

Mike McCormick

Authorized signatureNumber: APD-AR-17-045Issue date: 7/27/2017Topic: Systems IssuesDue date:Subject: Oregon ACCESS HCW Provider Enrollment Enhancements**Applies to (check all that apply):**

- |                                                                        |                                                                              |
|------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees                             | <input type="checkbox"/> County Mental Health Directors                      |
| <input checked="" type="checkbox"/> Area Agencies on Aging             | <input type="checkbox"/> Health Services                                     |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                     | <input type="checkbox"/> ODDS Children's Intensive In Home Services          |
| <input type="checkbox"/> County DD Program Managers                    | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                |
| <input type="checkbox"/> ODDS Children's Residential Services          | <input type="checkbox"/> Other (please specify):                             |
| <input type="checkbox"/> Child Welfare Programs                        |                                                                              |

**Action required:**

*The Patient Protection and Affordable Care Act of 2011 (ACA)* requires that States revalidate all enrolled Medicaid providers every five years (or sooner) as established by the State. In order to meet these requirements, changes have been implemented in Oregon ACCESS (OA) to allow us to track information necessary to meet these compliance needs for Home Care Workers (HCWs).

The following changes will be made available in OA on July 31, 2017 after the system changes have been released. Webinar sessions will be scheduled later this summer to address these changes.

**Provider Enrollment Application and Agreement (PEA):**

The PEA effective dates are utilized to track the revalidation date of all HCWs. In anticipation of capturing this information, data fields have been added to OA to allow the data-entry of the PEA Effective Begin and End Dates.

Note: At this time, data-entry of the PEA Begin and End Dates is not required but is still extremely helpful. A future transmittal will be sent explaining how to capture the PEA effective Dates.

For your reference, screen shots and instructions for inputting HCW PEA Begin and End Dates is in the attachment below.

Any corrections to the saved HCW PEA dates must be submitted via secure email to the Provider Relations Unit (PRU) at [apd.providerenrollment@state.or.us](mailto:apd.providerenrollment@state.or.us). Include in the request a scanned copy of the HCW PEA signed by the HCW.

### **Provider Credentialing:**

With the implementation of the Background Check Unit Long Term Care Registry (LTCR) and the future expectation of tracking HCW PEA effective dates, not all HCW provider number credentials will align with a full two year period. OA will no longer hard-code the end date of a HCW credential to two years.

When a user creates a new credential record in OA, user enters the start date of a credential, OA will auto-populate the end date of a credential to two years. However, the end date can be modified to the true credential end date (must be less than two years and must be the end of the month). Example of modifying the end date of a credential is documented below.

### Correcting Credential Records with Inaccurate Credentials End Dates

Some HCW provider credential records exist with incorrect end dates due to the two year hard-coded credentials. This release will prevent future issues. However, existing credentials can be modified if the HCW credential record has an inaccurate end date.

When correcting the credential end date, the credential must be terminated using the **new** reason code titled: *Cred Correction*. A user will need to terminate the credential with this reason code, add a new credential record, and modify the end date of the new credential record (as allowed in OA starting July 31<sup>st</sup>). An example of how to correct a credential record is documented below in the additional attachment to the AR.

### End Date Display Issue – Temporary

With the deployment of the OA change to the credential end date, a small error has occurred on the pop-up confirmation window when taking an action on a credential. This is a display issue only and will not impact data integrity. This will be corrected with the next OA release in October 2017. Until that fix has been deployed, any end date entered that is less than two years will display on the pop-up window as a full two years but will save correctly to the provider credential approved to work effective dates.

### **Provider Queue:**

When a provider has been enrolled, re-enrolled (if the credential has been expired for more than 30 days), or revalidated, the Provider Relations Unit (PRU) will be required to conduct new database checks before the new credential record is approved. This will increase the volume of requests to the OMAP Request Queue managed by the PRU. All HCW requests will remain a priority for PRU.

**Reason for action:**

The Patient Protection and Affordable Care Act of 2011 requires that we capture accurate Medicaid provider credentials in accordance with federal regulations and state rules associated to each provider type. In order to adhere to these regulations and rules, system enhancements have been made (as documented above).

