Program Support Unit (PSU) STAR Kids Medically Dependent Children Program (MDCP) Enrollment Form

v2019_0125

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Program Support Unit (PSU) STAR Kids Medically Dependent Children Program (MDCP) Enrollment Form User Guide

STAR Kids MDCP Enrollment Form Introduction

STAR Kids is a managed care program that provides Medicaid benefits to individuals who are 20 years of age and younger with disabilities that meet specific requirements Individuals receive medical benefits and are able to obtain assistance with coordination of care Individuals in the MDCP are a subset of STAR Kids and STAR Health The MDCP Enrollment Form is meant to assist the Texas Health and Human Services Commission (HHSC) maintain MDCP enrollment records

MDCP Enrollment Form Work Flow Process

Before PSU staff enter the MDCP Enrollment Form work flow process, the managed care organization (MCO) submits the STAR Kids Screening and Assessment Instrument (SK-SAI) form with Medical Necessity (MN) and Resource Utilization Group (RUG) through the Long Term Care (LTC) Online Portal Texas Medicaid & Healthcare Partnership (TMHP) reviews the SK-SAI with MN and makes and MN approval or denial decision

When an SK-SAI comes through the LTC Online Portal, it evaluates if there is any MDCP Enrollment Form that meets the following criteria:

1) There is no MDCP Enrollment Form in any invalid status (***Inactivated, Med ID Check Inactive, ID Invalid, Invalid/complete,*** or ***Pending More Information***)

2) There is no MDCP Enrollment Form in a ***Denied*** or ***Terminated*** status

If there is an existing MDCP Enrollment Form that in not in an invalid status, ***Denied*** or ***Terminated*** status, the SK-SAI links to the existing form If there are no existing MDCP Enrollment Forms in any invalid status, ***Denied*** or ***Terminated*** status, an MDCP Enrollment Form is created and the SK-SAI links to it

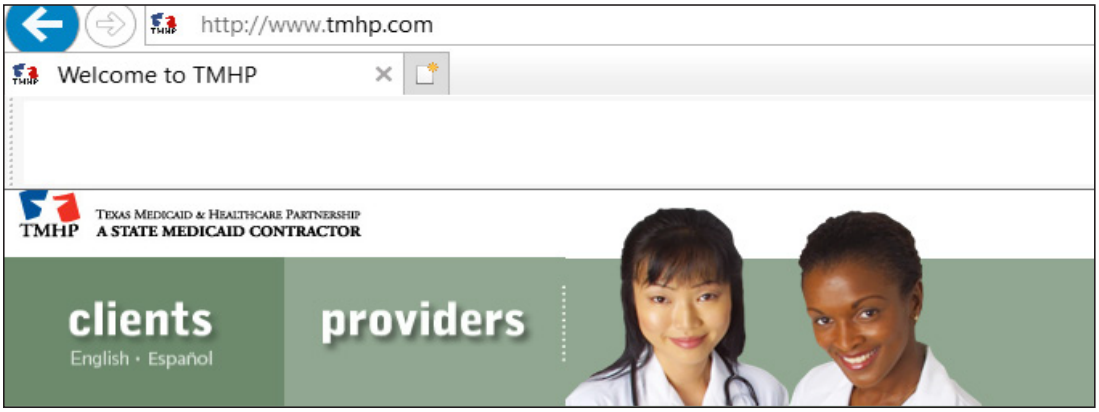
If this is a new MDCP enrollment, or if the individual has been denied or terminated MDCP enrollment and has returned, the LTC Online Portal creates the MDCP Enrollment Form and places it in ***Pending PSU Review*** status If the MN is approved, the MCO will submit the STAR Kids Individual Service Plan (SK-ISP) through the LTC Online Portal for PSU staff to review and process The MDCP Enrollment Form status will be automatically updated based on the change in SK-ISP status The MDCP Enrollment Form status can change to ***Pending Approval***, ***Pending Termination***, or can remain ***Pending PSU Review*** The status will be dependent upon the approval or termination of the SK-ISP or SK-SAI PSU staff reviews the SK-SAI and SK-ISP forms with updated statuses to determine if the MDCP Enrollment Form status should be changed If necessary, PSU staff can edit MDCP Enrollment Form fields, and change the status to ***Approved, Terminated, Pending Fair Hearing,*** or keep it in ***Pending PSU Review*** status

If the SK-SAI form has a final denied status (***FH Appeal Denied***, ***FH Doctor Appeal Denied***, or ***Overturn Doctor Review Expired***), the MDCP Enrollment Form is automatically placed in ***Pending Denial*** status The date the SK-SAI entered the status which moved the MDCP Enrollment Form to ***Pending Denial*** is the date populated in the Decision Date field

When an initial SK-SAI is inactivated and all other initial SK-SAIs are invalid, the LTC Online Portal will automatically update the MDCP Enrollment Form status to ***Form Inactivated***

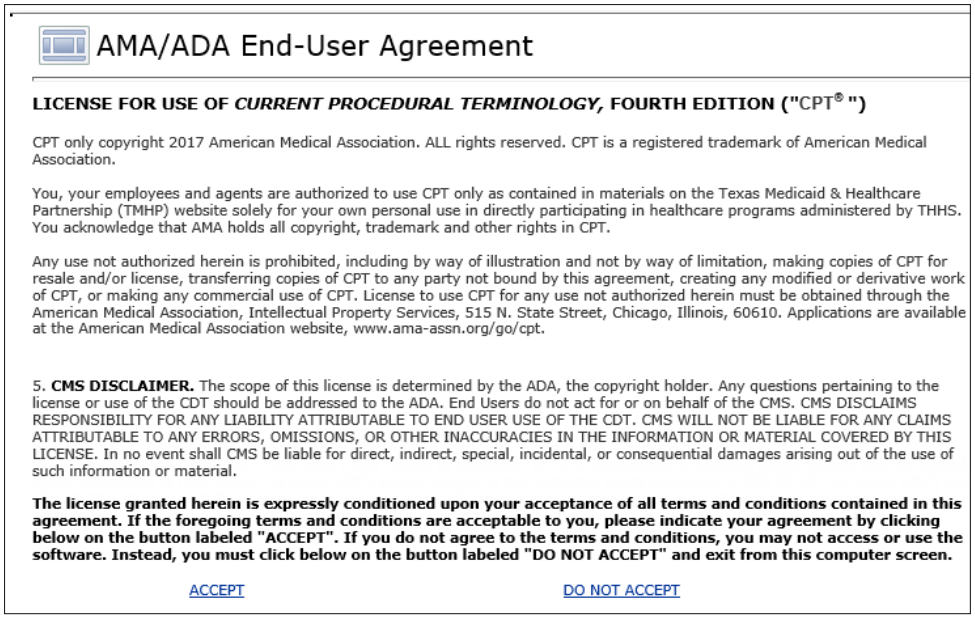
SK-SAIs submitted with a '+' in the Medicaid ID field generate an MDCP Enrollment Form When the SK-SAI completes its interaction with TIERS it will either populate the Medicaid ID or change status The MDCP Enrollment Form will automatically update to reflect the changes to the SK-SAI The first step to accessing the MDCP Enrollment Form process flow is logging into the LTC Online Portal

