State of Alaska
Senior and Disabilities Services
Harmony Data System Training Guide
T26A | LTC Reauthorization for Providers
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Document Tracking

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Introduction | LTC Reauthorization Training Guide

Summary

This training guide covers workflow processes for Long Term Care (LTC) reauthorization and authorization changes in the SDS Harmony data system.

If the Consumer requires a modification to the LTC Authorization and transfer to a new facility, the LTC Referral Specialist will request access to a consumer record via a Harmony inquiry. Once access is gained, they will enter an LTC Authorization Request form. The SDS LTC Staff will review authorization requests, create reauthorizations, and submit authorizations to the Alaska MMIS.
Chapter 1 | LTC Reauthorization

Chapter Introduction

A consumer is generally authorized for a six-month placement in an LTC facility. When the LTC authorization is approaching the end date, a request for reauthorization is initiated. This chapter covers steps to request reauthorization and entering the Harmony authorization and authorized service.

Learning Objectives for Chapter 1 LTC Reauthorization

- Identify LTC Authorizations set to expire
- Request LTC Reauthorization

LTC Referral Specialist Requests Reauthorization

1. (If the LTC Referral Specialist does not already have access to the Consumer record) LTC Referral Specialist – Monitors My Harmony for Consumer Access decisions from SDS
   a. Select Role = LTC Referral Specialist and click Go
   b. On the My Harmony home page, in the Consumer column, under the Notes header, click Complete item to open the list in a new window
   c. From the Notes list, select Note Type = Access to Consumer Record
      i. Review note for name of Consumer and Note Type = Access to Consumer Record

<table>
<thead>
<tr>
<th>Consumer Name</th>
<th>Note Type</th>
<th>Note Date</th>
<th>Note Sub Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rogers, Princeton</td>
<td>Access to Consumer Record</td>
<td>07/07/2017</td>
<td>Approved</td>
<td>Complete</td>
</tr>
</tbody>
</table>

Sending Note to LTC Referral Specialist
2. LTC Referral Specialist – Accesses the Consumer record and complete Request Reauthorization
   a. Select Role = LTC Referral Specialist and click Go
   b. Click the Consumers Chapter
   c. Enter the last name of the consumer in the Quick Search and click Go
   d. From the Quick Search list, select the Consumer
   e. Complete the LTC Authorization – External Form
      i. Click Forms tab *(If the Form is already in Harmony, the user will click to open the LTC Authorization – External Form, and from the File menu, click Duplicate Assessment – the proceed to step 2.e.iii)*
      ii. On File menu, click Add Forms
      iii. Set Please Select Type = ‘LTC Authorization – External’
           1. Set Cycle = ‘Renewal’
           2. Set Status = ‘Complete’
           3. Set Division = ‘SDS’
           4. Set Program = ‘LTC Facility’
           5. Complete LTC Authorization - External form
           6. On the File menu, select Save and Close Forms
           7. *Ticklers sent to SDS Reviewer/Program Specialist to ‘Review LTC Authorization - External form’*
      f. Print LTC Auth Report
         i. On the Reports tab, select Long Term Care Authorization Report
ii. On the Toolbar, click the Export drop down menu (disk icon) and click **PDF** to export the report to PDF.

iii. The report will open as a PDF

iv. Print Report *(outside Harmony)*

v. Close Report
3. Scan the signed LTC Authorization to local or shared drive (outside Harmony)

4. LTC Referral Specialist – Accesses the Consumer record and completes the Signed LTC Authorization Form
   a. Click the Consumers Chapter
   b. Enter the last name of the consumer in the Quick Search and click Go
   c. From the Quick Search list, select the Consumer
   d. Click Notes tab
   e. On File menu, click Add Notes
      i. Set Division = ‘SDS’
      ii. Set Program = ‘LTC Facility’
      iii. Set Note Type = ‘Long Term Care Authorization’
      iv. Set Note Sub-Type = ‘Reauthorization - Submitted’
      v. Set Status = ‘Pending’
      vi. Set Note Date = ‘Dates of new Authorization Requested’
      vii. Choose LTCA documentation, as well as all required documentation and Add as Attachment
      viii. On File menu, click Save and Close Notes

