agency for persons with disabilities
State of Florida

State of Florida
Agency for Persons with Disabilities

iConnect
ICF Training Manual Version 3.2
05/09/2023

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Introduction

A Client can express interest in entering an ICF at any point, during the Waiver application process or even after being placed on the Pre-Enrollment or Waiver. If on the Waiver, the Waiver Support Coordinator (WSC) will be responsible for initiating the ICF Request. If on the Pre-Enrollment, the Pre-Enrollment Workstream Worker (PESC) will initiate the ICF Request.

1. ICF Admissions

The ICF Admission process includes the following steps:

1. Complete ICF Admission tasks
2. Complete the Residential Referral form.
3. Create ICF Program record & Complete the ICF Referral Tracking form
4. Complete QSI Assessment if over 90 days
5. Generate ICF Authorization Letter
6. Complete Initial Admission Paperwork

1a. Complete ICF Admission Tasks

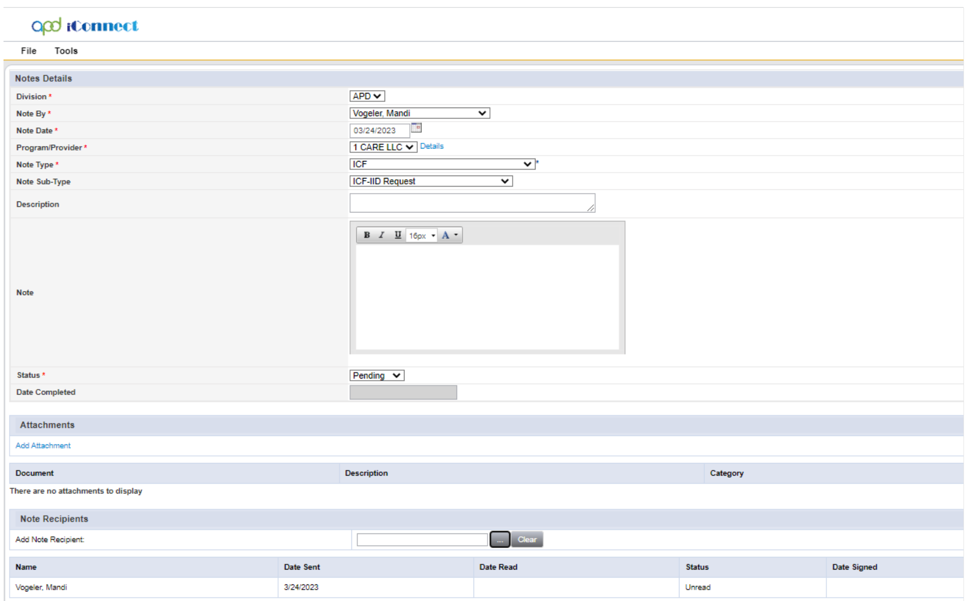
The WSC/PESC will complete the ICF Admission process.

Role(s): Waiver Support Coordinator (WSC/CDC) or Region Pre-Enrollment Workstream Worker

1. The WSC/PESC will complete the following ICF Admission Tasks:
    a. Signed copy of Choice Counseling (paper- attach)
    b. Signed Documentation of Choice (paper- attach)
    c. Verify Waiver Eligibility Worksheet (form)
    d. Attach Guardian Paperwork and/or Supporting Documentation (paper- attach)
    e. Verify QSI Completion Date (form)
    f. Central Admissions Cover Sheet (paper- attach)
    g. Person Centered Support Plan (signed paper – attach)

2. If the Client is on the Waiver, the Waiver Support Coordinator (WSC) will create a **Note** to the Region Waiver Workstream Worker and Clinical Workstream Lead. If not, the Region Pre-Enrollment Workstream Worker (PESC) will create a **Note** to the Clinical Workstream Lead.

3. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** The Note Details page displays. Update the following fields:
    a. Provider/Program = select own WSC agency/provider record if applicable
    b. Note Type = ICF
    c. Sub-Type = ICF-IID Request
    d. Status = Pending
    e. Attachments = Add documentation from ICF Admission Tasks
    e. Recipients = Region Waiver Workstream Lead & Clinical Workstream Lead OR the Region Pre-Enrollment Workstream Lead & Clinical Workstream Lead when the client is not on the waiver.



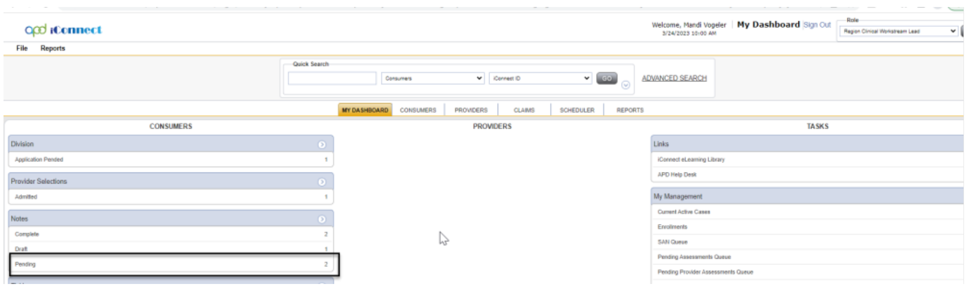
    f. From the **File** menu, select **Save and Close Notes**.

Role(s): Region Waiver Workstream Lead and Clinical Workstream Lead

4. The Region Waiver Workstream Lead monitors **My Dashboard** for incoming notes from the WSC to be notified of new ICF-IID Requests and notes the Clinical Workstream Lead was also notified as a note recipient.

5. The Clinical Workstream Lead monitors **My Dashboard** for incoming notes to be notified of new ICF-IID Requests and to reassign the Disenrollment ticklers to the Waiver Workstream Lead

to ensure the waiver disenrollment process occurs for the client later in the workflow and ensure behavioral concerns are addressed if they exist. Select the **My Dashboard** > **Consumers** > **Pending** > **Notes** queue.

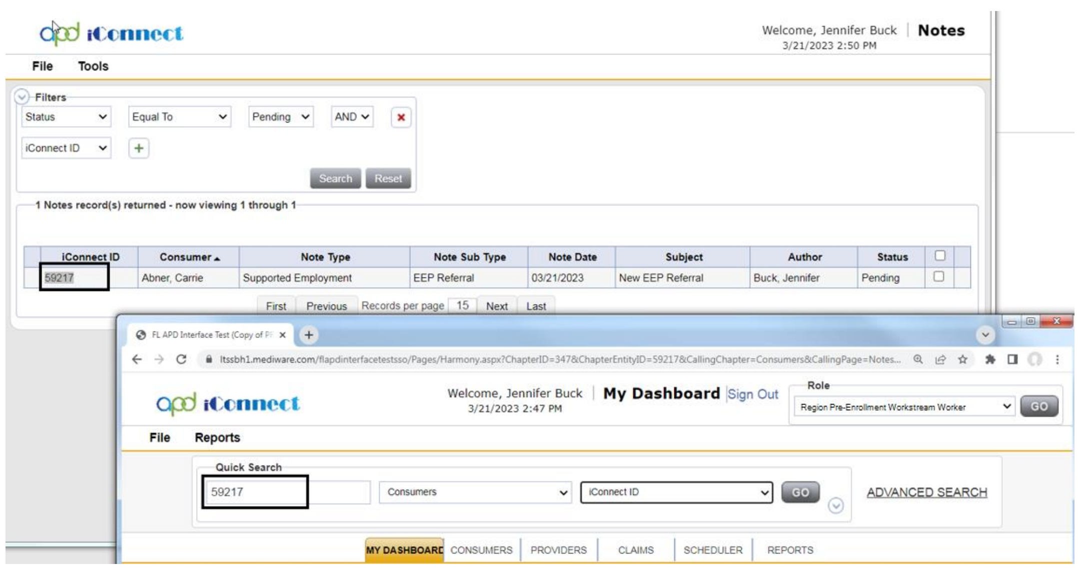


6. Click on the note to review the details. Keep the note open.

7. Review the client's record and most recent QSI to determine if there are any behavior concerns. If there are behavioral concerns, proceed to the [Behavioral Concerns](#) section. If there are no behavioral concerns, proceed to the [Complete the Residential Referral Form](#) section.

Tip

Navigate quickly from the My Dashboard > Notes queue to the client's record by copying the iConnect ID from the Notes queue and pasting it into the Consumer > Quick Search. The Note queue window will remain open for convenience.



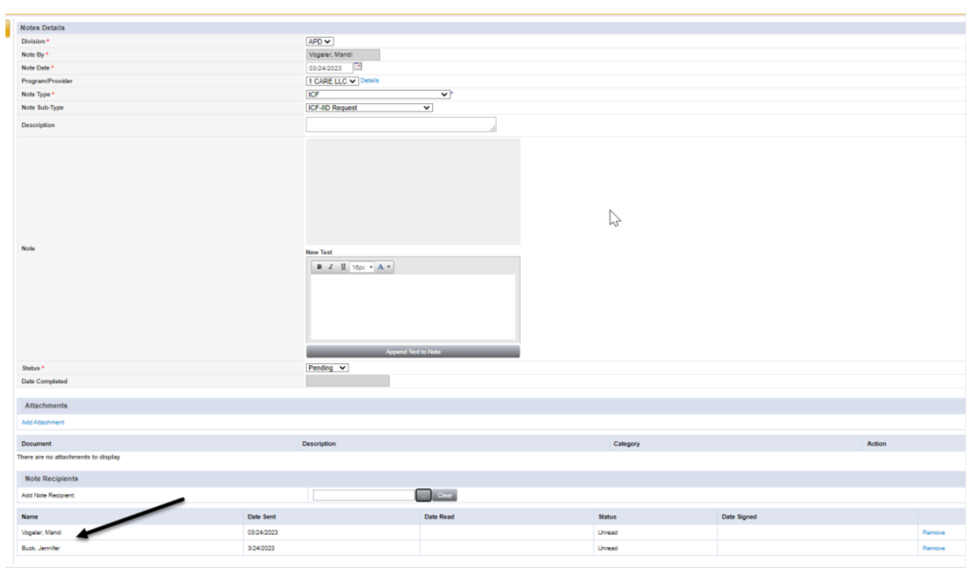
1b. Complete Residential Referral Form

If there are not any behavioral concerns, the Regional Clinical Workstream Lead would have routed the ICF-IID Request note directly to the MCM. Others are first routed to the Area Behavioral Analysis (ABA) who will later route to the MCM after the ICF/IID Behavioral Rate Screening Tool is completed.

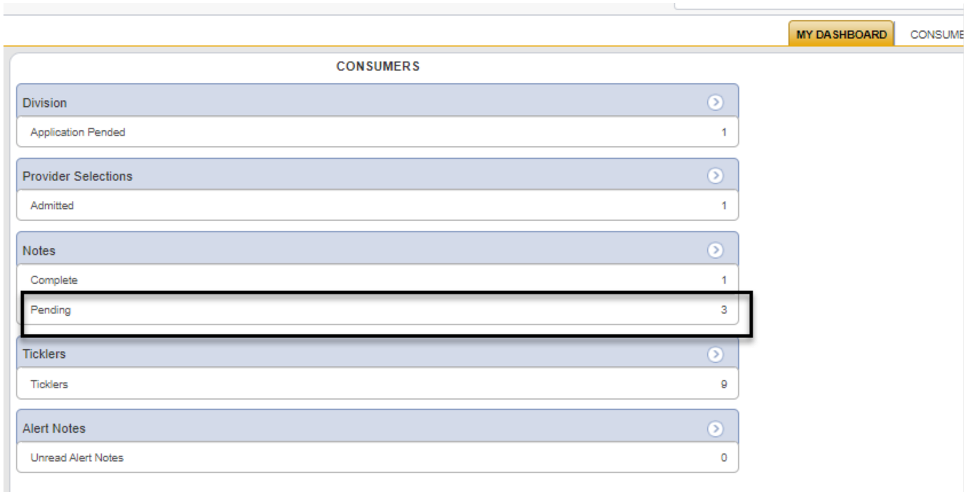
Role: Region Clinical Workstream Worker (MCM)

1. If there are no behavior concerns, the Clinical Workstream Lead will notify the MCM via a note in iConnect. From the existing ICF-IID Request note, update the following fields:
    a. Note = denote there are no behavioral concerns to address
    b. Status = Pending
    c. Note Recipient = Medical Case Manager (MCM)

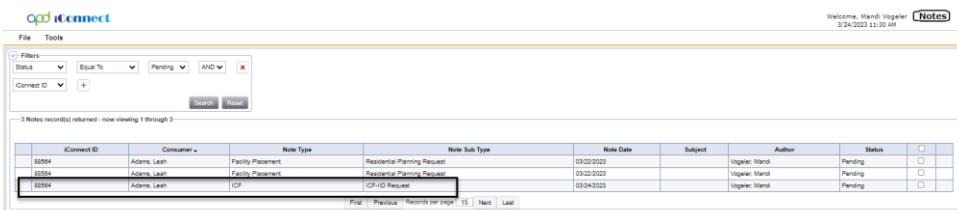
2. From the **File** menu, select **Save and Close Note**.



3. MCM will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.

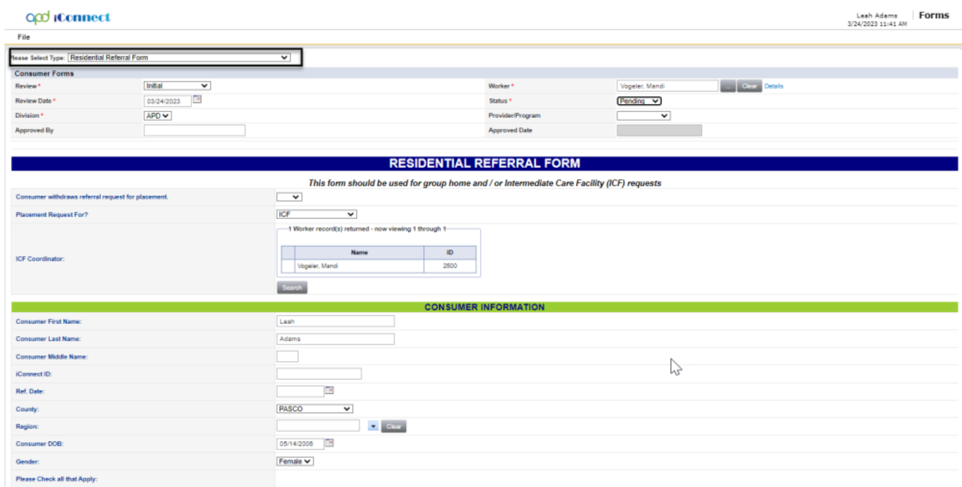


4. Select the Pending ICF-IID Request Note from the **Notes** queue and reviews the details of the request. Keep the note record open.



