

Overview

This document describes how to gain access to an existing client record, using the Consumer Provider data element. It also describes how to make assessment data available to users at another agency or provider.

Table of Contents

Overview	1
Table of Contents	1
Responsibilities of Non-Default Agencies	1
Client Sharing Contacts	1
Scenario 1: Performing a CAE Screen	2
NOTE regarding eligibility determinations for AFC or GAFC:	5
Scenario 2: Enrolling for NAPIS Congregate Meal	5
Scenario 3: Sharing Assessment Data between Two (2) Agencies	7
Scenario 4: Access to Enroll in a Locally Administered Program	10
Recognizing key data elements	11
What is the Default Agency?	11
What is the Consumer Provider?	13
Additional Screenshots	13
Screenshot 1: Setting Assessment Agency, Assessment Provider, Assessor	13
Screenshot 2: Assessment Agency, Assessment Provider, Assessor visible to all users who can see the assessment	14

Revision History

Date	Version	Description	Author
January 11, 2008	1.0	Draft for release to SIMS Community	Jim Ospenson & Brendan Carroll
January 25, 2008	1.1	Updates after release <ul style="list-style-type: none"> ▪ Issue with View Access for Consumer Provider only ▪ Clarified service agency, service provider for CAE screenings as secondary agency ▪ Clarified scenario 3: sharing assessment. Emphasized that this is separate and distinct from the Coastline G/AFC determinations process. 	

Responsibilities of Non-Default Agencies

Please see the document named **Policy: Data Update Rights & Responsibilities when you are not the consumer's Default Agency.**

- Filename: *Policy-Data Updating for non-Default Agency users.doc*

Client Sharing Contacts

Agencies must manage and publish client sharing contacts in order to make this process as efficient as possible. This is an ASAP managed list. We suggest that there are at least two (2) contacts listed for each agency.

The Client Sharing team at each agency is the focal point for

- Making sharing requests to other agencies, and following them up, and
- Receiving, evaluating and executing sharing requests from other agencies.

Scenario 1: Performing a CAE Screen

Agency "SCR" (the screening agency) needs to perform a CAE screen on client Mildred Robinson, but Mildred already has a SAMS record, where the Default Agency is Agency "DA". Agency SCR cannot enroll the client, or create services orders or assessments.

Scenario 1: Performing a CAE Screen			
#	Who	Step	Notes
1	Agency SCR	Learns of client to be screened.	
2	Agency SCR	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency is Agency DA, who provides Home Care services.	
3	Agency SCR	Attempt to enroll client in CAE. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 13. Users at Agency SCR already have access to this client in order to enroll, assess, and create service orders, service deliveries, and journal entries.	
4	Agency SCR	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting (1) ability to enroll and assess this client (2) Visibility of most recent CDS.	The list of sharing contacts is managed by ASAPs.
5	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
6	Agency DA	Grants Agency SCR the ability to provide services (ability to enroll and assess). (1) Add Consumer Provider = Agency SCR. (2) Start date = date of request or today's date. (3) Save Client record.	After saving, the client is now visible on consumer list for users at Agency SCR. Rule: Do not set the default consumer provider attribute.
7	Agency DA	Grants visibility of most recent CDS 1. Locate most recent CDS 2. Reassess, setting a. Assessment Agency = Agency DA, and b. Assessment Provider =	Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency SCR and Agency DA. Format for Assessor field info:

