

# HENS USER GUIDE OMHAS/DODD/CBDD

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# HENS– OMHAS/DODD/CBDD User Guide

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## Purpose and Overview of HENS

The Healthcare Electronic Notification System (HENS) is a web-based system that provides a way for hospitals and nursing facilities (NFs) to submit required forms for the Pre-Admission Screening/ Resident Review (PASRR) and Hospital Exemption processes. The forms are sent to the PASSPORT Administrative Agency (PAA), the state Department of Mental Health and Addiction Services (OMHAS), the state Department of Developmental Disabilities (DODD) and the receiving NF, as appropriate. The Ohio Department of Medicaid (ODM) is responsible for ensuring the federal requirements for PASRR are met. The ODM rules that detail the process and criteria for PASRR are 5160-3-15, 5160-3-15.1 and 5160-3-15.2.

## About PASRR

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

The PASRR process was designed to ensure individuals with serious mental illness (SMI) or a developmental disability (DD), who are seeking care in a NF, will receive appropriate care in the facility to address these conditions.

**Preadmission Screen (PAS)** is required for any individual, regardless of the source of payment, seeking admission to a Medicaid-certified NF (42 CFR 483.102, OAC 5160-3-15.1).

Prior to NF admission, the ODM 03622 (3622) must be completed and submitted for a determination. Based on information provided in the 3622, a determination is made as to whether the individual may be admitted to the NF, or whether further review is required prior to admission. The HENS system allows submitters to complete the 3622 and receive a determination immediately if no indications of SMI and/or DD are present. The system automatically forwards any submissions with indications of SMI and/or DD to the Ohio Departments of Mental Health and Addiction Services (OMHAS) and/or the Ohio Department of Developmental Disabilities (DODD) for an additional Level II review.

**Resident Review (RR)** is required for any NF resident with serious mental illness or developmental disability who:

- 1) was admitted to the facility under hospital exemption, but requires more 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 5160-3- 15); or,

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- 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.

NFs are required to complete the 3622 accurately and the HENS system submits it to the OMHAS and/or the DODD if indications of serious mental illness and/or developmental disabilities are present.

**Hospital Exemption** provides an exception to the PAS requirements for individuals who are being admitted to a Medicaid certified NF who meet all the following criteria:

- 1) the NF admission follows a stay in an Ohio hospital where the individual has been on “admitted” status, and
- 2) the purpose of the NF admission is to receive services to continue treatment for the condition that lead to the hospitalization; and
- 3) the physician has certified the NF stay is expected to be 30 days or less.

To admit an individual to a Medicaid-certified NF under the hospital exemption provision of the Ohio Administrative Code (5160-3-15.1), hospitals are required to complete the ODM 7000 (Hospital Exemption) form. *\*Out of state hospital users cannot create and submit ODM 7000 (Hospital Exemption) form; they must submit the ODM 3622 instead.*

Based on responses to questions in the electronic ODM 7000, HENS will automatically make notifications available to the OMHAS or DODD, as applicable.

The general process for using HENS is as follows:

The Hospital Process:

- The hospital user will complete the appropriate document in HENS, certifying that the information provided is accurate and, when submitting a 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 system will electronically add the notifications into the AAA's PASSPORT Information Management System (PIMS) computer system.

The Nursing Facility and Community Agency Submission Process:

- The User will log into HENS and be able to create a PASRR screen for individuals seeking admission to a nursing facility.
- The nursing facility will log into HENS and be able to access the completed screen for individuals admitting to their nursing facility.
- The Nursing Facility will be able to print or save a copy of the screen and review results for the individual's file.
- The Nursing Facility can generate a Resident Review request in the system.
- PASRR screens 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 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 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 submitter with documentation of the Level II determination.

## About the HENS application

The HENS 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 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://HENS2.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.

## Update Your Password

The HENS system will require that you change your password every 90 days. When it is time for you to change your password, you will be prompted to change it when you first log in. Passwords must meet the following requirements:

- cannot contain your username
- must be at least 8 characters in length
- must contain at least 1 digit
- must contain at least 1 lowercase character
- must contain at least 1 uppercase character
- must contain at least 1 special character – special characters are: ^ . \* [ ] ! @ # \$ % ^ & ( )
- cannot be a password that you’ve used in the past

## Help

From the Help section, you can access the print User Guides 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.

