

Level of Care Assessment Determination Quick Reference Guide



Level of Care Assessment Determination – Quick Reference Guide

This Quick Reference Guide outlines the steps to record an assessment determination in the Medicaid Waiver Management Application (MWMA).

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1. Overview of Level of Care (LOC) Assessment in MWMA

Once the LOC Assessor performs an Individual’s Level of Care (LOC) Assessment, records the LOC Assessment results in MWMA, and uploads all necessary documents, the LOC Reviewer receives a task for LOC Determination. Depending on the determination made, a task or notification is triggered to the appropriate user to notify the user of the determination and perform any required follow-up actions. In order to complete the LOC Determination, follow the steps listed below.

From the **MWMA Dashboard**, the LOC Reviewer selects ‘LOC Review’ from the task queue and clicks **Start** next to the name of the Individual for whom he/she is making a determination.

The screenshot shows the MWMA Dashboard interface. At the top, there is a navigation bar with 'Home', 'Start Application', 'Case Management', 'Message Center 1004', and 'Quick Search'. A 'Welcome Roose Bolton' message and 'Sign Out' link are also present. Below the navigation bar, the 'Dashboard' section is highlighted in yellow. On the left, there are 'Quick Links' and 'Case Management' sections. The main content area displays a 'Tasks' table with columns for 'App/Case #', 'Individual Name', 'Date Of Birth (Age)', 'Waiver Program', 'Provider Name', 'Status', 'Action', and 'Incident'. The 'Action' column for the first task (App/Case # 110936354) has a 'Start' button highlighted with a yellow box. The 'Select Queue' dropdown menu is also set to 'LOC Review'.

	My Tasks	Group Tasks
Tasks Assigned	19	6586
Due	16	6514

App/Case #	Individual Name	Date Of Birth (Age)	Waiver Program	Provider Name	Status	Action	Incident
110936354	[Redacted]	05/10/1958 (61)	Community Living	Supports for	New	Start	0
110939822	[Redacted]	06/25/1932 (87)	Home and Community Based		New	Start	0
111028336	[Redacted]	08/09/1959 (60)	Home and Community Based		New	Start	0
110946549	[Redacted]	05/30/1951 (68)	Home and Community Based		New	Start	0

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1. The **Individual Summary** screen displays.
2. Click **Next**.

Individual Summary

Individual Information

Individual Name	[REDACTED], ANNABELLA	Last Case Action Date	05/23/2017
Medicaid#	N/A	SSN	N/A
Reported SSN :	[REDACTED]	Pseudo SSN :	[REDACTED]
Date Of Birth	[REDACTED]	Age	24
Gender	Female		
Residence Address	[REDACTED]	Mailing Address	[REDACTED]
Primary Phone#	N/A		
Secondary Phone#	N/A		
Email Address	N/A		
Legal Guardian	N/A	Authorized Representative	N/A
Case Management Agency	N/A		
Case Manager	N/A	Case Supervisor	N/A
Case Number	100036042	Case Status	Active

Waiver Program Information

Waiver Program	Program Status	LOC Start Date	LOC End Date	Last Action Date
Michelle P	Pending LOC Determination	N/A	N/A	05/23/2017

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4. The **Level of Care Assessment Results Summary** screen summarizes the LOC Assessment details. Review the information and click **Next**.

The screenshot shows the 'Level of Care Assessment Results Summary' screen. It features a header with the title and a '*Required field' indicator. Below the header is a section titled 'Assessment Details' containing a list of fields and their values: Assessment Type (Level of Care), Assessment Tool (MAP-201), Assessment Reason (Initial), Date of Assessment (05/23/2017), Comments about the assessment (empty), Submitted By (T. Longman), Provider ID (N/A), Agency Name (HP), Agency Address (N/A), Initial Submission Date (05/23/2017), Name of Location (Individual Residence), Associated Provider (empty), Assessment Requested StartDate (05/24/2017), Assessment Requested EndDate (05/23/2018), Assessment Start Date (N/A), and Assessment End Date (N/A). Below this is a section titled 'Assessment Activity' with a table showing a single entry: 'Submitted for Review' with a comment date of 05/23/2017 and made by Nancy Bell. The 'Diagnosis' section contains a table with one entry: 's00' (Primary) with a date of diagnosis of 03/08/2015 and indicator ICD10. A green 'Next >' button is located at the bottom right.

