senior and disabilities services
harmony data system

State of Alaska

Senior and Disabilities Services

Harmony Data System Guide

Workflows PCA Administrators

T23 version 1.16 (3/05/20)

Table of Contents

Document Tracking

Version	Author/Editor	Date	Description
0.1	James Farrell	10/5/17	Initial draft
0.2	James Farrell	11/16/17	Updated with instruction on starting renewals without tickler reminders
0.3	Trevor Atwood	11/16/17	Review edits; removed chapter on split service plan—not relevant to PCA
1.0	James Farrell	11/17/17	Delivery submission; Update Screenshot in LOC/LOS Denial
1.1	David Chadwick	3/22/18	Chapter 9
1.2	Cina Fisher	4/6/18	Training language updates. Reorder task flow for Provider use
1.3	Cina Fisher	4/10/18	Note Type updates added; formatting; how to locate Authorized units
1.4	Carol Downey	4/17/18	Correct header, marking notes read instruction
1.5	Cina Fisher	5/7/18	Add Incomplete Application instructions
1.6	Kimberlina Lopez; Cina Fisher	5/10/18	Clarified Inquiry Process Consolidated; Chapters 3&4
1.7	Cina Fisher	5/30/18	Rewrite Inquiry Chapter Added Instructions for Change of Information
1.8	Kara Thrasher-Livingston	6/15/18	Update application process, amendment, reapplication, expedite, services while traveling, to portray uploading forms as a note.
1.9	Cina Fisher	6/29/18	Add screen shots and verify information from T04 06072018 Updated Table of contents
1.10	Cina Fisher	8/06/18	Update Inquiry, change order of Professional Relations additions, update workflows diagrams, added quiz questions
1.11	Delight Mells	10/15/2018	Updated Note /Sub-Types; expedite process; note types; CFC; workflow diagrams; Inquiry Identifier section. Added "How do I" links section, check lists & supporting documents for Amended Plan; Change of Status Chapter. Removed quizzes. Updated.
1.12	Delight Mells	4/01/2019	Change use of status from "Pending" to "Submitted." Revised Consumer Record and address instructions. Identify requirements for professional relations. Remove instruction on missing DX. Update resubmission on incompletes; Harmony Help section.
1.13	Delight Mells	4/1/2019	Minor Formatting Changes
1.14	Delight Mells	5/1/2019	Change of Status Updates; Returned Mail; Telehealth; Note Attachments #; ADA compliance on Screenshots, objects, & tables.
1.15	Delight Mells	11/1/2019	Correct tables, update sub-note type, ADA compliance object alignment
1.16	Cina Fisher	03/01/2020	Remove PCS Agency Rep from Professional Relations. Add ME code options. More 508 compliance corrections

Introduction | PCA Admin Training Guide

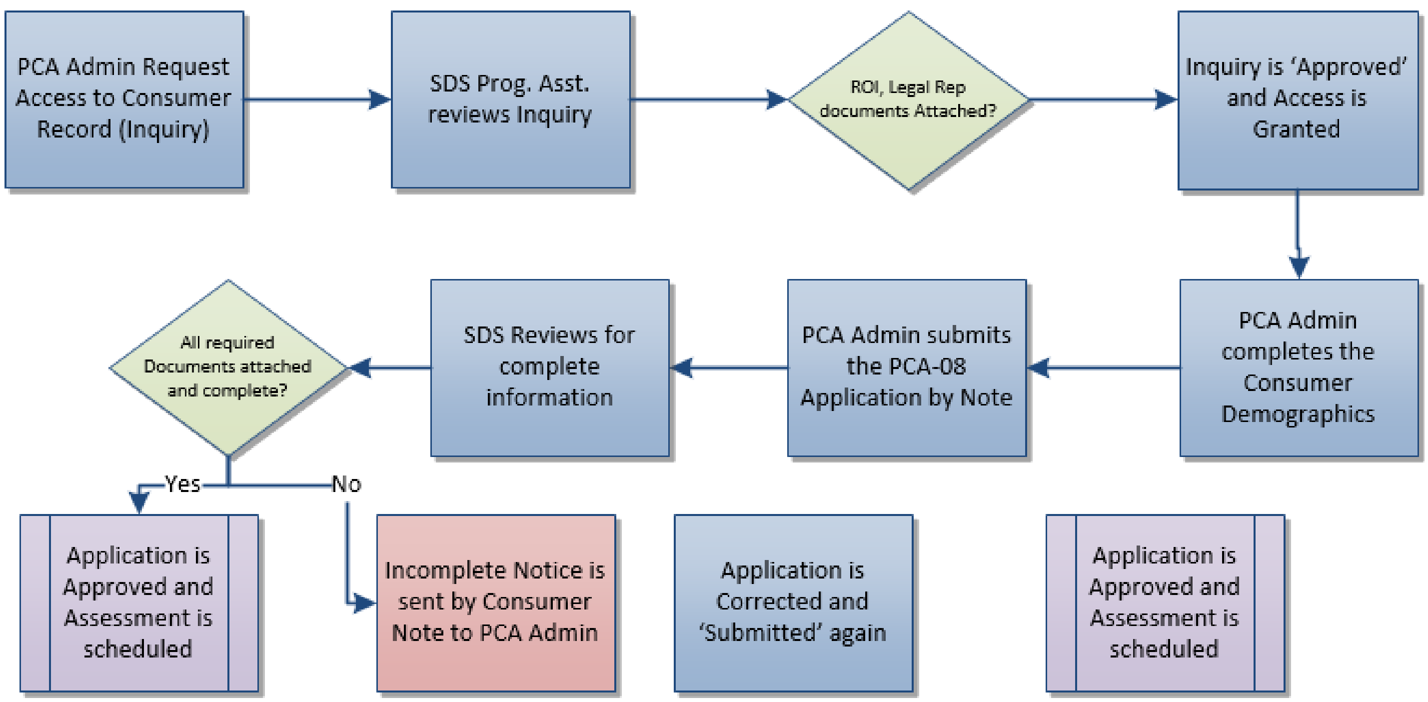
Summary

The Application for Personal Care Assistance (PCA) Services starts when the Consumer contacts the PCA Agency. It is completed when the Senior and Disability Services (SDS) Staff approves the Application and schedules an Assessment for PCA Services.

Learning Objectives

- ✓ Request Access to a Consumer Record
- ✓ Complete Initial Applications
- ✓ Add Notes and Attachments
- ✓ Review PCA Service Plans
- ✓ Complete Renewal Applications
- ✓ Maintain Consumer Records

Workflow Diagram



Chapter 1 | PCS Inquiry

Introduction

The PCA Administrator submits an inquiry requesting access to the consumer record in order to apply for Personal Care Services on behalf of the consumer. In compliance with HIPAA, the Inquiry must include a UNI-16 Release of Information (ROI) signed by the consumer or legal representative.

The SDS Program Assistant reviews the inquiry and grants the PCA Admin access to the consumer record.

Learning Objectives

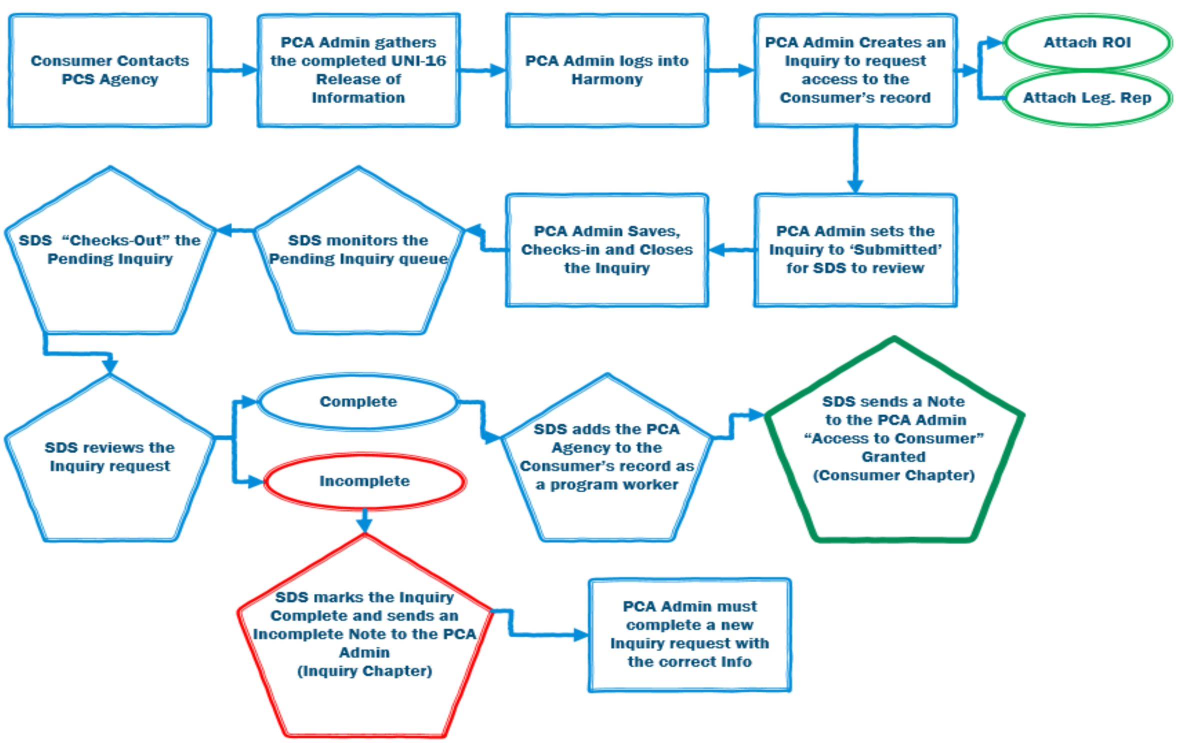
✓ Create an Inquiry to request access to a Consumer Record
- New consumer
- Transfer consumer
- Shared consumer

✓ Input specific demographic information

✓ Attach Required Documents
- UNI-16 ROI
- Legal Representative Documents

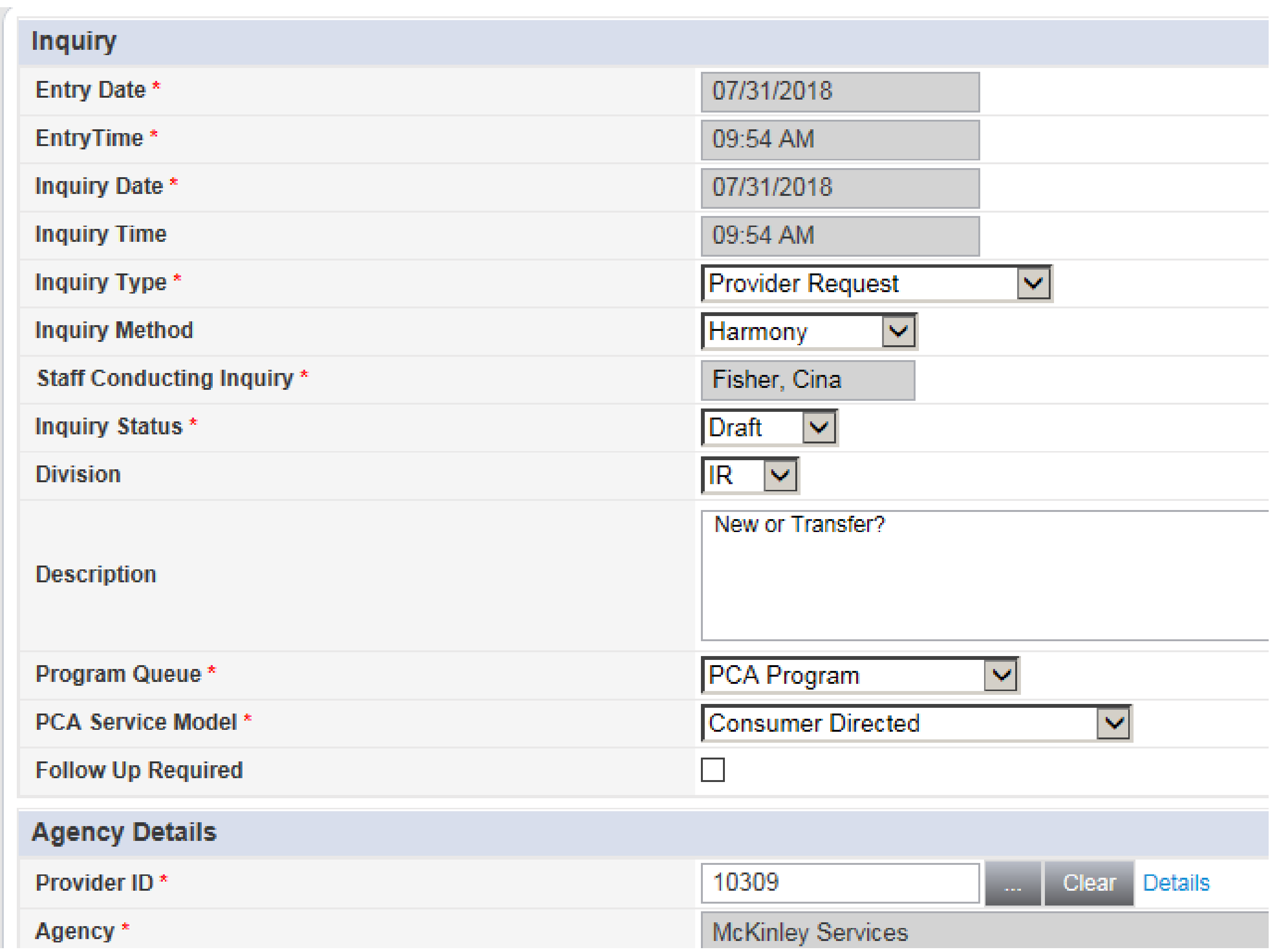
✓ Monitor Notes on My Harmony for Access to Records (Approved or Incomplete – Denial)

