

# HENS 2.0 USER GUIDE- OMHAS/DODD/CBDD

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# HENS 2.0 – OMHAS/DODD/CBDD User Guide

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## **Purpose and Overview of HENS 2.0**

The HENS 2.0 is a web-based system that provides a way for the hospital to complete both form ODM 3622 (PAS/RR Identification Screen) and form ODM 7000 (Hospital Exemption) electronically and submit the forms, as appropriate, to the PASSPORT Administrative Agency, the state agency and the receiving nursing facility. The nursing facility can then access HENS 2.0 and print and/ or save the document so it becomes part of the individual's record.

Pre-Admission Screen/ Resident Review (PAS/RR): Since 1987, with the passage of the Omnibus Budget Reconciliation Act (OBRA), nursing facilities (NF) have been prohibited from accepting new applicants or retaining resident with serious mental illness (SMI) and/ or developmental disabilities (DD) without a thorough evaluation of their need prior to admission.

The PAS process was designed to ensure that individuals with serious mental illness (SMI) or a developmental disability (DD) who are seeking care in a nursing facility will receive appropriate care in the facility to address these conditions. A PAS Identification Screen (PAS-ID) is required for any individual (regardless of the source of payment for the stay) seeking admission to a Medicaid certified nursing facility (42 CFR 483.102, OAC 5101:3-3-15.1). To admit an individual to a nursing facility, hospitals are required to complete ODM 3622 and submit it for a determination. Based on information provided in the 3622, a determination is made as to whether the individual may be admitted to the nursing facility or whether further review is required. The HENS 2.0 system allows the hospital user to complete and submit the 3622, and to receive a determination immediately if no indications of SMI and/or DD are present. The system automatically forwards any documents with indications of SMI and/or DD to the Ohio Departments of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities.

A Resident Review is required for any nursing facility resident with serious mental illness or developmental disability who: 1) was admitted to the facility under hospital exemption, but requires for than 30 days of services at the NF level; or, 2) is transferring between NFs and there are no PASRR records available from the previous NF placement; or, 3) has experienced a significant change in condition (defined in OAC 5101:3-3-14 (B)(33)); or, 4) initially received a categorical determination and has been found to require a stay in a NF beyond the time frame allowed by the categorical determination; or, 5) has received a resident review determination for a specified period of time and has been found to require a stay in a NF exceeding that specified period of time. Nursing facilities are required to complete the 3622 accurately and submit it to the Ohio Department of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities if indications of serious mental illness and/or developmental disabilities are present. The HENS 2.0 system allows the nursing

facility to complete the form and submit it directly to the Ohio Department of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities for further review.

Hospital Exemption: The hospital exemption notification provides an exception to the PAS-ID requirements for: Individuals who are being admitted to a Medicaid certified nursing facility, following a hospital stay where the individual has been on admitted status, and the purpose of the nursing facility admission is to receive services to continue treatment for the condition that lead to the hospitalization; and the physician has certified that the nursing facility stay is expected to be 30 days or less.

To admit an individual to a Medicaid-certified Nursing Facility (“nursing facility”) under the PASRR hospital exemption provision of the Ohio Administrative Code, 5101:3-3-15.1, hospitals are required to provide the nursing facility with a completed form ODM 7000 signed by the physician, and then send a copy of the form to the PASSPORT Administrative Agency (PAA).

The electronic notification submitted by the hospital to the PASSPORT Administrative Agency and the nursing facility using HENS 2.0 does not include an actual physician’s signature. However, as part of the submission process, the hospital staff must attest that they have appropriate documentation signed and dated by the physician verifying that the exemption criteria are met. The notification, created by the hospital and submitted to the nursing facility via HENS, will meet the PASRR requirements for admission to the nursing facility. The PASSPORT Administrative Agency will accept the notification submitted via HENS as meeting the requirement to provide a copy of the notification to the PASSPORT Administrative Agency.

The PAA is responsible for forwarding those notifications that include symptoms of SMI and/ or a diagnosis of MRDD to the Ohio Department of Mental Health and Addiction Services (OMHAS) and/ or the Ohio Department of Developmental Disabilities (DODD). Based on responses to questions in the *Diagnoses* section of the electronic notification, the HENS will automatically make those notifications available to the OMHAS or DODD.