SDS Staff Review and Approves Reauthorization Request

SDS LTC Staff will notify the LTC Referral Specialist two ways of the approval:
   • Note Sub-Type = LTC RN Review – Signed
   • Tickler ‘Signed/PASRR Determination/Request for Segment Control Number’

If the Reauthorization is incomplete, the LTC Referral Specialist will be notified via:
   • Note Sub-Type = Reauthorization – Incomplete
• Tickler ‘Reauthorization Submission Incomplete’
Chapter 2 | LTC Authorization Modification

Chapter Introduction

This chapter will cover steps to make corrections and modifications to an LTC authorization. If an LTC application was authorized incorrectly, then the LTC Senior Services Tech will correct the approved authorization. If the application was submitted incorrectly, then the LTC Senior Services Tech will modify the approved authorization.

Modification Scenarios:

1. Retroactive authorization
2. Void and replace
3. Transfer to a different facility
4. Discharge from the facility
5. Death of a participant
6. Resident Review

Correction Scenarios:

1. Authorization end date correction
2. Level of Care change

Learning Objectives for Chapter 2 LTC Authorization Modification

✓ Distinguish between a modification and a correction
✓ Modify an LTC Authorization
✓ Correct an LTC Authorization
Notifications of Modified Authorization

SDS LTC Staff Notifies LTC Referral of Modifications to Auth
All Modifications will be communicated to the LTC Referral Specialist via Note Sub-Type LTC Segment Number Issued and Tickler Authorized Segment Control Number

Section 1 – Facility Transfer
1. Discharging LTC Referral Specialist – Completes Note Sub-Type Discharge/Disenrollment and proceed to Case Closure Process
2. Admitting LTC Referral Specialist – Submits LTC Inquiry and Application Process (see Chapter 1 and Chapter 2)

Section 2 – Facility Discharge
1. LTC Referral Specialist – Completes Note Sub-Type Discharge/Disenrollment and proceed to Case Closure Process (see Section 6 Case Closure)

Section 3 – Death of a Participant
1. LTC Referral Specialist – Completes Note Sub-Type Discharge/Disenrollment and proceed to Section 9 Case Closure Process (see section 6 Case Closure)

Section 4 – Level of Care Change
1. LTC Referral Specialist – Submits Request in Harmony for Change in Level of Care
   a. Select Role = LTC Referral Specialist and click Go
   b. Click the Consumers Chapter
   c. Enter the last name of the consumer in the Quick Search and click Go
   d. From the Quick Search list, select the Consumer
   f. Complete the LTC Authorization – External Form
      i. Click Forms tab
      ii. On File menu, click Add Forms
      iii. Set Please Select Type = ‘LTC Authorization – External’
         1. Set Cycle = ‘Initial’
         2. Set Status = ‘Complete’
         3. Set Division = ‘SDS’
         4. Set Program = ‘LTC Facility’
         5. Complete LTC Authorization - External form
         6. On the File menu, select Save and Close Forms
         7. Ticklers sent to SDS Reviewer/Program Specialist to ‘Review LTC Authorization - External form’
   g. Print LTC Auth Report
      i. On the Reports tab, select Long Term Care Authorization Report
ii. On the Toolbar, click the Export drop down menu (disk icon) and click PDF to export the report to PDF

iii. The report will open as a PDF
iv. Print Report (outside Harmony)
v. Close Report

2. Scan the signed LTC Authorization to local or shared drive (outside Harmony)

3. LTC Referral Specialist – Accesses the Consumer record and complete Submits Signed LTC Authorization Form
   a. Click the Consumers Chapter
   b. Enter the last name of the consumer in the Quick Search and click Go
   c. From the Quick Search list, select the Consumer
   d. Click Notes tab
   e. On File menu, click Add Notes
      i. Set Division = ‘SDS’
      ii. Set Program = ‘LTC Facility’
      iii. Set Note Type= ‘Long Term Care Authorization’
      iv. Set Note Sub-Type = ‘Level of Care Change - Submitted’
      v. Attach signed LTCA Form
      vi. Set Status = ‘Pending’
   f. On File menu, click Save and Close Notes
Section 5 – Resident Review

