



## Memo #12-13

**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 October 2012 Updates  
**Date:** November 6, 2012

Updates/changes were made to ET 3.0 on October 24, 2012. 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

### Billing and Overlapping Events

- Effective this release, Early Track will more effectively prevent contractors from being paid for approved time if times overlap in multiple records. If times overlap, contractors will be paid one time for the overlapping time.
- We recommend that users run the new “Home Visiting Overlapping Claim Events” report prior to approving events to determine whether there are legitimate reasons (e.g., a Home Visit done for siblings) for overlapping times or if a data entry error has occurred.

### Home Visit Entry for Ineligible Children

- Users can enter one home visit into records where children were determined not eligible for Home Visiting.
- Contractors will be paid for up to 8 units for a home visit and billable work associated with that visit (e.g., preparation time, travel time, etc.) where a child is determined not eligible for Home Visiting.

### Addition of Referrals Learned about outside of a Home Visit

- Users can now add a referral to the Time and Activity log *if they learn about the referral need outside of a home visit* (e.g., the family calls the home visitor at the office and informs the home visitor the family needs a referral, and they would like the home visitor to make the referral). ***Referrals learned about during a home visit must continue to be recorded on the home visit.***
- Users are reminded that phone calls from the family are not reimbursable, and this includes a phone call from a family requesting that the home visitor make a referral for the family. The work the home visitor does to *make* the referral is reimbursable and should be recorded on the Time and Activity log.

1. Click on the “Add Referral to Community Resources” to add a referral not discussed at a home visit.

**Time/Activity**

**Add Home Visit Time/Activity**

Task	Home Visit/Referral	Referral Outcome	Date	Time In/Out	Notes
<input type="text"/>					

[Add Referral to Community Resources](#) Save

This child does not have any Home Visit Time/Activity records.

2. Fill out the Appropriate Information about the Referral

**Add Referral to Community Resources**

\*Referral Date: 10/15/2012

\*Community Resource: Gas

\*Family Member Referral Made For: Mom

Cancel Save

3. Record Time and Activity Associated with the Referral Like Any Other Referral

**Time/Activity**

**Add Home Visit Time/Activity**

Task	Home Visit/Referral	Referral Outcome	Date	Time In/Out	Notes
Referral/Follow Up	10/15/2012 : Gas	<input type="text"/>	10 / 16 / 2012	02:00 PM 02:06 PM	<input type="text"/>

[Add Referral to Community Resources](#) Save

This child does not have any Home Visit Time/Activity records.

## Reports

- *Report Structure Updated*
  - With the addition of the concept of contractors to HMG and Early Track, the report structure also needed to change. A new field for contractor has been added since there may be multiple contractors in a county for which a report applies.
  - Some dropdown choices may be inapplicable for a report. For example, in the Service Coordinator Caseload report, users have the option of choosing a Home Visiting contractor and a Home Visiting eligibility. However, if users choose inapplicable report parameters, no results will be pulled back. In an upcoming release, only applicable dropdown choices will appear.

**Service Coordinator Caseload**

**Get Report**

**County:** Adams

**Contractor:** Home Visiting (Adams Brown Counties Eco)

**Agency:** Adams Brown Counties Economics Opport

**Worker:** ALL

**Eligibility Category:** Home Visiting

**\*Which Children**  With Eligibility  
 Without Eligibility

**\*Report Format:** [ ]

*\* Indicates required field.*

In the above example, the report would pull back no children since we chose a Home Visiting contractor and selected children with a Home Visiting eligibility.

- *Home Visiting Overlapping Claim Events Report*
  - Allows users to determine where overlapping times have been entered in multiple records. This report should be run prior to billing to aid in the correction of overlapping times.
- *Home Visit Voucher Details Report*
  - Lists out the warrant information, number of vouchered minutes and units, and the total vouchered dollar amount

**Pending Exit**

Since the pending exit feature is no longer relevant under the new rules, we have removed this feature from Early Track.

