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

![Level of Care Assessment Results Summary](image1)

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

6. Click **Next**.

![Diagnosis](image2)

**NOTE:** Please save the details before continuing to the next screen.
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.

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**.

![Assessment Determination Screen](image)
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**.
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
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**.
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.
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**.
6. The Assessment Determination screen displays, and the user can update the Assessment dates as appropriate. Click “Done” to complete the update.
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**.

![Individual Summary](image-url)
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.
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.

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**Assessment Details**

- **Assessment Type:** Level of Care
- **Assessment Tool:** MAP-361
- **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 Start Date:** 05/26/2017
- **Assessment Requested End Date:** 12/01/2017
- **Assessment Authorized Start Date:** 05/26/2017
- **Assessment Authorized End Date:** 05/25/2018

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**Assessment Activity**

<table>
<thead>
<tr>
<th>LOC Status</th>
<th>Comment</th>
<th>Comment Date</th>
<th>Comment Made By</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Met</td>
<td></td>
<td>05/26/2017</td>
<td>QIC User</td>
<td>Administrative Approval</td>
</tr>
<tr>
<td>Submitted for Review</td>
<td></td>
<td>05/26/2017</td>
<td>Nancy Bell</td>
<td></td>
</tr>
</tbody>
</table>

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**Diagnosis**

<table>
<thead>
<tr>
<th>Diagnosis Type</th>
<th>Date of Diagnosis</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>03/08/2015</td>
<td>ICD10</td>
</tr>
</tbody>
</table>

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**Document Uploaded**

- **Document Type:** MAP-361

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**Past Appointments**
5. **Updates to Correspondences:**

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

<table>
<thead>
<tr>
<th>Correspondence Number</th>
<th>Correspondence Name</th>
<th>Summary of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCM-012</td>
<td>Enroll and Pick a Case Manager</td>
<td>Minor Text Updates</td>
</tr>
<tr>
<td>WCM-033</td>
<td>LOC Determination</td>
<td>Minor Text Updates</td>
</tr>
</tbody>
</table>