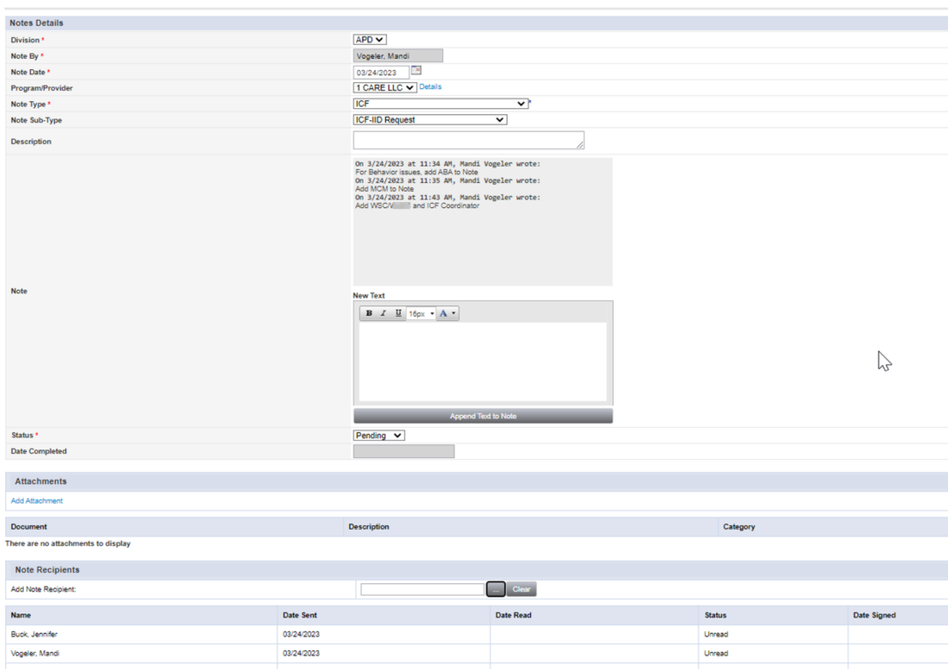
5. The MCM, Waiver Support Coordinator (WSC/CDC) or PESC will initiate the Residential Referral Form. Navigate to the clients record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select “Residential Referral Form” The Form Details page displays. Update the following fields:
    a. Review = select As Needed
    b. Review Date = default to today
    c. Division = defaults to APD
    d. Worker = self
    e. Status = Pending if LOR is 3; Choose Complete if the LOR is not 3. Complete the fields in the form
    f. Placement Request For? = ICF
    g. Fill out remainder of the form appropriately.
    h. Select the Level of Reimbursement at bottom of form.
    i. Signature = Search for and select the name of the MCM

ICF

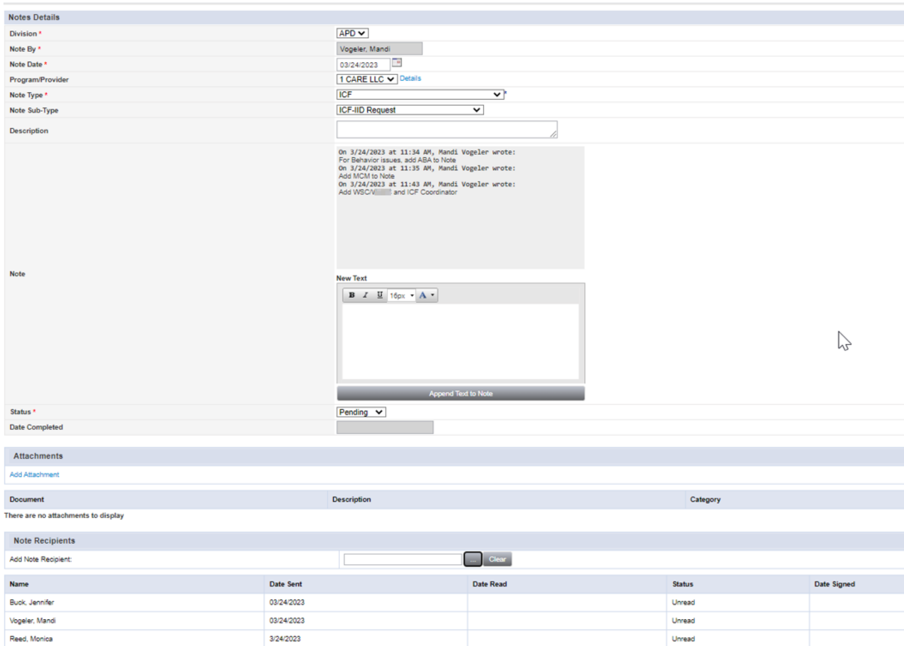


6. From the **File** menu, select **Save and Close**

7. The MCM will update the existing ICF-IID Request note now that the Residential Referral Form is complete. From the open note record, update the following fields:
    a. Note = details of the completed referral form
    b. Status = Pending
    c. Note Recipient = WSC or PESC and State Office Residential Intake Specialist. The WSC or PESC are added as notifications, but the State Office Residential Intake Specialist will have to complete the next round of tasks for the admission.



8. From the **File** menu, select **Save and Close Notes**. Proceed to the State Office Tasks section.

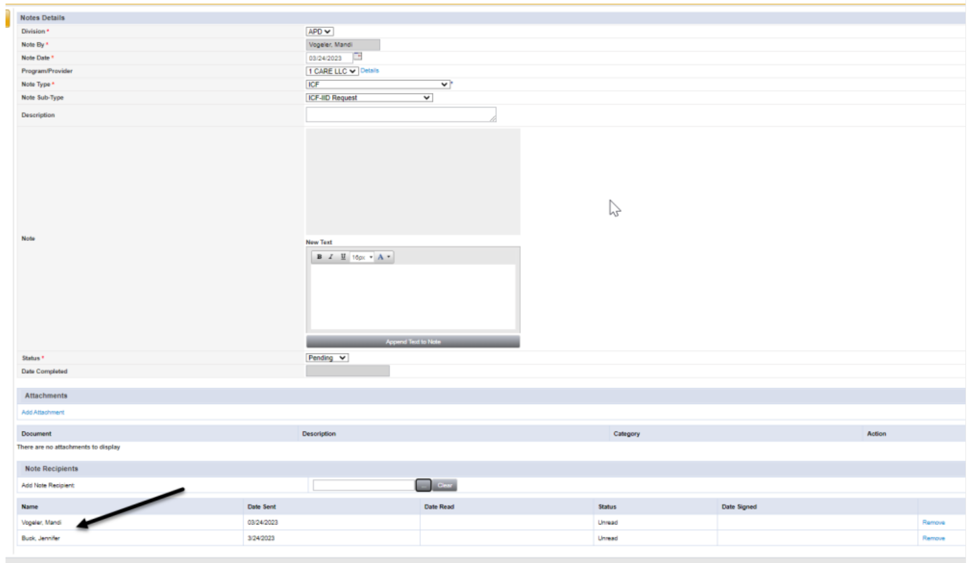


1c. Behavioral Concerns

Role: Regional Clinical Workstream Lead & Regional Clinical Workstream Worker (ABA)

1. If there are behavioral concerns, the Clinical Workstream Lead will notify the ABA via a note in iConnect. From the existing ICF-IID Request note, update the following fields:
    a. Note = denote the behavioral concerns the ABA should address
    b. Status = Pending
    c. Note Recipient = ABA

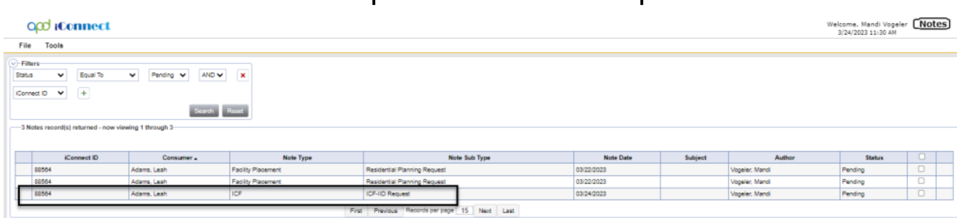
ICF



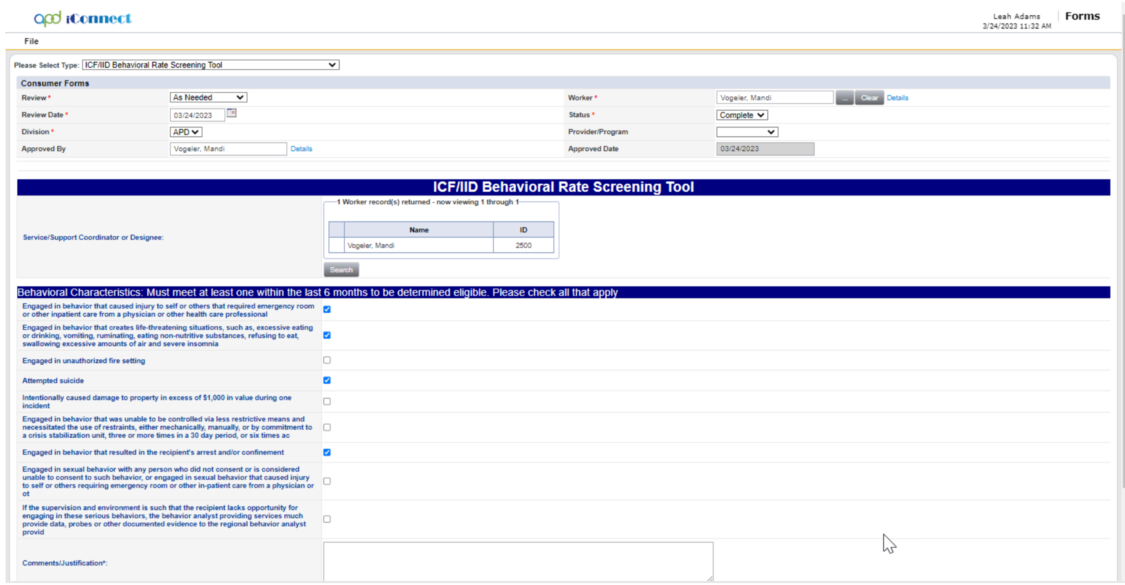
2. From the **File** menu, select **Save and Close Notes**.

3. The Regional Clinical Workstream Worker (ABA) monitors **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.

4. Select the Pending ICF-IID Request Note from the **Notes** queue and review clients record. Keep the note record open.

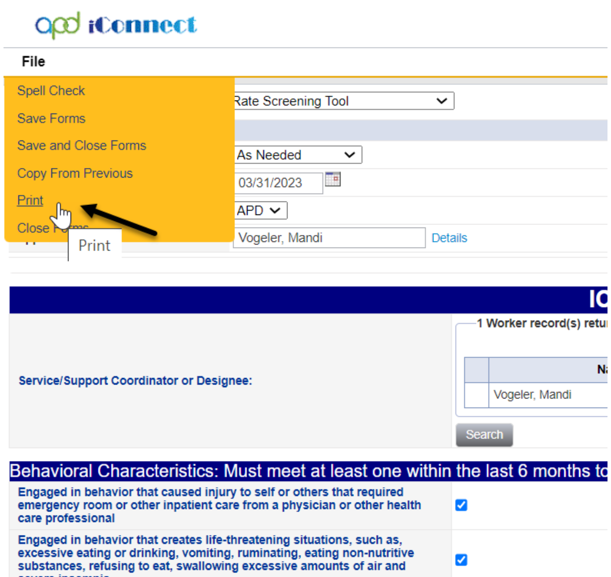


5. The ABA will also complete the ICF/IID Behavioral Screening Tool. Navigate to the clients record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select “ICF/IID Behavioral Screening Tool.” The Form Details page displays. Update the following fields:
    a. Review = select As Needed
    b. Review Date = default to today’s date
    c. Division = defaults to APD
    d. Worker = Self
    e. Status = Complete
    f. Complete the fields on the form.



6. From the **File** menu, select **Save Forms**.

7. The ABA must print a copy of the screening tool to PDF. From the **File** menu, select **Print**.

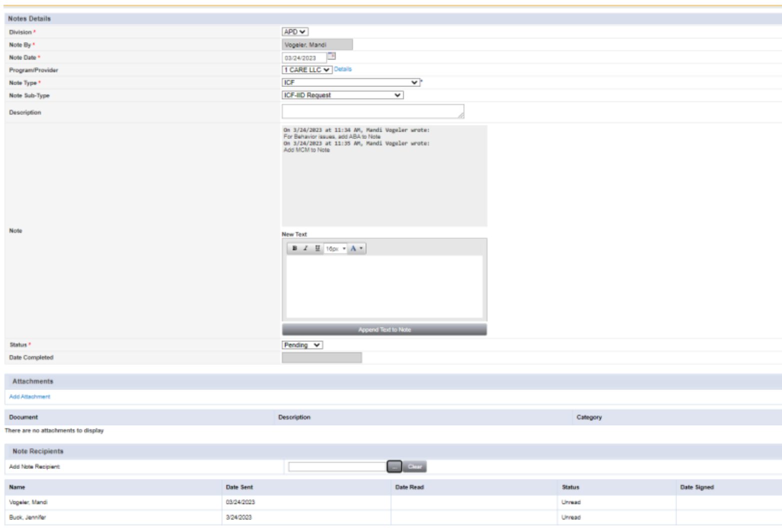


8. From the **File** menu, select **Close Forms**

9. Navigate to the Notes tab and select the existing ICF-IID Request note. From the open note record, update the following fields:
    a. Note = details of the addressed behavioral concerns
    b. Status = Pending

   c. **Attach any supporting documentation used to demonstrate eligibility must be included as an attachment in the note, regardless of where else the information may be found.**
   d. Note Recipient = MCM

10. From the **File** menu, select **Save and Close Notes**.

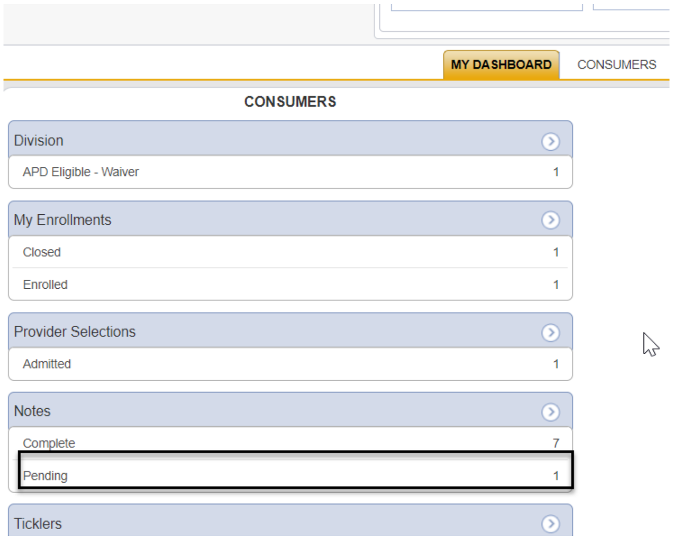


11. MCM Receives updates and proceeds with [Complete Residential Referral Form]() Section.

1d. State Office Tasks

Role: State Office Worker

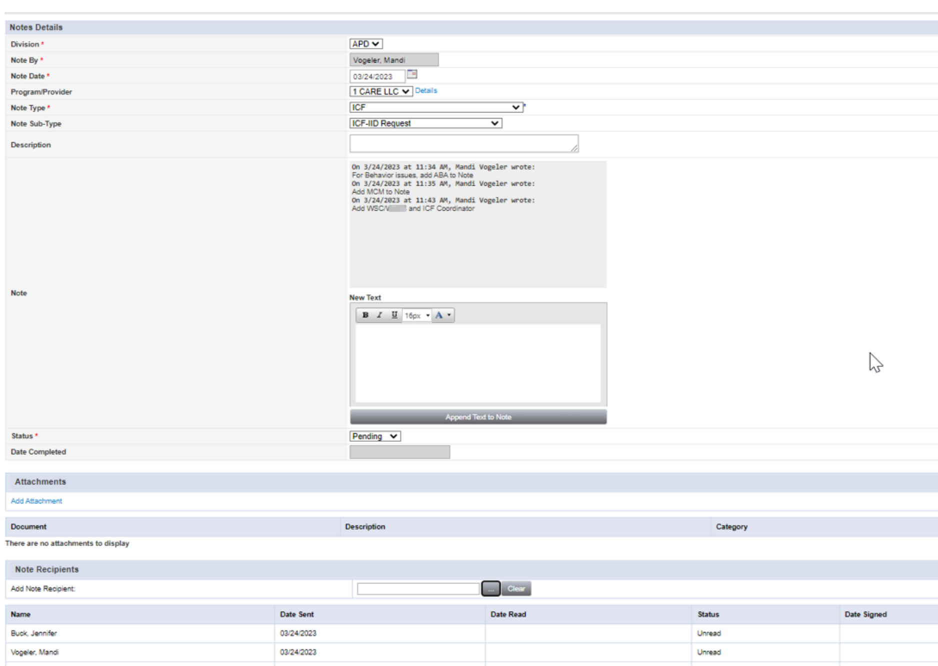
1. State Office Residential Intake Specialist will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



2. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request.