Scenario 1: Performing a CAE Screen

#	Who	Step	Notes
		<p>Agency SCR. 3. Save Assessment.</p> <p>Visibility: This assessment is visible to authorized users at both Agency DA and Agency SCR.</p> <p>Editability: only users at Agency DA are able to edit this assessment.</p>	<ul style="list-style-type: none"> Name, Agency, purpose Example: Jane Smith, Springwell, release to Somerville-Cambridge <p>See screenshots 1 & 2 below.</p>
8	Agency DA	<p>Activity is documented via Journal Entry.</p> <p>Set Journal Type = Consumer Provider Added</p> <p>Set Journal Headline = [name of Agency SCR]</p>	<p>This Journal Entry will only be visible to users at Agency DA.</p> <p>Use the Journal Text to indicate the requester and reason for this request.</p>
9	Agency DA	Authorized staff person responds to email, indicating that request has been granted, and executed.	
10	Agency SCR	Email received, work begins.	
11	Agency SCR	<p>Opens consumer record for John Robinson.</p> <p>Verify that user has access to update consumer (look for active Add Enrollment button).</p>	<p>Issue: if a Consumer Provider element has been added, but not a shared assessment, client record may not appear in user's consumer list. Access via Search instead. After a Service Order has been created, the Consumer will appear on the consumer list for users at Agency SCR. This issue has been reported to Synergy.</p>
12	Agency SCR	<p>Sharing request and Agency DA's actions are documented in a Journal Entry.</p> <p>Set Journal Type = Consumer Provider Added</p> <p>Set Journal Headline = [name of Agency SCR]</p>	<p>This Journal Entry will only be visible to users at Agency SCR.</p> <p>Use the Journal Text to indicate the requester and reason for this request.</p>
13	Agency SCR	<p>Enrollment into CAE program</p> <ul style="list-style-type: none"> if there is not already an open CAE enrollment 	
14	Agency SCR	<p>Service order for relevant CAE service is created.</p> <p>For the Service Order, use</p> <ul style="list-style-type: none"> Service Agency = Agency SCR Service Provider = Agency SCR 	<p>NOTE: Service Orders for all CAE screenings will be required in Jan 2008.</p>

Scenario 1: Performing a CAE Screen

#	Who	Step	Notes
15	Agency SCR	Views assessment. Screening and determination activities take place. The CDS created by Agency DA is visible, but is read-only and not editable by users at Agency SCR.	
16	Agency SCR	Reassess into a new CDS 1. Locate CDS created by Agency DA in step 7 above 2. Reassess, setting a. Assessment Agency = Agency SCR, and b. Assessment Provider = Agency DA. 3. Save Assessment. Record screening data in the new CDS.	Only users at Agency SCR (The Assessment Agency) are able to edit this assessment. Setting Assessment Provider = Agency DA makes the assessment visible, but not editable, to users at Agency DA. Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency S and Agency HC. Format for Assessor field info: <ul style="list-style-type: none"> ▪ Name, Agency, purpose ▪ Example: Jane Smith, Springwell, NF Short Term Review See screenshots 1 & 2 below.
17	Agency SCR	Create Journal Entry for screening. Write documentation as per EOEA policy.	
18	Agency SCR	Create Service Delivery Record for CAE Screening service. For the Service Delivery, use <ul style="list-style-type: none"> • Service Agency = Agency SCR • Service Provider = Agency SCR 	
19	Agency SCR	If appropriate, terminate the client's enrollment to CAE.	Reasons *not* to terminate this enrollment: <ul style="list-style-type: none"> ▪ The client received a short-term approval and will be reassessed by Agency SCR in a short time. ▪ The enrollment was created by Agency DA.

NOTE regarding eligibility determinations for AFC or GAFC:

- ASAPs who are presenting a client for AFC/GAFC determination by Coastline must follow the process outlined in October 2007. These ASAPs are also AFC or GAFC providers. Coastline will not determine a client's eligibility unless the Enrollment, CDS, Service Order and Action are created as specified by the October document entitled *New Process- Coastline G-AFC Processing within SIMS - 2007-10-23.doc*.
- An ASAP who is a AFC/GAFC provider must enroll a client in CAE and create a Service Order and CDS to kick off the determination process. It's possible that a particular client requests G/AFC determination and already has a consumer record in SIMS, but the ASAP cannot modify the client record because it was created by another agency. In this case the ASAP (as Agency SCR in Scenario 1 above) will need to make a client sharing request of another agency (as Agency DA above) in order to enroll the client. Note: Coastline should not be involved in this request until the Service Order, CDS, and Action are complete.

Scenario 2: Enrolling for NAPIS Congregate Meal

Client Jack Robinson begins attending a congregare meal site operated by Agency "CMP" (the Congregate Meal Provider). When Agency CMP attempts to register Jack, they see that he already has a SAMS client record, where Agency DA is the Default Agency. Agency CMP cannot enroll the client or record services.