**Field/stakeholder review:**      Yes      No

**If yes, reviewed by:**     APD Operations/APD Policy

*If you have any questions about this action request, contact:*

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<b>Email:</b>	debra.satterfield@state.or.us		

## HCW Provider Enrollment Application & Agreement (PEA) Instructions

**Instructions:** Entering a new Provider Enrollment Application & Agreement (PEA) record in Oregon ACCESS for a Homecare Worker.

**Process:** In Oregon ACCESS, add the initial PEA record when a new PEA is completed by a Homecare Worker.

The Prov. Enroll (PEA) section, for a Home Care Worker, can be located on the *In Home* tab under the *Prov Cred / MMIS* treeview in the Provider Maintenance section within Oregon ACCESS:

The screenshot shows the 'Provider Maintenance for TEST, PEA' window. On the left is a treeview with 'Prov Cred / MMIS' and 'In Home' highlighted. The main area contains several sections:

- Credential:** Type: In-Home Care (CEP), Branch: 2411, Orig Appl Dt: 00/00/0000, Last Dt Wkd: 00/00/0000, Comments: (empty).
- Eligibility Status / History:** A table with columns: Condition, Status, Level, Begin, End, Review Due. One row is shown: Pending, Pending, Unknown At, 00/00/0000, 00/00/0000, 00/00/0000.
- Approval:** Condition: Pending, Status: Pending, Reason: (empty), Level: Unknown At, CHC Status: Pending Prov Re, Appvl Dt: 00/00/0000, Begin: 00/00/0000, End: 00/00/0000, Rvw Due: 00/00/0000.
- Limited Primes:** A table with columns: Prime No, Begin Date, End Date. One row is shown: (empty), 00/00/0000, 00/00/0000.
- Prov. Enroll.:** A table with columns: No., Begin Date, End Date. One row is shown: (empty), 00/00/0000, 00/00/0000.

To add the initial PEA record, the first PEA record is added with blank Begin Date and blank End Date fields open for data entry. Complete the following steps:

Enter the Begin Date (HCW signature date) of the PEA.

Provider Maintenance for TEST, PEA

Overview  
Detail  
Prov Cred / MMIS  
In Home  
Financial / Tax Info  
Addresses

**Credential**  
 Type: In-Home Care (CEP) Branch: 2411  
 Orig Appl Dt: 00/00/0000 Last Dt Wkd: 00/00/0000  
 Comments:

**Eligibility Status / History** Take an action on this credential

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	00/00/0000	00/00/0000	00/00/0000

**Approval**

Condition: Pending Status: Pending Reason:   
 Level: Unknown At CHC Status: Pending Prov Re   
 Appvl Dt: 00/00/0000 Begin: 00/00/0000 End: 00/00/0000 Rvw Due: 00/00/0000

**Limited Primes**

Prime No	Begin Date	End Date
	00/00/0000	00/00/0000

**Prov. Enroll.**

No.	Begin Date	End Date
	07/01/2017	07/31/2021

Enter Begin Date

System will default the End Date to four years to the end of the month from the Start Date entered. See example below. Double check the dates before saving the record to ensure the data entered is correct.

*Please Note: If you change the start date after the system defaults the End Date, the End Date must be manually corrected as long as you have not saved the record. If saved, submit request to PRU (as noted above).*

When entering a PEA record in OA, the following rules apply to the PEA Start Date and End Date (if the End Date should be different than the system default date):

- Begin Date is not in the future
- Begin Date cannot be more than 11 months in the past when adding a new record
- End Date must be the last day of a month
- End Date cannot be more than four years from the PEA Start Date (system will default to this date, so the user can shorten the date if necessary)

**Instructions:** Adding a new PEA record after the initial PEA record has been entered and saved.

**Process:** When a new PEA is completed by a Home Care Worker, add a new PEA record in OA to enter the new (updated) PEA information.

Click the New Record button (as shown below) within the Prov. Enroll. section.