3. If there is missing documentation, return the note to the WSC/PESC. If there is not missing information, skip to step 9.

    a. Mark Note as Read, update the following fields:
    b. Note = details of the missing information/ documentation
    c. Status = Pending
    d. Note Recipient = WSC or PESC.

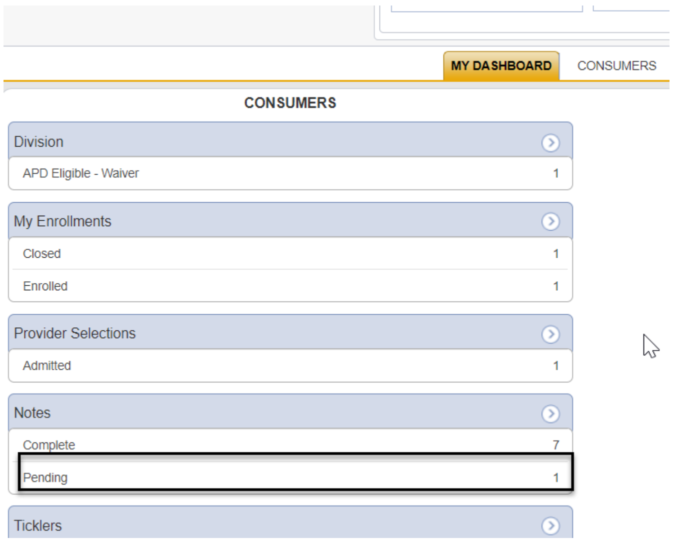


4. From the **File** menu, select **Save and Close Notes**.

WSC/PESC Responds to request for additional information.

Role: Waiver Support Coordinator (WSC/CDC) or Region Pre-Enrollment Workstream Worker

5. The WSC/PESC will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.

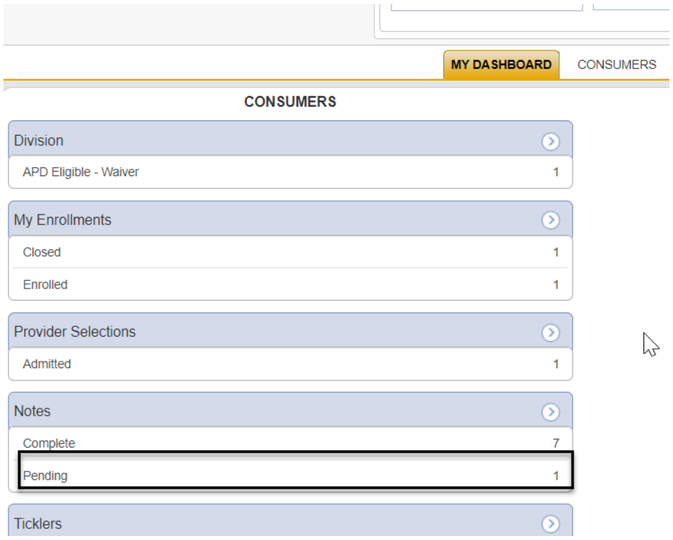


6. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request. Update the following fields:
    a. Note = details of the missing information/documentation
    b. Status = Pending
    c. Attachments = Include the documentation requested by the SO Residential Intake Specialist
    d. Note Recipient = SO Residential Intake Specialist.
    e. Mark Note as Read

7. From the **File** menu, select **Save and Close Notes**.

Role: State Office Worker

8. The SO Residential Intake Specialist will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



9. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request.

10. Now that the documentation is complete, the note can be sent to the ICF Coordinator. Update the following fields:
    a. Note = details that the packet is complete
    b. Status = Pending
    c. Note Recipient = ICF Coordinator.

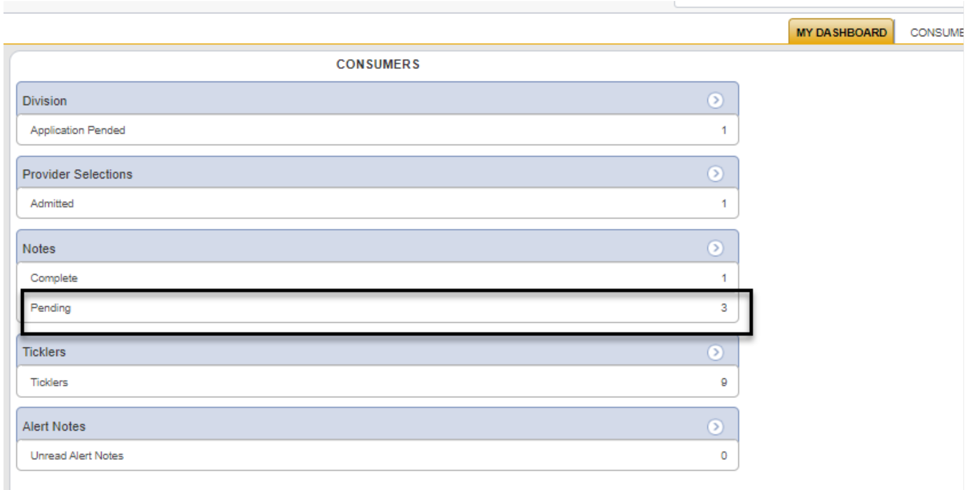
11. From the **File** menu, select **Save and Close Notes**. Proceed to the ICF Coordinator Tasks section.

1e. ICF Coordinator Tasks

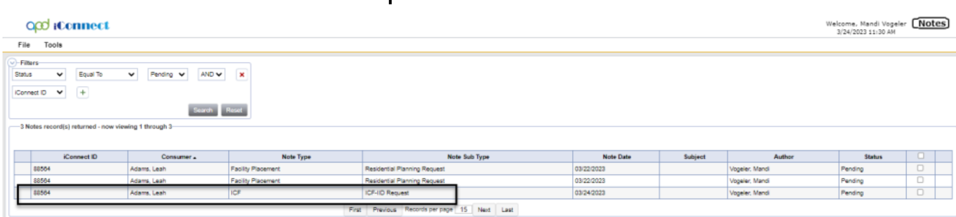
The ICF Coordinator is responsible for updating the workers on the client's division record, coordinating the review of referrals with LOR = 3, reviewing the completed admission packet, creating the ICF/IID program enrollment, ensuring that the QSI is dated within 90 days (from receipt of the completed residential referral packet), sending out the ICF Authorization letter, and wrapping up documentation when the client is admitted. The Authorization may only be sent if there is a confirmed QSI date or an existing QSI is less than 90 days old.

Role: State Office Worker (ICF Coordinator)

1. The ICF Coordinator will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



2. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request.



3. The ICF Coordinator will ensure the ICF Admission tasks have been completed. If additional documentation is needed or corrections need to be made, the ICF Coordinator will communicate with the WSC/PESC or MCM through the ICF-IID note in iConnect to collect the additional information. Update the following fields:
   a. Note = details of the missing information or corrections needed
   b. Status = Pending
   c. Note Recipient = WSC/PESC or MCM depending on the missing information.

4. From the **File** menu, select **Save and Close Notes**.

5. The WSC/PESC or MCM will monitor My Dashboard for incoming notes. The WSC/PESC or MCM will update the ICF-IID Note with the missing information and send back to the ICF Coordinator. Update the following fields:

   a. Note = details of the additional information provided, or corrections made
   b. Status = Pending
   c. Note Recipient = SO Residential Intake Specialist

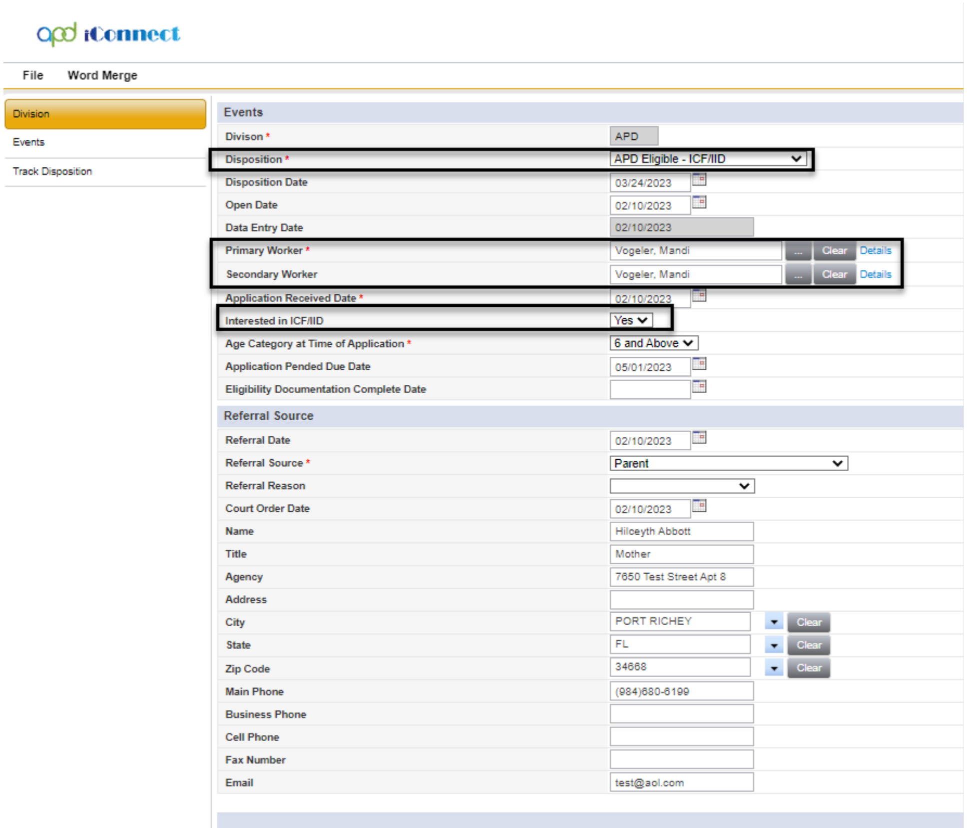
6. From the **File** menu, select **Save and Close Notes**.

7. The SO Residential Intake Specialist will monitor My Dashboard for incoming notes. The SO Residential Intake Specialist will review the updates provided by the WSC/PESC or MCM and complete the note. Update the following fields:
   a. Note = confirm all requested information has been received and packet is complete.
   b. Status = Complete

8. If the admission tasks were completed and requests for additional information were not needed, the SO Residential Intake Specialist would have noted the completion and closed the note. Update the following fields:
   a. Note = confirm the admission packet is complete
   b. Status = Complete

9. From the File menu, select Save and Close Notes.

10. Once the admission packet has been reviewed and is complete, the ICF Coordinator will update the workers on the client's Division record. Navigate to the client's record and click on the **Division** tab. Select the existing division record. Update the following fields:
    a. Disposition = APD Eligible – ICF/IID
    b. Primary Worker = ICF Coordinator
    c. Secondary Worker = PESC (if on pre-enrollment list) or WSC (if on the waiver)
    d. Interested in ICF/IID = Yes



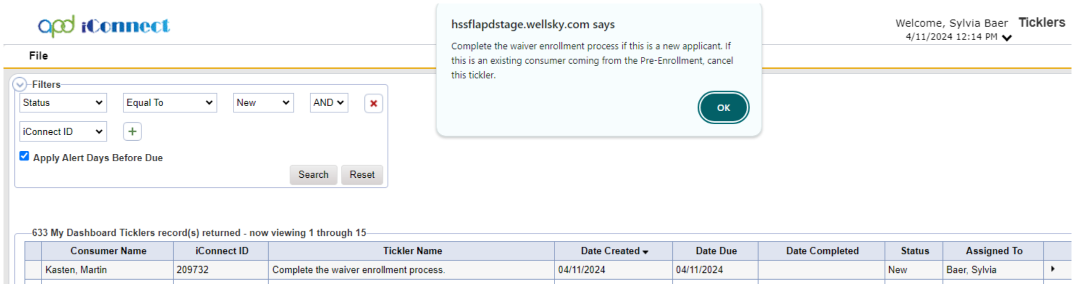
11. When the client's Division page is saved with Interested in ICF/IID = Yes, a workflow wizard will trigger a tickler for the WSC/PESC (Secondary Worker):
    a. Complete the waiver enrollment process.

    This tickler applies to new applicants only.

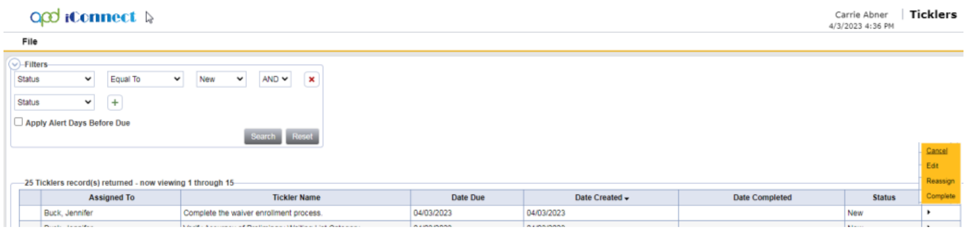
WSC/PESC receives ticklers

Role: Waiver Support Coordinator (WSC/CDC) or Regional Pre-Enrollment Workstream Worker

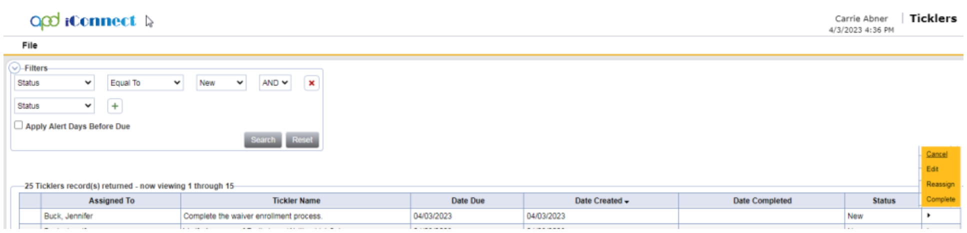
12. The WSC/PESC will view their ticklers from My Dashboard and select the "Complete the waiver enrollment process" tickler. As the tickler states, this tickler applies to new applicants only. If this client is already on the waiver or pre-enrollment list, this tickler does not apply and can be cancelled by the WSC/PESC.



13. If this is a new applicant, the WSC/PESC will proceed with the application and eligibility process with the client and mark the tickler as complete. From the tickler **flyout** menu, select **Complete**.



14. If this is not a new applicant, the WSC/PESC will cancel the tickler. From the tickler **flyout** menu, select **Cancel**.



