Performance enhancements to the claims approval and prior authorization pages** will build on the improvements made in the March release. Users should notice considerable advances in the speed with which Early Track approves claims on these pages. Cap checks are now run *after* events are approved. These checks run faster as well. However, because the cap checks are run after events are noted as approved, users may approve claims and return at a later time and notice that they have events requiring prior authorization.

The screenshots below show a common situation users will encounter: they approve a series of claims for approval. Early Track approves the claims and displays a message stating that the claims were

approved successfully (screenshot #1). Upon return to the claims approval screen, users see a message stating that some events require prior authorization (screenshot #2).

Approve Claim Events Claims Requiring Prior Authorization Review Prior Authorization Requests

Claims were approved successfully and now billing caps are being checked.

County: BEIS Test County

Home Visiting Contractor:

Home Visitor Agency:

Home Visitor:

Child ET ID:

Home Visit Date Range: to

Type:

Status: Unapproved Approved All

Search

No items were found.

Minutes displayed in the format "15 (60)" indicate 15 minutes pending approval now, with a total of 60 minutes of this item type for this visit.

Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties.

I hereby agree to keep such records as are necessary to disclose fully the extent of services provided to individuals under the Help Me Grow Home Visiting program and to furnish information regarding any payments claimed for providing such services as the Ohio Department of Health may request.

0 Item(s), 0 Minute(s) Selected for Approval

Approve

Approve Claim Events Claims Requiring Prior Authorization Review Prior Authorization Requests

One or more recently approved claim events require prior authorization in order to be vouchered. Click here to request prior authorization.

County: BEIS Test County

Home Visiting Contractor:

Home Visitor Agency:

Home Visitor:

Child ET ID:

Home Visit Date Range: to

Type:

Status: Unapproved Approved All

Search

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Approve

Bug Fixes – Central Coordination

- Children who were made eligible under the targeted criteria, exited, and were re-referred or transferred over the age of six months were incorrectly classified as alternate eligibility referrals. A temporary fix was run by ODH on a daily basis to fix these records. This release deploys a permanent fix to this issue.
- Users were unable to enter the referral tracking information for program referrals if the program referral’s first contact was from an “Other” agency. ETDS entered tracking information for users who submitted requests. This release deploys a permanent fix to this issue.
- The “new referral” prompt on log-in incorrectly displayed a list of all new referrals in the county, regardless of the user’s associated contractor(s). Users will now see only those records referred to their associated contractor(s). While this bug was being fixed, the “new referral” prompt was disabled. It will be re-enabled for the contractor system administrator and centralized data entry roles.

Bug Fixes – Early Intervention

- Users were incorrectly prompted for non-compliance reasons for children who were referred to Early Intervention, exited, and returned.
- For children whose exit was *entered* in Early Track on/after their third birthday, the incorrect exit reasons and destinations appeared.
- Some late family assessments, child assessments, evaluations, and IFSPs did not receive the NCR prompt.
- Users were unable to enter exit COSFs in transferred records.

Bug Fixes – Home Visiting

- Early Track frequently timed out for users seeking to “Accept the cap maximum” on the prior authorization pages.
- The Home Visiting Tools Child Summary would not run.
- Early Track allowed users to enter family plan time on home visits other than the most recent, but would not allow users to enter the family plan. Users will now be able to enter the family plan.
- Early Track allowed users to enter home visits prior to the most recent open Home Visiting eligibility, which then led to the record being broken. Users will be unable to enter a Home Visit dated prior to the most recent open Home Visiting eligibility.

We are aware of a new bug that was introduced in the April release. If users select a pregnancy risk factor on the caregiver demographic page, save the page, and remove the risk factor, and save the caregiver demographic page again, only the most recent selected risk factor will appear on the screen. However, upon leaving the record and returning, both selected risk factors will appear. This may be particularly problematic if users save “None” for the pregnancy risk factors and then later add a risk factor (or vice versa). In this case, the record will be broken (screenshot #1 below). ODH will be fixing these records automatically on a daily basis. No action will be necessary on the part of users to correct any record due to this issue.

Errors Found

The following error(s) have been found for this child:

'None' risk factor cannot be selected with other pregnancy risk factors.

These error(s) must be corrected before any other information can be saved for the child's record.

If you need assistance in correcting these error(s), please contact your System Administrator.

To view this child's record click on the 'Continue' button

Continue