The screenshot displays the 'Provider Maintenance for TEST, PEA' application. On the left is a navigation tree with options: Overview, Detail, Prov Cred / MMIS (with sub-options In Home, Financial / Tax Info, and Addresses). The main content area is divided into several sections:

- Credential:** Type: In-Home Care (CEP), Branch: 2411, Orig Appl Dt: 00/00/0000, Last Dt Wkd: 00/00/0000, Comments: (empty).
- Eligibility Status / History:** Includes a table with columns: Condition, Status, Level, Begin, End, Review Due. A row shows: Pending, Pending, Unknown At, 00/00/0000, 00/00/0000, 00/00/0000. A button 'Take an action on this credential' is present.
- Approval:** Condition: Pending, Status: Pending, Reason: (empty), Level: Unknown At, CHC Status: Pending Prov Re, Appvl Dt: 00/00/0000, Begin: 00/00/0000, End: 00/00/0000, Rvw Due: 00/00/0000.
- Limited Primes:** Table with columns: Prime No, Begin Date, End Date. A row shows: (empty), 00/00/0000, 00/00/0000.
- Prov. Enroll.:** Table with columns: No., Begin Date, End Date. A row shows: 000048324, 07/01/2017, 07/31/2021. A 'New Record' button is located to the right of this row, highlighted by a red callout bubble with the text 'Click the New Record button'.

The system will create a new PEA record. Enter the new Begin Date for the updated PEA and save the record. As noted above, all the same date rules apply.

*Please Note: Double check the dates before saving the record to ensure the data entered is correct.*

- Overview
- Detail
- Prov Cred / MMIS
  - In Home
- Financial / Tax Info
- Addresses

**Credential**

Type:  Branch:

Orig Appl Dt:  Last Dt Wkd:

Comments:

**Eligibility Status / History** Take an action on this credential

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	00/00/0000	00/00/0000	00/00/0000

**Approval**

Condition:  Status:  Reason:

Level:  CHC Status:

Appvl Dt:  Begin:  End:  Rvw Due:

**Limited Primes**

Prime No	Begin Date	End Date
	00/00/0000	00/00/0000

**Prime**

No.	Begin Date	End Date
000018324	07/01/2017	07/31/2021
	07/15/2017	07/31/2021

Enter Begin Date

## HCW Provider Credentialing Instructions

**Instructions:** Modifying the End Date when adding a new credential to capture an accurate End Date of a credential.

**Process:** In OA, when adding a new credential, the system will default the End Date to two years from the Begin Date entered. If the End Date needs to be shortened, update the End Date **before** taking action on the provider record to activate the credential.

*See below for the information on the display issue.*

Enter the Begin Date for the credential. Once a Begin Date is entered, the system will default the End Date to two years out, but is open for editing.

The screenshot shows the 'Provider Maintenance for TEST, PEA' interface. On the left is a navigation tree with 'Overview', 'Detail', 'Prov Cred / MMIS', 'In Home', 'Financial / Tax Info', and 'Addresses'. The main area is titled 'Credential' and contains the following fields:

- Type: In-Home Care (CEP)
- Branch: 2411
- Orig Appl Dt: 00/00/0000
- Last Dt Wkd: 00/00/0000
- Comments: (empty)

Below these is the 'Eligibility Status / History' section with a 'Take an action on this credential' button. It contains a table with the following data:

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	00/00/0000	00/00/0000	00/00/0000

Below the table are dropdown menus for 'Status' (set to Pending) and 'Reason'. Other fields include 'Level: Unknown At', 'CHC Status: Pending Prov Re', 'Appvl Dt: 00/00/0000', 'Begin: 00/00/0000', 'End: 00/00/0000', and 'Rvw Due: 00/00/0000'. A red callout box with the text 'Enter Begin Date' points to the 'Begin' field.

There are two tables below:

- Limited Primes:**

Prime No	Begin Date	End Date
	00/00/0000	00/00/0000

- Prov. Enroll.:**

No.	Begin Date	End Date
000048324	07/01/2017	07/31/2021

Modify the End Date **only** if necessary. Be sure this action is taken **before** approving the credential.