Scenario 2: Enrolling for NAPIS Congregate Meal			
#	Who	Step	Notes
1	Agency CMP	Identify client who has attended congregare meal site.	
2	Agency CMP	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency, who provides Home Care services.	
3	Agency CMP	Attempt to enroll client in NAPIS Title III. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 11. Users at Agency CMP already have access to this client in order to enroll, add service deliveries, and journal entries.	

Scenario 2: Enrolling for NAPIS Congregate Meal

#	Who	Step	Notes
4	Agency CMP	<p>Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting</p> <p>(1) Ability to enroll and deliver congregate meals to this client.</p> <p>(2) Permission to update residential address and municipality field.</p>	<p>The list of sharing contacts is managed by ASAPs.</p> <p>There is a possibility that the municipality field is being used by the Default Agency to deliver Home Delivered Meals. It is important to ask whether the Default Agency if the client already exists on a meal route, to guarantee the client has uninterrupted meal service. If the client has a municipality and is currently on a route, the secondary or provider agency should not change the municipality.</p> <p>RISK: Changing a client's municipality will result in the client not appearing on the Default Agency's route sheet. The client's meals may be interrupted.</p>
5	Agency DA	<p>Email received by Client Sharing contact and evaluated.</p> <p>Request granted.</p>	
6	Agency DA	<p>Grants Agency CMP the ability to provide services (ability to enroll and deliver).</p> <p>(1) Add Consumer Provider = Agency CMP.</p> <p>(2) Set start date = date of request or today's date</p> <p>(3) Save Client record.</p>	<p>After saving, the client is now visible on consumer list for users at Agency CMP.</p> <p>Rule: Do not set the <i>default</i> consumer provider attribute.</p>
7	Agency DA	<p>Activity is documented via Journal Entry.</p> <p>Set Journal Type = Consumer Provider Added</p> <p>Set Journal Headline = [name of Agency CMP]</p>	<p>This Journal Entry will only be visible to users at Agency DA.</p> <p>Use the Journal Text to indicate the requester and reason for this request.</p>
8	Agency DA	<p>Authorized staff person responds to email, indicating that request has been granted, and executed.</p>	
9	Agency CMP	<p>Email received, work begins.</p>	

Scenario 2: Enrolling for NAPIS Congregate Meal

#	Who	Step	Notes
	Agency CMP	Opens consumer record for Jack Robinson. Verify that user has access to update consumer (look for active Add Enrollment button).	Issue: if only a Consumer Provider element has been added, the client record may not appear in user's consumer list. Access via Search instead. After a Service order or Service Delivery has been created, the Consumer will appear on the consumer list for users at Agency CMP. This issue has been reported to Synergy.
10	Agency CMP	Sharing request and Agency DA's actions are documented in a Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency CMP]	This Journal Entry will only be visible to users at Agency CMP. Use the Journal Text to indicate the requester and reason for this request.
11	Agency CMP	Enrollment into NAPIS Title III program <ul style="list-style-type: none"> ▪ if there is not already an open NAPIS Title III enrollment. 	
12	Agency CMP	Add client to appropriate meal site route, roster and deliver congregate meals.	Best Practice: Secondary or provider agency should manually add congregate meal consumer to the appropriate meal site route. We strongly recommend that secondary agency does NOT change the municipality in the consumer's record, if one exists. The risk is that the Default Agency is providing home delivered meals to the client, and by changing the municipality the client will not receive a meal.

Scenario 3: Sharing Assessment Data between Two (2) Agencies

To perform a CAE screening after her recent hospitalization, Agency CP needs visibility to the most recent CDS assessment for client Eileen Robinson, who receives home care services from Agency DA. Having served the client in the past, Agency CP can create a CAE enrollment, and see a CDS assessment. However, that assessment is more than 18 months old, and the screening RN suspects there is a more recent assessment.

Assumption: Both agencies already have visibility and edit rights to the consumer, Agency DA is the Default Agency and Agency CP is listed as a consumer provider.