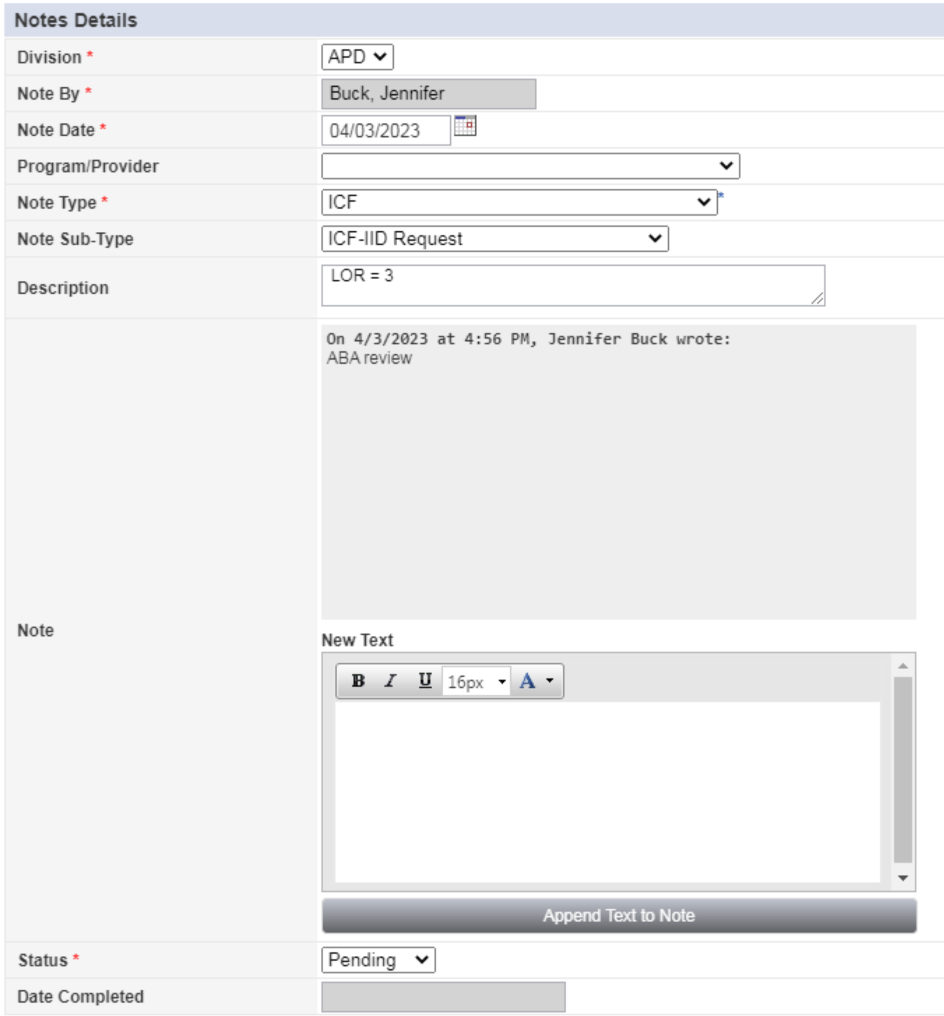
1f. Level of Reimbursement (LOR) 3 – Behavioral

If the LOR on the Residential Referral Form is equal to 3 because of behavioral issues, the Agency Senior Behavior Analyst or Designee will need to review and approve the LOR before the ICF Coordinator proceeds with completing the Admission Packet.

Role: State Office Worker (Agency Senior Behavior Analyst or Designee)

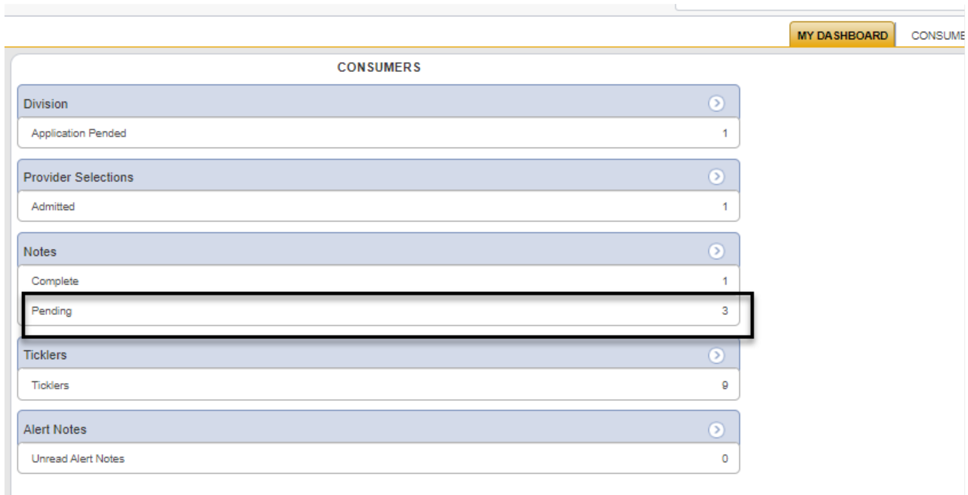
1. The ICF Coordinator will add the Agency Senior Behavior Analyst or Designee as a recipient to the existing ICF-IID Request note. From the open note record, update the following fields:
    a. Note = details of the request for a LOR 3 approval
    b. Status = Pending

c. Note Recipient = Agency Senior Behavior Analyst or Designee



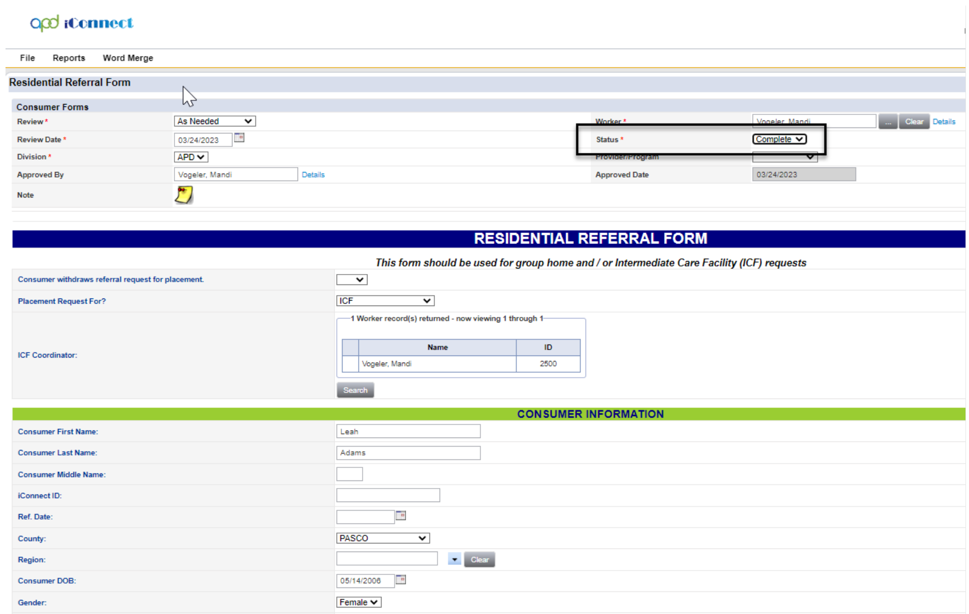
2. From the **File** menu, select **Save and Close Notes**.

3. ABA will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



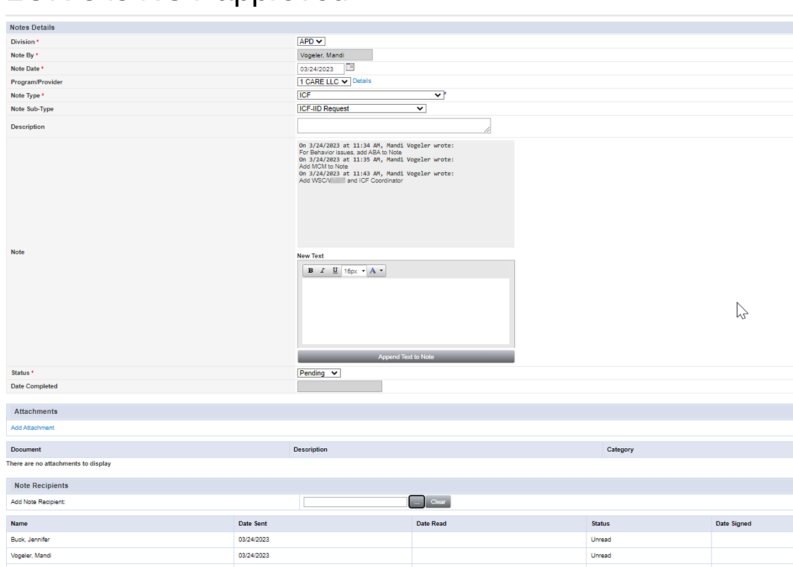
4. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request. This note will be completed later in the workflow after the ICF Coordinator confirms the admission packet is complete.

5. The Agency Senior Behavior Analyst or Designee will navigate to the **Forms** tab. Select the Pending Residential Referral Form from the list view. Review the content of the form. Update the following fields:
    a. If LOR 3 is approved, change the Status = Complete. No additional fields need to be updated. The approval will be noted by the Agency Senior Behavior Analyst or Designee in the ICF-IID Request note and sent back to the ICF Coordinator.
    b. If LOR 3 is NOT approved, the status will remain = Pending until the MCM review is complete. The denial will be noted by the Agency Senior Behavior Analyst or Designee in the ICF-IID Request note and sent back to the MCM.



6. From the **File** menu, select **Save and Close Form**.

7. The Agency Senior Behavior Analyst or Designee will update the existing ICF-IID Request note once the LOR review is complete. From the open note record, update the following fields:
   a. Note = note the approval or denial of the LOR 3
   b. Status = Pending
   c. Attach any supporting documentation/matrix
   d. Note Recipient = ICF Coordinator if LOR 3 is approved. MCM if LOR 3 is NOT approved.



8. From the **File** menu, select **Save and Close Notes**.

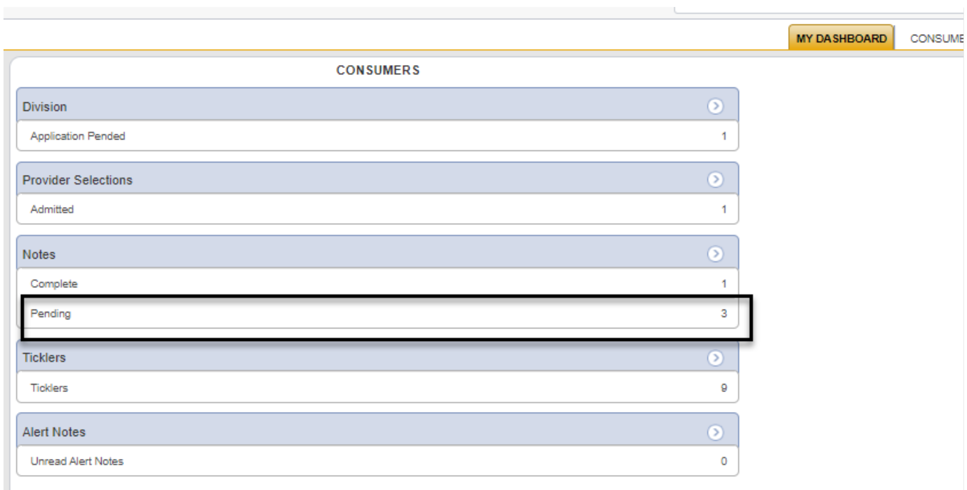
LOR 3 Denied & MCM update necessary

Role: Region Clinical Workstream Worker (MCM)

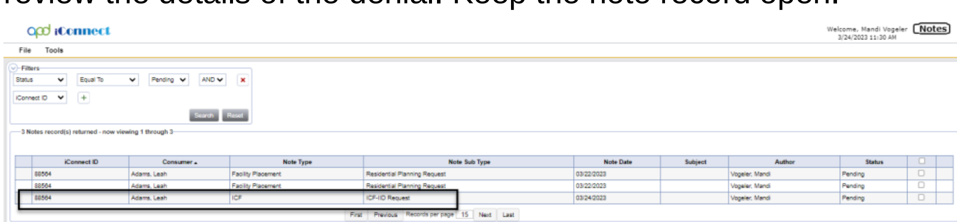
If the Agency Senior Behavior Analyst or Designee does approve the LOR 3, no MCM review is needed. Proceed to Admission Packet Complete section.

If the Agency Senior Behavior Analyst or Designee does not approve the LOR 3, MCM needs to update the LOR on the form. The Agency Senior Behavior Analyst or Designee included the MCM as a note recipient on the existing ICF/IID Request Note.

1. MCM will work **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.

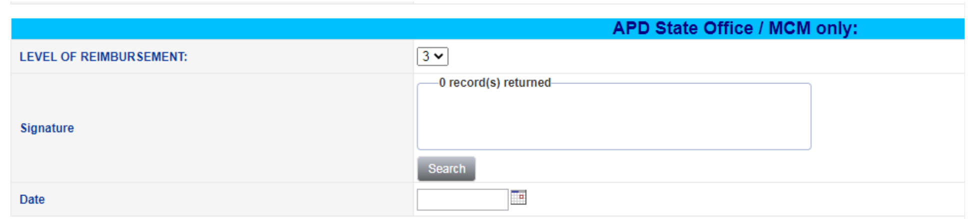


2. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the denial. Keep the note record open.



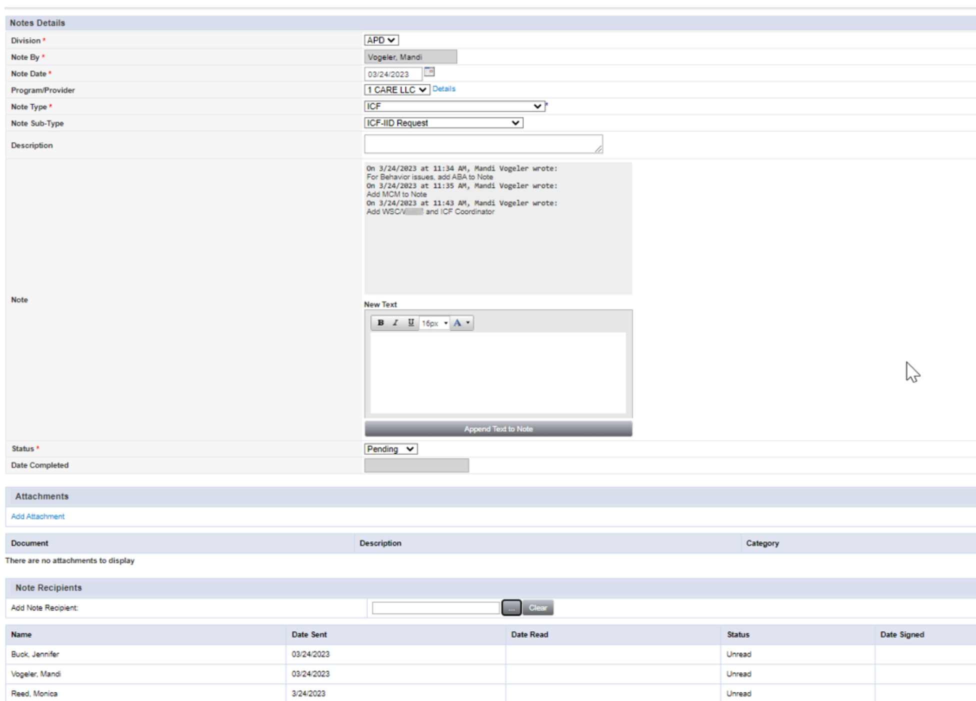
3. The MCM must update the Residential Referral Form. Navigate to the clients record and select the **Forms** tab. Select the Pending "Residential Referral Form" from the list. The Form Details page displays. Update the following fields:

a. Status = Complete
b. Level of Reimbursement = change from 3 to 2 or 1.
c. Signature = Search for and select the name of the MCM if not already populated.
d. Date = Current Date



4. From the **File** menu, select **Save and Close Form.**

5. The MCM will update the existing ICF-IID Request note after the Residential Referral Form is complete and LOR has been updated. From the open note record, update the following fields:
    a. Note = details of the completed referral form
    b. Status = Pending
    c. Note Recipient = ICF Coordinator



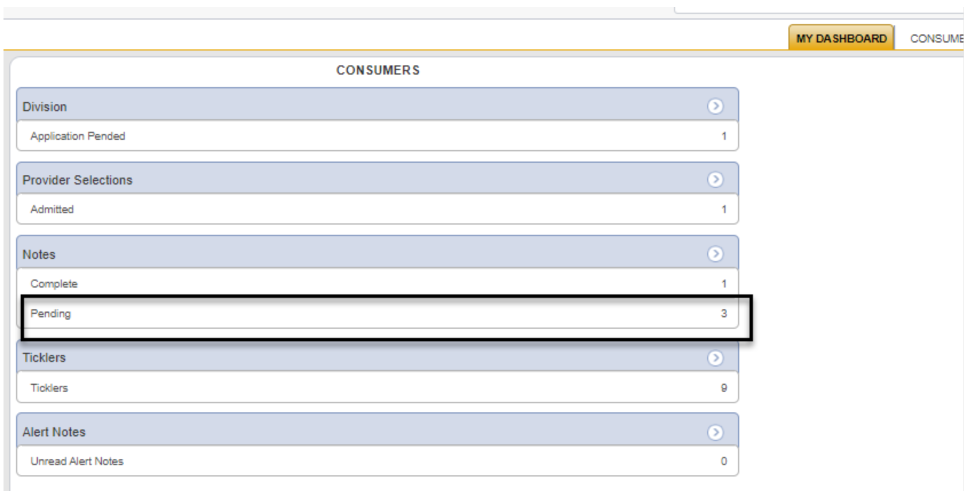
6. From the **File** menu, select **Save and Close Notes**.

