

County Medical Services Program Guide (CMSPG) Letter #25

May 14, 2013

Subject CMS IT SYSTEM (AUTHMED) MEMBER INDICATOR ENTRY

Effective Date Upon receipt.

Reference County Policy

Purpose To provide staff with instructions for recording or removing a member **Indicator** in the CMS IT System (AuthMed).

Background IDX member comments or alerts are a communication tool designed to assist county staff with the processing of CMS cases. IDX comment/alert entries are carried forward with each subsequent application until staff updates/removes the comment/alert.

Workers complete the comment section of the CMS-4 for the ASO to record in IDX comments the following:

- Information that alerts staff to exercise caution
- Changes that affect CMS eligibility

Member comments (referred to now as “Indicators”), are designed to inform staff of the need to act upon reported information received.

Member Alerts are placed by Program/Recovery or the ASO **only** and are designed to inform staff of individuals who are no longer eligible for CMS or who must comply with a program requirement that affects CMS eligibility. Only designated Program/Recovery staff have access to add/update Member Alerts. HSS and SHSS staff only have viewing access to Member Alerts placed by Program/Recovery staff or the ASO.

[CMSPG Letter #23](#) issued January 2, 2013, informed staff that IDX historical comments/alerts have been added to AuthMed and can now be found on the Main Page under the **Member Alerts** tab.

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Highlighted Change

Indicator types have been added to AuthMed and can be found on the Main Page under the **Indicators** tab. Once the Indicator selection is saved by county staff, it will record on the Main Page, as outlined in [How To #1002](#). SHSS, HSS and Program/Recovery staff will have access to select or remove the appropriate Indicator.

Recording an Indicator

County staff can select the appropriate member Indicator in AuthMed when:

- Reported information advises staff to exercise caution
- Reported information affects CMS eligibility
- Referral is made to another resource (SSI Advocate, MASU, etc.)

Removing an Indicator

County staff can remove a selected Indicator in AuthMed when **all** issues in question are resolved, as outlined in [How To #1002](#).

Required Action

When an Indicator needs to be recorded or removed in AuthMed, the worker will:

- Get supervisor approval, if appropriate;
- Click on the Main Page **Indicators** tab; and
- Select or remove the appropriate Indicator, as outlined in [How To #1002](#).

IMPORTANT REMINDER: *Prior to the issuance* of CMS benefits, the worker must look for any Indicators **and** Member Alerts that have been recorded in AuthMed and take the appropriate action to clear **all** Indicators and Member Alerts.

CMS IT System Impact (AuthMed)

Indicators

AuthMed has been enhanced to:

- Contain a list of member Indicator types
- Record or remove the selected member Indicator

Member Alerts

AuthMed has been enhanced to contain:

- New/updated Member Alert types
 - Historical IDX comments/alerts
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Forms Impact No impact.

ACCESS Impact ACCESS agents need to familiarize themselves with the instructions outlined in [How To #1002](#) for viewing Indicators and Member Alerts in AuthMed when taking calls from CMS applicants.

Quality Control (QC) Impact Effective with the June 2013 review month, QC will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

Summary of Changes The table below shows the changes made to the CMSPG cites.

Section	Summary of Change
Table of Contents	Added Article 09, Section 03 to A.9 Detail table
Article 02, Section 12.01	<ul style="list-style-type: none"> • Added a Processing Guideline Table • Updated AuthMed Notification information
Article 09, Section 01.01	<ul style="list-style-type: none"> • Updated the Table of Contents • Added a Processing Guideline Table • Added Indicator and Alert information • Added a new Appendix
Article 09, Section 02.01	<ul style="list-style-type: none"> • Updated the Table of Contents • Updated IDX recording of comment/alert entries information • Renumbered Section
Article 09, Section 02.03 Article 09, Section 02.04	Moved to Article 09, Section 03
Article 09, Section 03.01 Article 09, Section 03.02	<ul style="list-style-type: none"> • Added new Section • Added Indicator information • Updated the Indicator and Program/Recovery Alert process

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Continued

**Approval for
Release**

Paul White, Dep. Admin 5-17-13

JP

County Medical Services Program Guide

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Article 2 Section 12 Notification

Resources

RESOURCES	TITLE
How To's	#1002 Select/Remove/View Indicators and View Member Alerts in AuthMed.

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02.12.01 Notification

02.12.01A General

Worker Notification

Workers select the appropriate member Indicator in AuthMed, as outlined in [How To #1002](#), to record information that:

- Advises staff to exercise caution;
- Needs an explanation/clarification; or
- Affects eligibility

ASO Notification

AuthMed will upload to the ASO at the end of the business day, notifying the IDX System when CMS eligibility is approved or denied.