1. LTC Referral Specialist – Submits Request in Harmony for Resident Review
   a. Select Role = LTC Referral Specialist and click Go
   b. Click the Consumers Chapter
   c. Enter the last name of the consumer in the Quick Search and click Go
   d. From the Quick Search list, select the Consumer
   e. Complete the PASRR Level 1 Form
      i. Click Forms tab
      ii. On File menu, click Add Forms
      iii. Set Please Select Type = ‘PASRR Level 1’ Form
          1. Set Cycle = ‘Initial’
          2. Set Status = ‘Complete’
          3. Set Division = ‘SDS’
          4. Set Program = ‘LTC Facility’
          5. Complete PASRR Level 1
          6. On the File menu, select Save and Close Forms
   h. Print PASRR Level 1 Report
      i. On the Reports tab, select PASRR Level 1
      ii. On the Toolbar, click the Export drop down menu (disk icon) and click PDF to export the report to PDF
      iii. The report will open as a PDF
      iv. Print Report (outside Harmony)
      v. Close Report

2. Scan the signed PASRR Level 1 to local or shared drive (outside Harmony)

3. LTC Referral Specialist – Accesses the Consumer record and complete Submits Signed LTC Authorization Form
   a. Click the Consumers Chapter
   b. Enter the last name of the consumer in the Quick Search and click Go
   c. From the Quick Search list, select the Consumer
   d. Click Notes tab
   e. On File menu, click Add Notes
      i. Set Division = ‘SDS’
      ii. Set Program = ‘LTC Facility’
      iii. Set Note Type= ‘Long Term Care Authorization’
      iv. Set Note Sub-Type = ‘Resident Review - Submitted’
      v. Attach signed PASRR Level 1 Form
      vi. Set Status = ‘Pending’
   f. On File menu, click Save and Close Notes

Section 6 – Case Closure for Active Consumers

When a consumer has lost eligibility, voluntarily withdraws from the program, has died, or has a denial upheld by Fair Hearing, the case closure process must be followed.

1. LTC Referral Specialist Notifies SDS of Consumer Closure
   a. Locate the Consumers Record
   b. Click the Notes tab
### Practice Exercise #15

1. Using the role of LTC Referral Specialist, create a Note Type of Consumer Communication-External and a Note Sub-Type of Discharge/Disenrollment with a Status of Pending.

### SDS Staff – Reviews Disenrollment Notice, Updates Authorizations and Completes the Closure Process

- Reviews Disenrollment Notice
- Staff Updates Authorization
- Completes Closure Process
Chapter 3 | LTC Inquiry

Learning Objectives for Chapter 3 LTC Inquiry

✓ Request access to apply for LTC
✓ Add the consumer as a Person Seeking Supports participant

LTC Referral Specialist Adds a Provider Request Inquiry

1. Discharge Planner – Adds a Provider Request Inquiry
   a. Select Role = LTC Referral Specialist and click Go
   b. Click the Providers Chapter
   c. In Search box enter name of Provider and click Search
   d. From List of Providers, choose provider who is requesting access to Consumer
   e. On the File menu, select Add Inquiry
   f. Set Program Queue = ‘LTC Facility’
   g. Division defaults to ‘IR’
   h. Inquiry Type defaults to ‘Provider Request’
   i. Inquiry Method defaults to ‘Harmony’ (other options needed: DSM, Fax, Mail)

Adding Inquiry details

Best Practices
Complete data entry on each screen from top to bottom in Harmony.
j. On the **File** menu, select **Save Inquiry**

**Tip**
A message is displayed that the save was successful upon completion of data entry. Always click **OK** to close the message.

k. **Add Person Seeking Supports**
   1. Click on the **Participants** subpage
   2. On the **Add Participants** menu, select **Person Seeking Supports Participant**

![Selecting Add Participant menu and selecting Person Seeking Supports Participant](image)

I. **Add Person Seeking Supports Details**
II. On the **File** menu, select **Save Person Seeking Supports**
III. **Update Home Address**
   a. Click the Addresses subpage
   b. Select Address from the list view

<table>
<thead>
<tr>
<th>Street</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Borough</th>
</tr>
</thead>
<tbody>
<tr>
<td>7676 Ashley Avenue</td>
<td>Anchorage</td>
<td>Alaska</td>
<td>99501</td>
<td>Municipality of Anchorage</td>
</tr>
</tbody>
</table>