The general process for using HENS 2.0 is as follows:

#### The Hospital Process:

- The hospital user will complete the appropriate document in HENS 2.0, certifying that the information provided is accurate and, when submitting an hospital exemption notification, that the individual meets the requirements for exemption.
- The hospital will submit the PAS-ID and if no indication of SMI and/or DD are present, will receive a determination letter via the electronic system immediately. If indications of SMI and/or DD are present, the PAS-ID will be forwarded, along with documentation provided by the hospital, to the appropriate state agency for Level II review.
- The hospital will submit the hospital exemption notification simultaneously to the nursing facility and the PASSPORT Administrative Agency via HENS.

The PASSPORT Administrative Agency (PAA) Process:

- The PAA will log into HENS and be able to access all notifications submitted by a user in their region.
- The HENS 2.0 system will electronically add the notifications into the AAA's PASSPORT Information Management System (PIMS) computer system.

The Nursing Facility Process:

- The Nursing Facility will log into HENS 2.0 and be able to create PAS-ID notifications for individuals seeking admission to their nursing facility.
- The Nursing Facility will log into HENS 2.0 and be able to access all notifications for individuals admitted to their nursing facility.
- The Nursing Facility will be able to print or save a copy of the notification for the individual's file.
- The Nursing Facility will generate a Resident Review request in the system that will be sent to the Ohio Department of Mental Health and Addiction Services and/ or the Ohio Department of Developmental Disabilities for further review as appropriate.

The OMHAS, DODD and CBDD Process:

- Documents that need to be referred to the Ohio Department of Mental Health and Addiction Services will be referred automatically by HENS 2.0 based on responses in the documents.
- Documents that need to be referred to the Department of Developmental Disabilities or the County Board of Developmental Disabilities will be referred automatically by HENS 2.0 based on responses in the documents.
- ODMHAS, DODD and the CBDD will log into HENS and be able to view/retrieve only those notifications referred specifically to them.
- ODMHAS, DODD and the CBDD will take the appropriate action to perform the Level II review and will provide the user with documentation of the Level II determination.

## About the HENS 2.0 application

The HENS 2.0 is a web-based application. To use the system, the user must have a computer with Internet access and printer capability (to print the documents, if needed).

HENS 2.0 will maintain documents after the final activity on the documents has ceased. Final activity includes required action taken by the hospital, the PAA, the Nursing Facility and, if appropriate, the Department of Mental Health and Addiction Services, the Department of Developmental Disabilities or the County Board of Developmental Disabilities. Users that require a print copy of the document for their records should print a copy of the document when they have completed activity on the document.

## How to set up users

The Ohio Department of Aging is responsible for the administration of the HENS system. Working with its sister agency partners, the department will identify a HENS administrator at the Ohio Department of Mental Health and the Ohio Department of Developmental Disabilities. The HENS administrator at each

state agency is responsible for setting up, updating, adding or removing users for their state agency. Setting up, updating, adding or removing users is covered in the Administrators User Guide.

### **Role of the HENS administrator- State Agency**

- The system administrator at the state agency will identify and set-up users at the state agency. Each staff member at the state agency who will use the HENS system will need a user name and password for the system. The state agency administrator can add, change or delete any user they've created.

### **User Names and Passwords**

The HENS system automatically creates a user name and password when an administrator adds a new user to the system. HENS sends two e-mails to the new user, at the e-mail address recorded in the system when the new user is added. The first e-mail contains the user's user name. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user's password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you'll remember. For directions on how to change your password, see "Change Password" below. Passwords are case sensitive, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam ([noreply.hens@age.state.oh.us](mailto:noreply.hens@age.state.oh.us)). If you do not receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

### **How to login**

- Type the URL: <http://HENS.age.ohio.gov> into the browser. The system will take you to the login screen.
- Enter your assigned user name and password and click "login."
- Please note that user names are NOT case sensitive, but passwords are. If you have trouble logging in with your password, make sure you are using the appropriate case letters.

### **Forgotten Password**

If you forget your password, you can re-set it. From the login screen, click on "forgot password?" and enter your user name on the next screen. A new password will be sent to the e-mail address that is on record with the system for the user. You can then use this new password with your user name to log in to the system. The re-set password is randomly generated, so your first act when you've logged into the system successfully should be to change your password to something that will be easier to remember

(see **Change Password** below). Your system administrator will have access to your user name, but not your password, so if you forget it, you will have to re-set it.

## My Profile

Each user in the system has a profile. As a user, you can change your e-mail address, phone number and actual name from the *My Profile* page. All other fields on this page are controlled by the system or the administrator at your site and cannot be changed by the user.