Scenario 3: Sharing Assessment Data between two (2) Agencies

#	Who	Step	Notes
1	Agency CP	Learns of client for whom the need to assess.	
2	Agency CP	Search in SAMS reveals that the client exists in their consumer list, but they cannot see any assessments.	
3	Agency CP	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting visibility of most recent CDS.	The list of sharing contacts is managed by ASAPs.
4	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
5	Agency DA	<p>Grants visibility of most recent CDS</p> <ol style="list-style-type: none"> 1. Locate most recent CDS 2. Reassess, setting <ol style="list-style-type: none"> a. Assessment Agency = Agency DA, and b. Assessment Provider = Agency CP. 3. Save Assessment. <p>Visibility: This assessment is visible to authorized users at both Agency DA and Agency SCR.</p> <p>Editability: only users at Agency DA are able to edit this assessment.</p>	<p>Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency SCR and Agency DA. Format for Assessor field info:</p> <ul style="list-style-type: none"> ▪ Name, Agency, purpose ▪ Example: Jane Smith, Springwell, release to Somerville-Cambridge <p>See screenshots 1 & 2 below.</p>
6	Agency DA	<p>Activity is documented via Journal Entry.</p> <p>Set Journal Type = Assessment Shared</p> <p>Set Journal Headline = with Agency CP</p>	<p>This Journal Entry will only be visible to users at Agency DA.</p> <p>Use the Journal Text to indicate the requester and reason for this request.</p> <p>Need new journal type?</p>
7	Agency DA	Authorized staff person responds to email, indicating that request has been granted, and executed.	
8	Agency CP	Email received, work begins.	
9	Agency CP	Opens consumer record for Eileen Robinson.	

Scenario 3: Sharing Assessment Data between two (2) Agencies

#	Who	Step	Notes
10	Agency CP	<p>Sharing request and Agency DA's actions are documented in a Journal Entry.</p> <p>Set Journal Type = Assessment Shared</p> <p>Set Journal Headline = by Agency DA</p>	<p>Use the Journal Text to indicate the requester and reason for this request.</p> <p>Need new journal type for this ?</p>
11	Agency CP	<p>If a CAE screening service will be performed, create Service Order, using</p> <ul style="list-style-type: none"> • Service Agency = Agency CP • Service Provider = Agency CP 	
12	Agency CP	<p>Views assessment.</p> <p>The CDS created by Agency DA is visible, but is read-only and not editable by users at Agency SCR.</p>	
13	Agency CP	<p>Reassess into a new CDS</p> <ol style="list-style-type: none"> 4. Locate CDS created by Agency DA in step 5 above 5. Reassess, setting <ol style="list-style-type: none"> a. Assessment Agency = Agency SCR, and b. Assessment Provider = Agency DA. 6. Save Assessment. <p>Record assessment data in the new CDS.</p>	<p>Only users at Agency SCR (The Assessment Agency) are able to edit this assessment.</p> <p>Setting Assessment Provider = Agency DA makes the assessment visible, but not editable, to users at Agency DA.</p> <p>Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency S and Agency HC. Format for Assessor field info:</p> <ul style="list-style-type: none"> ▪ Name, Agency, purpose ▪ Example: Jane Smith, Springwell, NF Short Term Review <p>See screenshots 1 & 2 below.</p>
14	Agency CP	<p>If a CAE screening service has been performed, create Service Delivery, using</p> <ul style="list-style-type: none"> • Service Agency = Agency CP • Service Provider = Agency CP 	

Scenario 4: Access to Enroll in a Locally Administered Program

Jane Robinson is currently in SAMS linked as a Care Recipient in the Family Caregiver Support program with the default agency of Agency DA. Agency LOC (the locally administered program agency) needs to gain access to this client to enroll them in a locally administered program.

Scenario 4: Enrolling in a Locally Administered Program

#	Who	Step	Notes
1	Agency LOC	Learns of client for whom they wish to provide a SAMS service.	
2	Agency LOC	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency is Agency DA.	
3	Agency LOC	Attempt to enroll client. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 11. Users at Agency LOC already have access to this client in order to enroll, deliver services, and add journal entries.	
4	Agency LOC	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting ability to enroll this client.	The list of sharing contacts is managed by ASAPs.
5	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
6	Agency DA	Grants Agency LOC the ability to enroll. (1) Add Consumer Provider = Agency LOC. (2) Set Start Date = date of request or today's date. (3) Save Client record.	After saving, the client is now visible on consumer list for users at Agency LOC. Rule: Do not set the default provider attribute.
7	Agency DA	Activity is documented via Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency LOC]	This Journal Entry will only be visible to users at Agency DA. Use the Journal Text to indicate the requester and reason for this request.
8	Agency DA	Authorized staff person responds to email, indicating that request has been granted,	