1) Go to www tmhp com and click **providers**



2) If this is the first time on the site, the electronic end-user agreement will be displayed

   a) Scroll down to read and acknowledge the end-user agreement



AMA/ADA End-User Agreement

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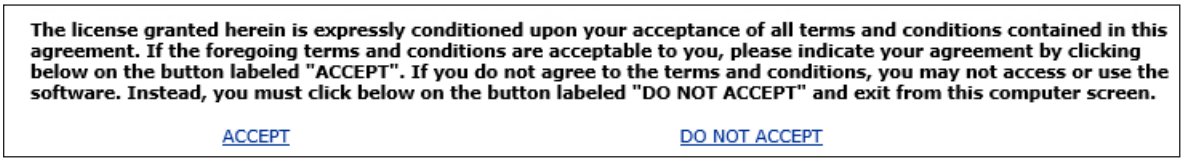
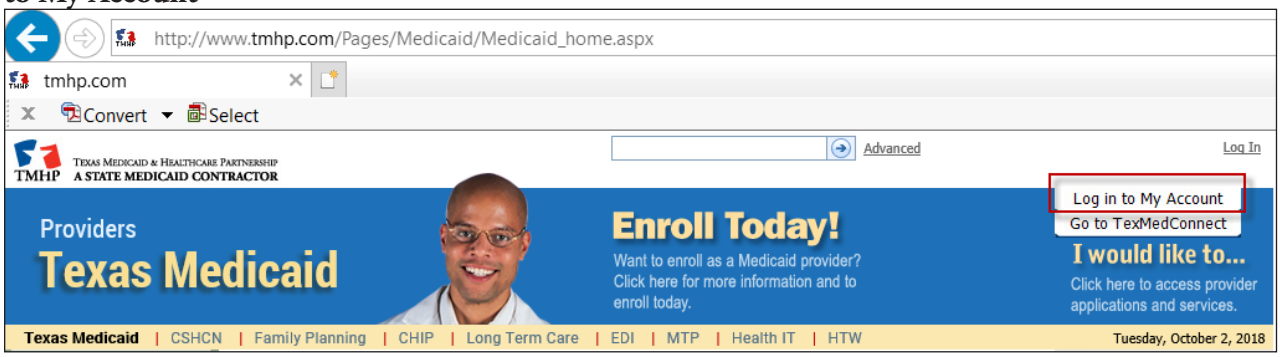
ACCEPT DO NOT ACCEPT

b) Click **Accept** to login

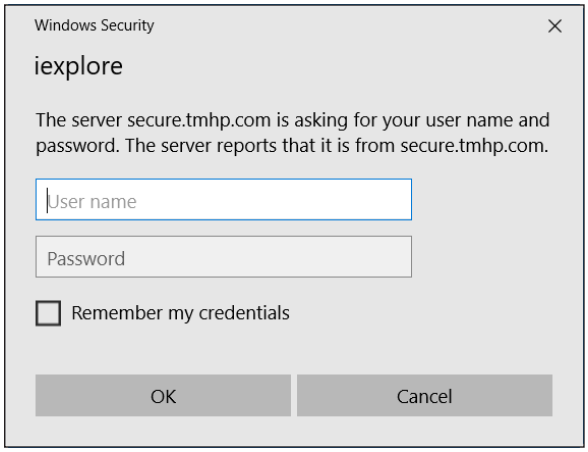


3) The default page displayed at login is the provider home page In the upper right corner, click **Log in to My Account**



Note: *The LTC Online Portal can also be accessed by clicking **Long Term Care**, then selecting **Log In to LTC Online Portal**.*

4) Enter credentials into the log-in box

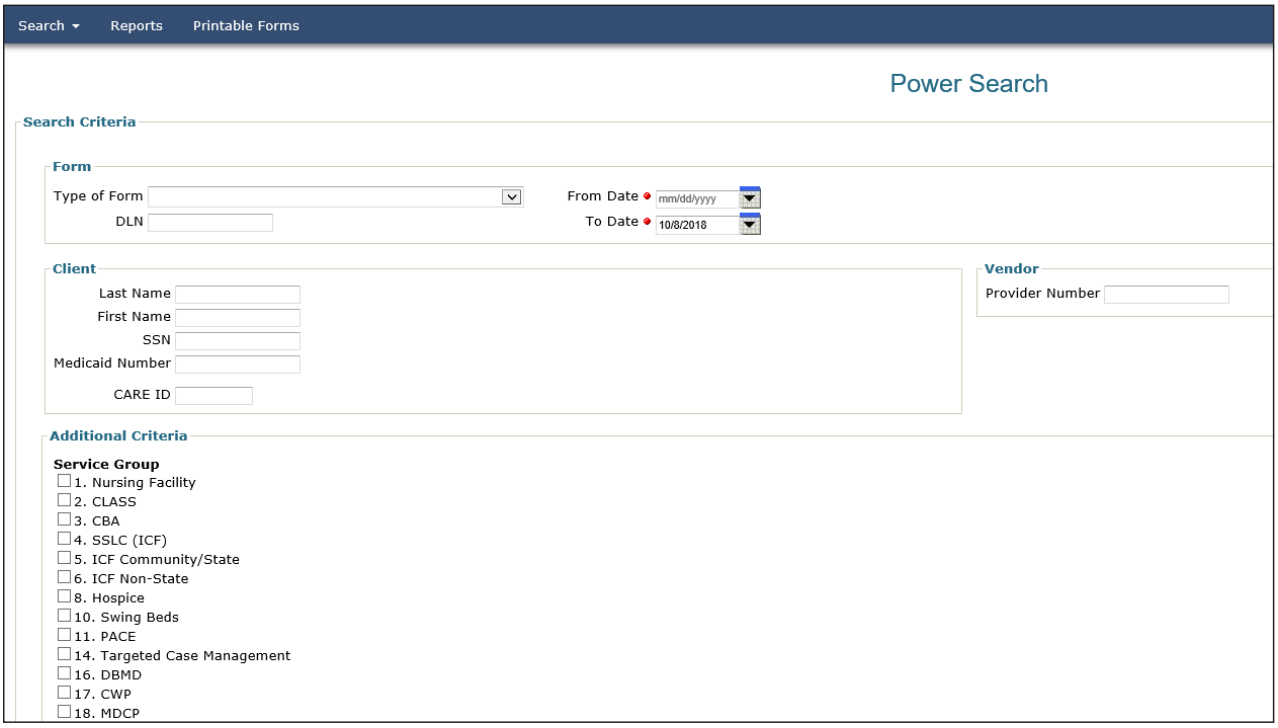


First-time users need to submit HHSC Form IT001 to HHSC IT staff requesting TMHP VPN and LTC Online Portal – External Report Viewer access to receive a TMHP user name and temporary password

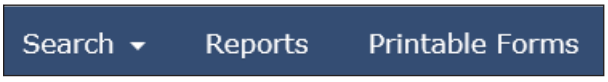
Note: *At least one administrator account is required for LTC Online Portal access. Administrators can create accounts and manage permissions for other user accounts associated with the same provider number. Contact your administrator to update account permissions.*

5) The Power Search page is the default page when logged into the LTC Online Portal

Power Search allows users to retrieve submissions and perform searches with different types of criteria Additional information can be found in the Long Term Care Online Portal User Guide for Managed Care Organizations or the Program Support Unit (PSU) Users H1700/Individual Service Plan (ISP) Form User Guide



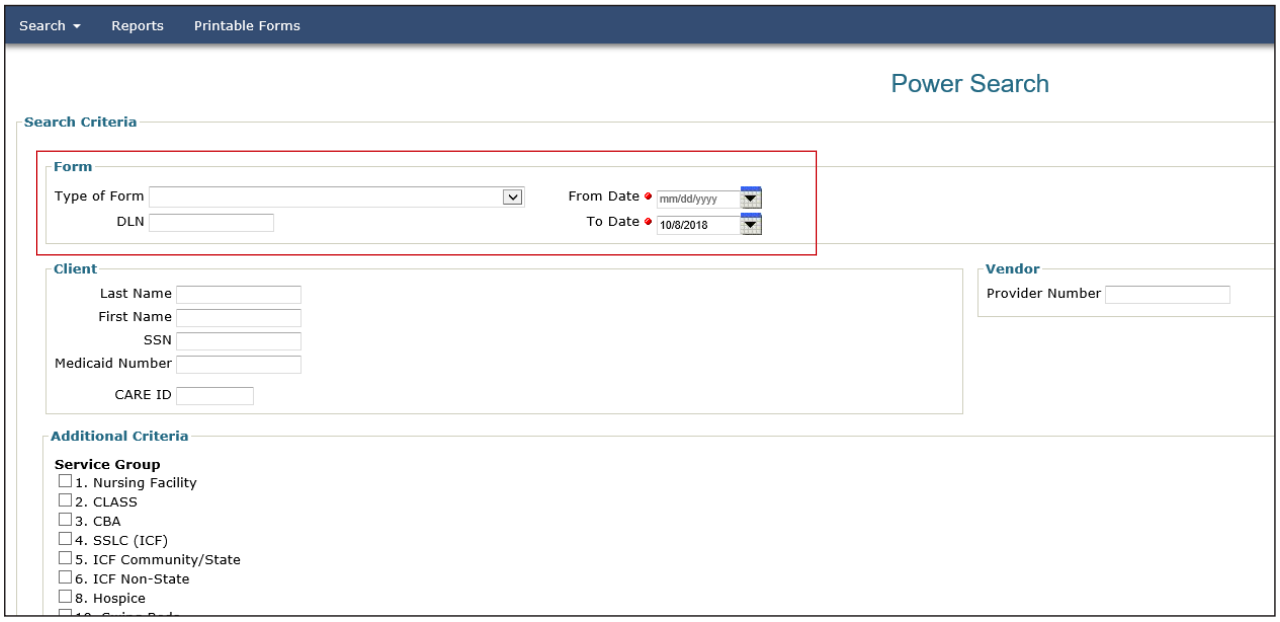
6) The blue navigational bar is located at the top of the page and shows all the activities PSU staff will be able to access All PSU staff will have the same access level for the Power Search navigational bar