Assessment Type	Level of Care
Assessment Tool	MAP-201
Assessment Reason	Initial
Date of Assessment	05/23/2017
Comments about the assessment	
Submitted By	T. Longman
Provider ID	N/A
Agency Name	HP
Agency Address	N/A
Initial Submission Date	05/23/2017
Name of Location	Individual Residence
Associated Provider	
Assessment Requested StartDate	05/24/2017
Assessment Requested EndDate	05/23/2018
Assessment Start Date	N/A
Assessment End Date	N/A

LOC Status	Comment	Comment Date	Comments Made By	Reason
Submitted for Review		05/23/2017	Nancy Bell	

Diagnosis	Type	Date of Diagnosis	Indicator
s00	Primary	03/08/2015	ICD10

5. The **Diagnosis** screen displays information about all the Individual's known medical diagnoses as recorded by the LOC Assessor.
6. Click **Next**.

The screenshot shows the 'Diagnosis' screen. It features a header with the title and a '*Required field' indicator. Below the header is a table with columns: Select, Diagnosis, Type, Date of Diagnosis, and Indicator. The table contains one entry: 's00' (Primary) with a date of diagnosis of 03/08/2015 and indicator ICD10. Below the table are three green buttons: 'Add Diagnosis', 'Edit', and 'Delete'. A note at the bottom reads: 'NOTE: Please save the details before continuing to the next screen.' Below the note are two buttons: a grey 'Back' button and a green 'Next >' button.

Select	Diagnosis	Type	Date of Diagnosis	Indicator
<input type="radio"/>	s00	Primary	03/08/2015	ICD10

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7. The document summary screen displays.
8. Review the uploaded documents and any comments a LOC assessor may have entered.
9. Select either Completed or Invalid from the drop-down to indicate the status of each document, as applicable.
10. Enter any necessary comments in the 'Review Comments' box and click next.

The screenshot shows the 'Review Documents' screen in the Benefind system. The page header includes the Benefind logo and navigation links: Home, Start Application, Case Management, Message Center (153), and Quick Search. The user is logged in as 'Agency DMS Office'. The main content area is titled 'Review Documents' and features a table with the following data:

Document Type	Date	Status	Comments	Review Date	Review Comments
K-HAT	11/06/2019	Invalid		11/06/2019	Please ensure K-HAT is signed and resubmit.
Other	11/06/2019	Completed	xxxxxxxxxx		

Below the table, there is a 'Review Comments' text box containing 'xxxxxxxxxx'. At the bottom of the screen, there are 'Back' and 'Next' buttons. The footer includes 'Privacy Policy | Terms of Use | ©Copyright 2013' and 'Contact Us | https://chfs.ky.gov/agencies/dms/Pages/mwma.aspx | 1 (800) 635-2570'.

At this point, the **Assessment Determination** screen displays to enter the LOC determination.

2. Completing the Assessment Determination Screen

The Reviewer Results screen for LOC Determination is updated to reduce the likelihood of creating overlapping LOC records and/or creating a gap in LOC records. This screen is updated to include the dates requested by the LOC Assessor, allowing the LOC Reviewer to quickly compare the dates requested with the dates authorized.

Additionally, for **reassessment** LOC Determinations, the Assessment Authorized Start Date and Assessment Authorized End Date fields are pre-populated with the next 365-day segment following the current LOC dates. For example, if the current LOC is for 8/1/2017-7/31/2018, then the values for Assessment Authorized Start and End Dates will be defaulted to the next year's dates of 8/1/2018- 7/31/2019. These can be modified if required, but the user will be prompted to confirm this action, acknowledging he or she is aware this may create gaps in LOC dates and subsequently create the possibility for gaps in service.

If the Assessment Determination is “Met”

1. On the **Assessment Determination** screen, select **Met** from the Determination Status drop-down.
2. Enter **comments**, if applicable and click **Done**.

The screenshot displays the 'Reassessment Determination' screen. At the top right, there is a red asterisk icon followed by the text '*=-Required field'. The main section is titled 'Reviewer Results' and contains the following fields:

- Initial Assessment ID: 142050
- Current Assessment ID: 142050
- Date of Assessment: 06/27/2018
- * Determination Status: Met (dropdown menu)
- * Reason: Meets Medical Necessity (dropdown menu)
- Comments: (text input field)
- Assessment Requested Start Date: 06/27/2018
- Assessment Requested End Date: 06/26/2019
- * Assessment Authorized Start Date: 10/04/2017
- * Assessment Authorized End Date: 10/03/2018
- Reviewer Name: (text input field)
- Date Reviewed: 10/04/2017

At the bottom of the screen, there are two buttons: a grey 'Back' button on the left and a green 'Done' button on the right.