Workflow Diagram



Provider Inquiry Request

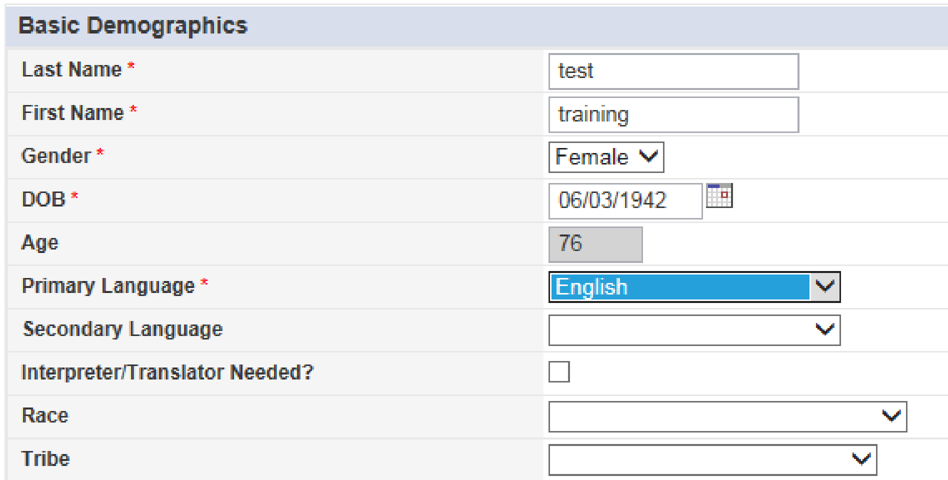
1. PCA Admin submits an Inquiry to request access to the consumer record. To begin the Inquiry…
    a. Click the **Inquiry** chapter.
    b. On the **File** menu, click **Add Inquiry.**
        i. Select the **Inquiry Type**
            - Provider Request,
            - Provider Request-Transfer, or
            - Provider Request – Shared Agreement
        ii. The **Inquiry Status** defaults to 'Draft.' Leave it in this status until all information has been added and you are ready to file your Inquiry with SDS. (Step 4(ii)).
        iii. The **Division** defaults to 'IR.' (Information & Referral)
        iv. **Description** = 'New Consumer' or 'Transfer Consumer from "*previous PCS agency*"'
        v. **Program Queue** is defaulted to **'PCA Program'**, but must be changed to "**CFC**" if for a CFC Consumer.
        vi. Set **PCA Service Model** = 'Consumer Directed' or 'Agency Based'
        vii. Click the **Ellipsis** (the box with 3 dots in it), and search for your Agency by name, once selected Agency Details will add automatically.
    c. On the **File** menu, click **Save Inquiry**. DO NOT Save and Close!!!
        i. *If you accidentally closed, just click on the record in the list view to re-open it*



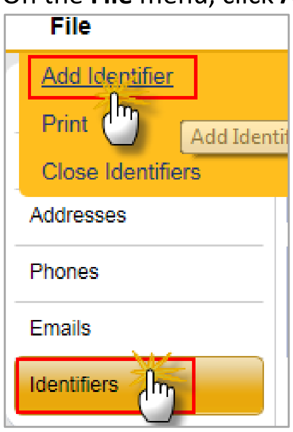
Inquiry	
Entry Date *	07/31/2018
EntryTime *	09:54 AM
Inquiry Date *	07/31/2018
Inquiry Time	09:54 AM
Inquiry Type *	Provider Request
Inquiry Method	Harmony
Staff Conducting Inquiry *	Fisher, Cina
Inquiry Status *	Draft
Division	IR
Description	New or Transfer?
Program Queue *	PCA Program
PCA Service Model *	Consumer Directed
Follow Up Required	
Agency Details	
Provider ID *	10309 ... Clear Details
Agency *	McKinley Services

Inquiry Details

2. Click on the **Participants** subpage (left side of the page)
    a. On the **Add Participant** menu, select **Person Seeking Supports**.
    b. Enter identifying, and demographic information.
        i. First and Last Name
        ii. Gender
        iii. DOB
        iv. Primary Language
    c. From the **File** menu, select **Save Person Seeking Supports**.



    d. Add Identifiers.
        i. Click the **Identifiers** subpage.
        ii. On the **File** menu, click **Add Identifier**.



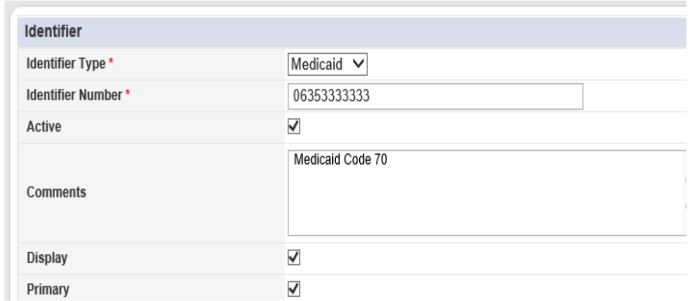
        iii. Set Identifier Type = 'Medicaid.'
        iv. Enter the Identifier Number, = the person's Medicaid #.
        v. Enter the Medicaid Eligibility Code in the **Comments** field.

Eligible codes for PCA: 10, 11, 20, 24, 30, 31, 34, 40, 41, 44, 50, 51, 52, 54, 69, 70, 71, 74, 81 (Check 'Enterprise-provider portal' to verify Medicaid # and Eligibility Codes)

Other Medicaid eligibility codes maybe allowable for HCB Waiver recipients

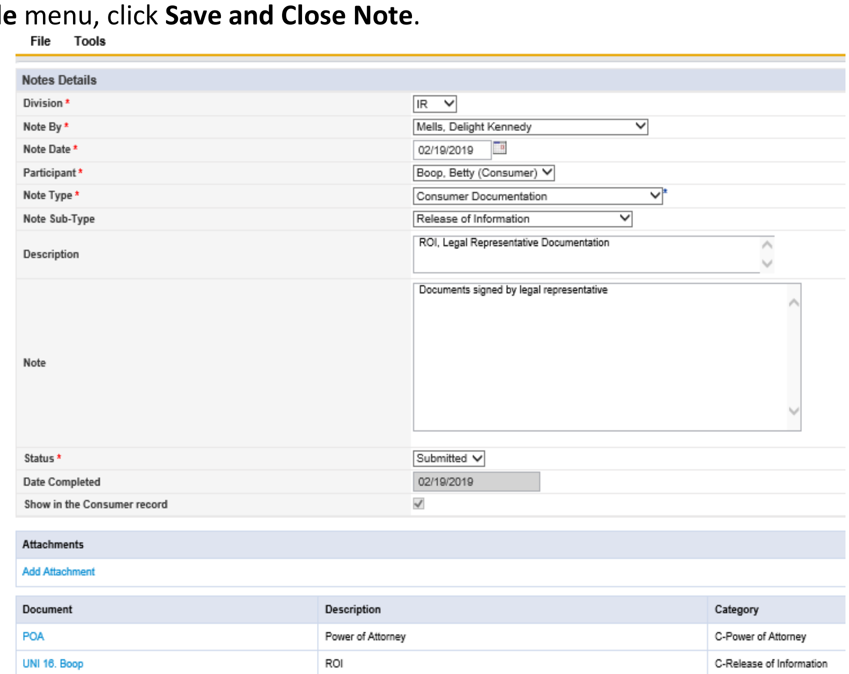
        vi. Select the **Display** check box.
        vii. Select the **Primary** check box.
        viii. On the **File** menu, click **Save and Close Identifier.**

ix. Then on the **File** menu again – **Close Identifiers.**



Identifier Details

3. Add a Note with Attachments (ROI & Legal Representative)
   a. Click the **Notes** subpage.
   b. On the **File** menu, click **Add Note**.
      i. Set **Division** = 'IR.'
      ii. Set **Participant** = the Consumer.
      iii. Set **Note Type** = 'Consumer Documentation.'
      iv. Note **Sub-Type**= 'Release of Information'
      v. Enter a Specific **Description**= New, Transfer or Shared(List the attachments)
      vi. Set the **Note Status** = 'Submitted'
      vii. Upload **attachments** and select an attachment category.
         - Click Add Attachment link
         - Attach the signed SDS UNI-16 Release of Information.
            1. Category= C- UNI-16 Release of Information
         - If the signature is not the same as the Person Seeking Supports, then the POA/Guardian document must be attached as well. Choose one:
            1. Category= C- Guardianship Documents
            2. Category= C- Power of Attorney
            3. Category= C- Legal Representative Documents
      viii. From **File** menu, click **Save and Close Note**.

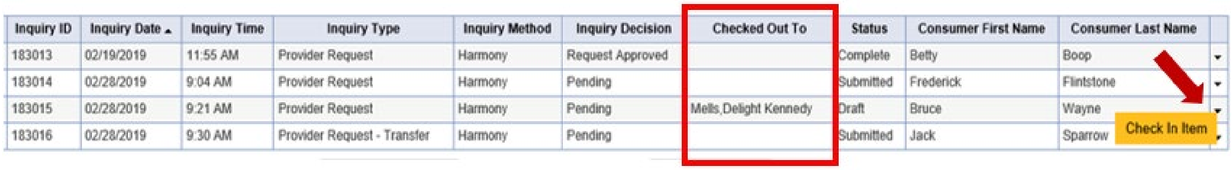


4. Submit the Inquiry by setting the Status to 'Submitted'.
   i. Click the **Inquiry** subpage.

ii. Set **Inquiry Status** = 'Submitted'
iii. On the **File** menu, click **Save, Check-In and Close Inquiry** *(critical handoff point)*.

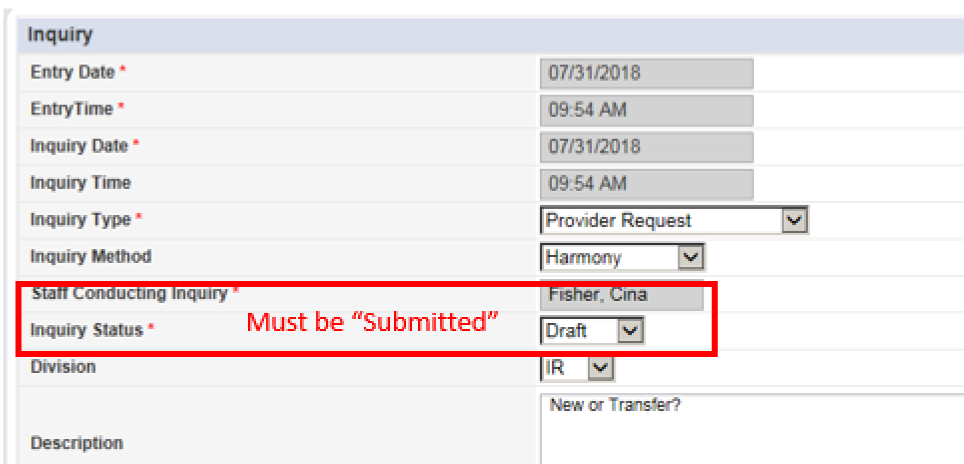
Double check the Inquiry is Checked-In SDS for review.

1. The "Checked Out To" column should be blank.
    a. If your name is still there, go to the fly out menu and check it in.



Inquiry ID	Inquiry Date	Inquiry Time	Inquiry Type	Inquiry Method	Inquiry Decision	Checked Out To	Status	Consumer First Name	Consumer Last Name
183013	02/19/2019	11:55 AM	Provider Request	Harmony	Request Approved		Complete	Betty	Boop
183014	02/28/2019	9:04 AM	Provider Request	Harmony	Pending		Submitted	Frederick	Flintstone
183015	02/28/2019	9:21 AM	Provider Request	Harmony	Pending	Mells,Delight Kennedy	Draft	Bruce	Wayne
183016	02/28/2019	9:30 AM	Provider Request - Transfer	Harmony	Pending		Submitted	Jack	Sparrow

2. The Status should be "Submitted".
    a. If it is still "Draft", re-open the Inquiry
        i. If everything is grayed out, On the **File** menu, click **Check Out Inquiry**
    b. Update the Inquiry Status to "Submitted"
        i. Click the **Inquiry** subpage.
        ii. Set Inquiry Status = 'Submitted'
    c. On the **File** menu, click **Save, Check-In and Close Inquiry** *(critical handoff point)*.



Check List for an Inquiry

- ☐ Add Inquiry with basic demographic information
- ☐ Include Medicaid Identifier
- ☐ Create a Note with applicable Note/Sub-Note Type with <u>all</u> attachments categorized:
    1. Signed C- UNI-16 Release of Information
    2. C-Legal Representative Documents
- ☐ Verify Note description includes Medicaid Identifier
- ☐ Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."
- ☐ Confirm that record has been "Checked back in."

Did you forget something or make a mistake*? It's ok!*

Resubmit your corrected Inquiry with a detailed explanation in the body of the Note. Let SDS know what happened so they review the complete Inquiry or help you fix the mistake.

SDS Staff – Review Inquiry

TOP Reason SDS does not review Inquiry: It's STILL in 'Draft"!

Reasons for Denial:

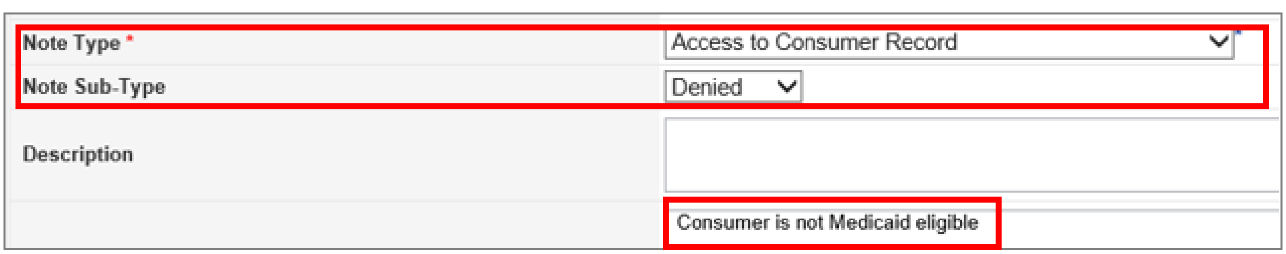
- Missing information such as Service Model 'Consumer Directed' or 'Agency Based'
- Consumer is not Medicaid Eligible
- Missing Attachments (ROI and/or Legal Representative if needed)
- Attachments not signed
- Attachments have invalid signatures
- PCA Admin is Not Associated to the Provider Agency on the Inquiry

Monitor Notes for Inquiry Access Decisions

1. On the My Harmony home page, in the **Consumers** column, under the **Notes** header, click the **Complete** items to open the list in a new window.
    a. Click to open the note with Note Type "Access to Consumer Record"
    b. If Note Sub-Type is Approved,
        i. Review any additional information from SDS Program Assistants in the 'Description' field
        ii. On the File menu, select Close Notes
        iii. Open Consumer Record to review

Consumer	Note Type ▲	Note Date	Note Sub Type
Crusher, Wesley	Access to Consumer Record	11/01/2016	Approved
Jean, Billy	Access to Consumer Record	12/29/2016	Approved

    c. If Note Sub Type is **Denied,**
        i. Review the 'Description' area for the denial reason
        ii. Create a new **Inquiry** with all the required information based on the denial reason



Filing Notes after Review and Action

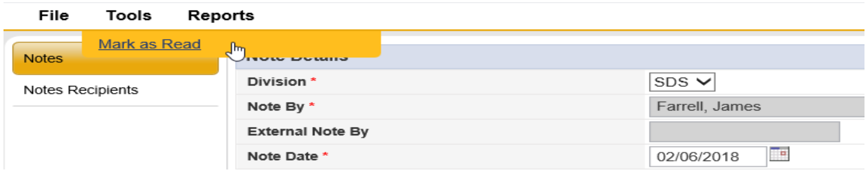
Notes for a specific recipient show up in the **My Harmony** page in the **Complete Notes** area and will continue to display there until the user manually marks the **Note** as "**Read**."