Applicant Notification

AuthMed will generate and mail to the applicant/beneficiary the appropriate NOA when CMS eligibility is certified/recertified or denied. Exceptions to the automatic mailing are listed in [09.01](#).

Provider Notification

CMS contracted providers are able to view the status of an applicant's/beneficiary's eligibility using the CMS IT System Provider Online Verification (POV) site (<https://www.sdcmpov.com>).

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Article 9 Section 01 CMS Information Technology (IT) System (AuthMed)

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Resources

RESOURCES	TITLE
How To's	<u>#1002 Select/Remove/ View Indicators and View Member Alerts in AuthMed</u>

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09.01.01 CMS IT System (AuthMed)

**09.01.01E
Indicators and
Member Alerts**

Indicators

Indicators are designed to inform staff of the need to act upon applicant/beneficiary information received. SHSS, HSS and Program/Recovery staff will have access to select or remove the appropriate Indicator.

A list of Indicator types can be found on the Main Page under the **Indicators** tab. Once the Indicator selection is saved by county staff, it will record on the Main Page, as outlined in [How To #1002](#).

Indicators (Refer to [Appendix C](#)) have been added to AuthMed to record information that:

- Advises staff to exercise caution;
- Needs an explanation/clarification; or
- Affects eligibility

Member Alerts

Member Alerts are placed by Program/Recovery staff or the ASO only and are designed to inform staff of individuals who are no longer eligible for CMS or who must comply with a program requirement that affects CMS eligibility. Eligibility staff will **only** have viewing access to alerts placed by Program/Recovery staff or the ASO.

Historical IDX member comments/alerts and new Member Alerts have been added to AuthMed and can now be found on the Main Page under the **Member Alerts** tab (Refer to [Appendix B](#)).

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**Appendix 9C CMS IT System Member Alert/Comment
Indicators Screen**

Indicators successfully saved.

APPLICATION WORKLIST

Dates | Tracking | Verifications | PCC | Budgets | Notifications | Docs | Comments | **Indicators** | Member Alerts | SOC

Application Type(s)

Secured Case
True False

Possible Types: CMS-ER, Diligent Search, Mail-In Hostile, Mail-In Recert, New Application, Re-application, Re-certification

Selected Types:

General Indicator(s)

Possible Indicators: Data entry errors by CMAT, Data entry errors by HSS, Hostile Patient, Invalid/erroneous address (potential fraud), Patient moved and failed to inform HSS, Referred to CMS WI, Referred to M/C WI

Selected Indicators: Returned Mail w/forwarding address

Save

 **County Medical Services (CMS)** CMS ENROLLMENT MANAGEMENT

New Application | HSS Interviews | My Worklist | Search

APPLICATION

APPLICATION					
ID:	549344	Type:	<input type="text"/>	Source:	Application
Date:	12/21/2012	Facility:	FRC Southeast	Encounter Date:	12/02/2012
Medi-Cal Case #:		Medi-Cal Status:	N/A	Program Type:	SLA
Status:	Approved • Approved (A)	Eligibility:	Start:12/01/2012 End: 11/30/2013	Indicators:	• Returned Mail w/forwarding address
APPLICANT					
Name:	Tooth Paste	Member ID:	0019309	SSN:	666-11-6666
DOB:	12/01/1965	Citizenship:		Language:	English

Forms | CalWIN Interface | Experian Data | Application Data

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Article 9 Section 02 IDX System

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09.02.01 IDX System

**09.02.01A
General**

Recording of case activity, including some of the different types of comments/alert entries and status codes entered on the IDX system, assist staff with the processing of CMS cases (Refer to [Appendix A](#)). These historical IDX comments/alerts have been added and are now found on the Main Page of the CMS IT System (AuthMed) under the **Member Alerts** tab (Refer to [Appendix 09.01B](#)).

Prior to issuing benefits, the worker shall:

- Check for these alerts and entries entered in the **Member Alerts** tab in AuthMed; and
- Document the action taken in case comments.

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**09.02.01B
Case Activity
Recording**

Disposition

The disposition of every CMS application and recertification is automatically communicated from AuthMed to IDX each night.

IDX Comment/Alert Entries

Historical IDX member comments/alerts and new Member Alerts have been added to AuthMed and can now be found on the Main Page under the **Member Alerts** tab (Refer to [Appendix 09.01B](#)).

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Article 9 Section 03 Indicators and Program/Recovery Member Alerts

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General	09.03.02A
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09.03.01 Indicator Process

09.03.01A General

Indicators are designed to inform staff of the need to act upon reported information received for the applicant/beneficiary. SHSS, HSS and Program/Recovery staff will have access to select/remove the appropriate Indicator.