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Following completion of LOC Determination, a correspondence is generated to the Individual and their Legal Guardian/Authorized Representative, if appropriate, informing that the LOC is “Met.” The correspondence includes next steps and relevant information based on the Individual’s Medicaid status.

If the Assessment Determination is “Not Met”

1. From the **Assessment Determination** screen, select **Not Met** from the Determination Status drop-down.
2. Select the **reason** the assessment is “Not Met” from the Reason drop-down.
3. Enter detailed comments.
4. Click **Done**.

Reassessment Determination *=-Required field

Reviewer Results

Initial Assessment ID	142050
Current Assessment ID	142050
Date of Assessment	06/27/2018
* Determination Status	Not Met
* Reason	Not Medically Necessar
* Comments :	<input type="text"/>
Assessment Requested Start Date	06/27/2018
Assessment Requested End Date	06/26/2019
* Assessment Denied Start Date	10/04/2017
* Assessment Denied End Date	10/03/2018
* Physician Name	--Select--
Reviewer Name	
Date Reviewed	10/04/2017

← Back**Done**

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A LOC Not Met (Send Correspondence) task is generated for the CHFS Internal Reviewer Group. The CHFS Internal Reviewer manually prints the correspondence and send via certified mail. The letter includes information regarding how to appeal the decision. In addition to sending the correspondence, the Participant must also be monitored to see if an appeal is raised and/or if program closure should be completed. Fourteen calendar days after the Individual's LOC determination was marked as 'Not Met'. A task will be generated to the Case Management Administrator group queue.

If the Assessment Determination is “Lack of Information”

1. From the **Assessment Determination** screen, select **Pended** from the *Determination Status* drop-down.
2. Select the reason the assessment is “Pended” from the *Reason* drop-down.
3. Enter detailed **comments**.
4. Click **Done**

*=-Required field

Reassessment Determination

Reviewer Results

Initial Assessment ID	142050
Current Assessment ID	142050
Date of Assessment	06/27/2018
* Determination Status	Pended
* Reason	LOI
* Comments :	<input type="text"/>
Assessment Requested Start Date	06/27/2018
Assessment Requested End Date	06/26/2019
* Assessment Start Date	10/04/2017
* Assessment End Date	10/03/2018
Reviewer Name	
Date Reviewed	10/04/2017

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A task is triggered to the LOC Assessor to review the LOI. The Individual and their Legal Guardian/Authorized Representative, if appropriate, receives a correspondence that not enough information was provided to determine the LOC. The letter lists the additional documentation needed and states the information must be provided within 14 days of the date of the letter. Once LOC is resubmitted by LOC Assessor, a task is triggered to the LOC Reviewer for determination.

3. Updating Previous Year's LOC Dates

The LOC Reviewer can update the previous year's LOC dates by clicking Modify on the Assessment Details screen. To update the previous year's LOC dates:

1. Access the Individual's **Individual Summary** screen.
2. Click **Assessment History**.

The screenshot displays the 'Individual Summary' page. On the left, under 'Individual Information', there is a table of personal and case details. On the right, a vertical sidebar titled 'Case Action' contains several buttons, with 'Assessment History' highlighted by a yellow border.

Individual Information			
Individual Name	AMANDA	Last Case Action Date	11/12/2015
Medicaid#	123456789	SSN	123-45-6789
Date Of Birth	11/12/1988	Age	27
Gender	Male		
Residence Address	1234 Main St, Anytown, CA 90210	Mailing Address	1234 Main St, Anytown, CA 90210
Primary Phone#	N/A		
Secondary Phone#	N/A		
Email Address	N/A		
Legal Guardian	N/A	Authorized Representative	N/A
Case Management Agency	ABC Agency		
Case Manager	John Doe	Case Supervisor	Jane Smith
Case Number	123456789	Case Status	Active

Case Action

- Case Tracker
- View Applications
- View Documents
- View Plans of Care
- Assessment History**
- Accompanying Data and Document
- View Application Initiator Assignment History
- Message Center
- View Tasks
- View Capacity Summary
- Go To Benefind Dashboard