Scenario 4: Enrolling in a Locally Administered Program

#	Who	Step	Notes
		and executed.	
9	Agency LOC	Email received, work begins.	
10	Agency LOC	Opens consumer record for Jane Robinson. Verify that user has access to update consumer (look for active Add Enrollment button).	Issue: if only a Consumer Provider element has been added by Agency DA, the client record may not appear in user's consumer list. Access via Search instead. After a Service Order or Service Delivery has been created, the Consumer will appear on the consumer list for users at Agency CMP. This issue has been reported to Synergy.
11	Agency LOC	Sharing request and Agency DA's actions are documented in a Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency LOC]	Use the Journal Text to indicate the requester and reason for this request.
12	Agency LOC	Enroll client in to Locally Administered Program and deliver services.	

Recognizing key data elements

What is the Default Agency?

Visible on the Summary Screen

Ashburton-Bappy, Danny H - Consumer Summary

Personal	Client ID: 1386776369	NAPIS	Ethnicity: Unknown
	SSN: 556-23-5854		In Poverty: Yes
	Birth Date: 01/23/1947		Lives Alone: Yes
	Age: 60		High Nutritional Risk: No
	Gender: Female		Is Rural: No
	Marital Status: Single		Number of ADLs: Not Assessed
	Language: English		Number of IADLs: Not Assessed
	Home Phone: (555) 995-5555	Ethnic Races	
	Info Release Authori...: No	Care Management	None
	Date Registered: 09/20/2007	Care Enrollment	
	Consumer Details Las...: 09/20/2007	Default Provider: Not Specified	
Residential Address	555 Beehive Way	Default Agency: Coastline Elderly Services,	
	New Bedford, MA 02740	Service Program: NAPIS - Title III	
	County of Bristol	Active Participation D...: 09/20/2007 - None	
		Status: Active	

Visible on Consumer Details > General

Ashburton-Bappy, Danny H | 1386776369 | 01/23/1947 | 60

Contents

- Summary
- Details**
- Assessments
- Care Management
- Service Orders

Ashburton-Bappy, Danny H - Details

- General**
- Contacts
- Locations (2)
- Phones (1)
- User Fields
- Eligibility Rules
- Care Enrollments (1)
- Co-Pay
- Care Managers
- Fund Identifiers
- Providers

Personal

Prefix	
First Name	Danny
MI	H
Last Name	Ashburton-Bappy
Suffix	
Maiden Name	
AKA Name	
Date Registered	09/20/2007
Consumer Details Last Reviewed	09/20/2007
Marital Status	Single
Gender	Female
Birth Date	01/23/1947
SSN	556-23-5654
Info Release Authorized	no
Default Agency	Coastline Elderly Services, Inc.
Area Code	555
Home Phone	995-5555

Residential Address

Visible on Consumer list

(make this column visible: go to View > Current View > Format Columns)

Close Consumers Register New Open Delete Properties Contacts Care Enrollment

Consumers (All) (All) Apply Clear Filter Find Search

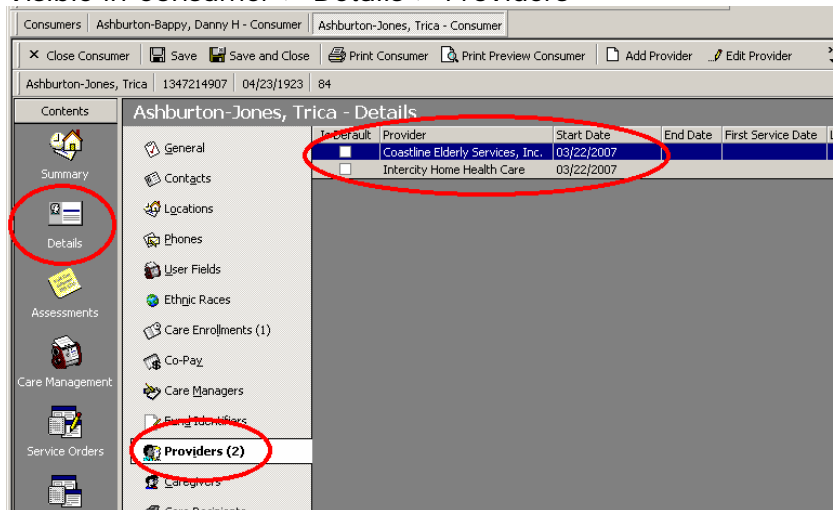
AaaaOrtia, Aaa A - Wonka, Willy K Name Previous Next Sort Current Page