**Assignment of Contractors**

The assignment of Home Visiting *contractors* to records has changed substantially in counties where there is more than one Home Visiting contractor. The following are important points regarding the new process:

- Central Coordination makes all Home Visiting contractor assignments. These contractor assignments are made on the Home Visiting program referral prompt by choosing the appropriate contractor from the dropdown.
- Central Coordination does *not* assign the Home Visiting agency or Home Visitor.
- Home Visiting contractors assign the Home Visiting agency and/or Home Visitor. Contractors have access to the record once it is assigned to the contractor at Central Coordination.

## Billing: Recap from the September Release

The ability to view events for billing, approve events for payment, and submit approved events to ODH for payment was released to Early Track on September 19, 2012.

- The right to approve events for payment and submit them to ODH can be granted to anyone at the discretion of a system administrator for the contractor.

Worker/User List
Worker/User Detail

**\*Last Name:** Jefferson

**\*First Name:** Sarah

**Street Address:**

Enter the zip code to auto-populate the city and state

**City/State:**  **Zip:**

**\*\*Phone #:** (  )  -  ext.

**Fax #:** (  )  -  ext.

**\*\*E-mail Address:**

**\*\*OPDN Registry Number:**

**\*License(s) applicable for direct billing:**

Licensed Social Worker

Registered Nurse

Other or No License

**Early Track User?:**  (Checking this box will add an Early Track user account if one does not already exist)

	User Name	First Name	Last Name	Last Logged In
<input checked="" type="checkbox"/>	SARAH.JEFFERSON	Sarah	Jefferson	
<input type="checkbox"/>	SARAH.JEFFERSON1	Sarah	Jefferson	
<input type="checkbox"/>	(not listed)			

**Last EarlyTrack Login:**

Role	Scope	
Clinical Supervisor / Home Visiting	BEIS Test County	Remove
	Home Visiting (BEIS Test County Home Visiting Contractor)	
	A Wonder World	
Billing Approver / Home Visiting	BEIS Test County	Remove
	Home Visiting (BEIS Test County Home Visiting Contractor)	
		Remove

\* Indicates required field.  
\*\* Indicates conditionally required field

- Users with the billing approval role can approve events for payment. To access the page, navigate to Home: Approve Claims.

Home Reports Administration ET Info F.A.Q.S. System Admin

Child Search  
Data Import  
Approve Claims

Search Criteria Search Results

Search Tips

Search Clear All

County: - All Counties -

Child Last Name: First:

Early Track ID:

Birth Date Search  Due Date Search  Search a date range

Child DOB: / /

Caregiver Last Name: First:

Type:  New Referral(s)

- Users approve each individual event. However, all travel time, documentation time, data entry time, and referral follow up time are “rolled up” by category. For example, the travel to and travel from times appear as one entry for the associated home visit under “HV Travel.”

Approve Claim Events

County: BEIS Test County

Home Visiting Contractor: BEIS Test County Home Visiting Contractor

Home Visitor Agency: A Wonder World

Home Visitor: Test, Robin

Home Visit Date Range: to

Event Type:

Event Status:  Unapproved  Approved  All

Search

<input type="checkbox"/>	Agency	Home Visitor	Child Name	Home Visit Date	Event Type	Minutes
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">lisa_raiy</a>	10/1/2012	HV Informal Assessment	15
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">lisa_raiy</a>	10/1/2012	HV Parenting Education	30
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">lisa_raiy</a>	10/1/2012	HV Plan Development	15
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">lisa_raiy</a>	10/1/2012	HV Travel	60
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">lisa_raiy</a>	10/1/2012	Nutrition Screening - PEACH	30
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">eliza_emily</a>	10/2/2012	Home	30
<input type="checkbox"/>	A Wonder World	Test, Robin	<a href="#">eliza_emily</a>	10/2/2012	HV Informal Assessment	20

- Users have a great deal of flexibility to filter which claims they wish to view. They can limit the data by county, contractor, agency, worker, date, event type, and event status.