Indicators (Refer to [Appendix 09.01C](#)) have been added to AuthMed to record information that:

- Advises staff to exercise caution;
- Needs an explanation/clarification; or
- Affects eligibility

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09.03.01B Exercise Caution Indicator

Hostile, Threatening or Abusive Applicant/Beneficiary Indicator

This Indicator is designed to inform staff that have face-to-face contact with an applicant/beneficiary to exercise caution. The Indicator may be initiated by either ASO or County staff, and is reviewed at each new application. The information contained in the Indicator is for CMS staff only, and is **not** to be shared with the applicant/beneficiary.

Criteria

This Indicator includes, but is not limited to, the following situations:

- Applicant/beneficiary identified as a drug seeker.

- Applicant/beneficiary made threats directed at clinic, County, or ASO staff.
- Applicant/beneficiary was verbally abusive and/or disruptive at a clinic or worker office operations.

A new Indicator is created for each subsequent County or ASO referral.

Referral Procedure

When the applicant/beneficiary meets this Indicator criteria:

- The worker emails their supervisor explaining the situation. The email must contain the applicant's/beneficiary's name, SSN, and the clinic or office which the incident occurred.
- The supervisor will either place or advise the worker whether to place or not to place the Indicator in AuthMed.
- The worker scans a copy of the email with the supervisor's response in the case record.

The above procedure is followed **each** time the need for a subsequent Indicator is identified.

Mandatory Supervisor Reviews

The supervisor reviews all Indicator referrals to ensure that it is an appropriate referral. The supervisor will either place or advise the worker whether to place or not to place the Indicator in AuthMed.

Status Review

The worker will review the Indicator at each new application. To remove the Indicator, the worker will:

- Email their supervisor requesting the supervisor to remove the Indicator or approval to remove the Indicator.
- Scan a copy of the email response in the case record.
- Remove the Indicator if request to remove the Indicator was approved by the supervisor.

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09.03.01C Explanation/ Clarification Needed Indicator

This Indicator in AuthMed is designed to inform staff to act upon applicant/beneficiary information that needs an explanation/clarification. (Example: "Returned Mail w/o forwarding address").

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**09.03.01D
Affects
Eligibility
Indicator**

This Indicator in AuthMed is designed to inform staff of individuals who may not be eligible for CMS. (Example: “Referred to CMS Fraud”).

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09.03.02 Program/Recovery Member Alert Process

**09.03.02A
General**

CMS Program/Recovery staff member use these Member Alerts to identify applicants/beneficiaries who are no longer eligible to be certified/recertified for CMS or if there are issues that must be resolved **before** certifying/recertifying for CMS. Only designated Program/Recovery staff have access to add/update Member Alerts. HSS and SHSS staff will **only** have viewing access to Member Alerts placed by Program/Recovery staff or the ASO.

The worker must:

- **Not** certify/recertify any case with a “**Do Not Recert**” or “**Call Before Recert**” alert without first contacting CMS Program/HCPA Recovery staff member via [email](#) for instructions on what actions the applicant/beneficiary must take **before the issuance of benefits**;
- Confirm with CMS Program/HCPA Recovery staff member that **all** issues have been resolved and for staff member to update the DNR Member Alert **before the issuance of benefits**; and
- Document action taken in case comments.

Note: Historical IDX “DNR” Member Alerts will remain in the historical alert section in AuthMed.

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**09.03.02B
“Do Not
Recert” and
Call Before
Recert”
Member
Alerts**

A. “Do Not Recert” (DNR) Alert

This Member Alert is used when an applicant/beneficiary is determined **not** eligible for CMS or the applicant/beneficiary must comply with a program requirement. The DNR alert includes the reason, date and Program/Recovery staff member who placed the alert.

B. “Call Before Recert” Alert

This Member Alert is used when there is a need for the applicant/beneficiary to resolve certain issues before certifying/recertifying for CMS. The alert includes the reason, date and Program staff member who is to be contacted.

Below are some examples when these alerts are used:

Third Party Liability (TPL)

When a beneficiary does not cooperate in providing information about injuries caused by a third party or in reimbursing CMS from a third party payment, CMS Program staff will place the alert to prevent recertification until the beneficiary contracts CMS Program staff to provide the information or payment.

Fraud

When the beneficiary does not cooperate with the investigation into allegations of fraud, CMS Program staff will place an alert to prevent certification/recertification until the applicant/beneficiary cooperates or the investigation is complete.

Overpayment Collections

When the beneficiary does not cooperate in reimbursing CMS for overpayment of benefits, CMS Program staff will place the alert to prevent certification/recertification until the applicant/beneficiary contacts the CMS Program staff to discuss payment arrangements.