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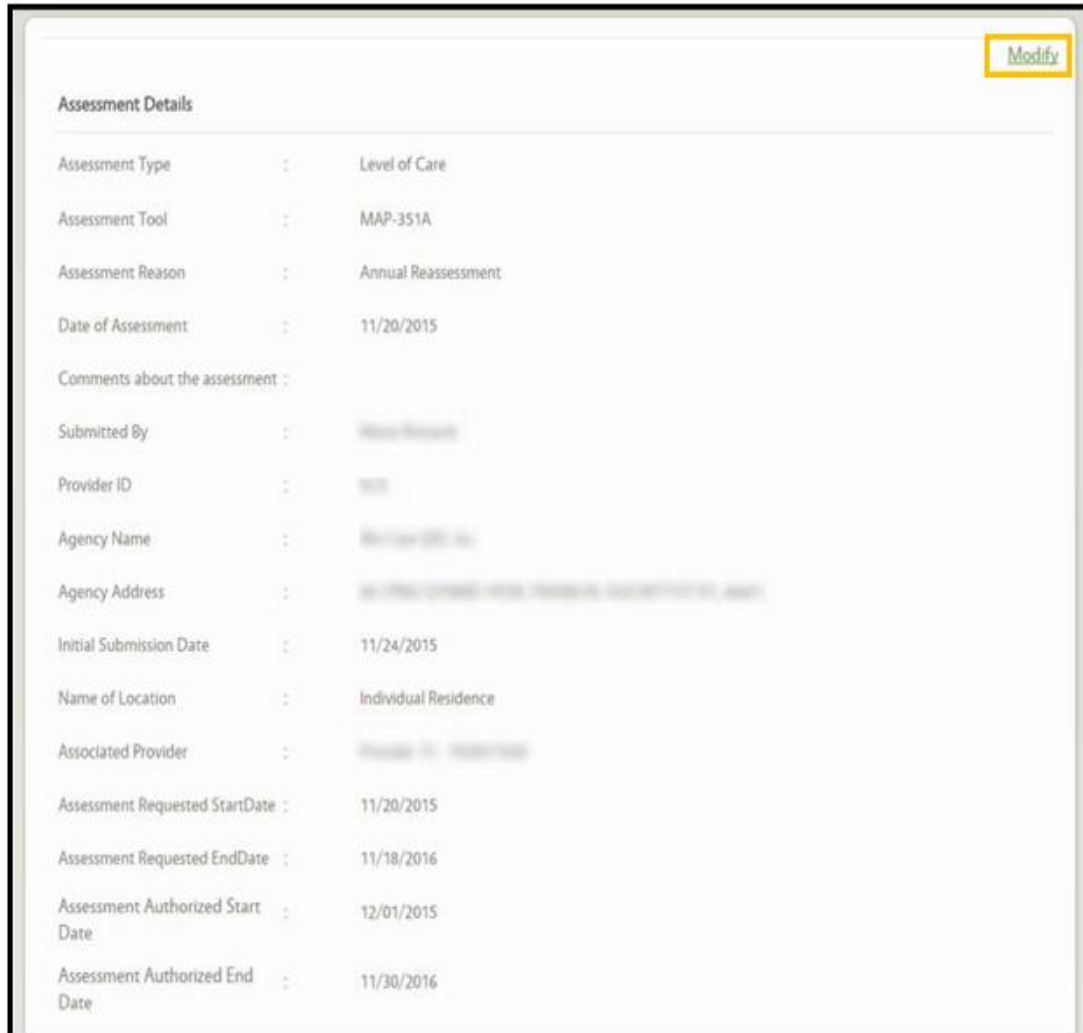
3. The View Assessment screen displays the Participant's assessment history. Click the arrow buttons to expand the assessment sections to display more information.
4. Click View Details.

The screenshot shows a 'View Assessment' interface with a list of assessment entries. Each entry is a collapsible section. The first entry is expanded, showing details for an assessment on 11/12/2015. The second entry is collapsed. A 'View Details' button is located at the bottom of the list.

View Assessment	
<input checked="" type="checkbox"/> Mill Assessments	
<input checked="" type="checkbox"/> Assessment Type	: Level of Care
Assessment Tool	: MAP-351A
Assessment Date	: 11/12/2015
<input checked="" type="checkbox"/> Assessment Type	: Level of Care
Assessment Tool	: MAP-351A
Assessment Date	: 11/20/2015
Initial Submission Date	: 11/24/2015
Comments about the assessment	:
Assessment Reason	: Annual Reassessment
Submitted By	: [Redacted]
View Details	

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5. The **Assessment Details** screen displays assessment activity including: Assessment tool, LOC start and end dates, LOC status, diagnoses, and document(s) uploaded for the LOC determination. Click **Modify**.