## Change Password

You can change your password from the *My Profile* page. To do this, first log in to the system using your user name and password. Next, click on *My Profile* from the home page. At the bottom of the profile information, next to “To change password,” click on “click here”. At the next screen, enter your old password, then enter a new password and verify the new password by entering it a second time. Passwords are case sensitive and CANNOT contain characters, only letters and numbers. Finally, click “change password.” Once you have changed your password, an e-mail confirming that your password has been changed will be sent to the e-mail address recorded in your profile. That e-mail will NOT include your new password, so be sure to remember the new password you’ve created.

## Help

From the Help section, you can access the print User Guides and computer-based training specific to your need as a user.

## Log Out

When you are done working in the system, click *Log Out*.

## Using the HENS Application- State Agency

After you’ve logged in, the HENS system displays the *Document List* screen. This includes the *Consumer/Document Search* function as well as the *Document List*, a list of documents that have been created. In the upper right hand corner, the screen also identifies the name and location of the user in the *User Information* box.

For the state agency user, the *Document List* will default to those documents that are referred by the system for a Level II review by OMHAS or DODD. Level I PAS-IDs that do not trigger for serious mental illness or developmental disabilities do not appear in this document list. The user who created the document will be able to access the Level I PAS-ID determination letter upon submission of the document.

Initially the *Document List* shows the consumer’s name- last name first, in alphabetical order; the social security number, date of birth and Medicaid Billing Number (if applicable). To see forms created for a particular consumer in the list, click on the “+” sign to the left of their name to expand the list.

The expanded chart includes the following columns:

- *Delete*- This button is used to delete a document in the list. Only a document that is *In Process* (see *Document Status* below) can be deleted. Only the user that initiated a document can delete the document.
- *Edit*- This button takes the state agency (or CBDD) user to where their Level II review results would be entered. (see *Entering Review Results* below)
- *Print*- This button allows the user to view the PDF version of the document. Click on the printer icon and the PDF document will appear on the screen. Use the icons at the top of the PDF viewer to save or print the document.
- *Review*- This link takes you to a summary screen. Once a document has been submitted and can no longer be changed or edited, this Review screen will allow the user to review information about the document. Click on *Summary* to view relevant consumer information and activity for the document, including its status if it has gone on for Level II review.
  - Click on *Attachments* to view any attachments submitted with the document.
  - Click on *Links* to select from the following features: The *Enter Determination* feature takes the user to the place where their determination results would be entered (see *Entering Review Results* below). The *Upload Attachments* feature functions the same as the *Attachments* feature described earlier. The *Open Document as PDF* feature in the *Links* section functions the same as the *Print* feature described above. Clicking on the *Open Document as PDF* allows the user the view the document and, using the icons at the top of the PDF viewer, save the document or print the document. The DODD can click on *Refer document to CBDD* to forward a document to the CBDD for action.
- *Document Type*- this column shows whether the document is a ODM 7000 (hospital exemption) or a ODM 3622 (PASRR).
- *Categorical (Days)*-If the request is for a categorical determination, the number of days requested will appear in this column. This only applies to PASRR.
- *Hospital Name*- This is the name of the location where the document was created.
- *Document Date*- This is the date the document was created.
- *Document Status*- This field identifies the status of a document. This field is populated by the system, based on the action you or others that interact with the document have taken.
  - *In Process*- The document has been created, but is not complete and has not been submitted to the system. This document may be retrieved to make changes, or for completion and submission, or it may be deleted.
  - *Submitted*- The document has been created, completed and submitted. Documents that have been submitted can be viewed (and printed if needed), but no changes can be made to the document. Documents that have been submitted cannot be deleted. Level I PAS-IDs which do not include indications of serious mental illness or developmental disability will be auto-loaded into PIMS.
  - *PIMS Loaded*- The document has been referred to ODMHAS or DODD for a Level II review and has been loaded into the PAA data system, PIMS, while waiting for the determination from the Level II review.

