

HENS USER GUIDE: THE BASICS

Prepared by the Ohio Department of Aging
April 2020

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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 (PAS/RR) 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 PAS/RR are met. The ODM rules that detail the process and criteria for PAS/RR 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,
- 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 electronic ODM 7000 submitted by the hospital using HENS does not include an actual physician’s signature. However, as part of the submission process, the hospital staff must attest they have appropriate documentation signed and dated by the physician verifying the exemption criteria are met. The ODM 7000, created by the hospital, submitted via HENS, and accessible to the NF in HENS, will meet the PASRR requirements for admission to the NF. In the case of Hospital Exemptions, the PAA will accept the submission viewable in HENS to verify PAS requirements were met when processing a Level of Care request.

The HENS Process

The general process for using HENS for Preadmission Screening, Resident Review, and Hospital Exemption is as follows:

The Hospital Exemption Process:

- The hospital user will complete the appropriate document (ODM 7000) in HENS, certifying the information provided is accurate and the individual meets the requirements for exemption.
- HENS will process the submission and will notify OMHAS and/or DODD, as appropriate.
- The NF will log into HENS and may access notifications for individuals admitted to their NF.
- The NF will be able to print or save a copy of the notification in the individual’s file.

PAS (Level 1) Process:

- The submitter will complete the appropriate document (ODM 3622) in HENS, certifying the information provided is accurate.
- Once completed, the submitter will certify and submit the document.
- If no indications of SMI and/or DD are present, a determination letter will be available via HENS immediately.
- If indications of SMI and/or DD are present, the appropriate state agency will be notified to conduct a Level II assessment.

PAS (Level II) Process:

- Documents that need to be referred to OMHAS and/or DODD will be referred automatically by HENS based on responses in the documents.
- OMHAS, DODD, or their designee will take the appropriate action to perform the Level II review and will enter the Level II determination in HENS.

The Resident Review Process:

- The NF will generate a Resident Review request in HENS (using the 3622), which will be sent to the OMHAS and/or DODD for further review, as appropriate.
- After submission of the Resident Review, communication between the NF and the state agency occurs outside of HENS.
- The further review determination is entered into HENS by the state agency, or their designee, as applicable.

About the HENS application

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 been completed. Final activity includes required action taken by the hospital, the PAA, the NF and, if appropriate, the Department of Mental Health and Addiction Services, the Department of Developmental Disabilities or their designees. Users that require a print copy of the document for their records may print a copy 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. The department will identify a HENS administrator at each PAA. The PAA will set up a HENS administrator at each participating hospital and NF. Setting up, updating, adding or removing users is covered in the Administrators User Guide.

If a user works from more than one hospital or NF, the user will need a user ID for each setting from which they may submit forms. The same email address may be registered for a user at multiple settings. It is important that the user use the correct user ID for each setting.

Role of the HENS administrator

- Each PAA will work with participating hospitals and NFs to identify a HENS administrator for the site and to create a user account for that administrator. The HENS system will also generate a password for the administrator at the site.
- The system administrator at the site is responsible for setting up a user account for each staff member who will access the system. The administrator can add, change or delete any user that they have created.
- Each staff member who will use the HENS system will need a user name and password for the system.

User Names and Passwords

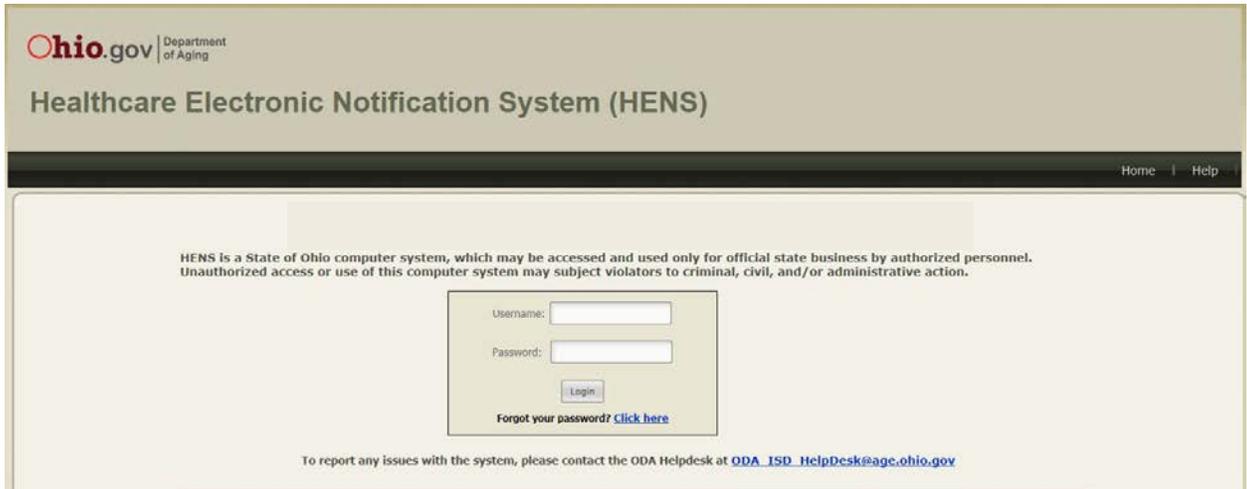
The HENS system automatically creates a user name and password when an administrator adds a new user to the system. HENS sends two emails to the new user at the email address recorded in the system when the new user is added. The first email contains the user's user name. Generally, the user name will 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 email 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. It is important to note that passwords are case sensitive.

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

How to Login

- Type the URL: <https://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.