1. When you no longer need to see a Note in the Complete Notes list.

a. Open the Note

b. On the **File** bar, go to the **Tools** menu

c. Select **Mark as Read**



CFC-Community First Choice PCS

When your agency is chosen by the Waiver client to deliver PCS, you need to submit an Inquiry request to gain access to the Consumer record and to receive the Service Level Authorization as soon as it's available. This could be an Initial (new) or a Transfer Inquiry request.

Timing for sending the Inquiry request is very important! The PCS Agency must wait until the Care Coordinator has submitted the Uni-04 Application for Waiver and CFC services to SDS.

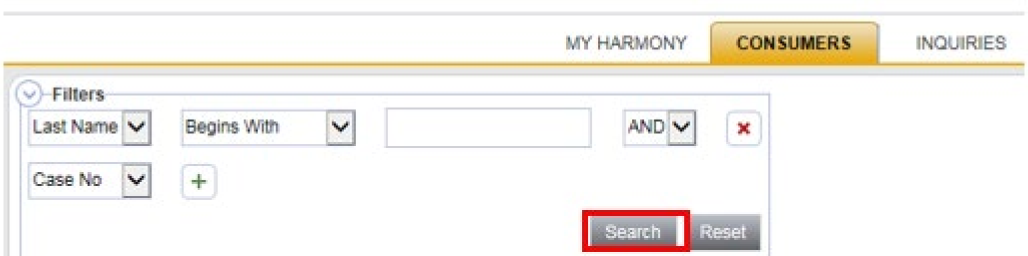
- Please ask the CC to include you on the DSM submittal

When making the Inquiry request select the "CFC Program" instead of the "PCA Program". Then include the ROI signed by the client and/or the legal representative. Remember to include the Legal Rep. documents if they are signing.

Access the Consumer Record

Once you've been granted access to a consumer (through the **Inquiry** Process), their record will appear in the **Consumers** column on your **My Harmony** home page, in the **My Consumers** panel –**Active**.

- You will only be able see information about consumers that have been associated with you directly. Other Consumers served by your agency may be associated to other PCA Admins. For a list of all consumers served by your agency select the Consumers chapter, then select the "Search" button with no filters set.
- A list of all the consumers assigned to your agency regardless of their primary worker should appear in the results.



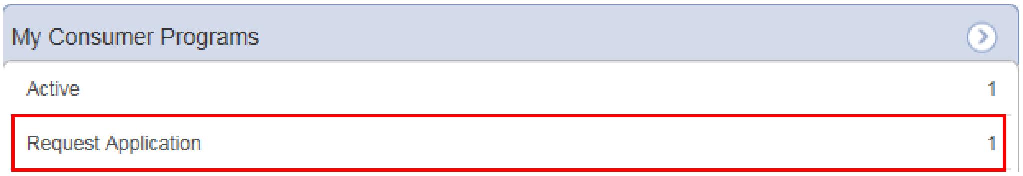
Be aware that access to a Consumer's record will be revoked if an initial application is not submitted within 30 business days. Please contact SDS if there is a delay in your process.

1. On your My Harmony home page, in the **My Consumers** panel, select **Active.** Just click the number to see your entire consumer list. Then select the Consumer from the list.

   OR

2. On the **My Harmony** home page, in the **Consumers** column, under the **My Consumer Programs** header, click the

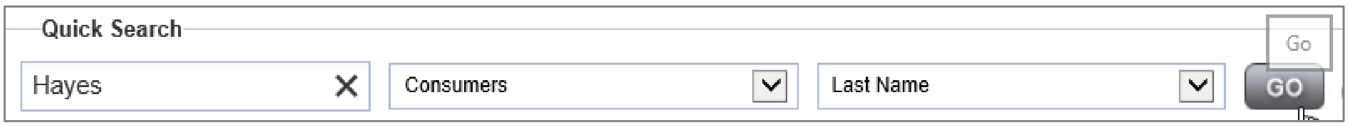
   Request Application item to open the list of consumers needing initial applications completed.



Request Application under My Consumer Programs

OR

3. In the **Consumers** chapter, do a **Quick Search** for the consumer by last name.
    a. Enter the last name of the Consumer in Quick Search, select the 'Consumers' chapter, select 'Last Name' as the filter types and click **Go**



4. From the list, click to open the Consumer's Record
    a. Open the consumer's record by clicking anywhere in the line containing their name and information.

Chapter 2 | PCA Initial Application

Introduction

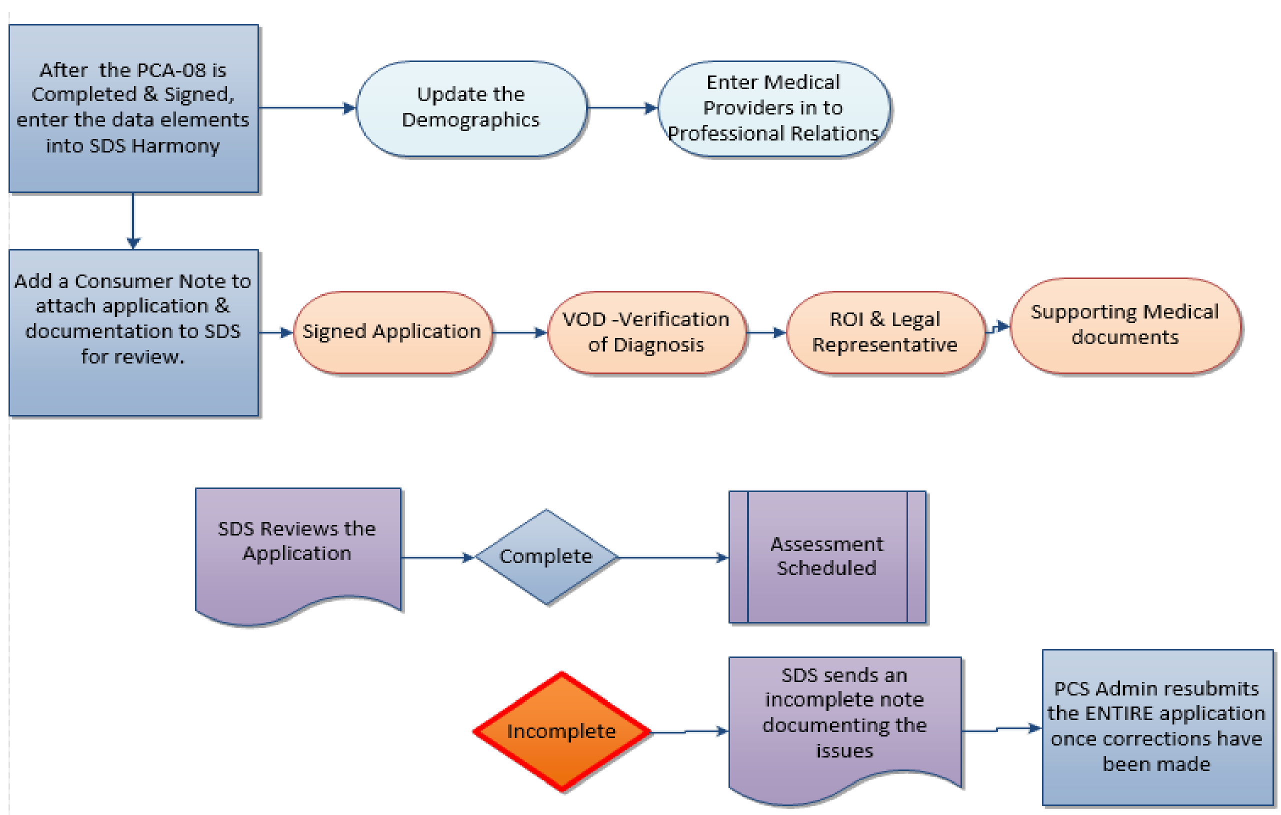
Once your agency receives access to a Consumer record through the Inquiry process, an Application must be submitted within 30 business days. If an application has not been submitted, or there is no communication with SDS that an Application is being worked on, SDS will close access to the Consumer Record to protect the consumer's personal health information. After the **PCA-08 Personal Care Service Initial Application** has been completed and SIGNED by the applicant, the PCA Admin will update the Consumer Record, Add Professional Relations, and submit the completed Initial Application into the Harmony database as a note. The Application for PCA Services must include all the necessary documentation. Upon application approval, an SDS Assessor schedules and completes a Consumer Assessment for PCA Services.

Be aware that Community First Choice (CFC) clients do not apply for the PCS program directly. They must apply for PCS services through the CFC application. Initial and renewal CFC applications must be completed and submitted by a client's Care Coordinator.

Learning Objectives

- ✓ Submit an Application for PCA PCS Services
- ✓ Attached Required Documents

Workflow Diagram

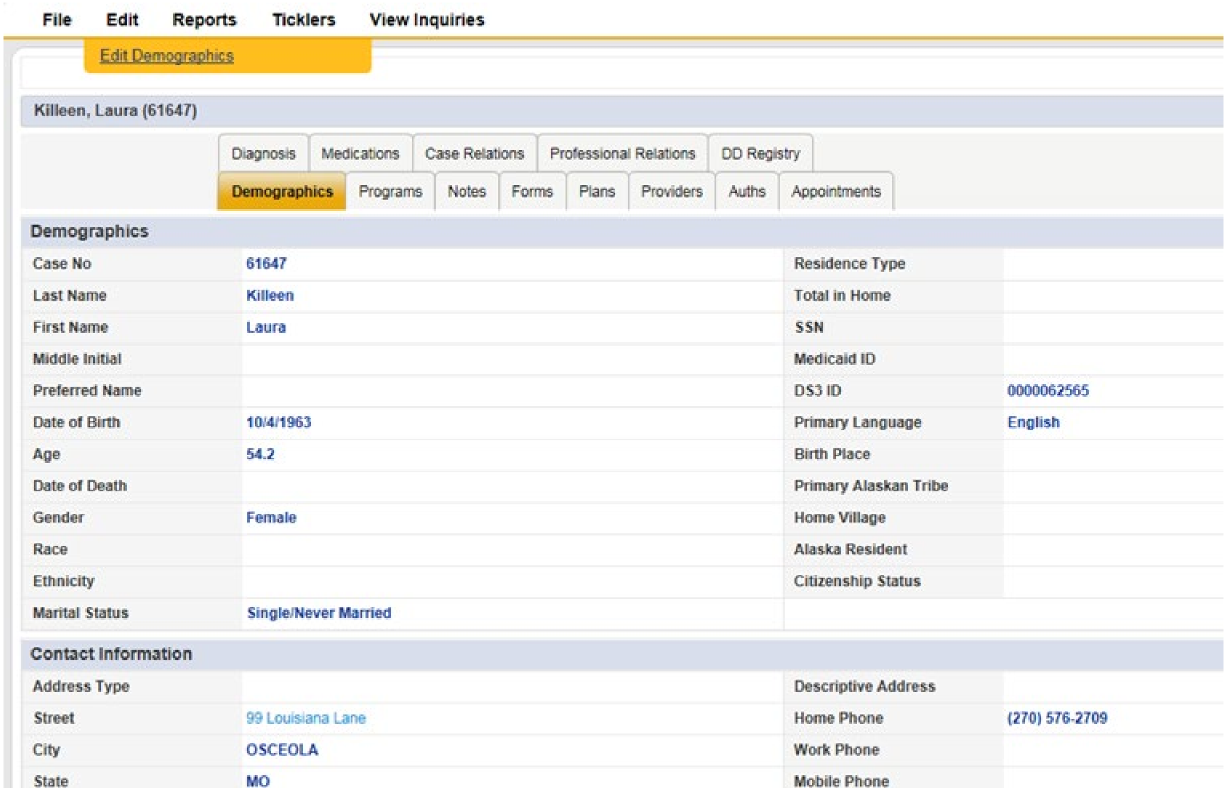


Update the Consumer Record

After receiving access to the Consumer Record through an Inquiry, you must update or complete the Demographics and Professional Relations Tabs within the Consumer record prior to submitting the ***PCA-08 Personal Care Service Initial Application*** as an attachment to a Note.

Demographics Tab

1. If updates are needed, from **Edit** menu, click **Edit Demographics**
   a. Verify and Update the following basic demographics fields. Complete as much additional information as you can.

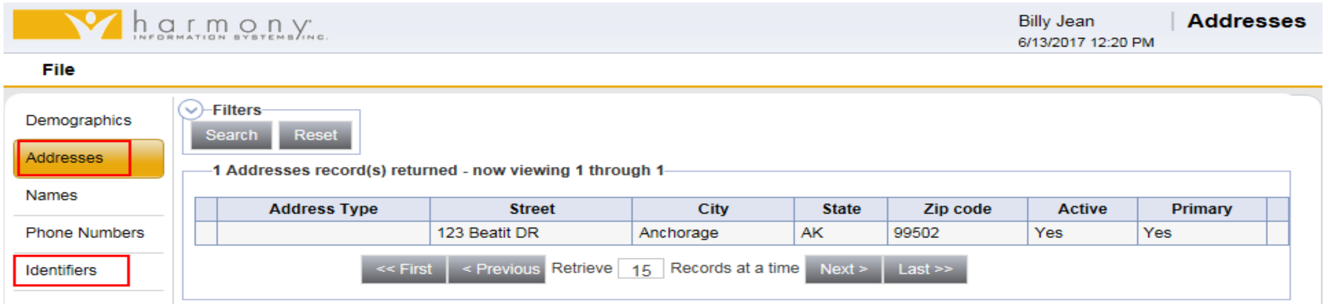


      i. Last Name
      ii. First Name
      iii. Date of Birth
      iv. Gender
      v. Marital Status
      vi. Medicaid ID
      vii. Home Phone (of the consumer)
      viii. Work Phone (of the consumer)
      ix. Mobile Phone
      x. Preferred Email (ok to leave blank if there is not one)
      xi. Language
      xii. Total in Home
      xiii. If the community does not have residential addresses, enter a descriptive address

   b. On the **File** menu, click **Save Demographics**

Address Subpage

a. Click the **Addresses** subpage



i. NOTE: Existing addresses cannot be changed. They must be deactivated and a new address entered.

1. Open the address record by clicking on it
2. Change the **Address Category** to **Previous**
3. Enter an End date (Approximate is fine)
4. Uncheck the 'Active' box
5. On the **File** menu, click **Save and Close Address**

ii. Review listed addresses to ensure both Address Types are recorded:

a. 'Residence Address' exists and is current (this is where assessments will occur) – residence address must be checked **PRIMARY**

i. If the community does not have residential addresses, use Descriptive address box to add location details

b. 'Mailing Address' exists and is current.