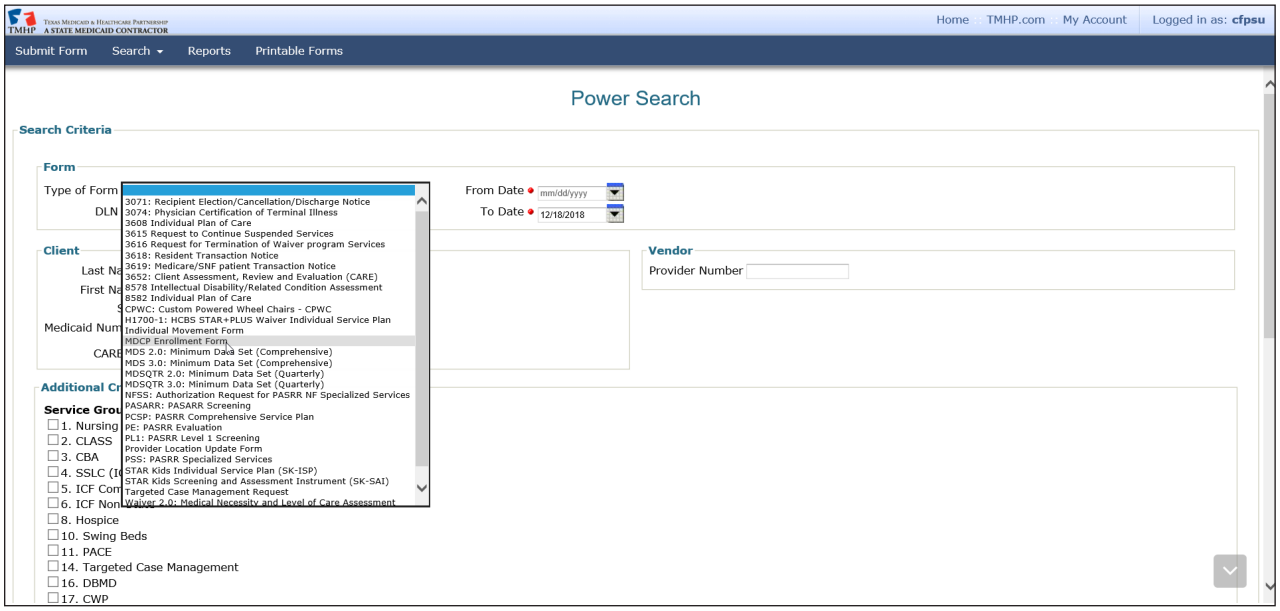
Power Search for the MDCP Enrollment Form

Power Search is the best way to search for MDCP Enrollment Forms that need PSU staff attention

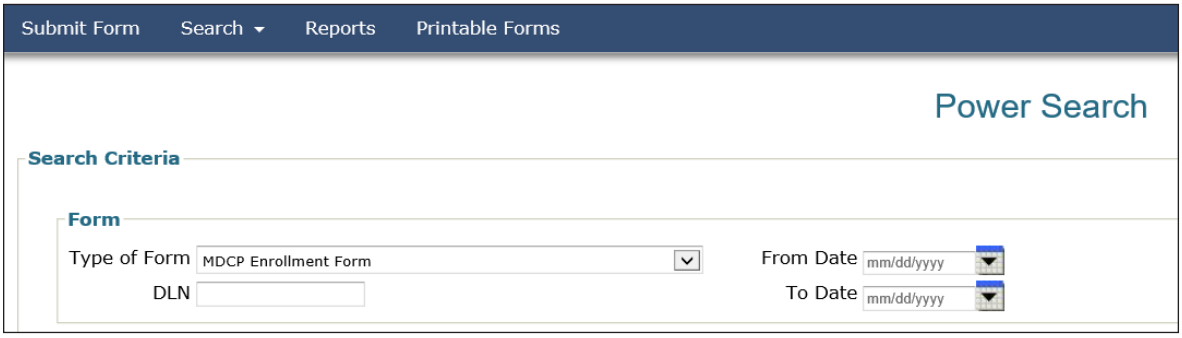
1) On the Power Search page, located in the Forms section, all required fields are marked with red dots Required fields will change once the MDCP Enrollment Form is selected While it is only necessary that required fields are completed, search results can be narrowed by completing additional fields



2) Click the arrow in the Type of Form field This will show a menu listing the different forms that can be searched

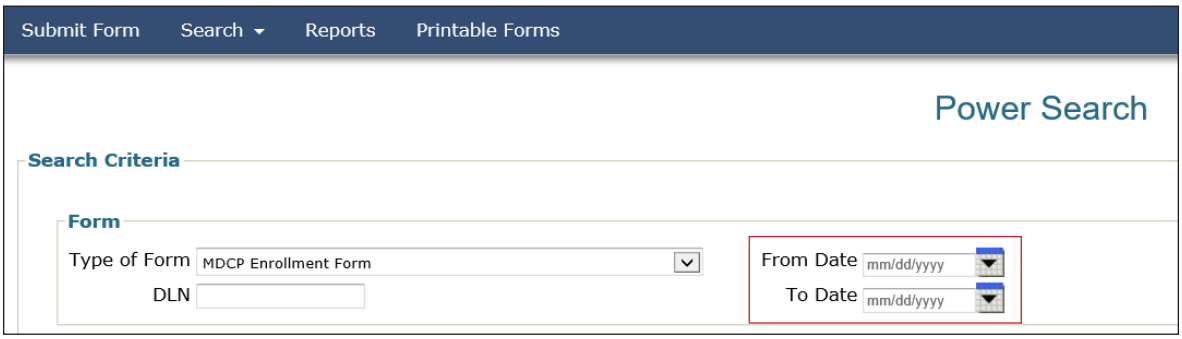


3) Select the **MDCP Enrollment Form** entry The Type of Form field will populate with the chosen information

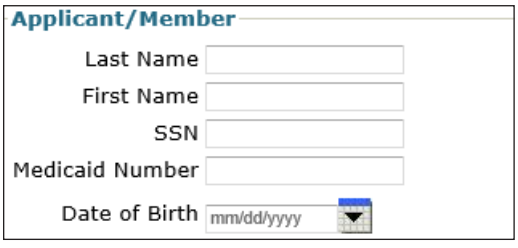


4) To set up a date range (if desired), enter the start date in the **From Date** field and the end date in the **To Date** field Enter a larger date range to get a broader search and enter a smaller date range to narrow the search When both dates are selected, only MDCP Enrollment Forms that fall within the selected date range will appear in the search results

Additionally, you can choose to enter only a start date or only an end date Only MDCP Enrollment Forms that have dates in the selected fields and meet the criteria will be returned For example, if a start date is entered, only MDCP Enrollment Forms with that start date and future start dates will appear in the search results Similarly, if only an end date is selected, MDCP Enrollment Forms with the end date and prior end dates will be listed in the search results If no dates are entered, the search will return every MDCP Enrollment Form