The following rules apply to the credential dates to ensure data entered is accurate:

- Begin Date is not more than one month in the future
- End Date must be the last day of a month
- End Date cannot be more than two years from the credential Start Date (system will default to this date, so the user can shorten the date if necessary)

**Instructions:** Correcting an active credential with an inaccurate End Date.

**Process:** If an active credential exists with the incorrect End Date (due to the two year hard coded edit), take action to terminate the credential using the 'Cred Correction' reason code as the termination reason. Once the termination action has been taken, follow the above instructions to add a new credential and modify the End Date to capture the correct End Date.

Select the credential record that needs to be corrected. Select the *Take action on this credential* button.

Select the option to close/terminate this credential. Below is an example screen shot of the pop-up option window. Below are two examples of the different pop-up windows that may display to select the appropriate action:

Example one:

Provider Maintenance for TEST, PEA

Overview  
Detail  
Prov Cred / MMIS  
In Home  
Financial / Tax Info  
Addresses

**Credential**  
Type: In-Home Care (CEP) Branch: 2411  
Orig Appl Dt: 07/15/2017 Last Dt Wkd: 00/00/0000  
Comments:

**Eligibility Status / History** Cancel Action

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	01/01/2019	01/31/2021	00/00/0000
Active	Approved To Work	Career	07/15/2017	12/31/2018	12/31/2018

**Approval**  
Choose Action

- I want to make changes to this credential (limited based on status)
- I want to close/terminate this credential

Select this option

Next >>>

## Example two:

Credential

Type: In-Home Care (CEP) Branch: 1513

Orig Appl Dt: 08/20/2013 Last Dt Wkd: 00/00/0000

Comments:

Eligibility Status / History

Condition	Status	Level	Begin	End	Review Due
Active	Approved To Work	Career	09/30/2015	09/30/2017	09/30/2017
Active	Approved To Work	Career	09/05/2013	09/29/2015	09/30/2015

Approval

Choose Action

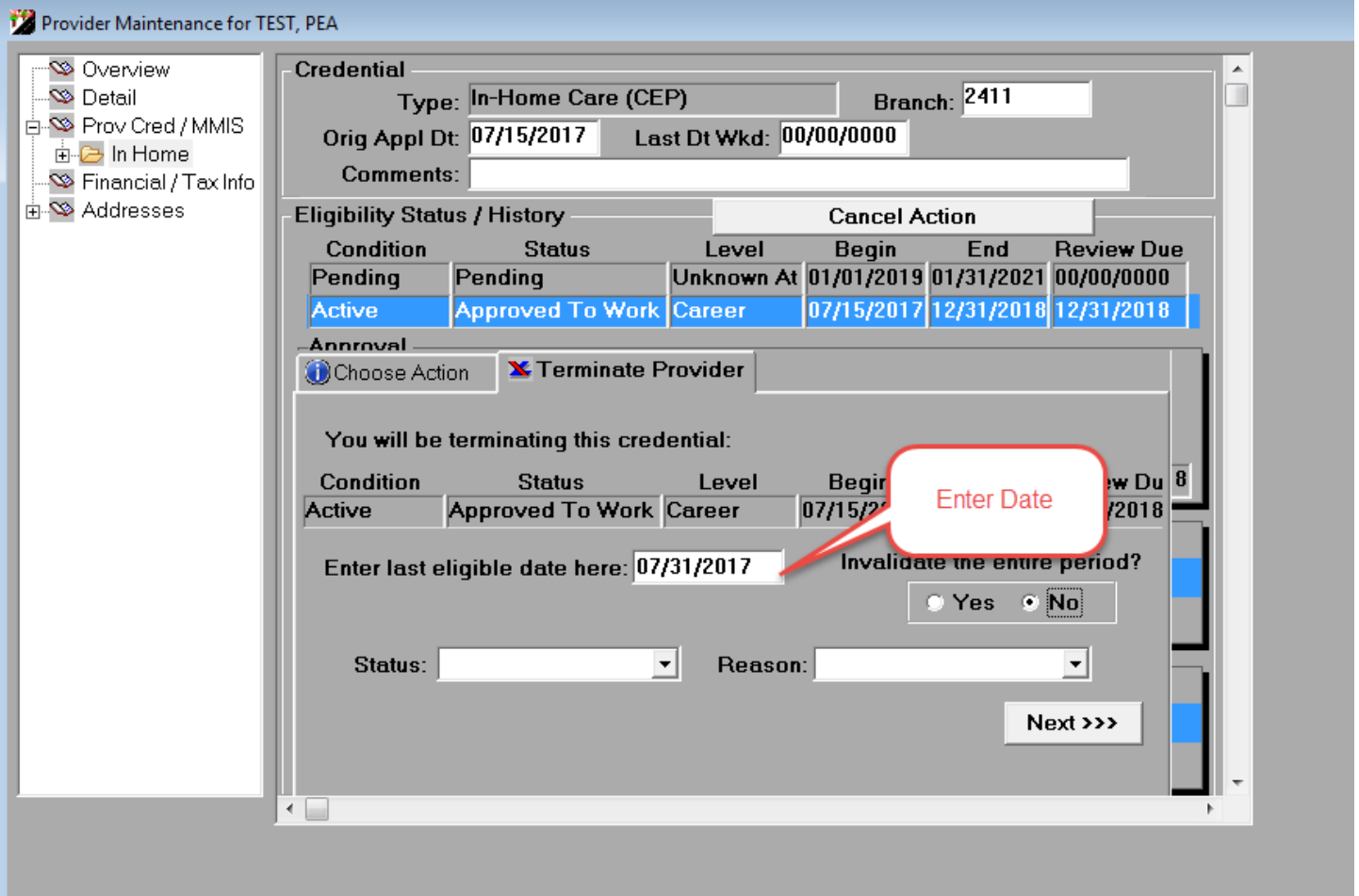
- I want to renew a provider credential  
(I have a new App and/or new crim check)
- I want to make changes to this credential  
(limited based on status)
- I want to close/terminate this credential