NOTE: Both address types are required even if Residence and Mailing are the same.

iii. To add address records not displayed:

1. On the **File** menu, click **Add Address**

a. Enter address fields

b. On the **File** menu, click **Save and Close Address**

Identifiers Subpage

a. Click the **Identifiers** subpage

i. Click to open Medicaid identifier row

1. Verify Medicaid number is correct, update if needed
2. Verify current Medicaid Eligibility Code is correct in the **Comments** field, update if needed
3. Display box checked
4. Primary box checked
5. On the **File** menu, click **Save and Close Identifier**.

ii. Then on the **File** menu again – **Close Identifiers.**

b. On the **File** menu, click **Close Demographics**

Professional Relations Tab *NEW

Medical Professionals are no longer required to be added to this section.

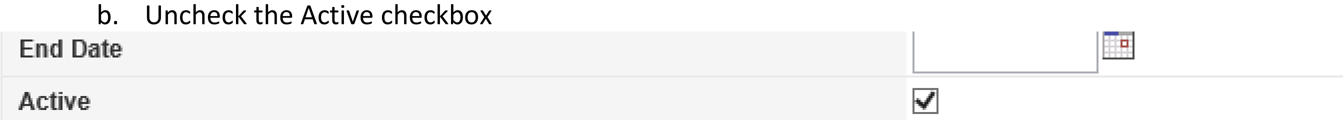
NEW: Inactivate any previous PCA Providers by opening their record and unchecking the active box
(as of March 1, 2020 the PCS Agency Rep is no longer required in the Professional Relations tab)

a. Click on the PCS Agency Rep name to select the Professional Relation record

6 Professional Relations record(s) returned - now viewing 1 through 6

	Last Name ▲	First Name	Agency
	CDCN	Worker	Consumer Direct Care Network Alaska (Kenai)
	DX-CANNAVA	MATHEW	List of Diagnosing Professionals
	DX-MABRY	LARA	List of Diagnosing Professionals

a. Set the End Date
b. Uncheck the Active checkbox

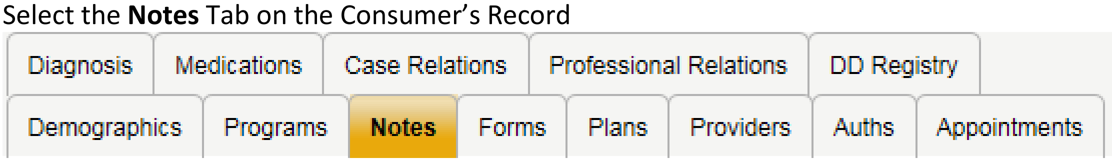


c. On the **File** menu, click **Save and Close**

Submit the Consumer Application and records as Note with Attachments

After updating the Demographic and Professional Relations sections, the next step is to submit the complete and signed ***PCA-08 Personal Care Service Initial Application*** into Harmony as a note.

1. Select the **Notes** Tab on the Consumer's Record



   a. On the **File** menu, select **Add Notes**
   b. Set Division = 'SDS'
   c. Set Program = 'PCA Program'
   d. Set **Note Type** = 'Consumer Application'
   e. Set **Sub-Type** = 'Initial Application - Submitted'
   f. Enter a short description; List note attachments (i.e. Signed App, ROI, VOD, Medical Info…)
      i. ROI must be added again (same from Inquiry)
   g. Enter Note = long description if you have more information for the Assessor or Reviewer
   h. Set Status = 'Submitted'
   i. Click **Add Attachment**
      i. Browse to the location for each document on your computer
         1. File name should follow the Harmony naming guidelines in Appendix 1
      ii. Be sure to identify & categorize each attachment
         1. C-PCA-08 Personal Care Service Initial Application- SIGNED
         2. C-Uni- 16 Release of Information
         3. C-Verification of Diagnosis (VOD)
         4. C-Medical Information Documentation

5. C-Legal Representative Documents (if applicable)
6. Select 'C-Other Signed Documents' if needed

Each element of the application must be submitted as a separate attachment. Only 10 attachments can be added to one note.

d. On **File** menu, click **Save Notes**

Check List for Submitting an Initial Application

☐Fully complete the PCA-08 Personal Care Service Initial Application Plan with all required signatures.

☐Review and update Consumer Record (especially contact info and "Total in Home.")

☐Update Professional Relations (Remove yourself as "Agency Representative," identify a "Primary Care Provider," and list all providers listed on VODs.)

☐Verify all documents are complete and attached to

Note: Consumer Application/Sub-Type – Initial Application - Submitted

7. C- ***PCA-08-A Personal Care Services Initial Application*** – SIGNED
8. C-UNI-16 Release of Information
9. C-UNI-09 Verification of Diagnosis (VOD)
10. C-Medical Information Documentation
11. C-Legal Representative Documents (only if not already submitted)

☐Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."

Tip

Did you forget something or make a mistake*? It's ok!*

Resubmit your corrected Initial Application with a detailed explanation in the body of the Note. Let SDS know what happened so they review the complete Application or help you fix the mistake.

SDS Staff – Reviews Application, Schedules Assessment and makes Level of Service Decision

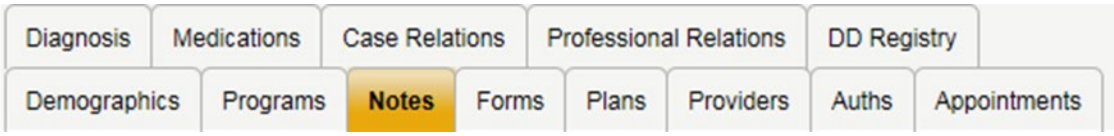
SDS staff Reviews Application

✓ Attachments: Application Form or supporting documents are missing, not completed or contains inaccurate details

✓ Demographic and Medicaid information: Missing or incomplete demographic information, conflicting Consumer details in Enterprise or EIS

✓ Professional Relations tab: Missing Primary Care Physician or PCA Admin record

- If application is complete, SDS staff passes application on for assessment scheduling
- If application is incomplete, SDS will send an Incomplete Courtesy Notice to PCA Admin via a note.
- The Incomplete Note will describe specifically what information is missing and how re-submit the corrected application.



Application Decision Note is received

1. Monitor My Harmony for Consumer Application decisions from SDS
    a. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the **Complete** item to open the list in a new window
        i. A note with Note Type = "Incomplete Notice" and Note Sub-Type = "Courtesy Notice" means you've received communication back from SDS about the application for this consumer.
        ii. Take note of the consumer's name
        iii. Review missing information description in the body of the Note.
        iv. On the **File** menu, click **Close Notes**

Incomplete Application Reasons

Incomplete Application Notes are sent to the PCA Admin in two specific situations.

1. **Incomplete**: An application is submitted with invalid or missing information.
2. **Past Due**: The consumer program status has been in 'Request Application' for longer than 30 days for a renewal application.

Incomplete Note received

Monitor the My Harmony chapter for Consumer Application decisions from SDS

1. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the **Complete** item to open the list in a new window
2. A note with Note Type = "Incomplete Notice" and Note Sub-Type = "5 day Courtesy Notice" means you've received communication back from SDS about the application for this consumer.
    a. Take note of the consumer's name or Harmony Case No.
    b. Review missing information described in the body of the Note.
    c. On the **File** menu, click **Close Notes**

Mark a Note as Read

Once you are done with a note from the Notes Panel, you may 'Mark as Read' from the **Tools** menu to remove it. This does not removed it from the consumer's record.

1. Check the box at the end of the Note line when ready to delete it from this list
2. Go to the **Tools** menu
3. Click **Mark as Read**
4. Notes that were checked will be deleted when the **My Harmony** screen refreshes

Re-submit Corrected Application

1. **Carefully review Incomplete Note details in the body of the note to address ALL issues before re-submitting the entire application.**
2. Locate and open the **Consumer Record**

3. Update the Consumer Record and/or provide missing information
    a. Add or correct the information requested in the Incomplete Note.
4. Select the Notes Tab on the Consumer's Record
    a. On the **File** menu, select **Add Notes**
    b. Set Division = 'SDS'
    c. Set Program = 'PCA Program'
    d. Set **Note Type** = 'Consumer Application'
    e. Set **Sub-Type** = ''Initial Application - Submitted''
    f. Enter a short description; List note attachments (i.e. Signed App, ROI, VOD, Medical Info…)
    g. Enter Note = detail the items in the application that were corrected
    h. Set Status = 'Submitted'
    i. Click **Add Attachment**
    j. Browse to the location for each document on your computer
        i. File name should follow the Harmony naming guidelines in Appendix 1
        ii. Be sure to identify & Categorize each attachment
            1. C-PCA-08 Personal Care Service Initial Application- SIGNED
            2. C-UNI- 16 Release of Information
            3. C-UNI-09Verification of Diagnosis (VOD)
            4. C-Medical Information Documentation
            5. C-Legal Representative Documents (if applicable)
            6. Select 'C-Other Signed Documents' if needed
    k. On **File** menu, click Save **Notes**

    (10 attachments can be added to one note. Submit additional attachments with
    Note: Consumer Application/Sub-Type: Additional Application Attachments.

Check List for Re-Submitting Corrected Application

- ☐ **Carefully review Incomplete Notice to address deficiency before re-submitting entire application packet.**
- ☐ Review and update Consumer Record (especially contact info and "Total in Home.")
- ☐ Update Consumer Record
- ☐ Verify <u>all</u> documents are complete and attached to

  Note: Consumer Application/Sub-Type – Initial Application - Submitted

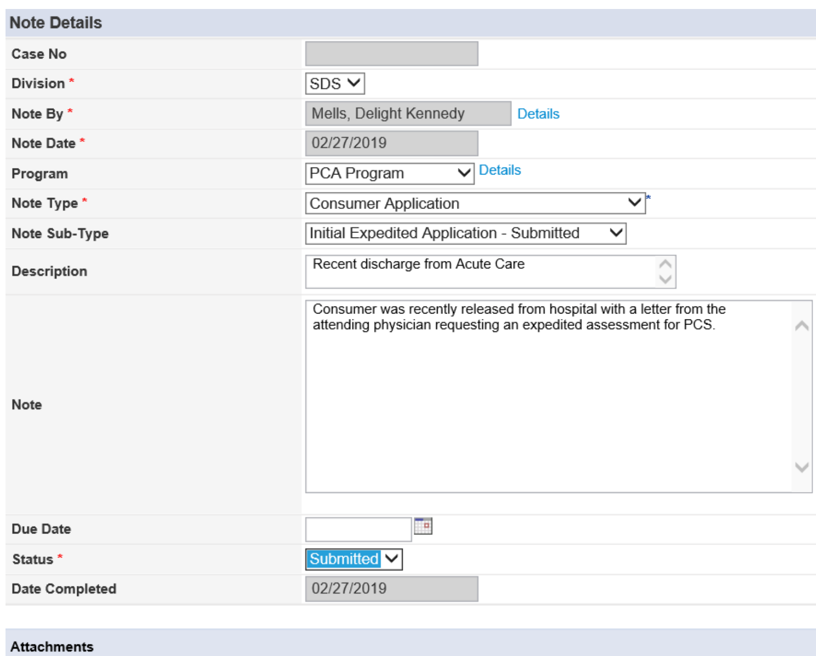
  1. C- ***PCA-08-A Personal Care Services Initial Application – SIGNED***
  2. C-UNI-16 Release of Information
  3. C-UNI-09 Verification of Diagnosis (VOD)
  4. C-Medical Information Documentation
  5. C-Legal Representative Documents (only if not submitted at inquiry)
- ☐ Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."

Request Expedited Initial Application

A PCA Admin may need to make a Request for Expedited Consideration on an Initial Application when their client is in a life threatening situation. To make this request, the Initial application must be submitted with Note: Consumer Application /Sub-Type Initial Expedited Application – Submitted. An expedite must also include a completed ***Uni-12 Request for Expedited Consideration*** and supporting documents to expedite in addition to the attachments required for an Initial Application.

Be aware that there are different note type selections between Expedited Initial Application and Expedited Service Plan Amendment.

1. To submit an Initial Application for Expedited Consideration:
   a. Click the **Notes** tab
   b. On the **File** menu, click **Add Note**
      i. Set Division = '**SDS**'
      ii. Set Program = the program of the consumer's application
      iii. Set Note Type = '**Consumer Application'**
      iv. Set Note Sub-Type = '**Initial Expedited Application – Submitted'**
      v. Enter Description = A Short description explaining the basis for the request
      vi. Enter Note = Long description of why the PCA Admin is requesting an Expedited Consideration
      vii. Set Status = Submitted



Note Details	
Case No	
Division *	SDS
Note By *	Mells, Delight Kennedy Details
Note Date *	02/27/2019
Program	PCA Program Details
Note Type *	Consumer Application *
Note Sub-Type	Initial Expedited Application - Submitted
Description	Recent discharge from Acute Care
Note	Consumer was recently released from hospital with a letter from the attending physician requesting an expedited assessment for PCS.
Due Date	
Status *	Submitted
Date Completed	02/27/2019
Attachments	

Example Note: Consumer Application/Sub-Type: Initial Expedite Application – Submitted

      viii. Click **Add Attachment**
         1. Browse for the completed ***Uni-12 Request for Expedited Consideration*** form file on your computer
            - Description "***Request for Expedite"***
            - Select attachment category *'C-UNI-12 Request for Expedited Consideration'*
            - Select Upload and add another
         2. Browse for your Medical Documentation for requesting an Expedite

- Description “***Supporting Documentation”***
- Select attachment category *‘C-Medical Information Documentation’’*
- Select Upload

3. Attach all other required Initial documents
   - C-PCA-08 Personal Care Service Initial Application- SIGNED
   - C-UNI- 16 Release of Information
   - C-UNI-09Verification of Diagnosis (VOD)
   - C-Medical Information Documentation
   - C-Legal Representative Documents (if applicable)
   - Select ‘C-Other Signed Documents’ if needed

c. On **File** menu, click Save **Notes** (10 attachments can be added to one note)

Check List for Expedited Initial Application

□Fully complete the PCA-08 Personal Care Service Initial Application Plan with all required signatures.

□Review and update Consumer Record (especially contact info and “Total in Home.”)

□Update Professional Relations (Remove yourself as “Agency Representative.”)

□Verify <u>all</u> documents are complete and attached to

Note: Consumer Application/Sub-Type – Initial Expedited Application - Submitted

1. C-UNI-12 Request for Expedited Consideration
2. C- ***PCA-08-A Personal Care Services Initial Application*** – SIGNED
3. C-UNI-16 Release of Information
4. C-UNI-09 Verification of Diagnosis (VOD)
5. C-Medical Information Documentation (Supporting Expedite)
6. C-Legal Representative Documents (only if not already submitted)

□Confirm that the “Status” of the Note has been moved from “Draft” to “Submitted.”