1g. Admission Packet Complete

Role: State Office Worker (ICF Coordinator)

If the Level of Reimbursement is not equal to 3 or if it is equal to 3 and has been reviewed by the Agency Senior Behavior Analyst or Designee and/or MCM, the ICF Coordinator can complete the next task to confirm the Admission Packet is complete.

1. ICF Coordinator monitors **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue

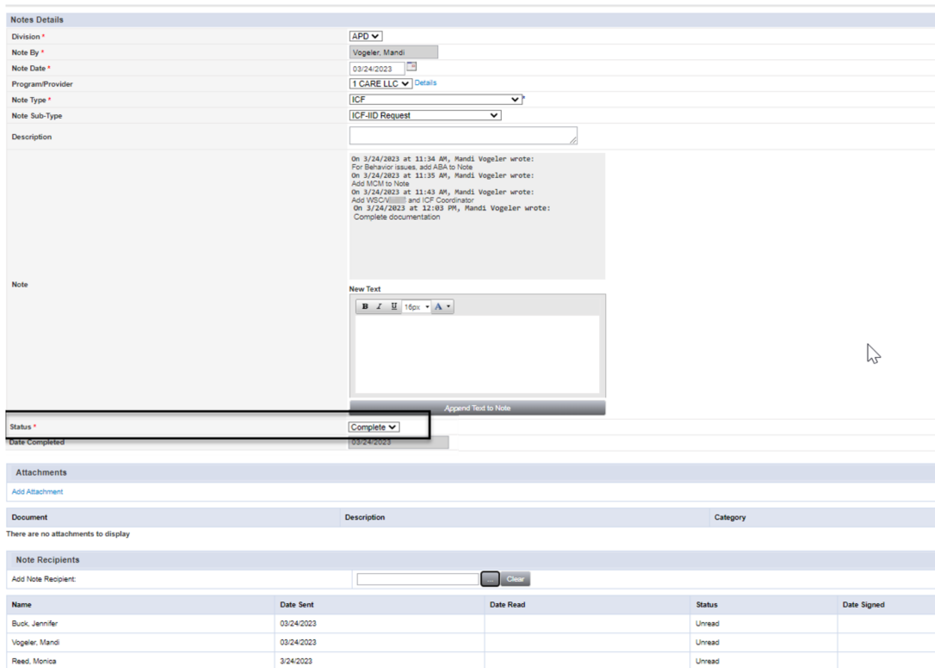


2. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request. Keep the note record open.

3. The ICF Coordinator verifies completion of ICF Admission tasks and confirms that all documents are correct and complete:
    a. Signed copy of Choice Counseling
    b. Signed Documentation of Choice
    c. Verify Waiver Eligibility Worksheet
    d. Attach Guardian Paperwork/ Medical Proxy and/or Supporting Documentation
    e. Verify QSI Completion Date
    f. Central Admissions Cover Sheet
    g. Verify Residential Referral Form has LOR and MCM signature.

Note: Due to length of time to get an ICF to accept, sometimes referrals may go out while the documents are being completed/corrected

4. If the documents are completed, the ICF Coordinator will note it in the ICF-IID Request note. From the open note record, update the following fields:
   a. Note = details of the completed documentation
   b. Status = Complete
   c. Attachments = Ensure that all supporting documentation from step 3 is attached, if not, attach the missing documentation.



5. From the **File** menu, select **Save and Close Notes**. Proceed to the [Create ICF Program](#) section.

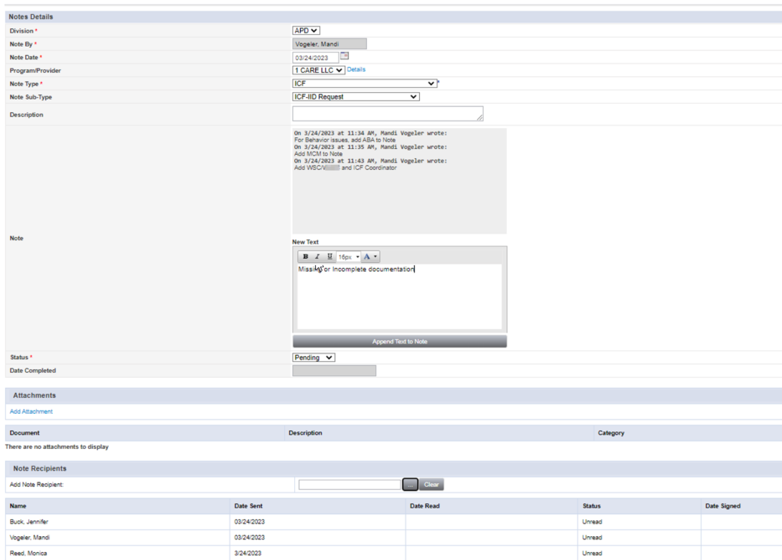
WSC/PESC/MCM Responds to request for additional information.

Role: Waiver Support Coordinator (WSC/CDC), Region Pre-Enrollment Workstream Worker, or Medical Case Manager (MCM)

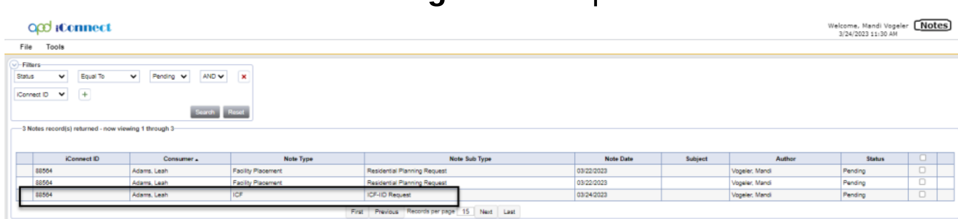
6. If documents are not complete, the ICF Coordinator uses the existing ICF-IID Request note to request follow up from the PESC, WSC or

MCM, depending on what documentation is missing. From the open note record, update the following fields:

a. Note = Missing/Incorrect items
b. Status = Pending
c. Recipient = WSC/PESC or MCM (Depending on items that are missing or incorrect)



7. WSC/PESC or MCM will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue



8. Select the Pending ICF-IID Request Note from the **Notes** queue and review the details of the request. Keep the note record open.

9. The WSC/PESC or MCM will complete the follow up requested by the ICF Coordinator, update the existing ICF-IID Request note and return to the ICF Coordinator. From the open note record, update the following fields:
    a. Note = details of the updates that have been made and/or additional documentation provided
    b. Status = Pending
    c. Note Recipient = ICF Coordinator

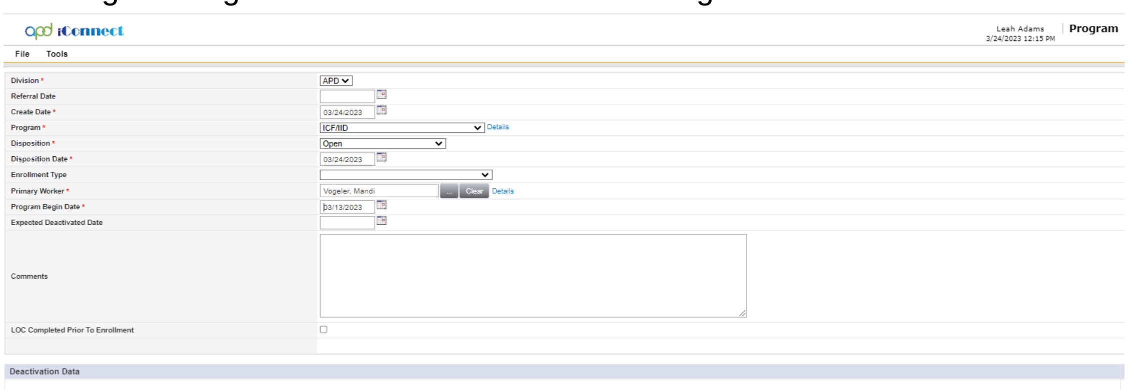
10. From the **File** menu, select **Save and Close Notes**.

    The ICF Coordinator will repeat the steps listed in the 1g. Admission Packet Complete section until the packet/documents are completed.

1h. Create ICF Program Record

Role: State Office Worker (ICF Coordinator)

1. The ICF Coordinator will create the ICF/IID program enrollment record. Navigate to the clients record and select the **Program** tab. From the **File** menu, **Add Program.** The Program Details page displays. Update the following fields:
    a. Division = Defaults to APD
    b. Referral Date = Date the referral was approved
    c. Create Date = Defaults to today's date
    d. Program = ICF/IID
    e. Disposition = Open
    f. Disposition Date = Defaults to today's date
    g. Enrollment Type = Blank
    h. Primary Worker = ICF Coordinator
    i. Program Begin Date = date the enrollment began



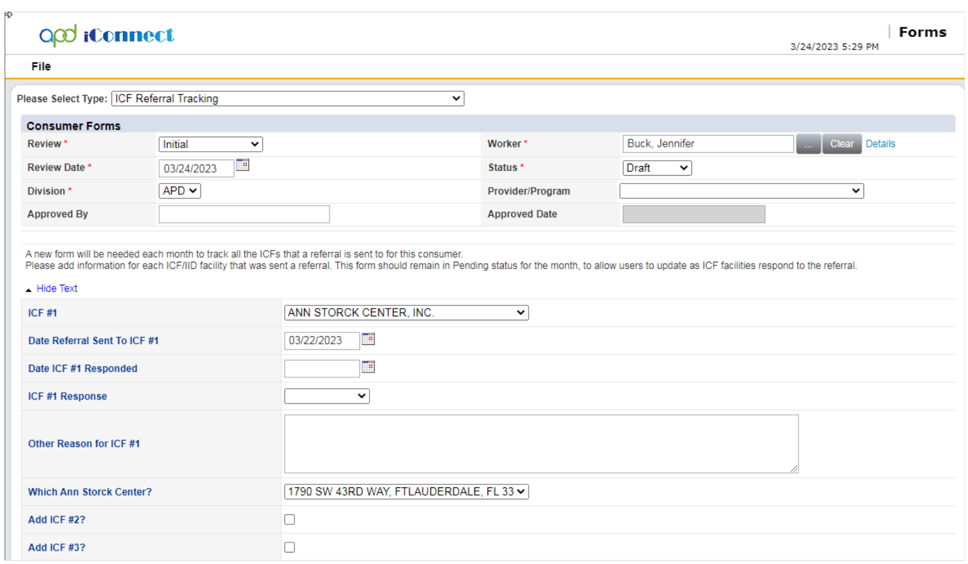
2. From the **File** menu, select **Save and Close Programs.**

3. Outside of iConnect the ICF Coordinator will send the admission packet to one or more ICFs and track on the Referral Tracking Form.

1i. ICF Referral Tracking form

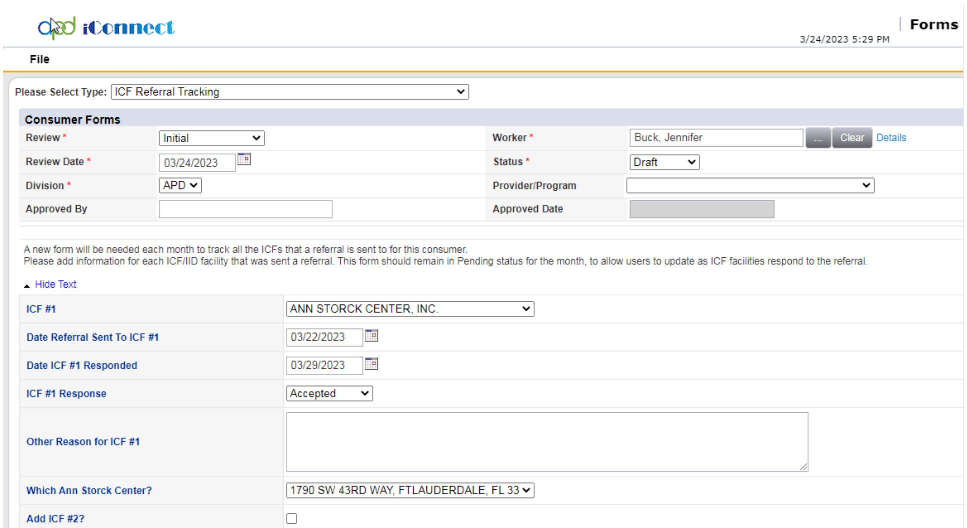
Role: State Office Worker (ICF Coordinator)

1. The ICF Coordinator will create the ICF Referral Tracking form for the client to document the ICFs that have received the Admission Packet and their response. A new form is created for each month referrals are sent. Navigate to the **Forms** tab. From the **File** menu, **Add Forms** and select the “ICF Referral Tracking” form. Update the following fields:
    a. Review = As Needed
    b. Review Date = default to today’s date
    c. Division = defaults to APD
    d. Worker = self
    e. Status = Pending. This form will be updated as responses from the ICFs are received.
    f. ICF name = select from dropdown
    g. Date referral sent to ICF = enter the date
    h. Which xxxx Center = select the correct location when this field is displayed. This field will only display for some ICFs.
    i. Date ICF Response = remains blank until a response is received
    j. ICF Response = remains blank until a response is received
    k. Other Reason for ICF = remains blank until a response is received.
    l. Add ICF = check this box if a second, third, etc, ICF needs to be tracked.



2. From the **File** menu, select **Save and Close Forms**.

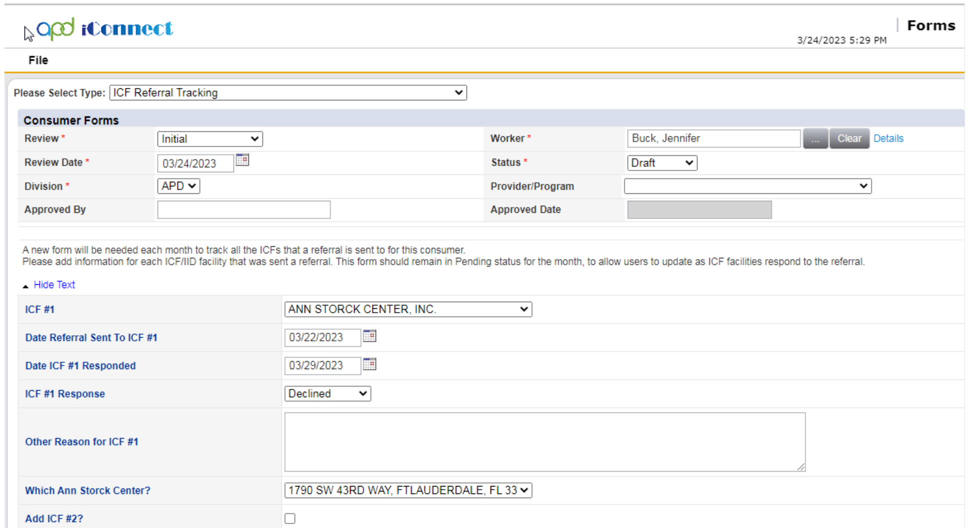
3. If an ICF responds they have accepted the admission, the ICF Coordinator will update the ICF Referral Tracking form for that ICF. Navigate to the **Forms** tab. Select the existing ICF Referral Tracking form. Update the following fields:
   a. Date ICF Response = date the ICF accepted
   b. ICF Response = Accepted
   c. Other Reason for ICF = blank
   d. Status = Complete. The tracking form can only be complete when there is an ICF that has accepted the admission.