Approve Claim Events

<b>County:</b>	BEIS Test County	▼
<b>Home Visiting Contractor:</b>	BEIS Test County Home Visiting Contracto	▼
<b>Home Visitor Agency:</b>	A Wonder World	▼
<b>Home Visitor:</b>	Test, Robin	▼
<b>Home Visit Date Range:</b>	10/01/2012	to 10/8/2012
<b>Event Type:</b>	HV Travel ▼	
<b>Event Status:</b>	<input checked="" type="radio"/> Unapproved <input type="radio"/> Approved <input type="radio"/> All	

- Once a user submits an event for payment, *the event is locked. It cannot be deleted by the user or ODH.* Only submit for payment those events for which you have a high degree of certainty in the correctness of the data.

**0 Event(s), 0 Minute(s) Selected for Approval**

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.

## Reports

- The *Home Visit Claim Events* report corresponds with the events appearing on the Approve Claim Events screen. However, whereas individual entries for travel, data entry, documentation, and referral follow up are rolled up on the Approve Claim Events screen, they are broken out on the report.
- This report allows users to track an individual event through all relevant statuses: pending approval, approval, vouchered, and paid. Once approved events are put into a voucher file and sent to OAKS, the associated voucher number and date will appear on the report. Once OAKS pays for an event, the associated warrant number and date will appear on the report.
- The *Home Visiting Vouchers* report lists the number of vouchers submitted for a contractor, the number of vouchered minutes, units, and total amount. Once a voucher is paid, the amount paid is also listed.

## Billing Questions

- Users with non-Early Track specific questions about billing (*e.g.*, the amount received in the EFT was more/less than expected, the EFT was later than anticipated, etc.) should follow up with their Home Visiting consultant.

## Licensed Workers

- Users are reminded to ensure that their Home Visitors' licensure data are up to date in their Early Track profiles to ensure that contractors are reimbursed at the correct rate.

## Major Bug Fixes

A number of bugs were uncovered by users and reported to ETDS. We appreciate very much your reporting of Early Track bugs. When you report bugs to ETDS, we can make fixes more quickly to the benefit of all users. Of the bugs fixed in this release, one is likely of interest to all counties and users:

### *\$0 Income*

- The bug that prevented users from entering a family income of \$0 has been fixed.

### *EI Caregiver Demographics Questions*

- When making children eligible for Early Intervention, users will no longer be required to answer questions about the primary caregiver's DOB, marital status, access to medical care, and access to prenatal care

### *Pregnancy Risk Factors for Prenatal Home Visiting Children*

- Users can now enter pregnancy risk factors (if any) for prenatal children being made eligible for Home Visiting

### *Documentation Received Fields on Diagnosis on the Form and Out-of-State IFSP*

- Documentation received fields have been added to the diagnosis on the form and out-of-state IFSP EI eligibility reasons.
- Users have 180 days from the EI program referral to obtain this documentation.

### *Central Coordination Referrals on the "Would you like to see your new referrals" page?*

- Exited Central Coordination referrals were appearing on the "Would you like to see your new referrals" page. Central Coordination referrals will now never appear on this page. Central Coordination workers should rely exclusively on their Central Coordination Worker Dashboard.

### *Transfer Records when Missing "Results"*

- Users could not transfer certain records because they received an error message that record was missing "Results." This bug has been fixed and these records can be transferred.

## Upcoming Development

The following development is being targeted for the upcoming releases of Early Track.

- Central Coordination reports (November)
- Central Coordination waitlisting (January)
- Informed clinical opinion, ICO (January)
- Early Intervention redetermination (January)
- Home Visiting billing caps and prior authorization (January)

## **ETDS**

Users are experiencing longer than normal delays in processing ETDS requests. We apologize for this inconvenience. The new releases to Early Track resulted in increased ETDS requests for data changes and deletions as well as clarifications about new work flows. Additional resources have been brought on to help deal with the backlog.

We are working through the requests as quickly as possible. We encourage you to submit requests only once and to submit all requests through ETDS rather than e-mailing BEIS staff directly. The submission of multiple requests about the same issue slows down the process of responding to users. E-mails directly to BEIS staff regarding Early Track issues increases the risk that your request will be lost.

Once the backlog of requests is cleared out, we anticipate a return to the normal turnaround time of 2-4 business days for ETDS requests.