SDS Staff – Reviews Request for Expedited Consideration of Initial Application and Sends Notice to PCA Admin

- SDS Staff Makes Determination on Expedited Consideration
- SDS Sends Note to PCA Admin with Response to Request for Expedited Consideration

Chapter 3 | Telehealth

Introduction

A Telehealth assessments is a method to determine the level of care through video teleconferencing. PCS applicants or recipients that live outside of urban areas are considered candidates for telehealth. SDS will contact the PCA agency with a Note in Harmony if a consumer is identified for a Telehealth assessment after the submitted application has been determined complete. The PCS Admin responds within three business days by submitting the **Note: Consumer Application, Subtype: Telehealth – Submitted**. The note must include the following attachments:

- Consent form signed by all parties
- Environmental Questionnaire filled out
- Xerox copy of the consumer's picture ID

Tip!! *The PCA Admin may submit Telehealth documents with the application prior to a request from SDS if the consumer lives outside of an urban area of Alaska.*

1. To submit Telehealth Assessment paperwork:
    a. Click the **Notes** tab
    b. On the **File** menu, click **Add Note**
        i. Set Division = '**SDS**'
        ii. Set Program = the program of the consumer's application
        iii. Set Note Type = '**Consumer Application'**
        iv. Set Note Sub-Type = '**Telehealth – Submitted'**
        v. Enter Description = A short description of forms attached
        vi. Enter Note = Long description detailing if Telehealth was identified by state or requested by consumer.
        vii. Set Status = Submitted
        viii. Click **Add Attachment**
            1. Browse for the completed ***Telehealth Consent*** form file on your computer
                - Description "Signed ***Telehealth Consent form"***
                - Attachment category: *'C- Telehealth: Consent for Telehealth Assessment'*
                - Select Upload and add another
            2. Browse for Environmental Questionnaire
                - Description "Environmental Questionnaire"
                - Attachment category: 'C-Teleheath: Environmental Telehealth Questionnaire Assessment'
                - Select Upload and add another
            3. Browse for copy of Consumer's picture ID
                - Description "Consumer's picture ID"
                - Attachment category 'C-Telehealth: Recipient's ID Card'
                - Select Upload

c. On **File** menu, click Save **Notes**

Note Details

Case No	
Division *	SDS
Note By *	Middlebrooks, Roberto Details
Note Date *	04/24/2019
Program	PCA Program Details
Note Type *	Consumer Application *
Note Sub-Type *	Telehealth - Submitted
Description	Signed Telehealth Consent, Environmental Questionnaire, photo ID
Note	Consumer is requesting Telehealth as part of application.
Due Date	
Status *	Submitted
Date Completed	04/24/2019

Attachments

Add Attachment

Document	Description	Category
Telehealth Consent.4.23.2019	Telehealth Consent Form	C-Telehealth: Consent for Telehealth Assessment
Environmental Questionnaire.4.23.2019	Environmental Questionnaire	C-Telehealth: Environmental Telehealth Assessme
Consumers Picture ID.4.23.2019	Consumer's Picture ID	C-Telehealth: Recipient's ID Card

Example Note: Consumer Application/Sub-Type: Telehealth – Submitted

Check List for Telehealth

☐Verify all documents are complete and attached to
Note: Consumer Application/Subtype: Telehealth - Submitted

1. Consent form (SIGNED by all parties)
2. Environmental Questionnaire
3. Copy of Consumer's picture ID

☐Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."

Chapter 4 | Assessment

Introduction

When a consumer's PCA application has been approved, SDS will schedule an assessment appointment. Harmony Mobile Assessments is a mobile application for completing assessments and forms when a user is offline in the field. The Consumer Assessment Tool (CAT) Assessment for Waiver and PCA programs can be completed using Mobile Assessments and then uploaded to the Harmony system when online. The PCA Admin can see the day and time in the consumer's file Appointments tab.

Assessment Scheduled

- SDS Supervisor Assigns an Assessor
- Assessor Schedules Assessment with the Consumer
- PCS Admin can view assessment appointment within consumer file in Harmony

Attendees Accept Appointments

1. The PCA Admin monitors **My Harmony** desktop for pending appointments.
    a. On the **My Harmony** home page, in the **Consumers** column, under the **Appointments** header, click the appointments with status of 'Scheduled.'
    b. Click the right fly out menu and click **Accept Appointment**, **Tentative Accept Appointment** or **Decline Appointment.**
        - Accepted Appointments and Tentative Accepted Apt attendees will receive updates if the appointment time is changed
        - If you decline an appointment you will not receive any updates if it's re-scheduled

SDS Staff – Completes Assessment

- Completes Assessment
- Complete LOS
- Submits for QC Review
- SDS Sends Notice of LOS determination to Consumer and PCA Admin

Once the Level of Service determination has been made, the PCA Admin will be notified of Approval or Denial of Services through a Consumer Note on their My Harmony page.

LOS Denied

If a PCA applicant or consumer's assessment results in a determination that they do not meet level of service, SDS will notify the PCA Admin and consumer of the denial determination and begin the closure process.

PCA Admin Receives Note Regarding Denial of PCA Services

1. Monitors for Unread Notes
    a. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the 'Complete' Notes item to open the list in a new window

b. From the list, click to read the Note Type = Consumer Authorization/ Sub-Type: Initial – Denial for initials. Renewals are documented with Note Type = Consumer Authorization/ Sub-Type: Termination
c. Click to open attachments to note

Document
M005h - PCA Initial Denial_ADL IADL Ineligible.pdf

Attachments List

Cognitive Capability Notice (if Needed)

An Incomplete Notice will be sent to the PCS Admin through a Harmony Note if an applicant for Consumer Directed PCS demonstrates cognitive impairment during an assessment. The PCS Agency must discuss the options available to the applicant and notify SDS of their choice with a Change of Status Note. PCS Admin may also inform SDS of a change in cognitive capacity outside of the application and assessment process. Detailed instructions for filling of a Change of Status are located in Chapter 7.

1. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the 'Complete'
   a. Notes item to open the list in a new window
2. From the list, click to read the Note Type = 'Incomplete Notice' and Note Sub-Type = 'Cognitive Capability Notice.'
   a. Discuss options with the Consumer:
      i. Seek a Legal Representative
      ii. Chose Agency Based PCA
      iii. Review Cognition with their Medical Profession
3. PCS Admin documents consumer's choice by filing a Change of Status Note with relevant documentation. The reviewer that initially issued the Incomplete Notice should be added as a Recipient for faster processing.
   a. Note Type, Sub-Type, and attachments for options:
      i. Change of Status: Legal Representative. (attached POA)
      ii. Change of Status: Cognitive Capacity/Service Model (No attachment. Note details consumer's choice to select Agency Based service model. Additional note must be filed for Change of PCA Agency. See Chapter 8.)
      iii. Change of Status: Cognitive Capacity/Service Model (Attach medical professional's authorization of Consumer Directed service model).

SDS Staff – Approves Service Plan and Sends Notifications

- SDS Reviewer/Program Specialist Approves and/or Modifies Service Plan
- SDS Reviewer Sends Approval Notice, Copy of the CAT, and SLA Chart to the Consumer and PCA Admin

Chapter 5 | PCA Service Plan & Authorizations

Introduction

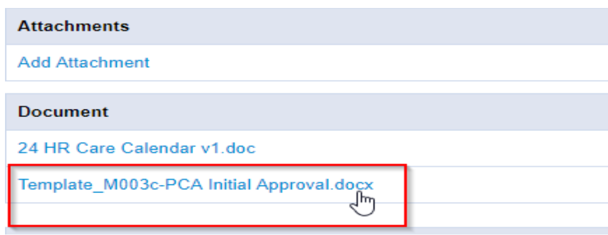
SDS will prepare a PCA Service Plan based on the consumer's CAT Assessment results. The PCA Admin will receive a Note when the Service Plan has been approved.

SDS Staff – Creates Service Plan

- SDS Reviewer/Program Specialist Reviews CAT
- Creates Service Plan
- Creates a Consumer Note and Attaches the CAT, Approval Letter & Service Level Authorization

Approval of PCA Services

1. Monitor for Unread Notes
   a. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the 'Complete' Notes item to open the list in a new window
   b. From the list, click to read the Note Type = '**Consumer Authorization'**



c. Click to review Document Attachments
   i. Approval Letter
   ii. CAT
   iii. Service Level Authorization

Review the Authorized Services on the PCA Plan

1. Open the Consumer's Record
   a. Select the Plans Tab
   b. Click to open the PCA Program

1 Plans record(s) returned - now viewing 1 through 1

	Program	Plan Type	Status	Approved Date	Submitted Date	Start Date	End Date
+	PCA Program		Approved	09/13/2017	09/13/2017	05/02/2017	05/01/2018

2. Select the 'Planned Services' Sub-page
   a. Select the provider
   b. View the # of Authorized units in the Comments Field

During the transition year you may want to review the Consumer Notes for the most recent Service Level Authorization Chart. **In future years you will be able to simply click the "+" next to the program for authorization details**.

Other Authorizations

SDS will issue notes that inform the authorization or denial for specific actions. These notes will always have a note type of "Consumer Authorization." You will be able to view these notes, but will not be able to create or reply to them. Below is a table of the Sub-Types you might encounter in the course of conducting business with SDS through Harmony:

Note Type	Note Sub-Type
Consumer Authorization	Amendment
Consumer Authorization	Amendment – Denial
Consumer Authorization	Amendment – Short Term Plan
Consumer Authorization	Fair Hearing – Authorization
Consumer Authorization	Fair Hearing – Denial/Termination
Consumer Authorization	Fair Hearing – Resolution
Consumer Authorization	Initial
Consumer Authorization	Initial – Denial
Consumer Authorization	Reauthorization
Consumer Authorization	Renewal Reduction
Consumer Authorization	Short Term Plan
Consumer Authorization	Termination
Consumer Authorization	Travel – Approval
Consumer Authorization	Travel –Approved with changes
Consumer Authorization	Travel – Denial

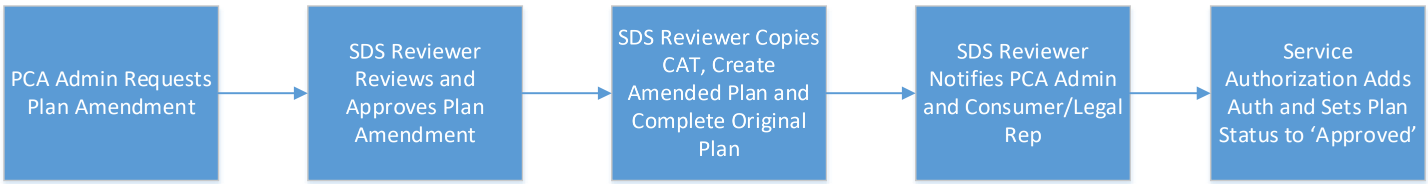
Note & Note Sub-Types Authorizations

Chapter 6 | Amend Service Plan

Introduction

When a change is required to an existing Service Plan, a PCA Admin will submit a request for an Amended Service Plan.

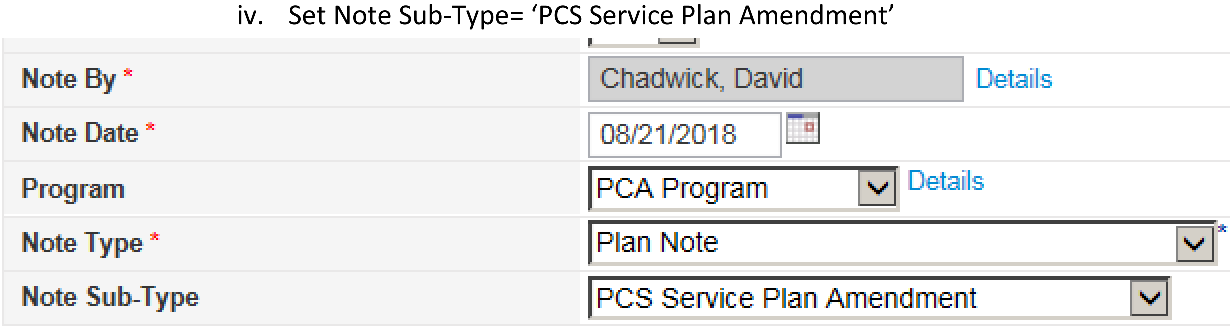
Workflow Diagram



Amended Plan Workflow

Request Amended Plan

1. Complete a ***PCA-03 Personal Care Services Amendment to Service Plan*** form *(outside Harmony)*
   a. Complete and obtain necessary signatures on *PCA-03 PCS Amendment to Service Plan*
   b. Scan and store ***PCA-03 PCS Amendment to Service Plan*** to local or shared directory
2. Open the Consumer Record
   a. Click the **Notes** tab
   b. On the **File** menu, click **Add Notes**
      i. Set Division = 'SDS'
      ii. Set Program = 'PCA Program'
      iii. Set Note Type = 'Plan Note'
      iv. Set Note Sub-Type= 'PCS Service Plan Amendment'



Note Detail Page

      v. Enter a short description of need for Plan Amendment in the **Description** field
      vi. Enter a long description of need for Plan Amendment in the **Note** field
      vii. Set Status to **Submitted**
      viii. Attach ***PCA-03 PCS Amendment to Service Plan*** **and documentation that supports the amendment** to the Note
   c. On the **File** menu, click **Save and Close Notes** *(transition point)*

SDS Staff – Creates Service Plan

- SDS Reviews and Approves Plan Amendment
- SDS Sends Note to PCA Admin notifying them of Approval of Plan Amendment

Check List for Submitting an Amendment

- ☐ Fully complete the ***PCA-03 Personal Care Services Amendment to Service Plan*** with all required signatures.
- ☐ Verify that all attachments are added to
  Note: Plan Note/Sub-Type: PCS Service Plan Amendment
  1. C- PCA-03 Personal Care Services Amendment to Service Plan – SIGNED
  2. C-Medical Information Documentation; and/or
  3. C-Legal Representative Documents
- ☐ Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."

Request Expedited Amended Plan

A PCA Admin may need to make a Request for Expedited Consideration on a Service Plan Amendment when their client is in a life threatening situation. To make this request, the Service Plan Amendment must be submitted with **Note: Plan Note /Sub-Type: PCS Service Plan Amendment - Expedite**. This expedite note must include a completed ***Uni-12 Request for Expedited Consideration,*** supporting documents to expedite, and ***PCA-03 PCS Amendment to Service Plan.***

Be aware that there are different note type selections between Expedited Initial Application and Expedited Service Plan Amendment.