Address in list view

c. Set Address Type = ‘Residence Address’

d. On the **File** Menu, select **Save and Close Address**

IV. **Add Temporary Address**
   a. On the **File** menu, select **Add Address**
   b. Set Address Type = ‘Temporary Address’
   c. Set Address Category = ‘Current’
   d. Complete ‘Street,’ ‘City,’ ‘State’ and ‘Zip Code’ fields
Temporary Address

e. On the File Menu, select **Save and Close Address**

V. **Add Identifiers** (For Medicaid Recipients only) (optional step)
   a. Click the **Identifiers** subpage
   b. On the **File** menu, select **Add Identifiers**
   c. Set Identifier Type = ‘Medicaid’
   d. Set Identifier Number = Medicaid #
   e. Add Comment = Medicaid Subtype (optional)
   f. Add Start Date = ‘Month/Year of Eligibility’

Identifier details

g. On the **File** menu, select **Save and Close Identifier**

h. On the **File** menu, select **Close Identifiers**

I. **Add Power of Attorney/Surrogate Decision Maker/Guardian as Other Participant** (optional step)
   I. Click on the **Participants** subpage
II. On the Add Participants menu, select Add Additional Contacts Participant
III. Add Contact Person Details
IV. Select Relationship to Person Seeking Supports to identify the decision-making authority
V. On the File menu, select Save Person Seeking Supports

m. Add Name of Proposed Admitting Facility in Referral (Nursing Facility) (only if they are going to a different facility than the agency that the referral specialist is a worker for)
   1. Click the Referrals subpage
   2. On the File menu, select Search Referral

3. Enter name of the Proposed Admitting Facility, select Search

4. From the Referral list, Place check in checkbox under the Save Referral column next to name of facility

5. On the File menu, select Save and Close Resource Search

n. Submit Provider Request Inquiry to SDS
   1. Click the Inquiry subpage
   2. Set Inquiry Status = 'Pending'
   3. On the File menu, select Save, Check-In and Close Inquiry

Key Point
Setting the Inquiry Status to Pending fires a workflow wizard for the LTC Referral Specialist to Save, Check-In and Close Inquiry to handoff to the SDS Program Assistant to review the inquiry.
4. Workflow Wizard window opens (Remember to Save, Check in and Close Inquiry)
5. Click the flyout next to the tickler and click **Complete**
6. On the File menu, select **Close Workflow Wizard**

**SDS Staff Reviews and Approves Inquiry**
SDS Staff will review the Inquiry for completeness and send note to the LTC Referral Specialist with a note type Access to Consumer, sub-type Approved or Denied
Chapter 4 | LTC Reauthorization – Change of Facility

Learning Objectives for Chapter 4 LTC Facility Application

✓ Access the Consumer Record
✓ Complete the PASRR Level I
✓ Complete the LTC Authorization Request
✓ Complete the PASRR Level I – State version
✓ Complete the LTC Authorization Request – State version
✓ Request the PASRR Level II

LTC Referral Specialist Submits LTC Application for New Consumer

1. LTC Referral Specialist – Monitors My Harmony for Consumer Access decisions from SDS
   a. Select Role = LTC Referral Specialist and click Go
   b. On the My Harmony home page, in the Consumer column, under the Notes header, click Complete item to open the list in a new window
   c. From the Notes list, select Note Type = Access to Consumer Record
      i. Review note for name of Consumer and Note Type = Access to Consumer Record

<table>
<thead>
<tr>
<th>Consumer</th>
<th>Note Type</th>
<th>Note Date</th>
<th>Note Sub Type</th>
<th>Status</th>
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<tbody>
<tr>
<td>Rogers, Princeton</td>
<td>Access to Consumer Record</td>
<td>07/07/2017</td>
<td>Approved</td>
<td>Complete</td>
</tr>
</tbody>
</table>