The Document List 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. Once submitted, documents may be withdrawn. (See **Withdrawing a Document** below.)
- *Edit (pencil icon)*- This button allows the user to access a document which has been started but is not yet complete and submitted. Click on the pencil icon to open the document. After the document has been completed and submitted, the edit function no longer allows access to the document. See *Review* explanation below for more detail about how to access the document once it has been submitted.
- *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. The *Summary Screen* looks different depending on the document you are reviewing. Please see the User Guide for each document type for additional detail about the *Summary Screen*.
- *Categorical*- This only applies to PASRR. If the request is for a categorical determination, the number of days requested will appear in this column.
- *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 to the PAA and NF. 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 by the submitter.
  - *PIMS Loaded*- The document has been loaded into the PAA data system, PIMS, which happens immediately for hospital exemptions and PAS-IDs.
  - *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.

- *Assigned To*- If the PAA assigned a particular staff person to the document, their name will appear here.
- *Last Name*- This is the last name of the individual for whom the document was created.
- *First Name*- This is the first name of the individual for whom the document was created.
- *SSN*- This is the Social Security Number of the individual for whom the document was created.
- *Date of Birth*- This is the date of birth of the individual for whom the document was created.
- *Submitter Facility*- This is the name of the hospital, NF or MCP where the document was created.
- *Create Date*- This is the date the document was created.
- *Medicaid Number*- This is the Medicaid number of the individual for whom the form was created.
- *Sex*- This is the sex of the individual for whom the form was created.
- *Psych Discharge*- This notes whether the individual was discharged from a psychiatric unit or a psychiatric hospital. If a PAS-ID is submitted for an individual who is discharged from a psychiatric unit or a psychiatric hospital, their form is automatically routed to the Ohio Department of Mental Health and Addiction Services (OMHAS) for review, regardless of whether the form includes indications of a serious mental illness.
- *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 PASRR or Hospital Exemption includes indications of serious mental illness, it is forwarded to the OMHAS for further review. When that happens, the status in this column will show as *Referred*. 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 the state agency will provide the submitter with the Level II determination letter.
- *DODD Status*- This field is populated by the system for those notifications forwarded to the Ohio Department of Developmental Disabilities. When a PASRR or Hospital Exemption includes indications of developmental disability, it is forwarded to the DODD for further review. When that happens, the status in this column will show as *Referred*. 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 the state agency will provide the submitter with the Level II determination letter.
- *Local 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. When that happens, the status in this column will show as *Referred*. Once the CBDD has completed its review and the DODD has entered its determination into the system, the document status in this column will show as *Complete*. At this point, all parties have taken

action, and the state agency will provide the submitter with the Level II determination letter.

- *PIMS Client Number*- This is the record number in the PAA's information system, PIMS.
- *County Code*- This is the county identified for the individual.
- *DB Type*- This identifies the database in which the record is stored.

## Selecting an Existing Document

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.

## The Summary Screen

The *Summary* section includes 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 documents that might have been attached to the submission.

The *Links* section of the summary page includes:

*Edit Document*: this feature is only available to the PAA

*Open document as a PDF*: If you need to save or print a copy of the document, this feature allows that.

*Upload attachments*: This feature allows the submitter to upload attachments if they have not done so previously.

*Withdraw Document*: This feature allows the submitter to withdraw a document previously submitted.

*Refer the document to CB*: This feature allows the DoDD to forward a document to the appropriate County Board for Review. (see "Forwarding a Document to the CBDD" below)

*Contact Information* includes relevant information for the individual who has submitted the document, the receiver and the PAA.

## Entering Review Results

Once the state agency has completed its Level II review, the results should be entered into the HENS system. Select the individual from the *Document List* by clicking on the number in the *Review* column to access the *Summary* screen. Then click on the **appropriate Review section, depending on your role.**

**There are separate review sections for Nursing Facilities, MHAS, County Boards and DoDD.** 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.

Next, add a date when the Level II Determination was made.

If comments are appropriate, please enter them in the comment box.

Finally, click “Submit.”

County DD Board: Click the box next to the *County Board has reviewed this document* to indicate that the review is complete. If comments are appropriate, please enter them in the comment box.

Then click “submit”. 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. Select the individual document from the *Document List* by clicking on the number in the Review column. Click on *Links* and then select “Refer document to CBDD”. The DODD User will identify to which County Board the document should be sent by selecting the county from the list. Once you’ve clicked submit, you will be prompted to confirm that you want to forward the document. Once you confirm, the document will be forwarded to the selected CBDD and a green message will appear under “Refer document to CBDD” confirming that the document has been sent.

### **The PAS Level I Determination**

The HENS System will provide a Level I PAS 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 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 PASRR 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.