To submit a Service Plan Amendment for Expedited Consideration:

1. Complete and obtain necessary signatures on ***PCA-03 PCS Amendment to Service Plan*** form *(outside Harmony),* **and** complete the ***Uni-12 Request for Expedited Consideration*** form *(outside Harmony)*
   a. Scan and store ***PCA-03 PCS Amendment to Service Plan*** and ***Uni-12 Request for Expedited Consideration*** form to local or shared directory
   b. Click the **Notes** tab
   c. On the **File** menu, click **Add Notes**
      i. Set Division = 'SDS'
      ii. Set Program = 'PCA Program'
      iii. Set Note Type = 'Plan Note'
      iv. Set Note Sub-Type= 'PCS Service Plan Amendment - Expedited'

Note By *	Chadwick, David Details
Note Date *	08/21/2018
Program	PCA Program Details
Note Type *	Plan Note *
Note Sub-Type	PCS Service Plan Amendment - Expedited

Note Detail Page

      v. Enter a short description of need for Plan Amendment in the **Description** field
      vi. Enter a long description of need for Plan Amendment in the **Note** field
      vii. Set Status to **Submitted**
      viii. Attach PCS Amendment to Service Plan and Expedited consideration form to Note
         1. Click **Add Attachment**

2. Click **Browse**
3. Locate and open the ***PCA-03 PCS Amendment to Service Plan***
4. Click **Upload attach another**
5. Locate and open the ***Uni-12 Request for Expedited Consideration*** form
6. **Click Upload**

d. On the **File** menu, click Save **and Close Notes** *(transition point)*

Check List for Expedited Service Plan

- ☐ Fully complete the ***PCA-03 Personal Care Services Amendment to Service Plan*** with all required signatures.
- ☐ Verify that all attachments are added to
  Note: Plan Note/Sub-Type: PCS Service Plan Amendment
  1. C- PCA-03 Personal Care Services Amendment to Service Plan – SIGNED
  2. C- Uni-12 Request for Expedited Consideration
  3. C-Medical Information Documentation; and/or
  4. C-Legal Representative Documents (only if not already submitted)
- ☐ Confirm that the “Status” of the Note has been moved from “Draft” to “Submitted.

SDS Staff – Reviews Request for Expedited Consideration and Sends Notice to PCA Admin

- SDS Staff Makes Determination on Expedited Consideration
- SDS Sends Note to PCA Admin with Response to Request for Expedited Consideration

Chapter 7 | PCA Renewal

Introduction

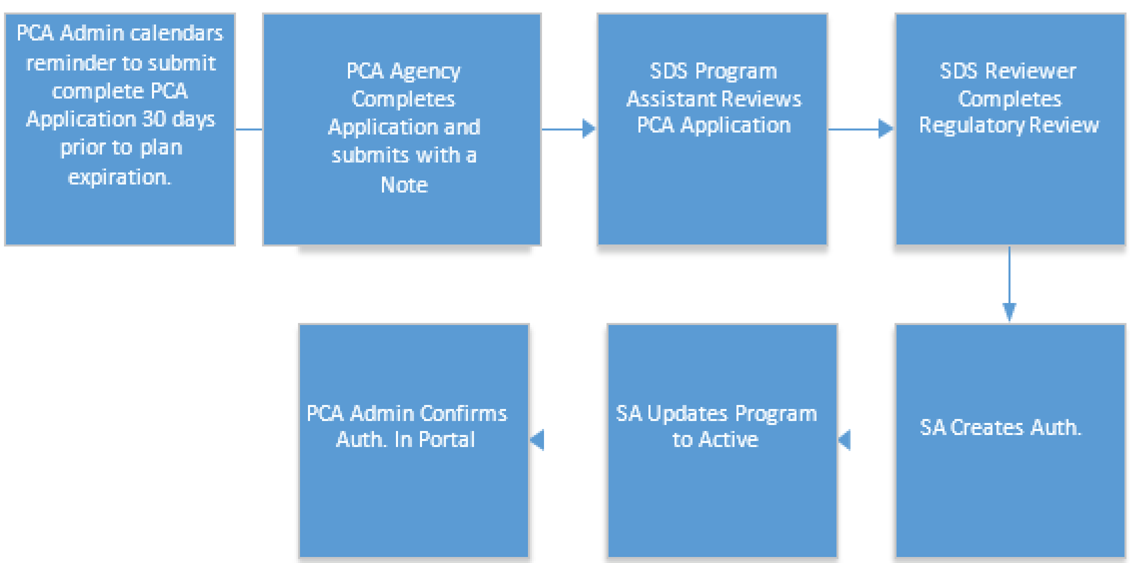
An Application for PCA Renewal is required every year. It must be submitted 60 days prior to the expiration of the service plan. It is the agency's responsibility to calendar the Renewal application deadline. SDS recommends calendaring at least 90 days before the expiration to allow time to prepare the application.

Be aware that Community First Choice (CFC) clients can not apply for the PCS program. They must apply for PCS services through the CFC application. Initial and renewal CFC applications must be completed and submitted by a client's Care Coordinator.

Learning Objectives

- ✓ Submit a Reapplication for PCA Services
- ✓ Attach Required Documents
- ✓ Update a Consumer's Program

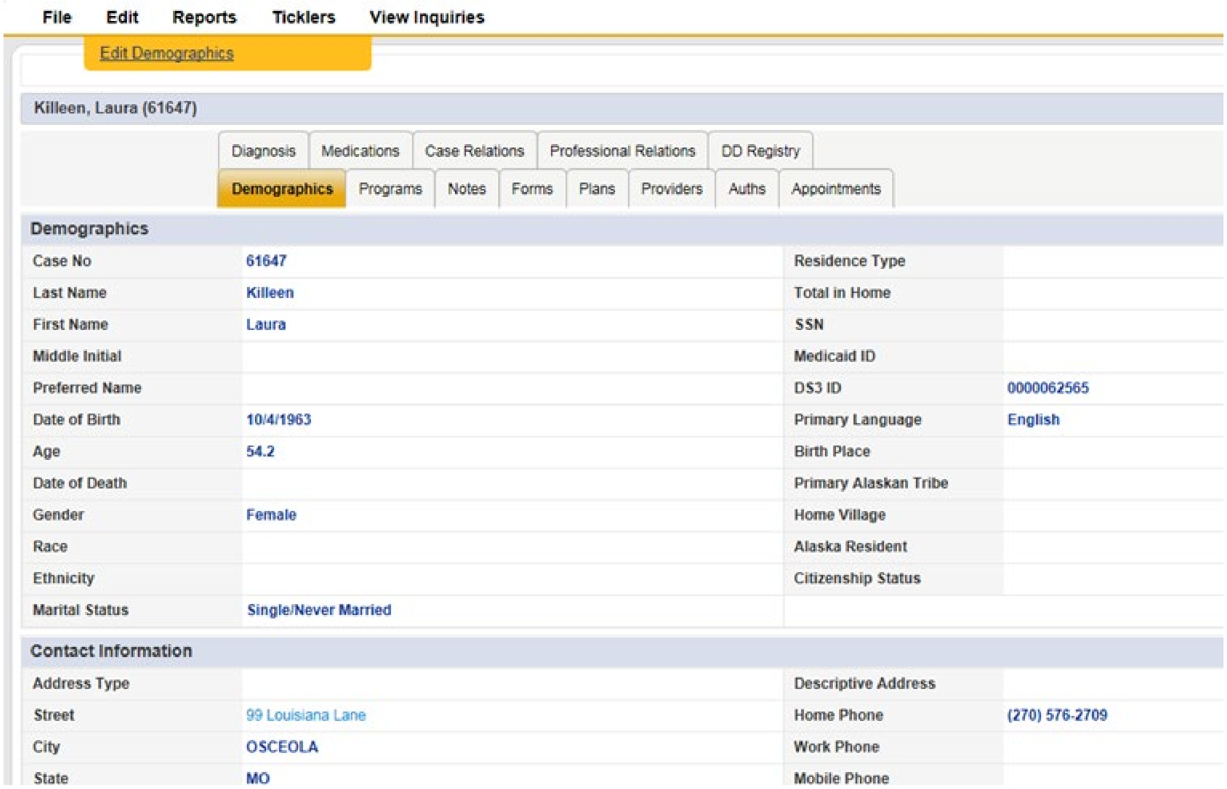
Workflow Diagram



PCA Renewal

Demographics Tab

2. If updates are needed, from **Edit** menu, click **Edit Demographics**
    a. Verify and Update the following basic demographics fields. Complete as much additional information as you can.

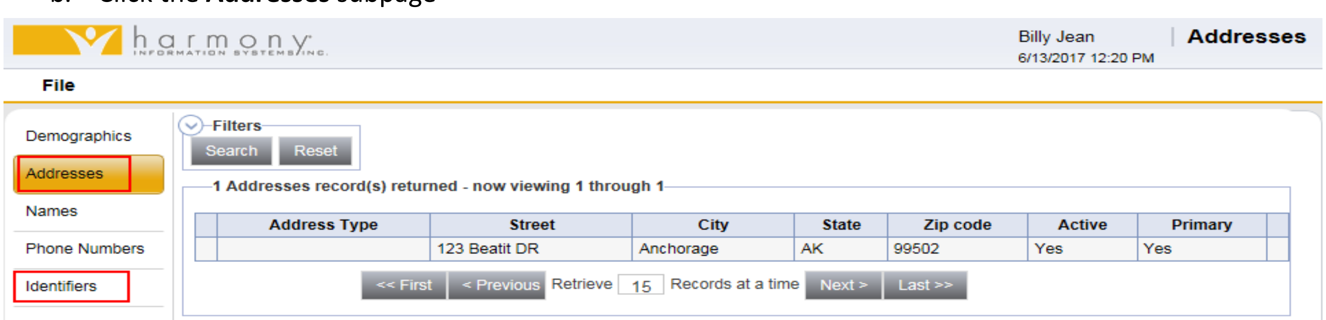


i. Last Name
ii. First Name
iii. Date of Birth
iv. Gender
v. Marital Status
vi. Medicaid ID
vii. Home Phone (of the consumer)
viii. Work Phone (of the consumer)
ix. Mobile Phone
x. Preferred Email (ok to leave blank if there is not one)
xi. Language
xii. Total in Home
xiii. If the community does not have residential addresses, enter a descriptive address

b. On the **File** menu, click **Save Demographics**

Address Subpage

b. Click the **Addresses** subpage



iv. NOTE: Existing addresses cannot be changed. They must be deactivated and a new address entered.

1. Open the address record by clicking on it
2. Change the **Address Category** to **Previous**
3. Enter an End date (Approximate is fine)
4. Uncheck the 'Active' box
5. On the **File** menu, click **Save and Close Address**

v. Review listed addresses to ensure both Address Types are recorded:

a. 'Residence Address' exists and is current (this is where assessments will occur) – residence address must be checked **PRIMARY**

i. If the community does not have residential addresses, use Descriptive address box to add location details

b. 'Mailing Address' exists and is current.

NOTE: Both address types are required even if Residence and Mailing are the same.

vi. To add address records not displayed:

1. On the **File** menu, click **Add Address**

a. Enter address fields

b. On the **File** menu, click **Save and Close Address**

Identifiers Subpage

c. Click the **Identifiers** subpage

iii. Click to open Medicaid identifier row

1. Verify Medicaid number is correct, update if needed
2. Verify current Medicaid Eligibility Code is correct in the **Comments** field, update if needed
3. Display box checked
4. Primary box checked
5. On the **File** menu, click **Save and Close Identifier**.

iv. Then on the **File** menu again – **Close Identifiers.**

d. On the **File** menu, click **Close Demographics**

Professional Relations Tab *NEW

Medical Professionals are no longer required to be added to this section.

NEW: Inactivate any previous PCA Providers by opening their record and unchecking the active box
(as of March 1, 2020 the PCS Agency Rep is no longer required in the Professional Relations tab)

b. Click on the PCS Agency Rep name to select the Professional Relation record

6 Professional Relations record(s) returned - now viewing 1 through 6

	Last Name ▲	First Name	Agency
	CDCN	Worker	Consumer Direct Care Network Alaska (Kenai)
	DX-CANNAVA	MATHEW	List of Diagnosing Professionals
	DX-MABRY	LARA	List of Diagnosing Professionals

e. Set the End Date

f. Uncheck the Active checkbox

End Date	
Active	☑

g. On the **File** menu, click **Save and Close**

Submit the PCA Renewal Application

After the ***PCA-08-A Personal Care Service Renewal Application*** has been completed and SIGNED by the applicant, upload the application into Harmony as a note to submit to SDS.

Key Point

Submitting the Renewal Application Submitted as a Note moves the application to the queue for the SDS Program Assistant to Review the Reapplication.

1. Attach ***PCA-08-A Personal Care Services Renewal Application*** Form to Note
   b. Select the **Notes** Tab on the Consumer's Record

      Diagnosis | Medications | Case Relations | Professional Relations | DD Registry

      Demographics | Programs | **Notes** | Forms | Plans | Providers | Auths | Appointments

   c. On the **File** menu, select **Add Notes**
   d. Division = 'SDS'
   e. Set Program = 'PCA Program'
   f. Set **Note Type** equal to 'Consumer Application'
   g. Set **Sub-Type** = 'Renewal Application - Submitted'
   h. Enter a short description; List note attachments (i.e. Signed App, ROI, VOD, Medical Info…)
      i. ROI must be added again even if it's not changed from initial application.
   i. Enter Note = long description if you have more information for the Assessor or Reviewer
   j. Set Status = 'Submitted'
   k. Click **Add Attachment**
      i. Browse to the location for each document on your computer
         1. File name should follow the Harmony naming guidelines in Appendix 2
      ii. Be sure to identify & Categorize each attachment
         1. C- ***PCA-08-A Personal Care Services Renewal Application*** - SIGNED
         2. C-UNI-16 Release of Information
            a. Required on renewals as part of the application
            b. *Even if the ROI on file has not expired it must be included again*

3. C-UNI-09 Verification of Diagnosis (VOD) (Multiple VODs may be uploaded as one attachment.)
4. C-Medical Information Documentation
5. C-Legal Representative Documents (only if not already submitted)

Check List for PCA Renewal Application

☐ Fully review and update Consumer Record (especially contact info and “Total in Home.”)

☐ Update Professional Relations (Remove yourself as “Agency Representative,” identify a “Primary Care Provider,” and list all providers listed on VODs.)

☐ Verify <u>all</u> documents are complete and attached to

Note: Consumer Application/Sub-Type: Renewal Application - Submitted

6. C- ***PCA-08-A Personal Care Services Renewal Application*** – SIGNED
7. C-UNI-16 Release of Information
8. C-UNI-09 Verification of Diagnosis (VOD)
9. C-Medical Information Documentation
10. C-Legal Representative Documents (only if not already submitted)

☐ Confirm that the “Status” of the Note has been moved from “Draft” to “Submitted.”

Tip

Did you forget something or make a mistake*? It’s ok!*

Resubmit your corrected Renewal Application with a detailed explanation in the body of the Note. Let SDS know what happened so they review the complete Application or help you fix the mistake.