The screenshot displays the 'Assessment Details' screen. In the top right corner, there is a yellow 'Modify' button. The main content area is titled 'Assessment Details' and contains a list of fields with their corresponding values:

Field	Value
Assessment Type	Level of Care
Assessment Tool	MAP-351A
Assessment Reason	Annual Reassessment
Date of Assessment	11/20/2015
Comments about the assessment	
Submitted By	[Redacted]
Provider ID	[Redacted]
Agency Name	[Redacted]
Agency Address	[Redacted]
Initial Submission Date	11/24/2015
Name of Location	Individual Residence
Associated Provider	[Redacted]
Assessment Requested StartDate	11/20/2015
Assessment Requested EndDate	11/18/2016
Assessment Authorized Start Date	12/01/2015
Assessment Authorized End Date	11/30/2016

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6. The Assessment Determination screen displays, and the user can update the Assessment dates as appropriate. Click “**Done**” to complete the update.

Reviewer Results

Initial Assessment ID 165268

Current Assessment ID 165268

Date of Assessment 03/20/2019

* Determination Status

* Reason

Comments :

Assessment Requested Start Date

Assessment Requested End Date

* Assessment Authorized Start Date

* Assessment Authorized End Date

Reviewer Name Yall, Florence

Date Reviewed 11/06/2019

4. Viewing the Participant’s LOC Assessment History

To view the history of the Individual’s past assessments:

1. Access the Individual’s **Individual Summary** screen.
2. Click **Assessment History**.

The screenshot displays the 'Individual Summary' interface. It is divided into two main sections: 'Individual Information' and 'Case Action'.

Individual Information:

Individual Name	MADDY	Last Case Action Date	05/26/2017
Medicaid#	N/A	SSN	N/A
Reported SSN :		Pseudo SSN :	
Date Of Birth		Age	50
Gender	Female		
Residence Address		Mailing Address	
Primary Phone#	N/A		
Secondary Phone#	N/A		
Email Address	mw@everything.com		
Legal Guardian	N/A	Authorized Representative	N/A
Case Management Agency	N/A		
Case Manager	N/A	Case Supervisor	N/A
Case Number		Case Status	Active


Case Action:


- Case Tracker
- View Applications
- View Documents
- View Plans of Care
- Assessment History
- View Application Initiator Assignment History
- Message Center
- View Tasks
- View Capacity Summary
- Go To Benefind Dashboard

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3. The **View Assessment** screen displays the Individual's assessment history. Click the **arrow** buttons to expand the assessment sections to display more information.
4. Click **View Details**.

View Assessment

 MP Assessments

 Assessment Type : Level of Care

Assessment Tool : MAP-351

Assessment Date : 05/26/2017

Initial Submission Date : 05/26/2017

Comments about the assessment :

Assessment Reason : Initial

Submitted By : Nancy Bell

[View Details](#)

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5. The **Assessment Details** screen displays assessment activity including: Assessment tool, LOC start and end dates, LOC status, diagnoses, and document(s) uploaded for the LOC determination.

Assessment Details

Assessment Type : Level of Care

Assessment Tool : MAP-351

Assessment Reason : Initial

Date of Assessment : 05/26/2017

Comments about the assessment :

Submitted By : Nancy Bell

Provider ID : N/A

Agency Name : HP

Agency Address : N/A

Initial Submission Date : 05/26/2017

Name of Location : Individual Residence

Associated Provider :

Assessment Requested StartDate : 05/26/2017

Assessment Requested EndDate : 12/01/2017

Assessment Authorized Start Date : 05/26/2017

Assessment Authorized End Date : 05/25/2018

Assessment Activity

LOC Status	Comment	Comment Date	Comment Made By	Reason
Met		05/29/2017	QIO User	Administrative Approval
Submitted for Review		05/26/2017	Nancy Bell	

Diagnosis

Diagnosis	Type	Date of Diagnosis	Indicator
s00	Primary	03/08/2015	ICD10

Document Uploaded

Document Type

[MAP-351](#)

Past Appointments

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5. Updates to Correspondences:

The following table summarizes the correspondence changes/additions in regards to LOC Determination.

Correspondence Number	Correspondence Name	Summary of Changes
WCM-012	Enroll and Pick a Case Manager	Minor Text Updates
WCM-033	LOC Determination	Minor Text Updates