Select this option

Next >>>

Enter the appropriate End Date in the *Enter last eligible date here* field. For clean data corrections for the new 'Cred Correction' reason, we recommend using the **LAST DAY OF THE CURRENT MONTH.**

Example: If today's date is 07/18/2017, enter an End Date of **07/31/2017.**



Select 'Terminated' as the Status.

Provider Maintenance for TEST, PEA

Overview  
Detail  
Prov Cred / MMIS  
In Home  
Financial / Tax Info  
Addresses

**Credential**  
 Type: In-Home Care (CEP) Branch: 2411  
 Orig Appl Dt: 07/15/2017 Last Dt Wkd: 00/00/0000  
 Comments:

**Eligibility Status / History** Cancel Action

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	01/01/2019	01/31/2021	00/00/0000
Active	Approved To Work	Career	07/15/2017	12/31/2018	12/31/2018

**Approval**  
 Choose Action Terminate Provider

You will be terminating this credential:

Condition	Status	Level	Begin	End	Review Du
Active	Approved To Work	Career	07/15/2017	12/31/2018	12/31/2018

Enter last eligible date here: 07/31/2017 Invalidate the entire period?  
 Yes  No

Status:  Reason:  Next >>>

- Appl Denied
- Appl Withdrawn
- Revoke-no danger
- Sus, Immediate Dngr
- Sus, Not Wrk Req Rww
- Terminated

Select Terminated

Select 'Cred Correction' as the Reason.

Provider Maintenance for TEST, PEA

Overview  
Detail  
Prov Cred / MMIS  
In Home  
Financial / Tax Info  
Addresses

**Credential**  
 Type: **In-Home Care (CEP)** Branch: **2411**  
 Orig Appl Dt: **07/15/2017** Last Dt Wkd: **00/00/0000**  
 Comments:

**Eligibility Status / History** Cancel Action

Condition	Status	Level	Begin	End	Review Due
Pending	Pending	Unknown At	01/01/2019	01/31/2021	00/00/0000
Active	Approved To Work	Career	07/15/2017	12/31/2018	12/31/2018

**Approval**

You will be terminating this credential:

Condition	Status	Level	Begin	End	Review Du
Active	Approved To Work	Career	07/15/2017	12/31/2018	12/31/2018

Enter last eligible date here: **07/31/2017** Invalidate the entire period?  
 Yes  No

Status: **Terminated** Reason:

- Applicant Under 18
- Cred Correction**
- Credential Expired
- Excl Prov/No Client
- Fail to Comply/Rspnd
- Moved out of state

Select Cred Correction

Then click Next. Record is saved with the Cred Correction reason code. Proceed to add a new credential to enter the credential with correct End Date.