SDS Staff – Reviews PCA Renewal Application, Schedules Assessment (as needed)

and Makes Level of Care Decision

- SDS Staff Reviews PCA Renewal Application
- If application is complete, SDS staff passes application on for assessment scheduling (if required)
- If application is incomplete, SDS will send an Incomplete Courtesy Notice to PCA Admin via a note

Incomplete Application Process

Incomplete Application Notes are sent to the PCA Admin in two specific situations.

1. **Incomplete**: An application is submitted with invalid or missing information.
2. **Past Due**: The consumer program status has been in ‘Request Application’ <u>for longer than 30 days for a renewal application.</u>

Incomplete Note received

Monitor My Harmony for Consumer Application decisions from SDS

1. On the **My Harmony** home page, in the **Consumers** column, under the **Notes** header, click the **Complete** item to open the list in a new window
2. A note with Note Type = "Incomplete Notice" and Note Sub-Type = "Courtesy Notice" means you've received communication back from SDS about the application for this consumer.
    a. Take note of the consumer's name or Harmony Case No.
    b. Review missing information described in the body of the Note.
    c. On the **File** menu, click **Close Notes**

Re-submit Corrected Application

1. Locate and open the **Consumer Record**
2. Update the Consumer Record and/or provide missing information
    a. Add or correct the information requested in the Incomplete Note
3. Select the Notes Tab on the Consumer's Record
    a. On the **File** menu, select **Add Notes**
    b. Set Division = 'SDS'
    c. Set Program = 'PCA Program'
    d. Set **Note Type** = 'Consumer Application'
    e. Set **Sub-Type** = 'Renewal Application - Submitted'
    f. Enter a short description; List note attachments (i.e. Signed App, ROI, VOD, Medical Info…)
    g. Enter Note = detail the items in the application that were corrected
    h. Set Status = 'Submitted'
    i. Click **Add Attachment**
    j. Browse to the location for each document on your computer
        iii. File name should follow the Harmony naming guidelines in Appendix 1
        iv. Be sure to identify & Categorize each attachment
            1. C-PCA-08 Personal Care Service Initial Application- SIGNED
            2. C-UNI-16 Release of Information
            3. C-UNI-09 Verification of Diagnosis (VOD)
            4. C-Medical Information Documentation
            5. C-Legal Representative Documents (if applicable)
            6. Select 'C-Other Signed Documents' if needed
4. On **File** menu, click Save **Notes**

.Check List for Re-Submitting Corrected Application

- ☐ Carefully review Incomplete Notice to address deficiency before re-submitting entire application packet.
- ☐ Review and update Consumer Record (especially contact info and "Total in Home."
- ☐ Update Consumer Record (Don't forget to add yourself as "Agency Representative," identify a "Primary Care Provider," and list all providers listed on VODs.)

- Verify <u>all</u> documents are complete and attached to
  Note: Consumer Application/Sub-Type: Renewal Application - Submitted

1. C- ***PCA-08-A Personal Care Services Renewal Application – SIGNED***
2. C-UNI-16 Release of Information
3. C-UNI-09 Verification of Diagnosis (VOD)
4. C-Medical Information Documentation
5. C-Legal Representative Documents (only if not already submitted)

- Confirm that the “Status” of the Note has been moved from “Draft” to “Submitted.”

Chapter 8 | Change of Status (COS)

There are many instances where you will use the Change of Status Note type to document an event in the Consumer's Record. These events vary from updating demographic information, notifying a transfer in providers, to indicating case closure. Please be aware that the paper Change of Status form is no longer required, but applicable documentation (Legal Representative Documentation, Medical Institution Discharge documentation, etc.) should be attached to the note. Demographic changes associated with updating the Consumer Record as part of a routine submission, like address or professional relations, do not need a note a specific note.

1. Select the **Notes** Tab on the Consumer's Record

   a. On the **File** menu, select **Add Notes**
   b. Set Division = 'SDS'
   c. Set Program = 'PCA Program'
   d. Set **Note Type** = 'Change of Status'
   e. Set **Sub-Type** to applicable drop down =
      i. Admission/Discharge

         Use when: Client is admitted or discharged from an institution like a hospital, ALH, Drug Rehabilitation Center, etc.

      ii. Cognitive Capacity/Service Model

         Use when: Client or legal representatives requests change of current Service Model between from Consumer Directed to Agency Based. Also used to document medical provider's authorization of Consumer Directed services.

      iii. 'Demographic Information'

         Use when: Request to add Professional Relation, new addresses, change in household composition, consumer changes name, etc.

      iv. 'Legal Representative'

         Use when: Notifying changes to legal representative documentations. These documents must also be included as an attachment on submissions requiring client/guardian signature.

      v. 'PCS Provider Transfer'

         Use when: There is a change in provider of PCA or CFC services.

      vi. 'Provider Discharge of Services/Closure

         Use when: Closure of PCA program, client chooses to end services or opt out of CFC, provider notifies SDS if they are ending Service provision for non-compliance, or any situation that would cause an end to services.

      vii. 'Professional Relationship Request'

         Use when: unable to locate medical professional while updating consumer record. Inform in the body of note professional's name, organization, and professional expertise.

      viii. "Returned Mail Courtesy Notice'

         Use when: responding to Incomplete Notice (See Chapter 9 Case Closures – Returned Mailings)

Attachments Required: SIGNED 30 Day Return Mail Courtesy Notice

f. Enter a short description (i.e. Address Change, POA, Discharge Documentation…)

g. Enter Note = Provide new address and/or new information for SDS staff to review

h. Set Status = 'Submitted'

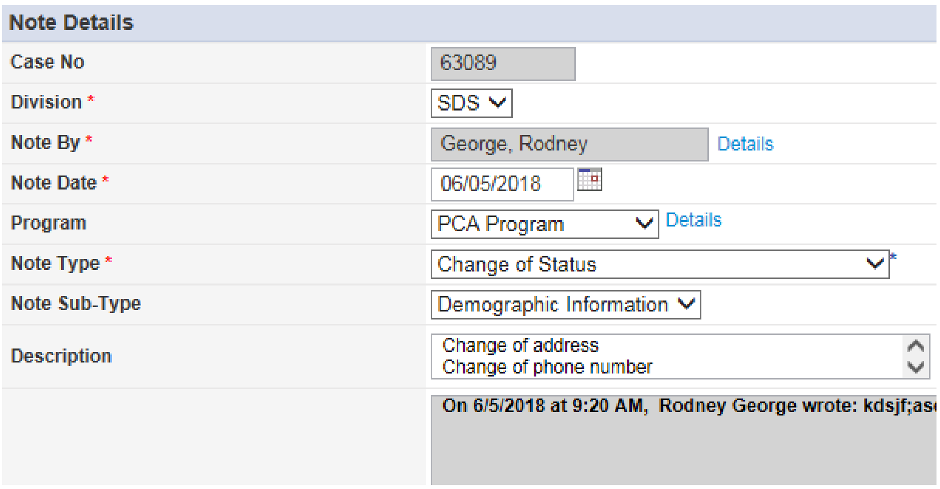
i. Click Add Attachment (if applicable)

  i. Browse to the location for each document on your computer

  ii. Be sure to identify & Categorize each attachment such as:

    1. C-Legal Representative Documents
    2. C-Medical Documents
    3. C-Other Signed Documents' (if needed)

2. On **File** menu, click **Save Notes** *(transition point to SDS for review)*



Note Details	
Case No	63089
Division *	SDS
Note By *	George, Rodney Details
Note Date *	06/05/2018
Program	PCA Program Details
Note Type *	Change of Status *
Note Sub-Type	Demographic Information
Description	Change of address Change of phone number
	On 6/5/2018 at 9:20 AM, Rodney George wrote: kdsjf;as

Check List for Change of Status

□ Create a Change of Status Note Type with appropriate Sub-Type and the required attachments.

□ Confirm that the "Status" of the Note has been moved from "Draft" to "Submitted."

□ If the change of status is for a "Demographic" update (i.e. address change) be sure to update the Consumer Record.

Chapter 9 | Shared Agreements, Transfers & Services while Traveling

Adding a Shared Agreement

An existing Consumer may choose to request (or conditions may exist where) two agencies provide PCA Services. In this event, a second PCA Admin will Request access to the Consumer's Record through an Inquiry and create a separate Note to attach a ***PCA-17 Shared Agency Service Agreement*** form. Please be aware that CFC clients will need their care coordinator to sign the revised PCA – 17 form, but the PCS Admin may submit it.

1. Submit an **Inquiry** requesting access to Consumer's file.
    a. Refer to Chapter 1 of this guide, **but do not set the status** to "Submitted" until Step 3 below. Verify that all information has been added before you file your Inquiry with SDS by changing the status.
2. Add an additional Note to attach the ***PCA-17 Shared Agency Service Agreement*** form
    a. Click the **Notes** subpage
    b. On the **File** menu, click **Add Note**
        i. Set **Division** to 'IR'
        ii. Select the Consumer
        iii. Set **Note Type** to 'Consumer Documentation'
        iv. Set **Note Sub-Type** to 'Shared Agreement Agency'
            1. Attach the signed and completed ***PCA-17 Shared Agency Service Agreement*** form to the Inquiry Record
                a. Attach Legal Representative documents if the signature is not the same as the Consumer's.
        v. Set **Status** = 'Submitted'
        vi. On the **File** menu, click **Save and Close Note**
3. Submit the Inquiry
    a. Click the **Inquiry** subpage.
    b. Set **Inquiry Status** = 'Submitted'
    c. On the **File** menu, click **Save, Check-In and Close Inquiry** *(critical handoff point)*.

SDS Staff – Reviews Inquiry

- Reviews Inquiry for completeness and attachments
- If approved, adds the 2nd PCA agency to the Consumer Record and SDS notifies PCA Admin of decision

Shared Agreement Check List

- ☐ Use Harmony Inquiry procedure to request access to Consumer's file (Note: Consumer Documentation/Sub-Type: Release of Information)
- ☐ Fully complete PCA-17 Shared Agency Service Agreement form.
- ☐ Create separate Note (Note: Consumer Documentation/Sub-Type: Shared Agreement) to attach PCA-17 Shared Agency Service Agreement
- ☐ Verify all attachments (Legal Rep. documents if applicable) are attached to Note.

- ☐ Confirm that the “Status” of both the Release of Information and Shared Agreement Notes have been moved to “Submitted.”

Change of PCA Agency (Transfers)

When a Consumer wants to change PCA Agency, SDS requires a ***PCA-16 Transfer of Agency or Model Type*** Form, completed and signed by the Consumer or Legal Representative and the previous PCS Agency. Two notes will be required. One to complete the Inquiry process to access the record. The second note submits the PCA-16 Transfer of Agency or Model Type form.

Be aware that a CFC client must have their care coordinator sign the ***PCA-16 Transfer of Agency or Model Type*** form***.***

1. Submit an **Inquiry** requesting access to Consumer’s file. (Note: Consumer Documentation/Subtype: Release of Information)
    a. Refer to Chapter 1 of this guide
    b. Set the Inquiry Type = **Provider Request-Transfer**
    c. Wait to set the Status to “Submitted” until step 3.
2. Add second note to communicate change of provider. (Note: Change of Status/Subtype: PCS Provider Transfer)
    a. Click the **Notes** subpage
    b. On the **File** menu, click **Add Note**
        i. Set **Division** to ‘IR’
        ii. Select the Consumer
        iii. Set **Note Type** to ‘Change of Status’
        iv. Set **Note Sub-Type** to ‘PCS Provider Transfer’
        v. Add **Attachments**
            1. The signed and completed ***PCA-16 Transfer of Agency or Model Type*** form to the Inquiry Record
                a. Attach Legal Representative documents if the signature is not the same as the Consumer’s.
        vi. Set **Status** = ‘Submitted’
        vii. On the **File** menu, click **Save and Close Note**
3. Submit the Inquiry
        i. Click the **Inquiry** subpage
        ii. Set the **Inquiry Status** = ‘Submitted’

Inquiry Type *	Provider Request - Transfer
Inquiry Method	Harmony
Staff Conducting Inquiry *	Mells, Delight Kennedy
Inquiry Status *	Submitted
Division	IR

Inquiry Screen, Inquiry Status Set Equal to Submitted

        iii. On the **File** menu, click **Save, Check-In and Close Inquiry** *(transition point)*

SDS Staff – Reviews Inquiry

- Reviews Inquiry
- If approved, SDS notifies PCA Admins of decision

Change of PCA Check List

- ☐ Use Harmony Inquiry procedure to request access to Consumer's file. (Note: Consumer Documentation/Sub-Type: Release of Information)
    - Don't forget to include all required info in the Inquiry (like Medicaid # and code)!
- ☐ Fully complete ***PCA-16 Transfer of Agency or Model Type*** form.
- ☐ Create separate Note to attach PCA-16 Transfer of Agency or Model Type (Note: Change of Status/Sub-Type: PCS Provider Transfer)
- ☐ Verify all attachments (Legal Rep. documents if applicable) are attached to Note.
- ☐ Confirm that the two separate notes (Inquiry and Change of Status) have a status set to "Submitted."

Request for PCA Services When Traveling

After the ***PCA-15 Request for PCA Services When Traveling*** form has been completed and SIGNED by the applicant, upload the application as a note in the consumer's file. Please be aware that CFC clients will need their care coordinator to sign the revised PCA – 15 form, but a PCS Admin may submit it.