4. From the **File** menu, select **Save and Close Forms.** Proceed to the QSI Validation section.

5. If more than one ICF accepts, the ICF Coordinator will document on the ICF Referral Tracking form. The ICF Coordinator will communicate with the WSC to ensure that the WSC will coordinate with the Consumer to choose from available ICFs. For each ICF that the Client does not choose, the ICF Coordinator will reach out to the ICF via email.

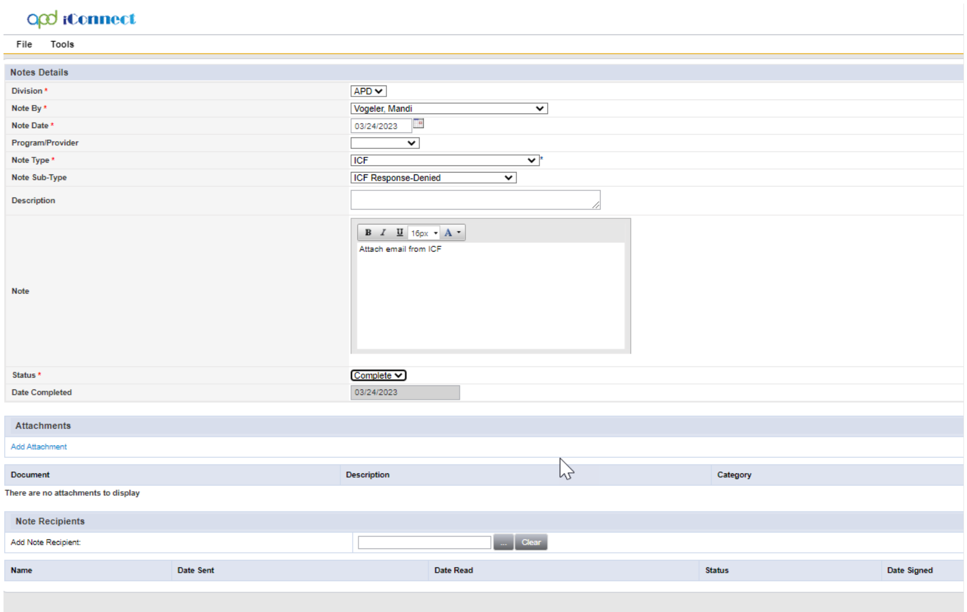
6. If an ICF denies the client's admission, they will notify the ICF Coordinator by email. The ICF Coordinator will update the ICF Referral Tracking form for that ICF. Navigate to the **Forms** tab. Select the existing ICF Referral Tracking form. Update the following fields:
   a. Date ICF Response = date the ICF denied
   b. ICF Response = Declined
   c. Other Reason for ICF = enter if applicable
   d. Status = Pending. The tracking form will remain open so it can be updated with responses from other ICFs.



7. From the **File** menu, select **Save and Close Forms**. Remember to start a new form for each month until the ICF accepts the admission.

8. The ICF Coordinator will also attach that email to a note in iConnect. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** The Note Details page displays. Update the following fields:
    a. Note Type = ICF
    b. Sub Type = ICF Response - Denied
    c. Status = Complete
    d. Attachment = Attach a copy of the denial email sent by the ICF
    e. Recipients = Region Waiver Workstream Lead & Clinical Workstream Lead OR just the Clinical Workstream Lead when the client is not on the waiver.

ICF



9. From the **File** menu, select **Save and Close Notes.** The ICF Coordinator will continue to monitor responses from other ICFs until one accepts.

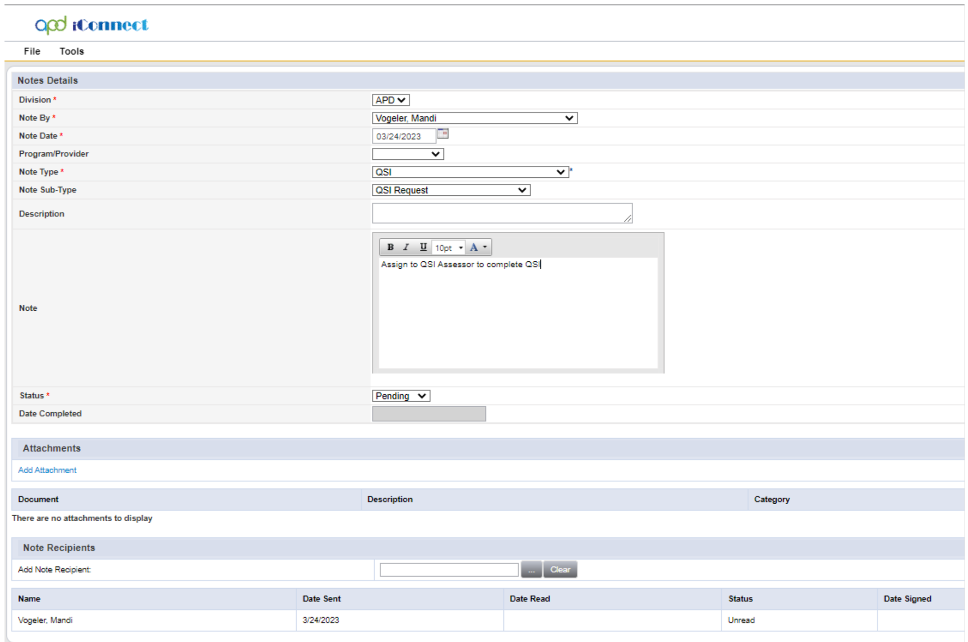
1j. QSI Validation

After the ICF admission acceptance is received, the ICF Coordinator must validate that the QSI is current and less than 90 days old. These tasks must be completed before an Authorization Letter can be sent to the ICF.

Role: State Office Worker (ICF Coordinator)

1. The ICF Coordinator will view the QSI in iConnect to verify the QSI is current and complete before issuing an Authorization letter. If QSI is current, skip to the 1k. ICF Authorization Letter section, else go to next step.

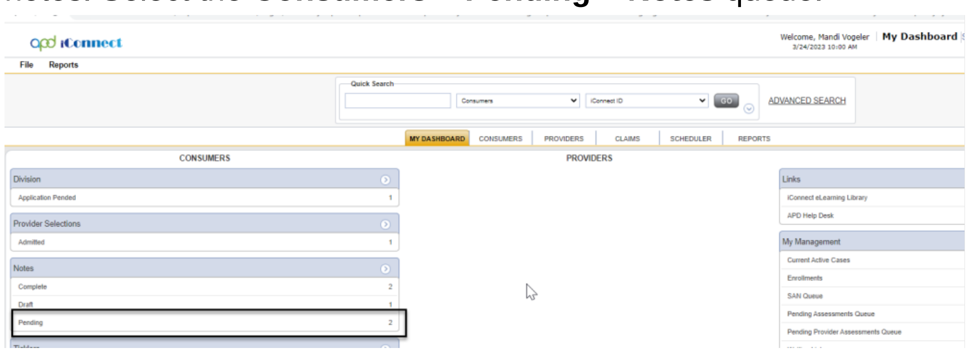
2. If the QSI is older than 90 days, the ICF Coordinator will request a new assessment be completed. Navigate to the **Notes** tab. From the **File** menu, select **Add Note**, to send a note to the Clinical Lead who will assign an Assessor to complete another QSI.
   a. Note Type = QSI
   b. Note Sub Type = QSI Request
   c. Status = Pending
   d. Recipient = Clinical Workstream Lead



3. From the **File** menu, select **Save and Close Notes**.

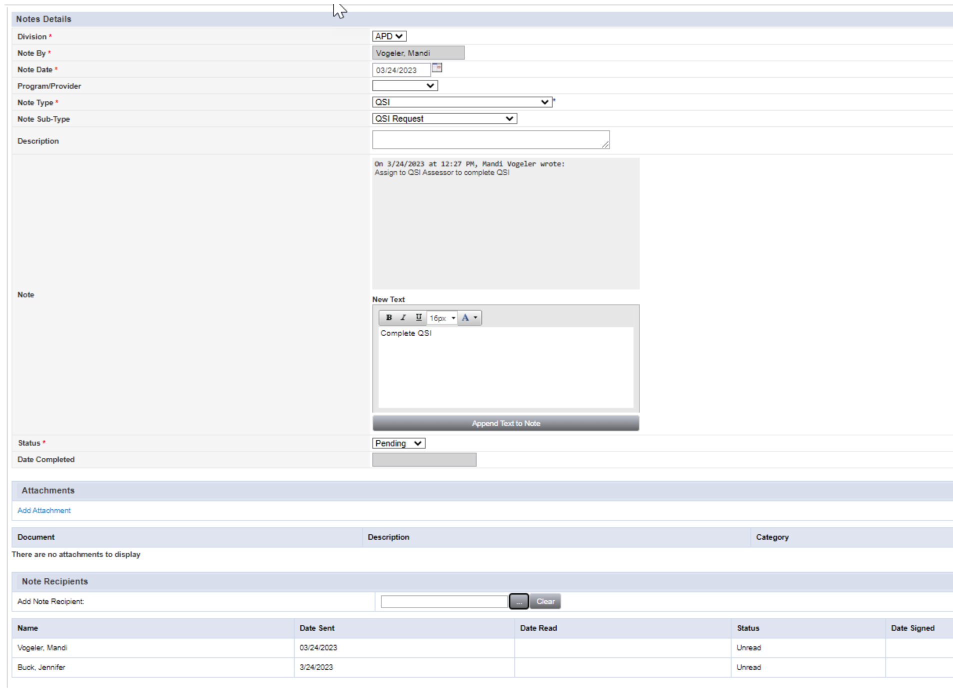
Role: Clinical Workstream Lead

4. The Clinical Workstream Lead will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



5. Select the QSI Request Note from the **Notes** queue and reviews the details of the request. Keep the note record open.

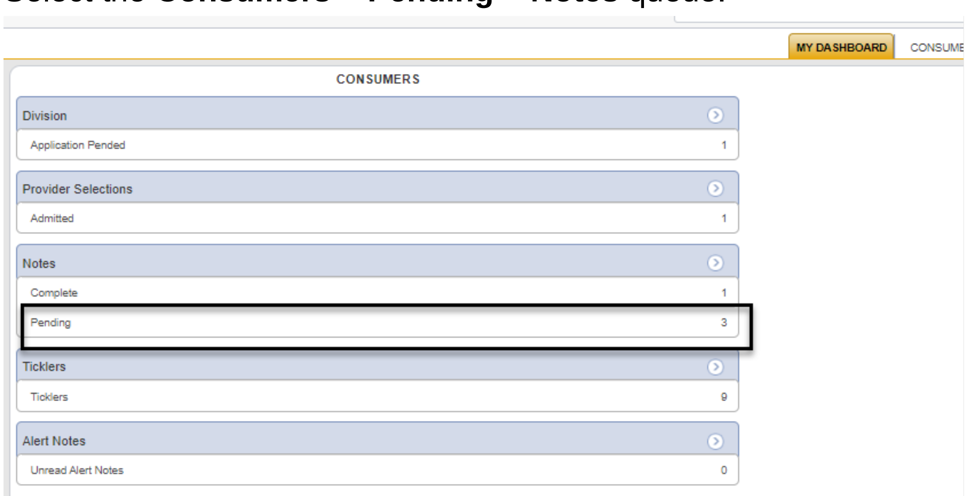
6. The Clinical Workstream Lead will assign the QSI Assessor and add him/her to the **QSI Request** Note. Update the following fields:
   a. Note Type = QSI
   b. Note Subtype = QSI Request
   c. Status = Pending
   d. Recipient = QSI Assessor



7. From the **File** menu, select **Save and Close Notes**.

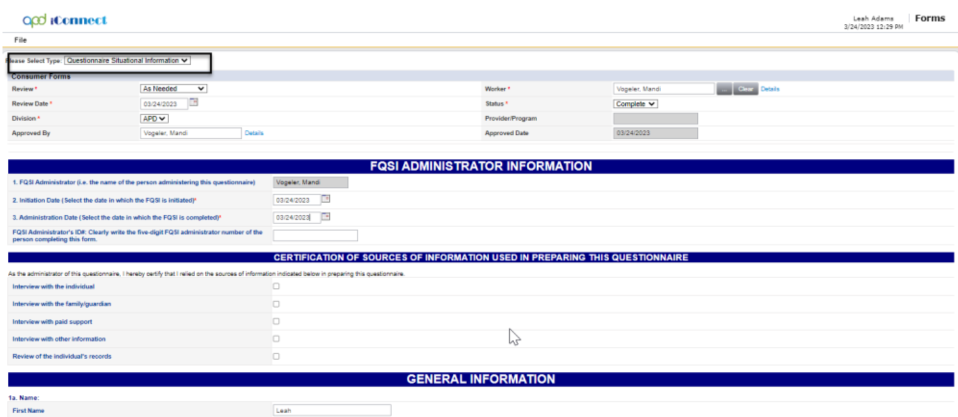
Role: QSI Assessor

8. The QSI Assessor will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



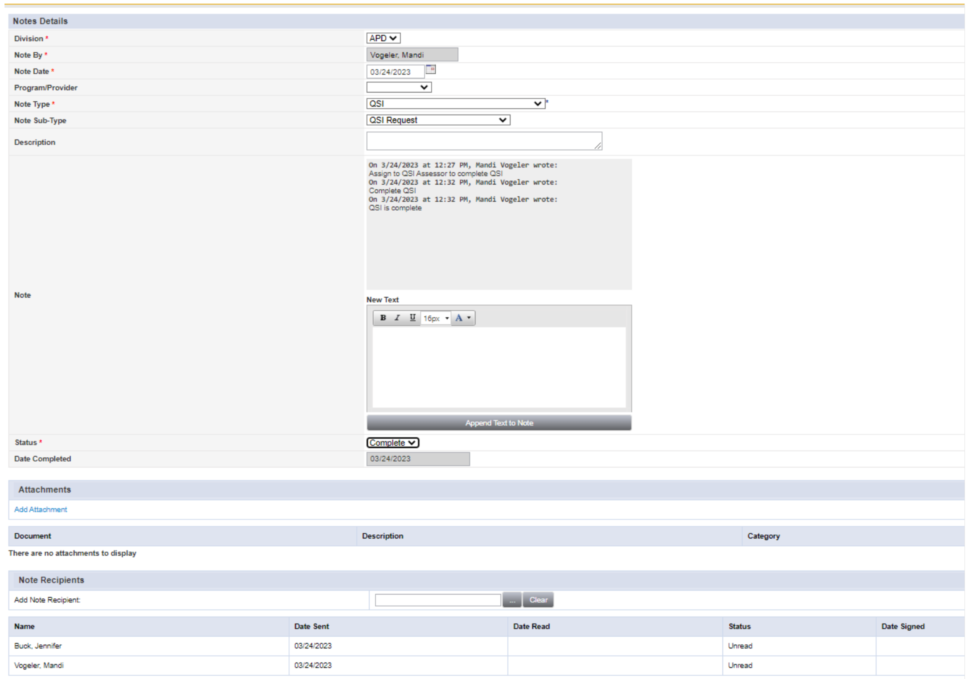
9. Select the QSI Request Note from the **Notes** queue and reviews the details of the request. The QSI Assessor will follow current practices to schedule and administer the QSI with the client.