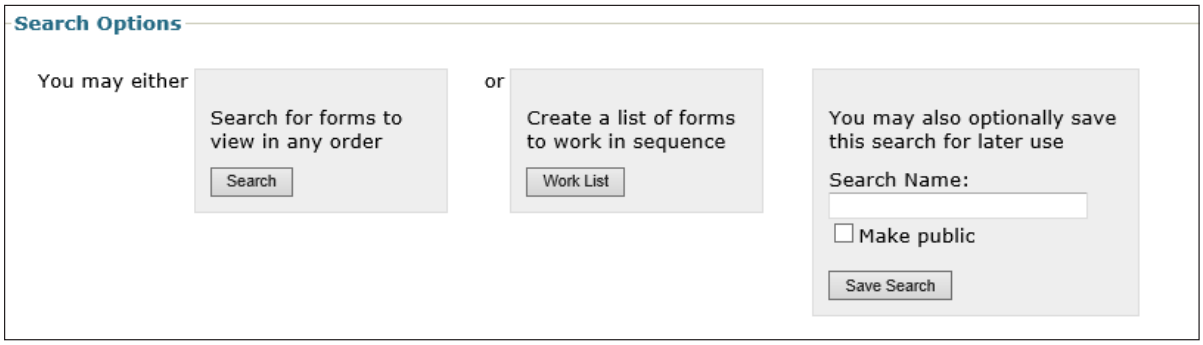


5) Search for a specific individual using any of the criteria located in the Applicant/Member fields

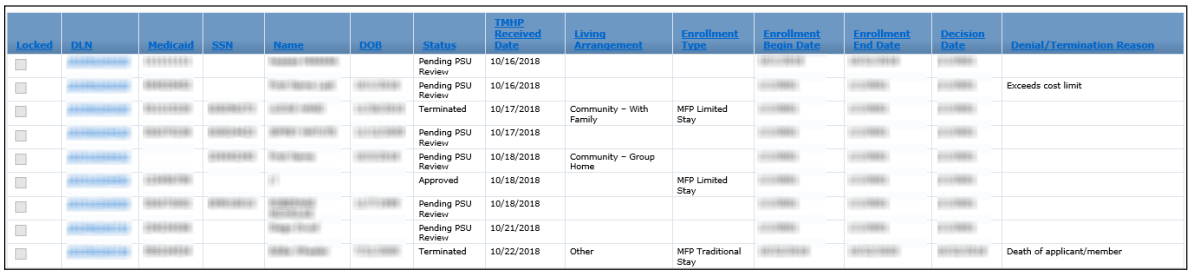


6) Using search criteria in the Additional Criteria field will help to narrow down the search results even further Select one or more options to retrieve a list of individuals meeting that specific criteria

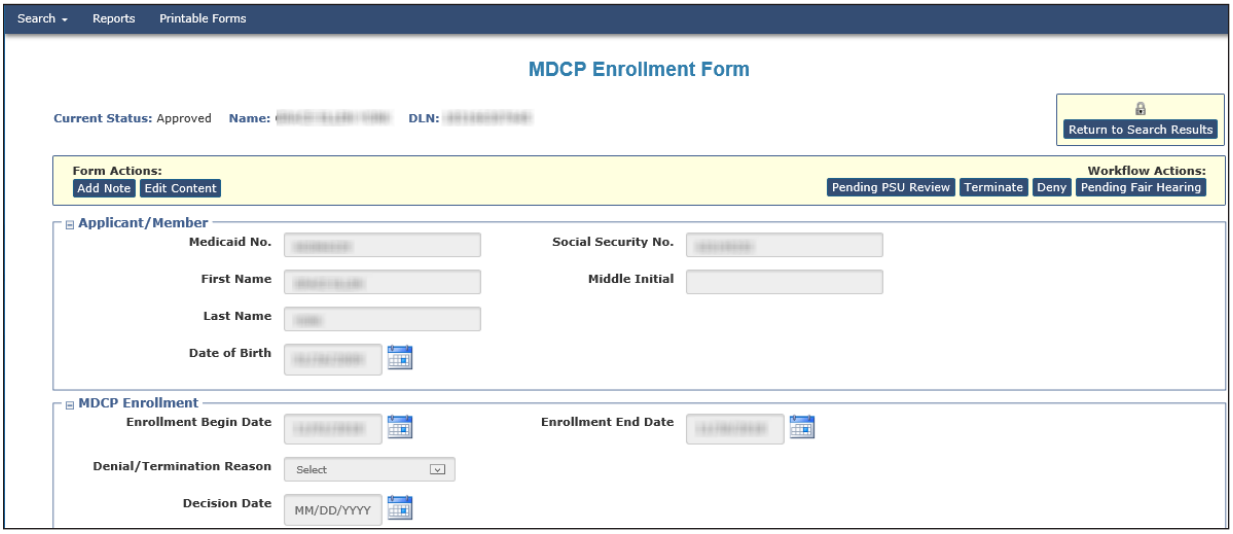
7) Once all pertinent information has been selected for the search, scroll to the bottom of the page and select the search option to use PSU staff can search for MDCP Enrollment Forms to view in any order or create a list of forms to work in sequence Select the best option for the type of search that is being done Search results will be displayed at the bottom of the Power Search page The data contained in the search can be exported to Excel® or saved for later use



8) If **Search for forms to view in any order** is chosen, the default search results will be by the Document Locator Number (**DLN**) You can select any of the column hyperlinks to create a customized sort Click on the DLN link to open the corresponding MDCP Enrollment Form



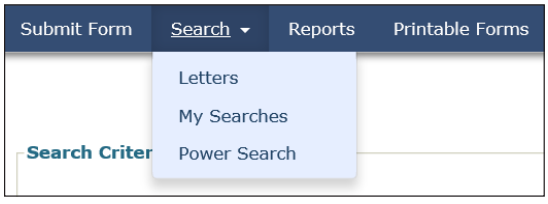
9) If the search with the **Create a list of forms to work in sequence** is chosen, the search results will default to opening the first MDCP Enrollment Form in the list This is also the first DLN listing when the **Search for forms to view in any order** is chosen



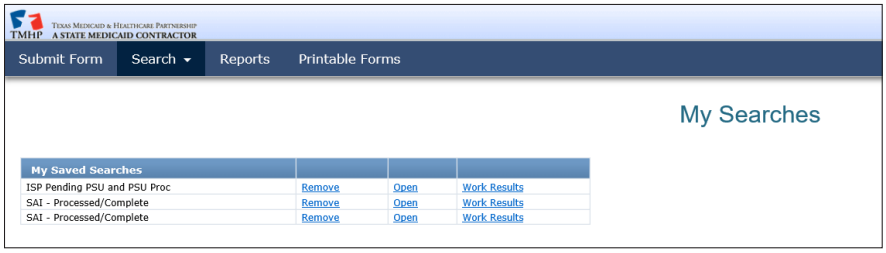
10) Searches can also be saved This is helpful if you need to perform a search with the same criteria on a recurring basis For example, you may need to search for MDCP Enrollment Forms in a specific status each week

i Each individual search will need to be saved Once the search is named, click **Save Search**

ii The Search results can be found under My Searches Click **My Searches** in the blue navigational bar to show the list of saved searches