1. Attach signed ***PCA-15 Request for PCA Services When Traveling*** form to a Note
    a. Click the **Notes** tab
    b. On the **File** menu, click **Add Notes**
        i. Set **Division** = 'SDS'
        ii. Set **Program** = 'PCA Program'
        iii. Set **Note Type** = 'Consumer Documentation'
        iv. **Note Sub-Type =** 'PCS Travel Request'
        v. Set Status to **Submitted**
        vi. Click **Add Attachment**
            1. Click **Choose File**
            2. Click **Browse**
            3. Select the file with a signed ***PCA-15 Request for PCA Services When Traveling*** form
            4. Set the attachment Category = 'C-Other Signed Documents'
    c. Click **Upload**
    d. On the **File** menu, click **Save and Close Notes**

SDS Staff – Creates Service Plan

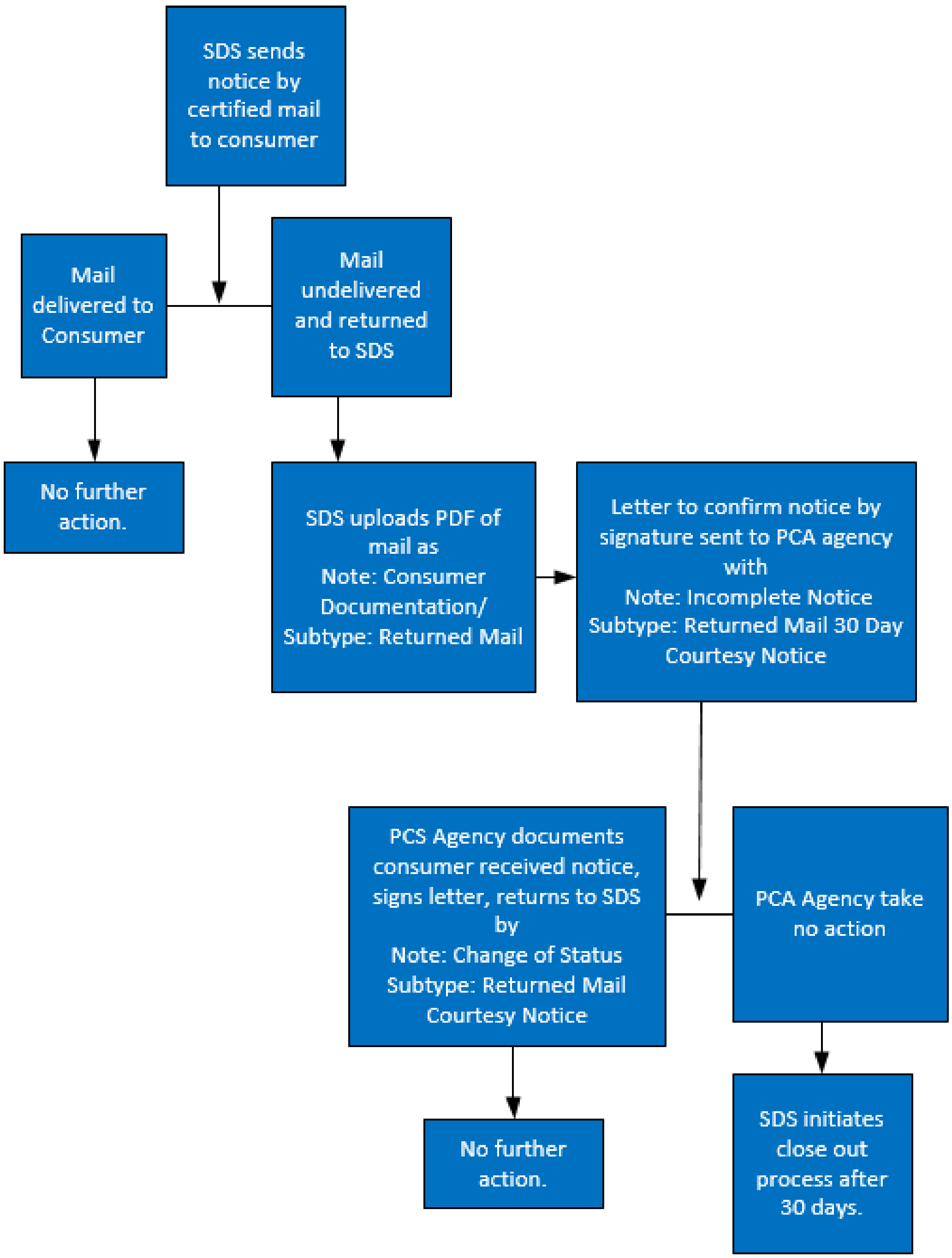
- Service Authorization Staff Reviews Request for PCA Services When Traveling
- Service Authorization Sends Notification of Approval, Partial Denial, or Denial of PCA Service Services When Traveling

Check List for PCA Services When Traveling

- ☐ Fully complete ***PCA-15 Request for PCA Services When Traveling*** form.
- ☐ Verify all attachments (Legal Rep. documents if applicable) are attached to Note. (Note: Consumer Documentation/Sub-Type: PCA Travel Request)
- ☐ Confirm that the "Status" of Note has been moved to "Submitted."

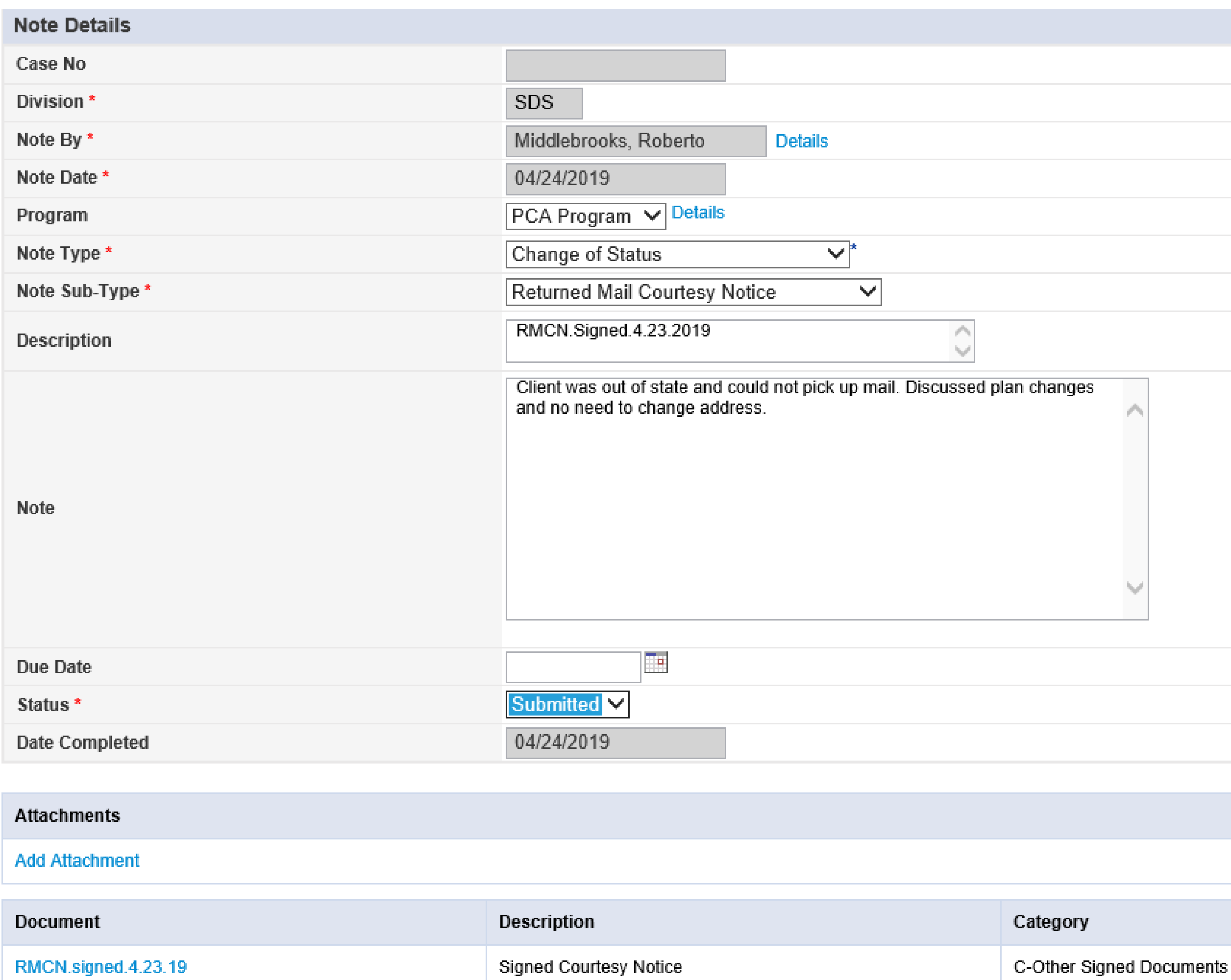
Chapter 10 | Returned Mail Process

SDS must notify Consumers about important actions with their PCS or CFC service plans. This is accomplished through certified mail. When certified mail is returned back to SDS a copy of the notice is uploaded to Harmony in a note and an Incomplete Note with an attached letter is issued to the PCA agency. The agency must take action to confirm that the consumer has been notified about their plan and submit a signed letter back to SDS through a Change of Status. (See Chapter 7) If the letter is not returned, SDS must begin the case closure process. Below is the workflow and Note Types used to complete this process.



Documenting Consumer Received Notice

1. Locate and Open the Consumer's Record
2. Select the **Notes** Tab
   a. On the **File** menu, click **Add Note**
      i. Set **Division** = 'SDS'
      ii. Set **Program** = 'PCA Program'
      iii. Set **Note Type** = 'Change of Status'
      iv. Set **Note Sub-Type** = 'Returned Mail Courtesy Notice'
      v. Enter **Description** = A short description identifying attachment
      vi. Enter **Note** = Long description of explanation on mail delivery. (I.e. consumer traveling, address change, could not get to post office, etc.) If address change required, update consumer record.
      vii. Add attachment: Signed Returned Mail Courtesy Notice. Category: C-Other Signed Documents
      viii. Set **Status** = 'Submitted'
   b. On the **File** menu, click **Save and Close Note**



Note Details	
Case No	
Division *	SDS
Note By *	Middlebrooks, Roberto Details
Note Date *	04/24/2019
Program	PCA Program Details
Note Type *	Change of Status *
Note Sub-Type *	Returned Mail Courtesy Notice
Description	RMCN.Signed.4.23.2019
Note	Client was out of state and could not pick up mail. Discussed plan changes and no need to change address.
Due Date	
Status *	Submitted
Date Completed	04/24/2019

Attachments

Add Attachment

Document	Description	Category
RMCN.signed.4.23.19	Signed Courtesy Notice	C-Other Signed Documents

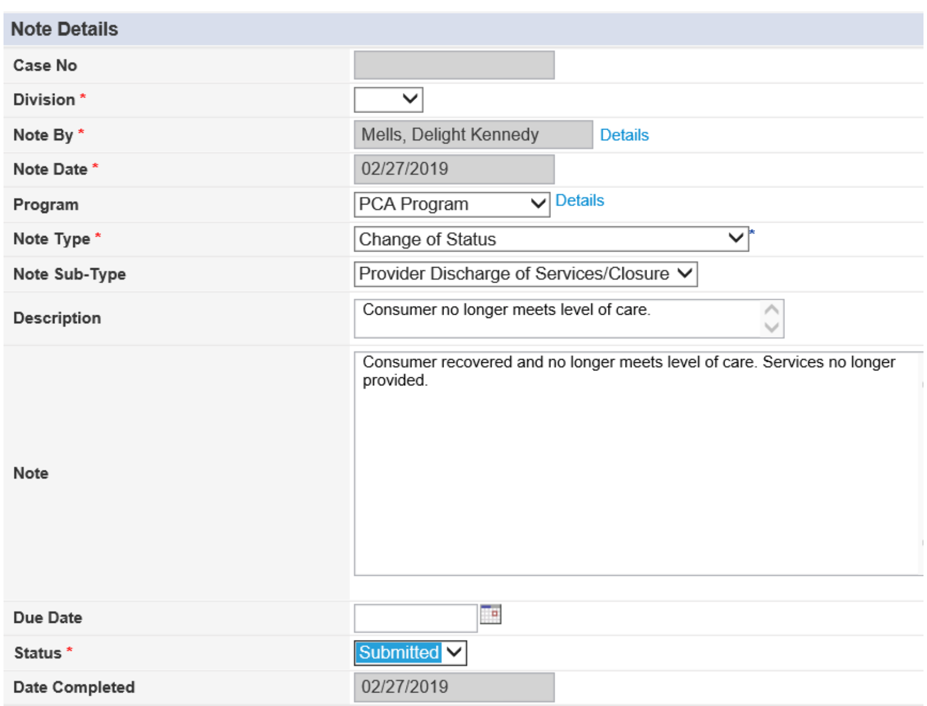
Chapter 11 | Case Closure – Active Consumers

The PCA Admin must notify SDS when a consumer:

- has lost eligibility
- is expected to be discharged or dis-enrolled from the agency
- voluntarily withdraws from services
- has died
- has a denial upheld by Fair Hearing

Notify SDS of Consumer Case Closure

1. Locate and Open the Consumer’s Record
2. Select the **Notes** Tab
   - **a.** On the **File** menu, click **Add Note**
     - i. Set **Division** = ‘SDS’
     - ii. Set **Program** = ’PCA Program’
     - iii. Set **Note Type** = ‘Change of Status’
     - iv. Set **Note Sub-Type** = ‘Provider Discharge of Services/Closure’
     - v. Enter **Description** = A short description explaining the discharge/disenrollment
     - vi. Enter **Note** = Long description of who informed the user of the discharge/disenrollment (if not current user), what the consumer is being discharged/disenrolled from and why.
     - vii. Set **Status** = ‘Submitted’
     - viii. If Consumer has died, Make sure a Critical Incident Report (CIR) has been completed.
   - **b.** On the **File** menu, click **Save and Close Note**



Tip

The Note Sub-Type 'Provider – Discharge of Services/Closure"' can be created by both State Staff and Provider users. This note is a source of information to capture information for the basis of the closure.

SDS Staff – Reviews Notice of Case Closure and Begins Closure Process

- SDS Staff Reviews Note from PCA Admin
- SDS Staff Begins Closure Process
- SDS Staff Sends Closure Notice to PCA Admin and Consumer
- Once 30 Days (in most cases) Passes Without Response to Closure Notice, SDS Staff Closes Consumer Program

Check List for Case Closure

- ☐ Create Note: Consumer Documentation/Sub-Type: PCA Travel Request
- ☐ Provide both short and long description for discharge/disenrollment
- ☐ If necessary, verify that a CIR has been filed.
- ☐ Confirm that the "Status" of Note has been moved to "Submitted".

Help and Additional Trainings Resources

Stay Current!

The Harmony System and the technical guides are frequently updated. Avoid confusion by verifying you have the most recent guide and staying informed.

- Sign up for SDS E-Alerts to stay informed of changes: http://list.state.ak.us/mailman/listinfo/sds-e-news
- Visit the SDS Harmony System page to download the newest guide: http://dhss.alaska.gov/dsds/Pages/harmony.aspx

Want to learn more?

The SDS Training Unit offers additional classes on using Harmony. For more information, visit the SDS Training page or email sdstraining@alaska.gov

Technical questions or issues with the Harmony system?

The SDS Research and Analysis Unit (RAU) keep the Harmony system running. If you encounter a system error or issue with your user profile send a clear and detailed question to dsdsHarmonyHelp@alaska.gov RAU is unable to accept phoned in questions because requests are tracked by e-mail. Follow HIPPA guidelines and do not share confidential information.

Include:

1) What area you are having problems with:
    - Inquiry
    - Applications
    - Service Plans
    - Consumer Information
    - Amendments
    - Agency Transfers
    - Renewal
2) Where (what area of the PCA guide) have you checked to locate the answer.

Consumer Questions?

The SDS PCS Unit works with your Consumer's records. Stay in HIPA compliance by using Direct Secure Messaging (DSM).

Questions on Initial Applications message: dsds.mcpplications@hss.soa.directak.net

Questions on all other PCS casework message: dsdspcamailbox@hss.soa.directak.net

Your questions should include:

1) Harmony consumer case number and client name
2) Written details of the exact issue being experienced