Forgotten Password

If you forget your password, you can reset it. From the login screen, click on “Forgot your password?” and enter your user name on the next screen. A new password will be sent to the email address that is on record with the system. You may then use this password with your user name to log in to the system. The reset password is randomly generated, and users may wish to change their login password once they are able to log back in to the system. Your system administrator will have access to your user name but not your password, so if you forget your password - you will have to reset it.

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

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,” select “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.

Finally, click “change password.” Once you have changed your password, an email confirming your password has been changed will be sent to the email address recorded in your profile. That email will NOT include your new password, so be sure to remember the new password you’ve created.

My profile

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

Help

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

Log out

When you are finished working in the system, click “Log Out.”

Using the HENS application

After you’ve logged in, the HENS system displays the *Consumer/ Document Search* function at the top of the screen, with the *Document List* below. The *Document List* is a list of documents that have been created or received by the user. In the upper right hand corner, the screen also identifies the name and location of the user in the *User Information* box.

TYPE	DELETE	EDIT	PRINT	REVIEW	CATEGORICAL	STATUS	ASSIGNED TO	LAST NAME	FIRST NAME	SSN	DATE OF BIRTH
TYPE: ALDC											
TYPE: PAS											

The Document List

The *Document List* will default to those documents created by the user who has signed in (to see documents created by other users at your location, use the *Consumer/ Document Search* tool. (See **Searching for Other Documents** section)

The Documents are arranged by type of document- the types are PAS, Resident Review, and (Hospital) Exemption Form. You may use the “Document Type” search field to narrow the list to documents of a particular type.

The Document list includes the following columns:

- *Delete*- This button is used to delete a document in the list. Only a document that is reflected as “*In Process*” under the “*Status*” column 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.
- *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), the *Review* screen will allow the user to review information about the document.
- *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, 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.
 - *PIMS Loaded*- The document has been loaded into the PAA data system, PIMS. This happens immediately for both hospital exemptions and PASRRs.
 - *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 and the document has been loaded into the data system. Documents that have this status can be viewed (and printed if needed), but no changes can be made to the document, and it cannot be deleted.
- *Assigned To*- If the PAA assigned a 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, community agency or MCP where the document was created.
- *Submit Date* - This is the date the document was submitted.
- *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 PASRR 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 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*. MHAS 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 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*. DODD 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 (CBDD) 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*. DODD 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.

The horizontal scroll bar allows the user to view the columns not immediately visible on the screen.

Searching for documents

The system defaults to show the documents created by the user who is logged in. If you are searching for a document you've created for a specific consumer and their name doesn't appear in the list you see, enter some combination of information about the individual into the appropriate fields in the *Consumer/Document Search* box and click the "filter" button. For example, if you just enter the individual's last name, you will get a list of everyone who shares that last name. If you enter the first and

last name, you will get only those individuals who have that first and last name. If a match is found for the information you entered, the consumer(s) will appear in the *Document List*.

Users may perform any of the functions available in the document list for any consumer created in their setting. So, if a colleague begins a form, and you need to complete it, you will be able to click on the pencil icon, open the document and take whatever steps are needed to complete and submit.

You can use the vertical scroll bar to move up and down in the list. The list populates in alphabetical order by consumer last name.

Export to Excel

The user may export the records shown in the *Documents List* to an Excel spreadsheet for additional analysis and tracking. This feature exports data from all of the fields in the Document List. Click on the button “Export to Excel” to use this feature.

Working with an existing document

To open and edit/complete a document that has been started but has not been submitted, click on the pencil icon in the *Edit* column. Once a document has been submitted it cannot be changed or edited, therefore, the pencil icon won’t work.

To review a submitted document, click on the number in the *Review* column. The *Review* link takes you to a summary screen. Once a document has been submitted and can no longer be changed or edited, this summary screen will allow the user to review information about the document.

Accessing a partially completed document that was previously saved

Log in to the HENS system. When the *Document List* appears, locate the individual for whom you need to complete the document. You can do this by scrolling through the list OR you may use any combination of fields in the *Consumer/ Document Search* feature to narrow the list to the records for which you are searching.

The document will open to the first section. If something has changed about the patient since you started the document, you can make changes to the information in any of the tabs. This is only possible while the document is still *In Process*. If you complete or change information in any of the other sections, be sure to click “save” in each section.

Deleting a document

It may be necessary to delete a document that has been created. Only documents that are *In Process*, were created by the user, and have not yet been completed or submitted may be deleted by the user. Click on “Delete” in the *Delete* column next to the document you want to delete. You will be prompted to confirm that you want to delete the document. Once a document has been submitted via the electronic system, it cannot be deleted by the user.

Withdrawing a Document

The submitter is able to withdraw a document submitted in error or with incorrect information once it has been submitted in HENS. When a document is withdrawn, it disappears from the system and is inaccessible to both the PAA and the submitter.

Viewing past submissions

Log in to HENS using your user name and password. Use the *Consumer/Document Search* tool to search for the consumer you want to view.

Printing a document

If you need to print a document that has already been submitted, log in to the system and select the consumer for whom you want to print a document. To print the document, click on the printer icon in the “print” column.

You may also print a document once you have completed it from the *Summary Page*. Click on the number in the *Review* column. In the Links section of the summary page, there is an option to “To print a document”. Click on this link to open the document and print or save as needed.

Saving a document as a .pdf

The HENS system will also allow the user to save a document as a .pdf file. You can save the document by opening it using the print options described above, and rather than printing the document, saving it to your computer. To save the document, click on “file” and then “save as” to give the document an identifiable name and save it to a location of your choice.

April 2020