Sending Note to LTC Referral Specialist
2. LTC Referral Specialist – Accesses the Consumer record and Completes the LTC Application
   a. Click the **Consumers** Chapter
   b. Enter the last name of the Consumer in the Quick Search and click **Go**
   c. From the Quick Search list, select the Consumer
   d. Complete PASRR Level I Form
      i. Navigate to **Forms** tab
      ii. On the File menu, click **Add Forms**
      iii. Division Defaults = SDS
      iv. Set Cycle = Initial
      v. Set Program = LTC Facility
      vi. Set Please Select Type = PASRR Level 1
      vii. Complete all fields in Form
      viii. Set Status = Complete
      ix. On File menu, click Save and Close Forms
         a. If **PASRR Level I has Payment Source = Medicaid**
            i. Workflow Wizard window opens
ii. Click on tickler ‘Complete LTC Authorization Form’
   1. Set Cycle = ‘Initial’
   2. Set Status = ‘Complete’
   3. Division Defaults = ‘SDS’
   4. Set Program = ‘LTC Facility’
   5. Complete LTC Authorization - External form
   6. On the File menu, select Save Forms

iii. Print LTC Auth Report
   1. Choose arrow to right of tickler ‘Print LTC Auth Report’ and choose ‘View Consumers Record’
   2. Click Forms tab
   3. On the Reports tab, select Long Term Care Authorization Report
4. On the Toolbar, click the Export drop down menu (disk icon) and click **PDF** to export the report to PDF

5. On the popup window, click Open
6. The report will open as a PDF
7. On the File menu, click on ‘Print’
8. Close Report
9. On File menu, click Close Forms

iv. Complete LTC Auth Ticklers
   1. Click flyout next to tickler ‘Print LTC Auth Report’ and select Complete
   2. On the File menu, select Close Workflow Wizard

  e. Print PASRR Level I Report
     i. On the Reports menu, select PASRR Level I

     iii. On the popup window, click Open
     iv. The report will open as a PDF
     v. On the File menu, click on ‘Print’
     vi. Close Report
     vii. On File menu, click Close Forms

3. LTC Referral Specialist - Obtain Signature for PASRR Level I (outside Harmony)
4. LTC Referral Specialist - Scans the signed PASRR Level I to local or shared drive (outside Harmony)
5. LTC Referral Specialist – Sends signed PASRR Level I (and LTC Auth Request – if required) to SDS
   a. Select Role = LTC Referral Specialist and click Go
   b. Click the Consumers Chapter
   c. Enter the last name of the Consumer in the Quick Search and click Go
   d. From the Quick Search list, select the Consumer
   e. Attach the PASRR Level I (and LTC Auth Request – if required)
      i. Navigate to Notes tab
      ii. On File menu, click Add Notes
      iii. Set Division = ‘SDS’
iv. Set Program = ‘LTC Facility’

v. Set Note Type = ‘Long Term Care Authorization’

vi. Note Sub-Type = ‘PASRR/Initial Authorization – Submitted’ OR ‘PASRR Non-Medicaid – Submitted’ *(depending on payment source)*

vii. Set Status = ‘Pending’

viii. Attach signed PASRR Level I Report and Set Attachment Category = C-Medical Information

ix. Attach all required documentation and Set Attachment Category = C-Medical Information *(if required)*

x. On the File menu click **Save and Close Notes** *(sends Tickler to SDS LTC Staff to Review Application)*

### SDS LTC Staff – Reviews LTC Application

**SDS Staff Reviews and Approves Application**

- If the Consumer’s payment source is not Medicaid, then the SDS Staff will review the PASRR Level 1 (only) and notify the LTC Referral Specialist of the outcome via a Note and Tickler in Harmony

- If the Consumer’s payment source is Medicaid, then the SDS Staff will review both the PASRR Level 1 and the LTC Auth Request. SDS Staff will notify the LTC Referral Specialist of Approval of the Auth via a note with the attached signed authorization and/or PASRR and a Tickler in Harmony

- Regardless of payment source, if the Consumer requires a PASRR Level 2 the SDS Staff will notify the Consumer/Legal Rep outside of Harmony and the LTC Referral Specialist via a note and tickler in Harmony

**Key Point**

If the Application is Incomplete, SDS LTC Staff will create one of the following Notes:

1. PASRR Non-Medicaid – Incomplete
2. PASRR/Initial Authorization – Incomplete

In addition, the LTC Referral Specialist will receive one of the following ticklers

1. PASRR Submission Incomplete
2. PASRR/Initial Auth Submission Incomplete