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Number	Title	Issue Date
1002	Select/Remove/View Indicators and View Member Alerts in AuthMed	April 25, 2013

Program(s) Staff Medi-Cal/LIHP and CMS Staff

Description The purpose of this How To is to provide county staff instructions for:

- Selecting/Removing a member Indicator; and
- Viewing **Indicators** and **Member Alerts** in AuthMed.

Overview Indicators that alert staff to exercise caution or Member Alerts that may affect the individual’s LIHP or CMS eligibility have been added to the Main Page of the CMS IT System (AuthMed) under the Indicators and Member Alerts tabs.

The selected Indicator is recorded on the Main Page. New/updated Member Alerts and/or historical IDX comments/alerts are recorded on the Member Alerts tab.

References CMSPG Letter #25; MPG Letter #787

Contact Information Julia Palmer
619-338-2968
Julia.Palmer@sdcounty.ca.gov

Instructions:

Steps	Action
Step 1 Who Can Use What	<p>SHSS and HSS STAFF: Staff will have access to select or remove the appropriate Indicator available on the Main Page under the Indicators tab. Staff will only have viewing access to the Member Alerts under the Member Alerts tab for applicant.</p> <p>PROGRAM/RECOVERY STAFF: Designated staff will have access to select or remove the appropriate member Indicator available on the Main Page under the Indicators tab and to add/update Member Alerts found on the Main Page under the Member Alerts tab for applicant.</p>

Step 2
How to Select
or View an
Indicator

To select an Indicator, from the Main Page:

- Click the **Indicators** tab;
- **Double click** on the appropriate Indicator from the dropdown *Possible Indicators*; and
- Click **Save**.

Indicators successfully saved.

APPLICATION WORKLIST

Dates | Tracking | Verifications | PCC | Budgets | Notifications | Docs | Comments | **Indicators** | Member Alerts | SOC

Application Type(s)

Secured Case
True False

Possible Types:

- CMS-ER
- Diligent Search
- Mail-In Hostile
- Mail-In Recert
- New Application
- Re-application
- Re-certification

Selected Types:

General Indicator(s)

Possible Indicators:

- Data entry errors by CMAT
- Data entry errors by HSS
- Hostile Patient
- Invalid/erroneous address (potential fraud)
- Patient moved and failed to inform HSS
- Referred to CMS WI
- Referred to M/C WI

Selected Indicators:

- Returned Mail w/forwarding address

Save

RESULTS: You can see the *Indicator* selected on the Main Page.

 **County Medical Services (CMS)** CMS ENROLLMENT MANAGEMENT

New Application | HSS Interviews | My Worklist | Search

APPLICATION

ID:	549344	Type:		Source:	Application
Date:	12/21/2012	Facility:	FRC Southeast	Encounter Date:	12/02/2012
Medi-Cal Case #:		Medi-Cal Status:	N/A	Program Type:	SLA
Status:	Approved • Approved (A)	Eligibility:	Start:12/01/2012 End: 11/30/2013	Indicators:	• Returned Mail w/forwarding address

APPLICANT

Name:	Tooth Paste	Member ID:	0019309	SSN:	666-11-6666
DOB:	12/01/1965	Citizenship:		Language:	English

Forms | CalWIN Interface | Experian Data | Application Data

Step 3

To remove a selected Indicator, from the Main Page:

How to Remove an Indicator

- Click the **Indicators** tab;
- **Double click** on the selected Indicator to move the Indicator back to the *Possible Indicators* field; and
- Click **Save**.

Step 4
How to View Member Alerts

To view **Member Alerts**, from the Main Page:

- Click the **Member Alerts** tab to view new/updated and/or historical IDX comments/alerts placed by Program/Recovery Staff or ASO.

APPLICATION WORKLIST

Dates | Tracking | Verifications | PCC | Budgets | Notifications | Docs | Comments | Indicators | **Member Alerts** | SOC

New Member Alerts

Current Member Alerts				
Alert	Reason	Date	Created Date	Created By
Member Alert - Do Not Recert	Disabled per SSA/DDSD on DATE.	09/14/2012	10/11/2012	

Removed Member Alerts						
Alert	Reason	Date	Created Date	Created By	Removed Date	Removed By

Historical IDX Member Alert

DO NOT RECERTSSA DIS (MEDS SDX 3,4)SSI 7/10 ONG..SMMA 9/14/12;9/17/12
 DO NOT RECERTMC EFF 8/1/11 (MEDECONNECT 8/8/12)

IMPORTANT NOTE: Updated/deleted Member alerts will appear on the “Removed Member Alerts” field.