10. The QSI Assessor will complete the QSI form in iConnect. Navigate to the **Forms** tab and from the **File** menu click **Add Forms** and select the **Questionnaire Situational Information** form. Update the following fields:
    a. Review = select As Needed
    b. Review Date = default to today's date
    c. Division = defaults to APD
    d. Worker = Self
    e. Status = Complete
    f. Complete the fields on the form

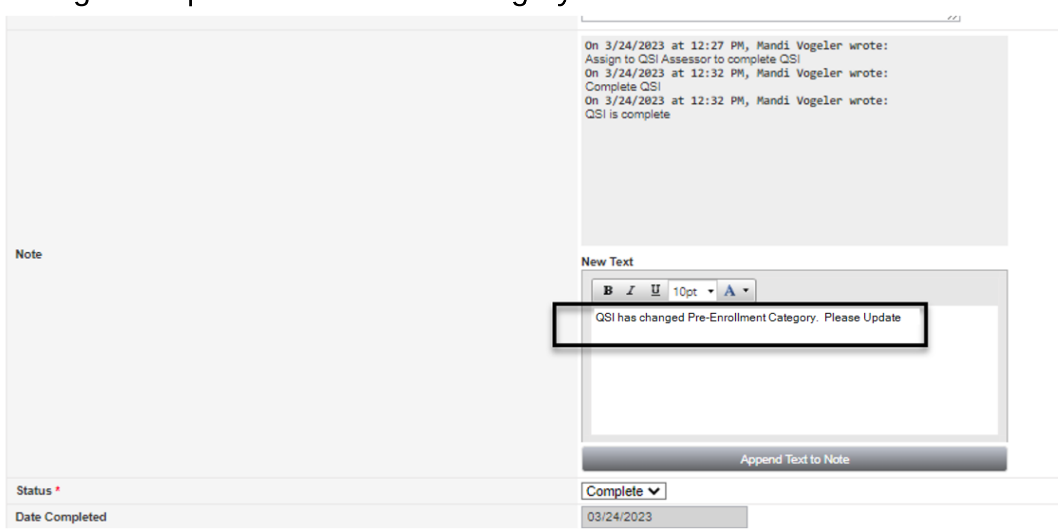


11. From the **File** menu, select **Save and Close Forms**.

12. Once the QSI is completed the QSI Assessor will respond to the QSI Request **Note**. This note is still accessible from **My Dashboard.** Select the **Consumers** > **Pending** > **Notes** queue. Select the QSI Request Note from the **Notes** queue and update the following fields:
    a. Note Sub-Type = QSI Status Complete
    b. Note = acknowledge the QSI has been completed. If the QSI changes the pre-enrollment list category add in the Note "QSI has changed the pre-enrollment list category & needs to be updated"
    c. Status = Complete
    d. Recipient = ICF Coordinator as notification to proceed with the Authorization Letter and Clinical Workstream Lead as notification the assigned QSI was completed.



e. Recipient = Region Pre-Enrollment Workstream Lead if the QSI changes the pre-enrollment list category.



13. From the **File** menu, select **Save and Close Notes**. If the Pre-Enrollment category does not change, proceed to the [ICF Authorization Letter] section.

Role: Region Pre-Enrollment Workstream Lead

14. The Region Pre-Enrollment Workstream Lead will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Complete** > **Notes** queue.

15. Select the QSI Request Note from the **Notes** queue and review the details of pre-enrollment list category change. The Region Pre-Enrollment Workstream Lead will follow current practices to change the pre-enrollment list category.

1k. ICF Authorization Letter

Once the ICF Admission has been accepted and the ICF Coordinator has confirmed the QSI is less than 90 days and represents the client's current situation, the ICF Coordinator will send the ICF Authorization Letter to the ICF. The ICF will confirm the admission date.

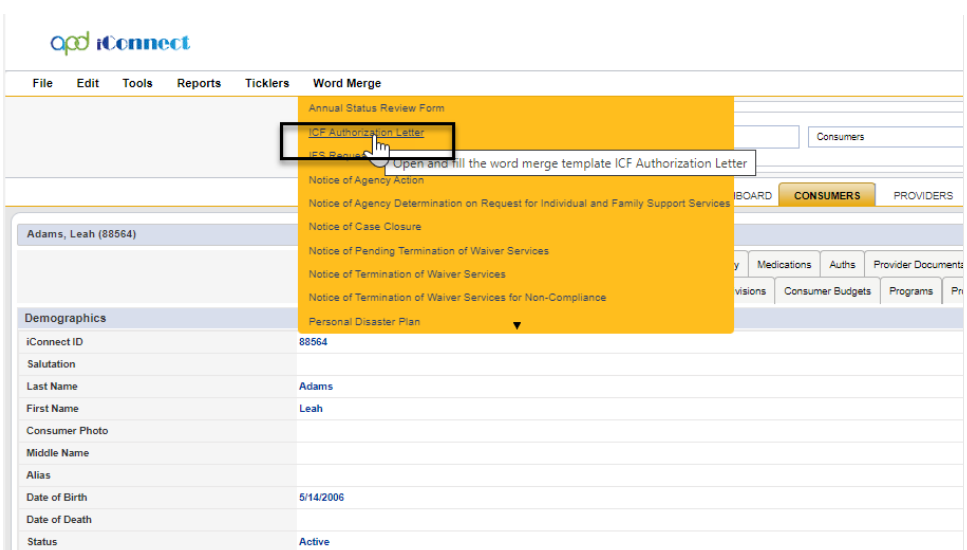
Role: State Office Worker (ICF Coordinator)

1. If the QSI did not have to be completed, skip to Step 4.

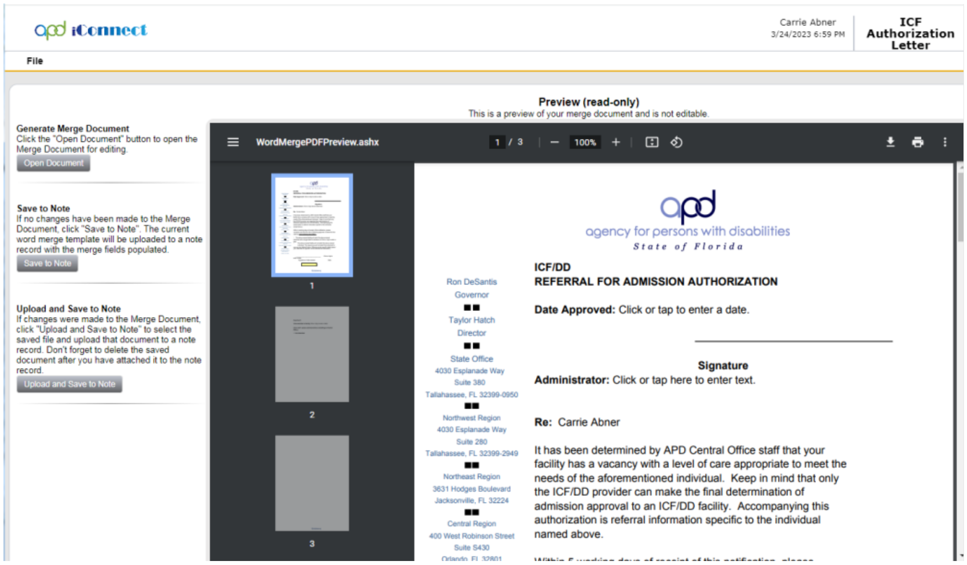
2. If the QSI had to be completed, the ICF Coordinator will work **My Dashboard** for incoming notes. Select the **Consumers** > **Complete** > **Notes** queue.

3. Select the QSI Request Note from the **Notes** queue and reviews the details of the completion. The ICF Authorization Letter can now be sent.

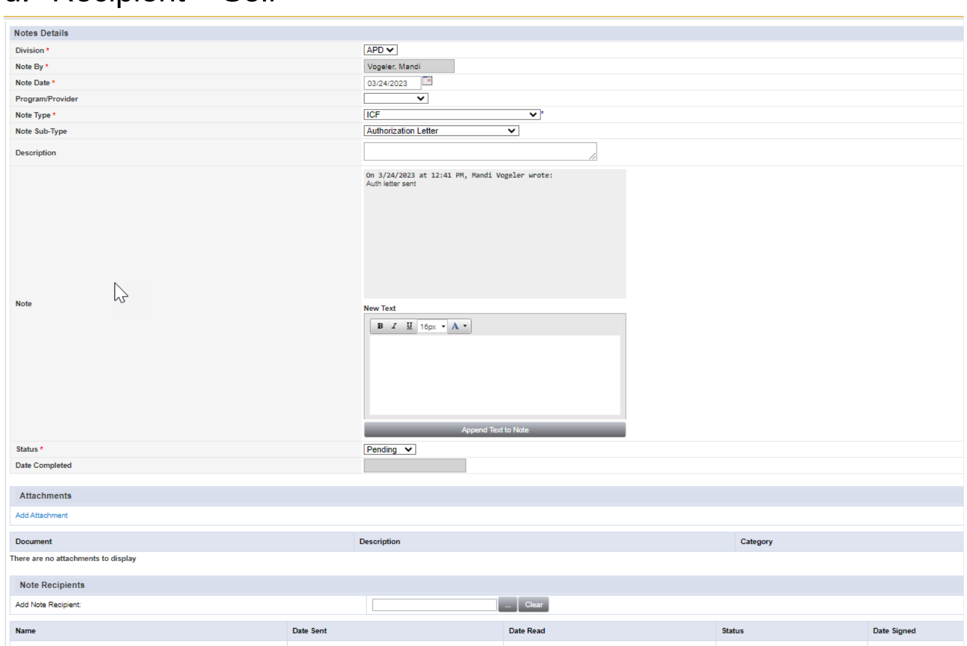
4. Navigate to the clients **Demographics** tab & from the **Word Merge** menu, select the **ICF Authorization Letter**.



5. Generate the letter. Save it to your device so it can be edited. Enter the tentative admission date. Save your changes. From the Word Merge Preview window, upload the saved document to a note in iConnect. Update the following fields:



a. Note Type = ICF
b. Note Sub-Type = Authorization Letter
c. Status = Pending
d. Recipient = Self



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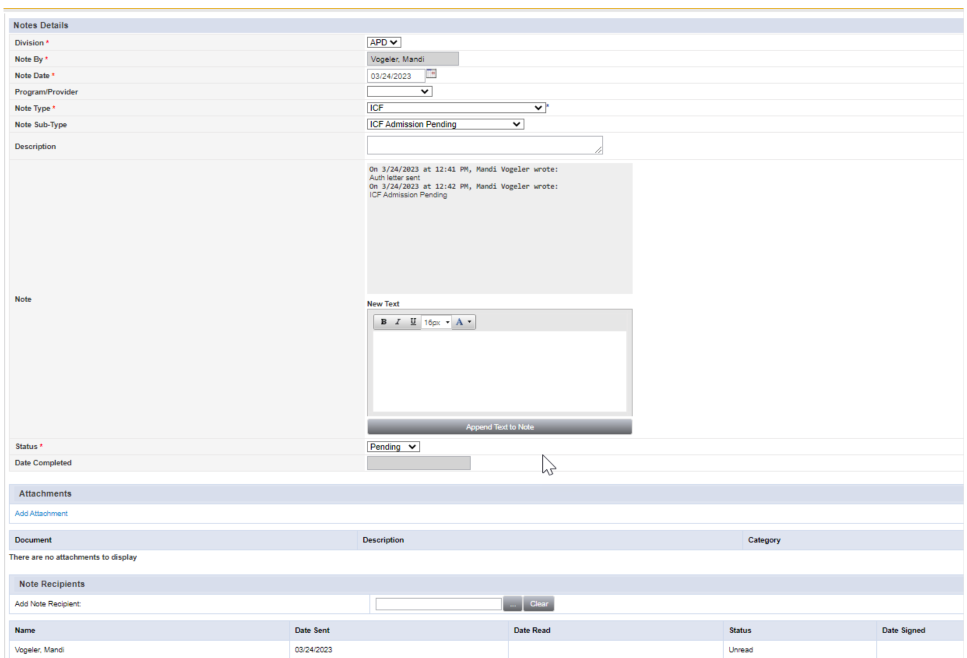
6. From the **File** menu, select **Save and Close Notes**.

7. External to iConnect, the ICF Coordinator will send the ICF Authorization Letter to the ICF who will confirm the official admission date.

16. Once the Authorization letter comes back from the ICF with the admission date confirmed, the ICF Coordinator will update the pending Authorization Letter note. This note is still accessible from **My Dashboard.** Select the **Consumers** > **Pending** > **Notes** queue. Select the Authorization Letter note from the **Notes** queue and update the following fields:
    a. Note Sub-Type = ICF Admission Pending
    b. Status = Pending. Note will remain in Pending status until it is confirmed the client has been admitted.

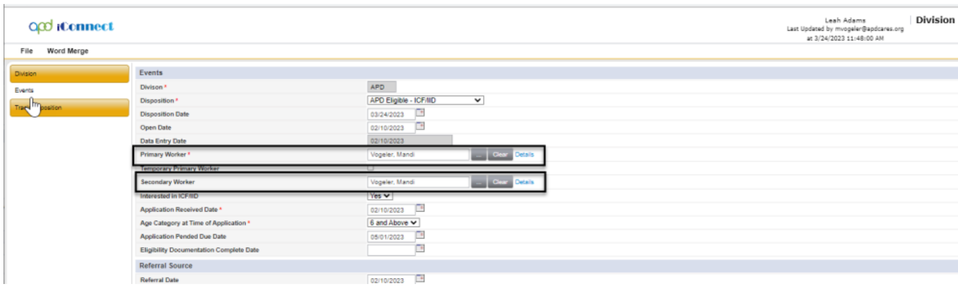


17. From the **File** menu, select **Save and Close Notes**. Proceed to the Client Admitted section.

1I. Client Admitted

Role: State Office Worker (ICF Coordinator)

1. Once Client has been admitted, the ICF Coordinator will update the workers on the **Division** record. Navigate to the **Division** tab, **select** the APD Eligible – ICF/IID record. Update the following fields:
    a. Primary worker = Receiving MCM
    b. Secondary worker = Receiving Clinical Workstream Lead

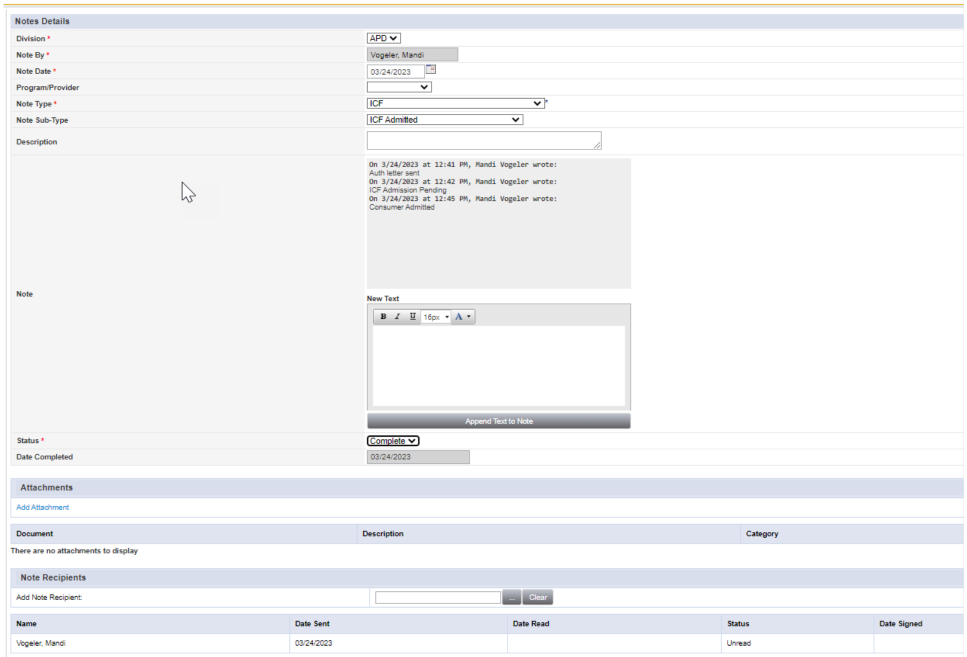


CAUTION
The workers on the Division record must be updated BEFORE the ICF > Admission Pending note is updated in order to trigger the ticklers for the MCM and Clinical Workstream Lead.