iii Any named search results will appear in the My Saved Searches list

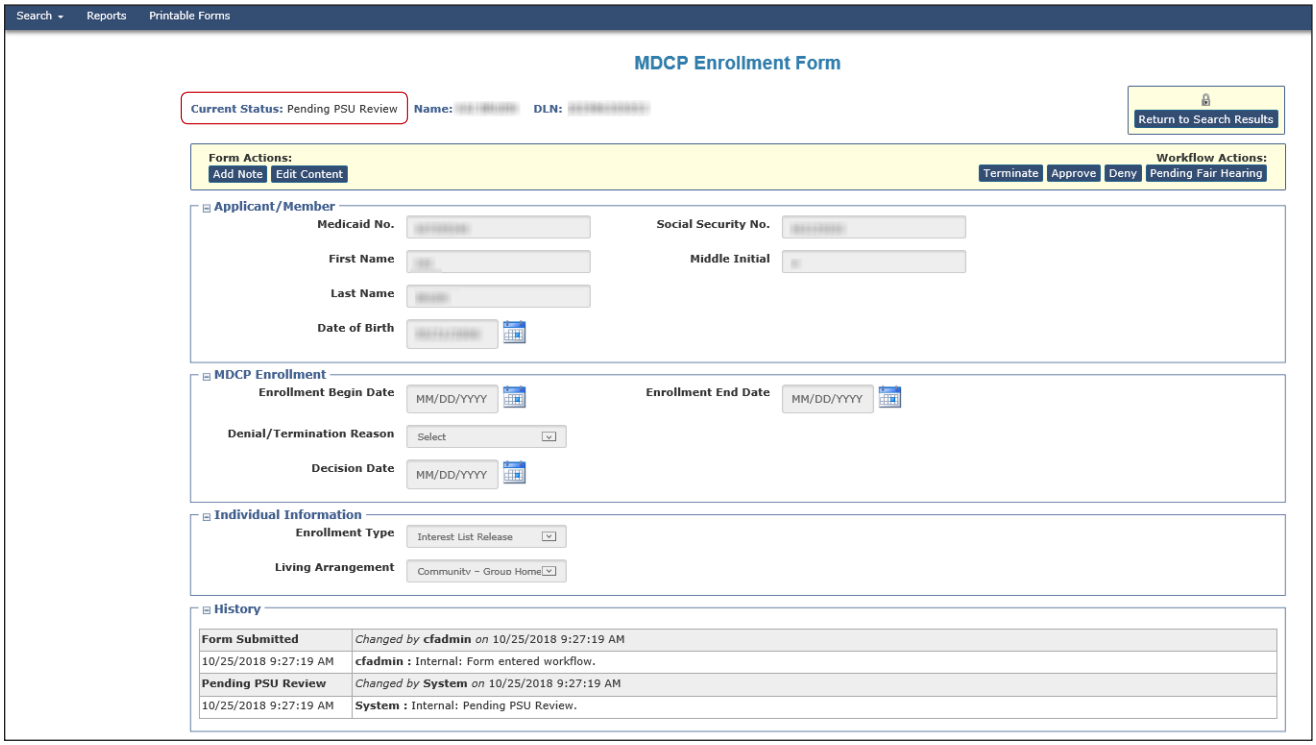


MDCP Enrollment Form Pending PSU Review Process

When an SK-SAI is submitted with MN and RUG, and either no MDCP Enrollment Form exists, or an MDCP Enrollment Form exists in ***Denied, Terminated,*** or ***Form Inactivated*** status, the LTC Online Portal automatically creates an MDCP Enrollment Form in ***Pending PSU Review*** status The Medicaid ID, Social Security number, individual's name (first, middle, and last), and date of birth is automatically populated in the MDCP Enollment Form from the information on the SK-SAI The initial SK-SAI DLN will appear with a hyperlink in the MDCP Enrollment Form history Ongoing approved SK-SAIs will be associated with the MDCP Enrollment Form, but will not appear in the History trail

If an SK-SAI is submitted with a '+' in the Medicaid ID field, the LTC Online Portal automatically creates an MDCP Enrollment Form in ***Pending PSU Review*** status Initially, the Medicaid ID field will be populated with '+' The LTC Online Portal will automatically search for the individual's Medicaid ID in TIERS If TIERS finds a Medicaid ID, the LTC Online Portal will automatically update the SK-SAI and MDCP Enrollment Forms by replacing the '+' sign with the Medicaid ID

If a valid Medicaid ID is not found by TIERS, the LTC Online Portal will automatically update the MDCP Enrollment Form to ***Form Inactivated***



Review the MDCP Enrollment Form and determine whether any updates are needed PSU staff can modify MDCP Enrollment Forms in any status except ***Terminated*** and ***Form Inactivated*** If changes are needed:

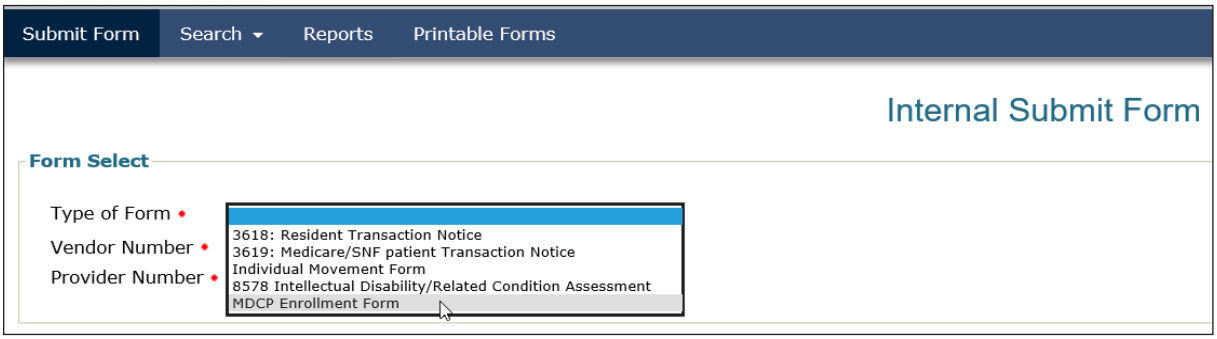
1 Go to Form Actions, then click **Edit Content**
2 Change the information in the data fields Click **Save Form** to keep changes, or **Cancel** to discard changes

Submit Form/MDCP Enrollment Form

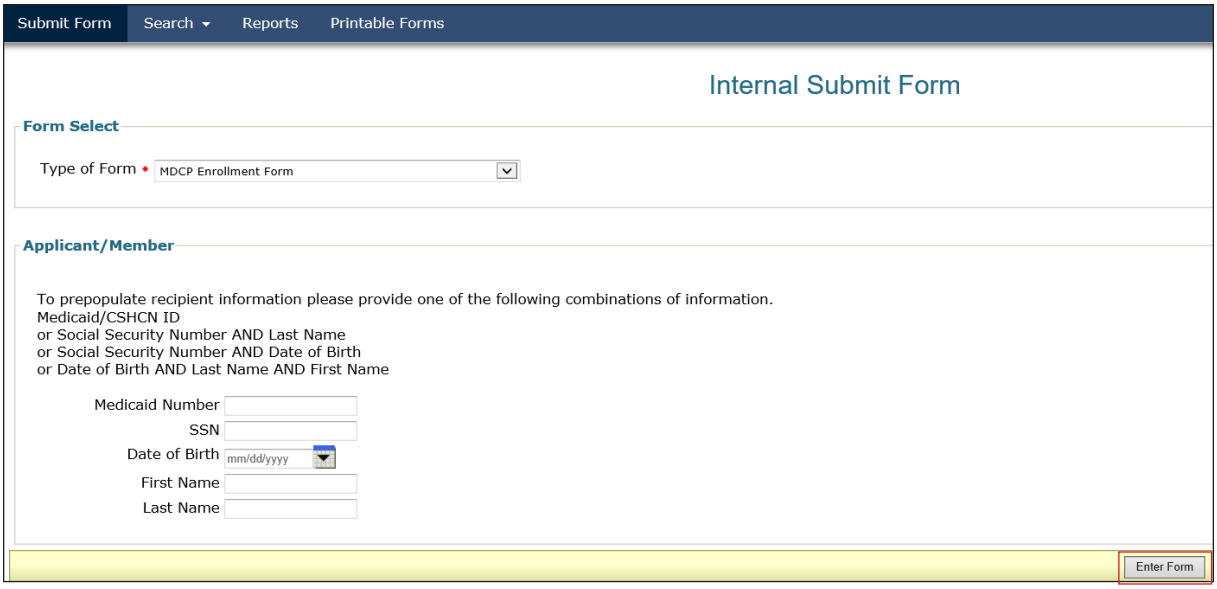
While most MDCP Enrollment Forms are auto-generated, there may be an instance when PSU staff may create an MDCP Enrollment Form manually so that an individual can be reported as pending MDCP PSU staff must consult with their supervisor before creating a new MDCP Enrollment Form