- Overview
- Detail
- Prov Cred / MMIS
  - In Home
  - Financial / Tax Info
  - Addresses

**Credential**

Type:  Branch:

Orig Appl Dt:  Last Dt Wkd:

Comments:

**Eligibility Status / History** Take an action on this credential

Condition	Status	Level	Begin	End	Review Due
Inactive	Terminated	Career	08/01/2017	12/31/9999	12/31/2018
Active	Approved To Work	Career	07/15/2017	07/31/2017	12/31/2018

**Approval**

Condition	Status	Reason
<input type="text" value="Inactive"/>	<input type="text" value="Terminated"/>	<input type="text" value="Cred Correction"/>

Level:  CHC Status:

Appvl Dt:  Begin:  End:  Rvw Due:

**Limited Primes**

Prime No	Begin Date	End Date
<input type="text" value=""/>	<input type="text" value="00/00/0000"/>	<input type="text" value="00/00/0000"/>

**Prov. Enroll.**

No.	Begin Date	End Date
<input type="text" value="000048324"/>	<input type="text" value="07/01/2017"/>	<input type="text" value="07/31/2021"/>

## Credential Display Issue

In this release, there is a known **display** issue. This issue is only temporary and will be fixed in the October release for OA. This will not affect the actual End Date of the credential. The credential is saved with the modified date entered by the user. Below is information regarding the display issue.

If you have any questions regarding this issue, there will be customer support available to provide clarification. Please submit a Service Desk ticket referencing this Action Request. The Provider Relations Unit and APD ITBS will assist APD/AAA data-entry staff with any questions or concerns.

DHS Service Desk contact information:

Phone: (503) 945-5623

Email: [dhs.servicedesk@state.or.us](mailto:dhs.servicedesk@state.or.us)

When an End Date is modified on a pending credential record to be shortened (from the two year default date), the system is displaying the original calculated two year End Date in the pop-up confirmation window. Two examples of the pop-up display issue are below. This pop-up will display if you are requesting a new OMAP provider number or renewing an existing provider's credential.

Example of display issue

The screenshot shows a web application interface for managing credentials. On the left is a navigation menu with options: Overview, Detail, Prov Cred / MMIS, In Home, Financial / Tax Info, and Addresses. The main content area is titled 'Credential' and shows details for an 'In-Home Care (CEP)' credential with Branch 1513. The 'Eligibility Status / History' table shows a 'Pending' status with a 'Begin' date of 06/01/2017 and an 'End' date of 12/31/2018. Below this is an 'Approval' section with a 'Validate Provider' button. A pop-up window is displayed, asking the user to 'Please Choose a Status' (set to 'Approved to Wrk-Pend') and to 'Please Confirm dates listed below are correct'. The dates shown are: Approval Date: 6/1/2017, Begin Date: 6/1/2017, End Date: 6/30/2019 (highlighted in yellow), and Review Date: 12/31/2018. A note at the bottom of the pop-up says 'Note: Please review dates. Choose Validate Provider to continue.' and there is a 'Validate Provider' button.

Condition	Status	Level	Begin	End	Review Du
Pending	Pending	Career	06/01/2017	12/31/2018	12/31/2018
Inactive	Terminated	Career	06/01/2017	12/31/9999	09/30/2017

Approval

Choose Action: Validate Provider

Please Choose a Status: **Approved to Wrk-Pend**

Please Confirm dates listed below are correct:

Approval Date: 6/1/2017  
Begin Date: 6/1/2017  
End Date: **6/30/2019**  
Review Date: 12/31/2018

Note: Please review dates.  
Choose Validate Provider to continue.

Validate Provider