- *Referred*- A document includes indications of serious mental illness and/ or developmental disability and has been referred to the appropriate state agency for Level II review. Once the Level II review is complete and entered into the system, the status changes to Complete.
  - *Complete*- The document has been submitted, all required determinations have been made (as applicable by the system or the appropriate state agency) and the document has been loaded into the data system at the PAA. Documents that have this status can be viewed (and printed if needed), but no changes can be made to the document, nor can it be deleted.
  - *ODMH Status*- This field is populated by the system for those notifications forwarded to the Ohio Department of Mental Health and Addiction Services (OMHAS). When a PAS/RR or Hospital Exemption includes indications of serious mental illness, it is forwarded to the Ohio Department of Mental Health and Addiction Services for further review. Once OMHAS has completed its review and enters its determination into the system, the document status will show as complete. At this point, all parties have taken action, and if appropriate, the user can download the documentation of the determination. (see *The PASRR Determination* below)
  - *DODD Status*- This field is populated by the system for those notifications forwarded to the Ohio Department of Developmental Disabilities. When a PAS/RR or Hospital Exemption includes indications of developmental disability, it is forwarded to the Ohio Department of Developmental Disabilities for further review. Once DODD has completed its review and enters its determination into the system, the document status will show as complete. At this point, all parties have taken action, and if appropriate, the user can download the documentation of the determination. (see *The PASRR Determination* below)
  - *County Board Status*- This field is populated by the system for those notifications forwarded to the County Board of Developmental Disabilities to complete part of the Level II PASRR review. Once the CBDD has completed its review and the DODD has entered its determination into the system, the document status will show as complete. At this point, all parties have taken the action, and if appropriate, the user can download the documentation of the determination. (see *The PASRR Determination* below)
  - *Created By*- This field shows the name of the hospital user that created the notification.
- The horizontal scroll bar allows the user to view the columns not immediately visible on the screen.

## Selecting an Existing Document

From the expanded chart view in the *Document List*, the state agency user can enter their determination by clicking on the pencil icon in the *Edit* column.

The state agency user may print a document by clicking on the printer icon. From the PDF viewer window, select print or save the document to your computer. (NOTE: Information submitted via the HENS 2.0 system is also automatically loaded into PIMS, where it will also be accessible to the PAA for view/ review.)

To review an existing document, click on the number in the *Review* column to open the Summary screen. Once a document has been submitted and can no longer be changed or edited, this Review screen will allow the user to review information about the document. Click on *Summary* to view relevant

consumer information and activity for the document, including its status if it has gone on for Level II review. Click on *Attachments* to view any attachments to the document. The *Links* section of the summary page includes access to the determination section, the document upload and the document print features.

### Starting a new document

For a description of how the system functions to create new documents, please see the Hospital/NF user instructions.

### Entering Review Results

Once the state agency has completed its Level II review, the results should be entered into the HENS 2.0 system. Select the individual from the *Document List* by clicking on the “+” next to their name to see the documents available. Click on the number in the *Review* column to access the *Summary* screen. Then click on the *Links* section to access the *Enter Determination* screen. You will only be able to access the appropriate determination entry box for your user location, you will be able to see other determinations entered by other state agencies or the CBDD.

State Agencies: Click the box next to the *{user location} has reviewed this document* to indicate that the review is complete. This triggers a change in status for the document to “complete” and will remove the document from your *Document List*.

Next, select a reason from the drop down list next to *State Referral Reason* by clicking on the down arrow and selecting the appropriate option. Then select from the *Further Review Results* options by clicking on the down arrow and selecting the appropriate option. If comments are appropriate, please enter them in the comment box.

Finally, click “Submit.”

For County DD Board: Click the box next to the *County Board has reviewed this document* to indicate that the review is complete. This triggers a change in status for the CBDD to complete and will allow the DODD to complete the review and issue the determination.

### Forwarding a Document to the CBDD (DODD only)

When the DODD receives a document that requires attention by the appropriate CBDD, it can forward the document to the CBDD in HENS 2.0. Select the individual document from the expanded *Document List* by clicking on the number in the *Review* column. Click on *Links* and then select “Refer document to CBDD”. You will be prompted to confirm that you want to forward the document. Once you confirm, the document will be forwarded to the appropriate CBDD and a green message will appear under “Refer document to CBDD” confirming that the document has been sent.

### The PAS/RR Level I Determination

The HENS/PASRR System will provide a Level I PAS /RR determination letter for the user. This is the same letter that users submitting a paper PAS to the PAA would receive. When an individual does NOT have indications of serious mental illness or developmental disability, the user will be able to view, save or print the determination letter that is the evidence the determination has been made.

The Level I determination letter is available when the status shows as complete. Users who need to access the determination letter will click on the “+” next to the consumer’s in the *Document List*, then click on the number in the *Review* column. This will take you to the summary screen. Click on *Attachments* to expand it and a list of available letters will be displayed. Click on “Download” next to the “Review Results” and it will load on your screen. Use the options provided to print the document or save it to your computer.

When an individual does have indications of serious mental illness or developmental disability, the PAS/RR is referred to the appropriate state agency to complete a Level II review. Once the appropriate state authority has made its determination, the results will be sent by the state agency directly to the submitter.

### **Return to the Documents List**

If the user has additional documents to view, print or enter results, click on the *Documents* button in the menu bar at the top of the page. Or the user may log out if done working in the system.

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