1) Click **Submit Form** in the blue navigational bar

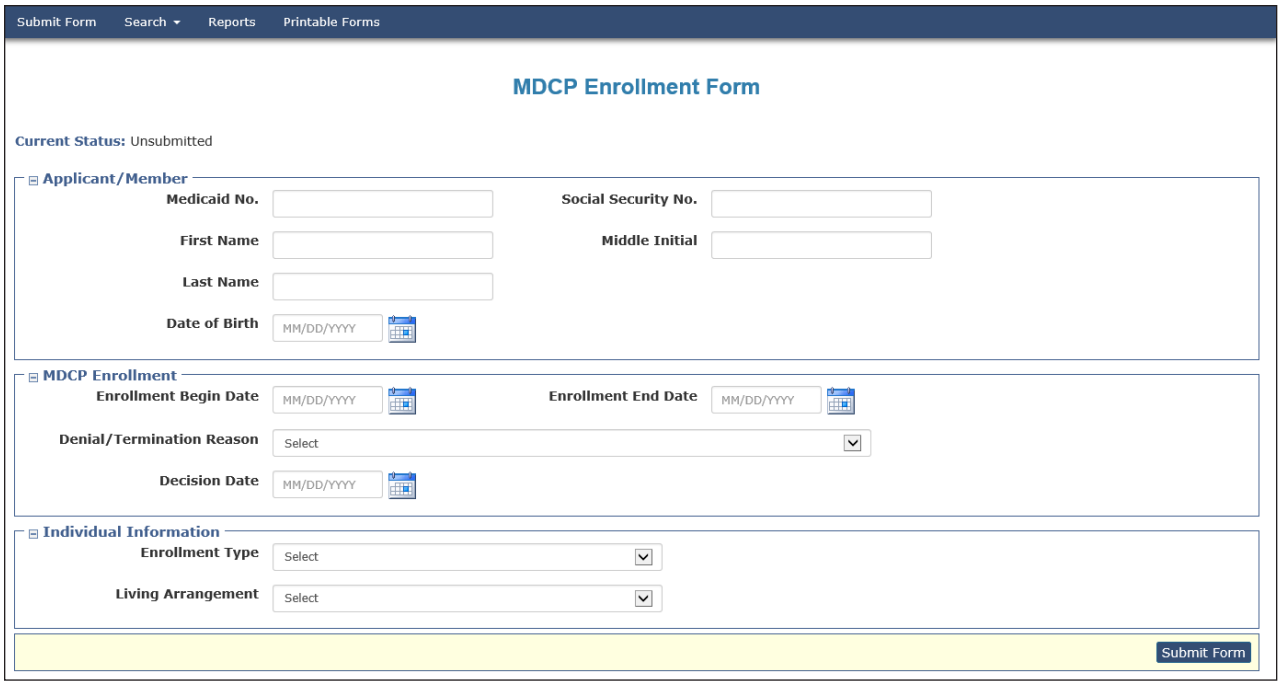
2) Use the Type of Form drop-down list to select **MDCP Enrollment Form.**



3) In the Applicant/Member section, follow the instructions to add the required combination of information to pre-populate the MDCP Enrollment Form If no information is selected, the MDCP Enrollment Form will be blank



4) Click **Enter Form** to create an MDCP Enrollment Form



A blank MDCP Enrollment Form cannot be submitted At least one field must be completed to submit the form

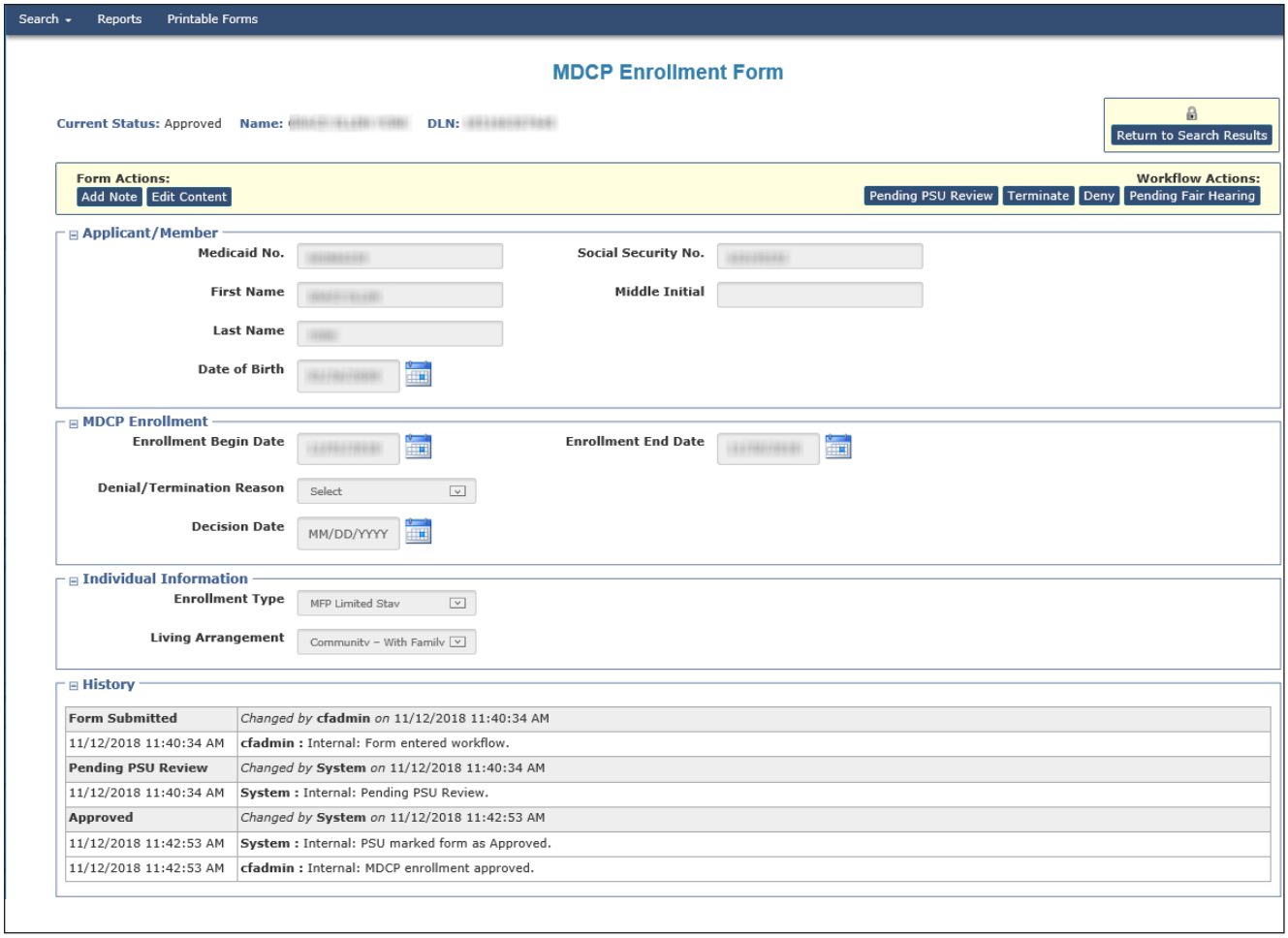
Manually created MDCP Enrollment Forms will not be linked to SK-SAI forms PSU staff will be required to complete manual work flow actions When a reassessment SK-SAI is submitted, it will be linked to the MDCP Enrollment Form, even if it was manually created, if the Medicaid ID matches on both forms If the SK-SAI has a '+' in the Medicaid ID field, the Social Security number and one other field must match to link it to the MDCP Enrollment Form

Approve the MDCP Enrollment Form

When an initial SK-ISP is set to ***PSU Processed/Completed*** status, the LTC Online Portal automatically updates the MDCP Enrollment Form status to ***Pending Approval*** The LTC Online Portal will add the Enrollment Begin Date with the associated SK-ISP From Date, and the Enrollment End Date will be populated with the last day of the month the individual reaches 21 years of age

PSU staff will verify the information automatically populated and enter additional information, as needed PSU staff are only required to enter Enrollment Type and Living Arragements fields for approval PSU staff can verify the individual's living arrangement in the Information on Living Arrangements section on the SK-SAI Once the MDCP Enrollment Form has been updated, PSU staff will click **Approve** in the Workflow Actions section to move it into ***Approved*** status

If the MDCP Enrollment Form should not be approved at this time, it can remain in ***Pending Approval*** status, or be changed to ***Denied***, ***Terminated***, ***Pending Fair Hearing***, or ***Pending PSU Review*** If PSU staff moves the MDCP Enrollment Form into a ***Denied*** or ***Terminated*** status, they will be locked out of the record and not be able to change the status again The MDCP Enrollment Form will be required to be sent to PSU staff with Restricted PSU permissions (PSU supervisor) to have the status changed