Consumers - Sorted By Name

ID	Name	Default Agency	Date Regi...	Town of Residence	County of
404352222	HES-234Rein, Inge	WestMass ElderCare, Inc.	12/11/2006	Sharon	Norfolk
1345487612	Jones, Bob	Greater Lynn Senior Services, Inc.	12/07/2006	Lynn	Essex
323341165	Kane, Betty	Springwell, Inc.	01/07/2007	Foxboro	Norfolk
1394463747	Paz, Angelica S	WestMass ElderCare, Inc.	09/10/2007	Blandford	Hampden
1355732363	Smith III, Paul Bradley J	Central Mass Agency on Aging, In...	01/19/2007	Barre	Worcester
1347895455	Smith, Jane B	WestMass ElderCare, Inc.	06/14/2007	West Springfield	Hampden
1105398639	Smith, Jane Q	WestMass ElderCare, Inc.	01/11/2007	Worcester	Worcester
207476789	Smith, John V	WestMass ElderCare, Inc.	02/22/2007	Westfield	Hampden
1323756045	Spider-Brown, Ruth D	WestMass ElderCare, Inc.	08/09/2007		
1328132266	Spider-Herzog, Werner X	WestMass ElderCare, Inc.	05/19/2007	Berkley	Bristol
1356800478	Spider-Roberts, Ralph	WestMass ElderCare, Inc.	08/22/2007		
1332368105	Spider-Vicks, Michael X	WestMass ElderCare, Inc.	08/22/2007		
1300047958	Swiss, Nicholas	Greater Springfield Senior Services...	09/13/2004	Springfield	Hampden
134862718	Taylor, Elizabeth	WestMass ElderCare, Inc.	12/07/2007		

What is the Consumer Provider?

Visible in Consumer > Details > Providers



Additional Screenshots

Screenshot 1: Setting Assessment Agency, Assessment Provider, Assessor

Reassessment

Details:

Assessment Form		OK
Filename	S:\Omnia\Assessment Forms\CDS Home...	Cancel
Name	CDS	
Author	Jeff Benjamin	
Last Updated	10/3/2007 2:50:05 PM	
Version	1.0.10	
Organization		
Care Program		
Agency	WestMass ElderCare, Inc.	
Provider	Coastline Elderly Services, Inc.	
Subprovider		
Site		
Assessment		
Date of Assessment	12/12/2007	
Next Assessment Date	06/12/2008	
Assessor	Jim Ospenson, WMEC, release to Coastl...	
Password		
Verify Password		
Comments		

Screenshot 2: Assessment Agency, Assessment Provider, Assessor visible to all users who can see the assessment

To add Assessment Agency and Assessment Provider to your assessment list view, go to View > Current View > Format Columns.

Date of Assessment	Assessor	Agency	Provider	Updated By
12/12/2007	Jim Ospenson, WMEC, release to Coastline	WestMass ElderCare, Inc.	Coastline Elderly Services, Inc.	WMEC-MISM
11/07/2007		WestMass ElderCare, Inc.	WestMass ElderCare, Inc.	EOEA3
08/08/2007		WestMass ElderCare, Inc.	Ware Senior Center	WMEC-MISM
08/08/2007		WestMass ElderCare, Inc.	Coastline Elderly Services, Inc.	CESI-MISM
08/08/2007		WestMass ElderCare, Inc.	Coastline Elderly Services, Inc.	CESI-MISM
05/19/2007		WestMass ElderCare, Inc.	Coastline Elderly Services, Inc.	CESI-MISM
05/19/2007		WestMass ElderCare, Inc.	Coastline Elderly Services, Inc.	WMEC-MISM
05/19/2007		WestMass ElderCare, Inc.	WestMass ElderCare, Inc.	WMEC-MISM