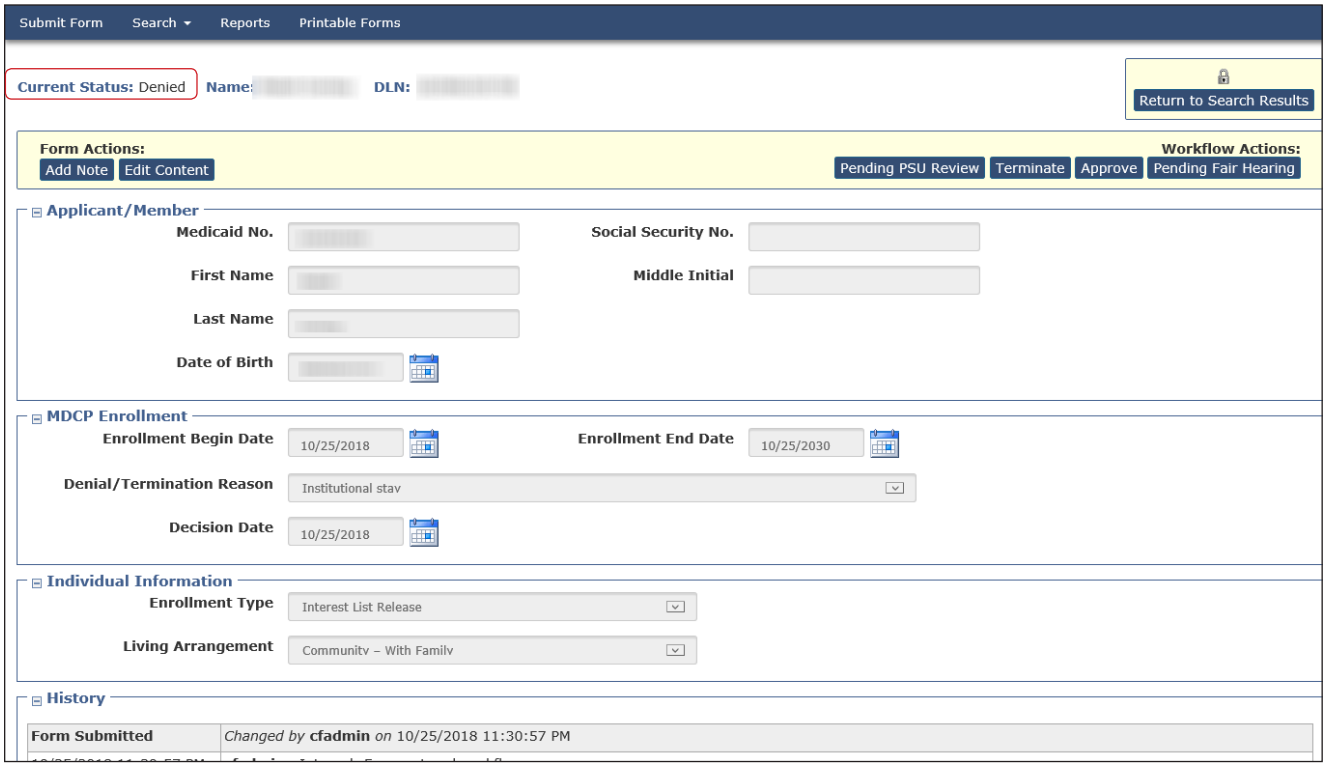
Deny the MDCP Enrollment Form

After the SK-SAI is processed, and it has a final denial status of ***FH Appeal Denied, FH Doctor Appeal Denied,*** or ***Overturn Doctor Review Expired***, the LTC Online Portal will automatically update the MDCP Enrollment Form status to ***Pending Denial*** The status change will be recorded in the History trail The date of the associated SK-SAIs final denial status will be automatically updated in the Decision Date field of the MDCP Enrollment Form PSU staff are required to enter Enrollment Type and Living Arragements fields PSU staff can verify the individual's living arrangement in the Information on Living Arrangements section on the SK-SAI

PSU staff will review the MDCP Enrollment Form and determine if the enrollment end date is required PSU staff will select **Deny** from the Workflow Actions option to deny the MDCP Enrollment Form This action will be recorded in the History trail

MDCP Enrollment Forms that are created by PSU staff and are not linked to the SK-SAI must be manually denied In this situation, when the SK-SAI has a final denial status, the MDCP Enrollment Form will not automatically move to ***Pending Denial*** status When the MDCP Enrollment Form is manually denied, you must ensure the date of the associated SK-SAIs final denial status matches the date in the Decision Date field of the MDCP Enrollment Form

If the MDCP Enrollment Form should not be denied at this time, it can remain in ***Pending Denial*** status, or be changed to ***Pending PSU Review***, ***Terminated***, or ***Pending Fair Hearing***



Terminate the MDCP Enrollment Form

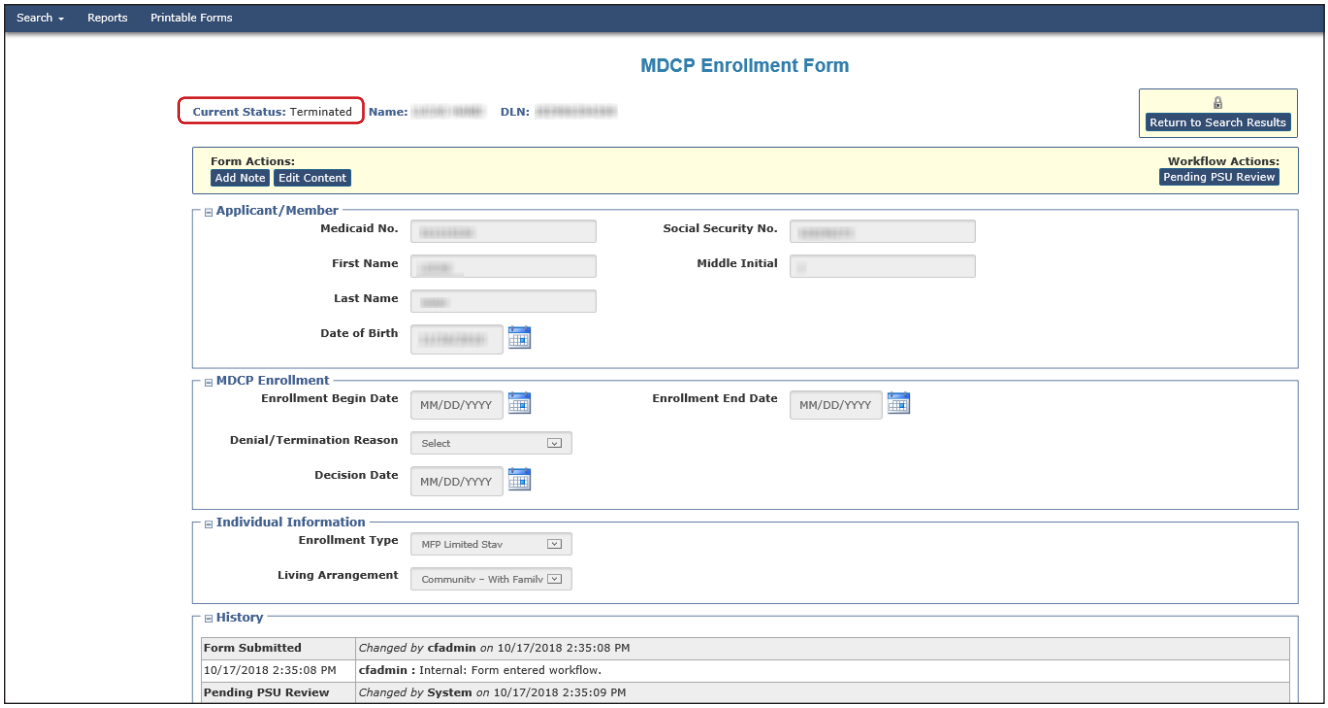
When an initial or reassessment SK-ISP is set to ***Terminated*** status for a member, the MDCP Enrollment Form automatically moves to ***Pending Termination*** The status change will be recorded in the MDCP Enrollment Form's History trail The Decision Date is automatically populated with the date the associated SK-ISP was moved to a ***Terminated*** status by PSU staff The SK-ISP To Date is entered as the Enrollment To Date, and the appropriate Termination Reason is aselected from the drop-down menu The MDCP Enrollment Form termination reason must match the termination reason code on the SK-ISP form If the SK-ISP is terminated first, the denial reason will be populated into the MDCP Enrollment Form based on the reason selected in the SK-ISP

PSU staff should always take action in the SK-ISP (e g change ISP status) prior to making edits to the MDCP Enrollment Form PSU staff will review the MDCP Enrollment Form and make necessary updates PSU staff are required to enter Enrollment Type and Living Arragements fields PSU staff can verify the individual's living arrangement in the Information on Living Arrangements section on the SK-SAI Select **Terminate** from the Workflow Action options

If PSU staff terminates the MDCP Enrollment Form without an SK-ISP involved, they can terminate the form by selecting **Terminate** from the Workflow Action options PSU staff must select a termination reason

MDCP Enrollment Forms that are created by PSU staff and are not linked to the SK-ISP must be manually terminated In this situation, when the SK-ISP is terminated the MDCP Enrollment Form will not automatically move to ***Pending Termination*** status When the MDCP Enrollment Form is manually terminated, you must ensure that the termination reason matches the reason the SK-ISP was terminated PSU staff will manually enter the decision date of the denial

Only PSU staff with Restricted PSU permissions can remove the ***Terminated*** status and place the MDCP Enrollment Form back in ***Pending PSU Review*** status



Inactivate the MDCP Enrollment Form

When a reassessment SK-SAI, or initial or reassessment SK-ISP are inactivated, the status of the MDCP Enrollment Form is not affected If the associated initial SK-SAI is set to ***Inactivated***, ***Med ID Check Inactive***, ***ID Invalid***, ***Invalid/Complete***, or ***Pending More Info*** statuses, the LTC Online Portal updates the MDCP Enrollment Form to ***Form Inactivated*** status If an MDCP Enrollment Form needs to be inactivated for other reasons, only PSU staff with Restricted PSU permissions have access to click **Inactivate** to update the MDCP Enrollment Form to a ***Form Inactivated*** status

PSU staff with Restricted PSU permissions can change an MDCP Enrollment Form status from ***Form Inactivated*** to ***Pending PSU Review***

MDCP Enrollment Form Actions

Add Notes/History

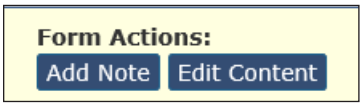
PSU staff can add comments or notes to the MDCP Enrollment Form that will be reflected in the History trail

History

Form Submitted	*Changed by* **cfadmin** *on* 10/17/2018 2:35:08 PM
10/17/2018 2:35:08 PM	**cfadmin :** Internal: Form entered workflow.
Pending PSU Review	*Changed by* **System** *on* 10/17/2018 2:35:09 PM
10/17/2018 2:35:09 PM	**System :** Internal: Pending PSU Review.
Approved	*Changed by* **System** *on* 10/24/2018 8:19:14 AM
10/24/2018 8:19:14 AM	**System :** Internal: PSU marked form as Approved.
10/24/2018 8:19:14 AM	**cfpsu :** Internal: approving
Pending Fair Hearing	*Changed by* **System** *on* 10/24/2018 1:03:38 PM
10/24/2018 1:03:38 PM	**System :** Internal: PSU marked form as 'Pending Fair Hearing.
10/24/2018 1:03:38 PM	**cfadmin :** Internal: adding another note
Pending PSU Review	*Changed by* **System** *on* 10/24/2018 2:02:53 PM
10/24/2018 2:02:53 PM	**System :** Internal: Pending PSU Review.
10/24/2018 2:02:53 PM	**cfadmin :** Internal: third note added
Denied	*Changed by* **System** *on* 10/24/2018 2:04:24 PM
10/24/2018 2:04:24 PM	**System :** Internal: PSU marked form as Denied.
10/24/2018 2:04:24 PM	**cfadmin :** Internal: another note

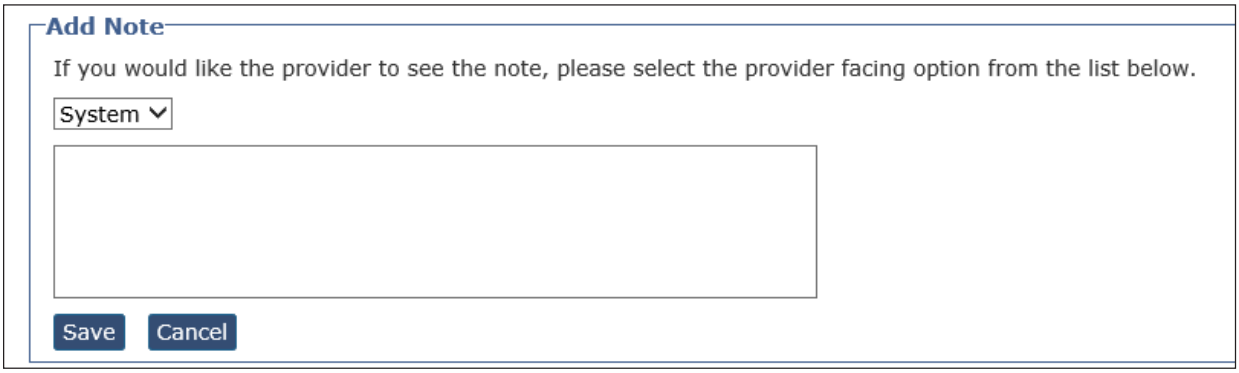
To add a note:

1) Locate the Form Actions bar at the top of the MDCP Enrollment Form



2) Click **Add Note** in the Form Actions bar

3) When the Add Note box appears, select **System** to allow TMHP and PSU staff to see the note In the text box, enter the information (up to 500 characters) Click **Save** to add the information to the History trail (shown earlier)



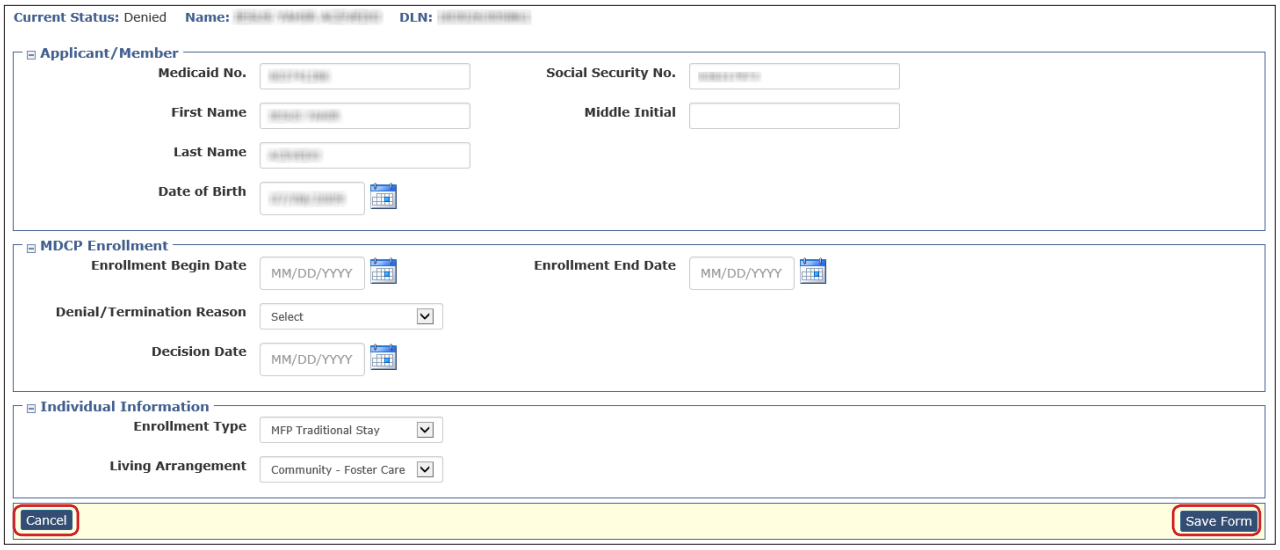
Edit Content

PSU staff can edit all fields in the MDCP Enrollment Form

1. Click **Edit Content** under Form Actions

2. All fields in the Applicant/Member, MDCP Enrollment, and Individual Information sections can be edited Change the information as needed

3. To save updates to the MDCP Enrollment Form, click **Save Form.** To discard updates, click **Cancel**



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