2. From the **File** menu, select **Save and Close Division**.

3. The ICF Coordinator will wrap up the ICF Admission process by closing the ICF > Admission Pending note. This note is still accessible from **My Dashboard.** Select the **Consumers** > **Pending** > **Notes** queue. Select the Admission Pending note from the **Notes** queue and update the following fields:
    a. Note Subtype = ICF Admitted
    b. Status = Complete
    c. Recipient = WSC/PESC, Clinical Workstream Lead and if transition from Waiver – Waiver Workstream Lead

ICF



4. From the **File** menu, select **Save and Close Notes**.

5. When the ICF > ICF Admitted note is saved in Complete status, a Workflow Wizard triggers ticklers for the MCM (Primary Worker) and the Clinical Workstream Lead (Secondary Worker.)
    a. The MCM receives tickler to:
        - Initiate the Admission Review

          Message to update Demographics (Add Residence address, make primary, living setting, etc.)

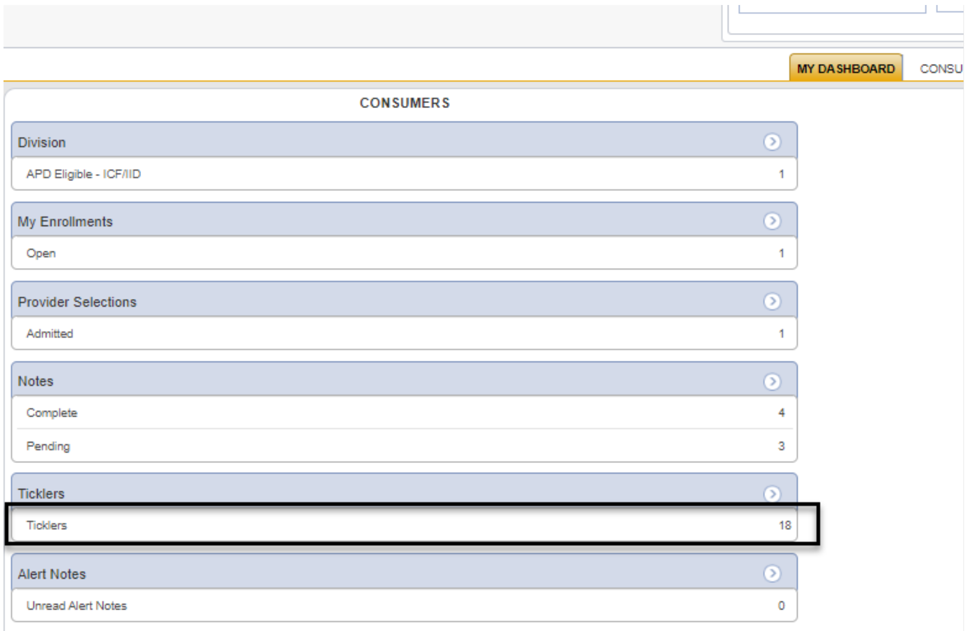
       Click here to proceed to Admission Review section.

    b. The Clinical Workstream Lead receives the following ticklers that will be reassigned to the Region Waiver Workstream Lead:
        - Send the Waiver Disenrollment Notice and notify State Office of Waiver Disenrollment via a note.
        - End Date Planned Services, Authorizations, Plan and Budget.
        - Update APD Waiver Program End Date
        - Has WSC returned the client's physical file to the regional office?
        - Close the pre-enrollment record. Cancel if client is not on pre-enrollment.
        - Proceed to the Disenrollment Complete section.

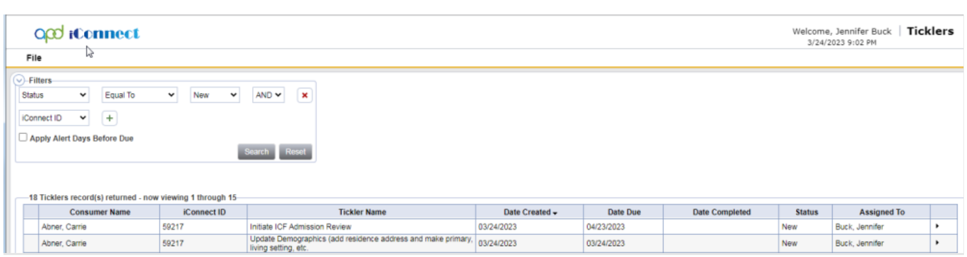
1m. Admission Review

Role: Region Clinical Workstream Worker (MCM)

1. MCM will monitor **My Dashboard** for incoming **Ticklers**.



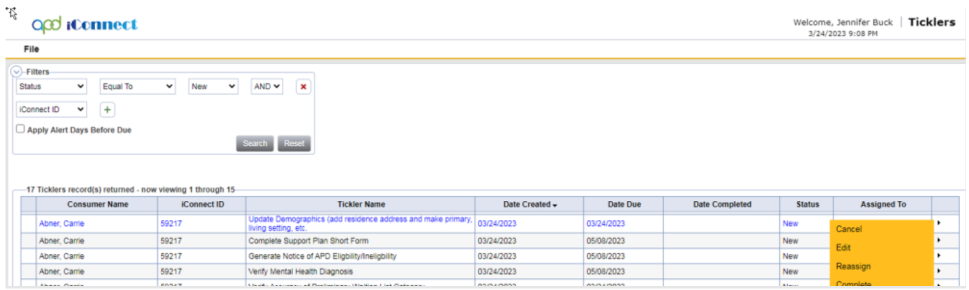
2. Two ticklers were triggered when the ICF Admitted Note was saved as complete.
    a. Update Demographics (Add Residence address, make primary, living setting, etc.)
        i. Remember to ensure that that Cost Plans have been ended prior to updating the living setting as updating this field will prevent cost plan validation from being completed.
    b. Initiate the Admission Review



3. The first tickler reminds the MCM to update the client's address on their demographic page to their new residence. From the tickler flyout menu,

the MCM can select the **View Client Record** shortcut to open the client's record. If this is a client coming from the pre-enrollment list, the MCM can cancel this tickler by selecting Cancel from the tickler flyout menu.

a. Remember to ensure that that Cost Plans have been ended prior to updating the living setting as updating this field will prevent cost plan validation from being completed.

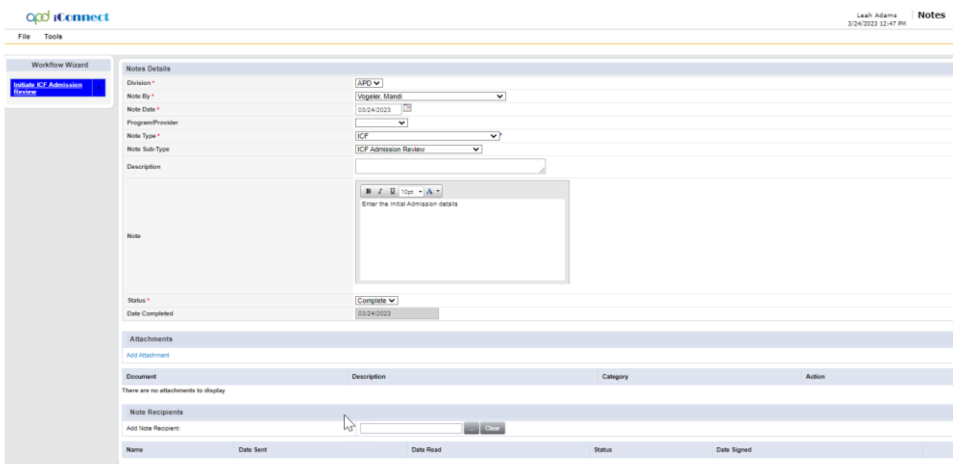


4. When the address has been updated, the MCM can mark this ticker as complete, by selecting the Complete from the tickler flyout menu.

5. From the tickler queue, click on the second tickler, "Initiate Admission Review". This is a reminder to the MCM to complete the on-site visit in order for the initial admission paperwork (also referred to as Day 1 and UR) to be completed. This paperwork is completed outside of iConnect but will be scanned and attached to note.

6. Clicking on the "Initiate Admission Review" tickler will open the Note Details page. Update the following fields:
   a. Note Type = ICF
   b. Note Sub-Type = ICF Admission Review
   c. Status = Complete
   d. Attachments = Attach the initial admission review paperwork

ICF



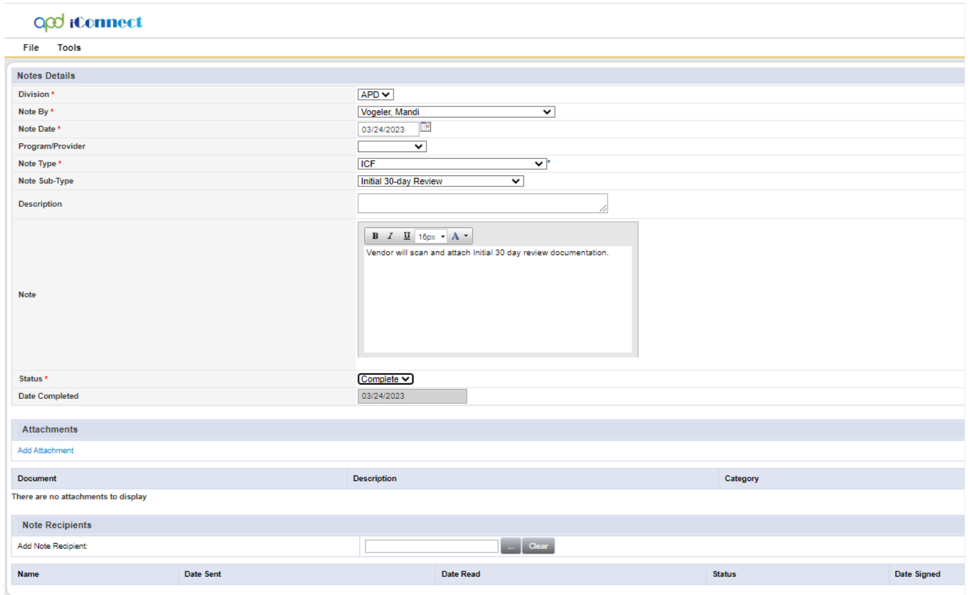
7. From the **File** menu, select **Save and Close Notes**. The tickler will automatically be marked as complete.

8. The MCM will provide the admission paperwork to the Vendor that will be managing the case outside of iConnect.

9. Outside of iConnect, the Vendor will complete the 30-day Initial review and 180-day reviews and submit the review paperwork to the MCM.

10. The MCM will scan the review documentation from the Vendor and attach to a note in iConnect. From the client’s record, select the **Notes** tab. From the **File** menu click **Add Note.** The Note Details page displays. Update the following fields.
    a. Note Type = ICF
    b. Note Sub Type = Initial 30-day Review or 180-day Review
    c. Status = Complete

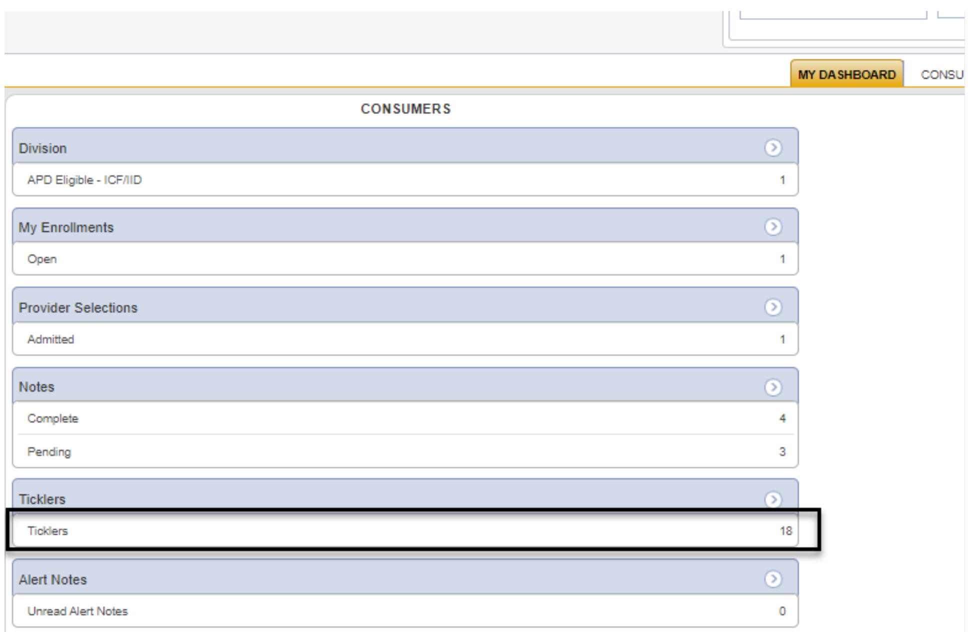
11. From the **File** menu, select **Save and Close Notes.**



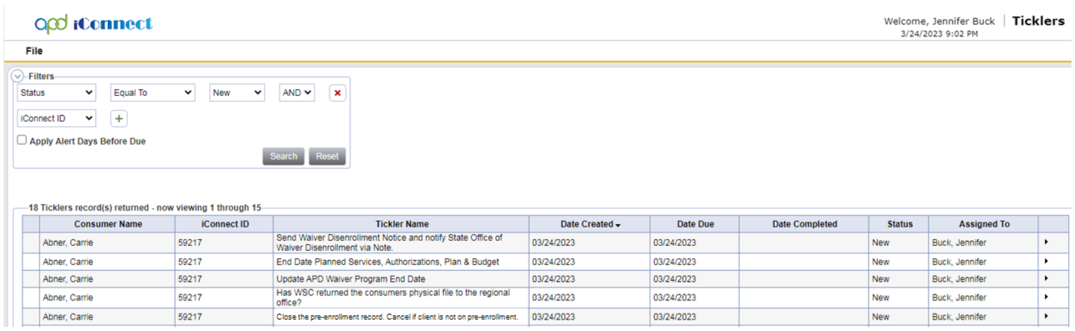
1n. Disenrollment Complete

Role: Region Clinical Workstream Lead

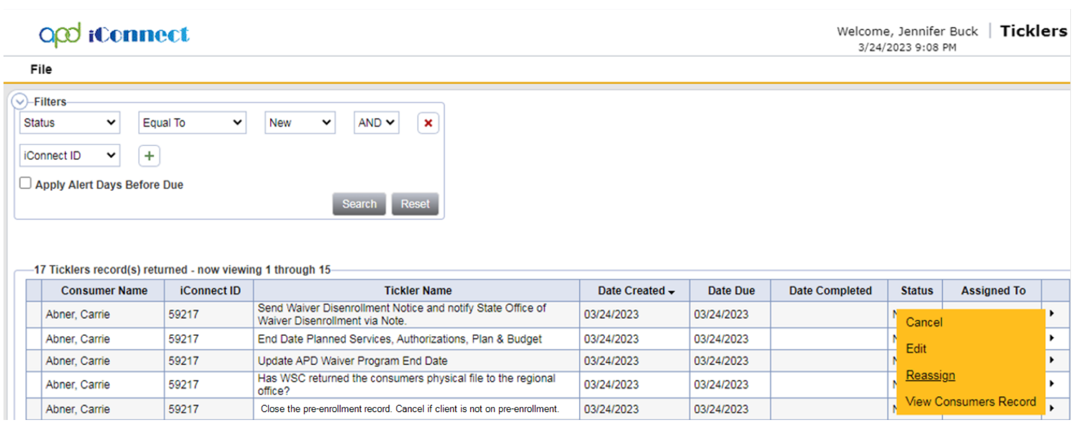
1. The Clinical Workstream Lead will monitor **My Dashboard** for incoming **Ticklers**.



2. Five ticklers were triggered when the ICF Admitted Note was saved as complete. The Clinical Workstream Lead will reassign each to the Region Waiver Workstream Lead:
    a. Send the Waiver Disenrollment Notice and notify State Office of Waiver Disenrollment via a note.
    b. End Date Planned Services, Authorizations, Plan and Budget.
    c. Update APD Waiver Program End Date
    d. Has WSC returned the client's physical file to the regional office?
    e. Close the pre-enrollment record. Cancel if client is not on pre-enrollment.



3. To reassign each tickler, from the **tickler flyout menu**, select **Reassign**.

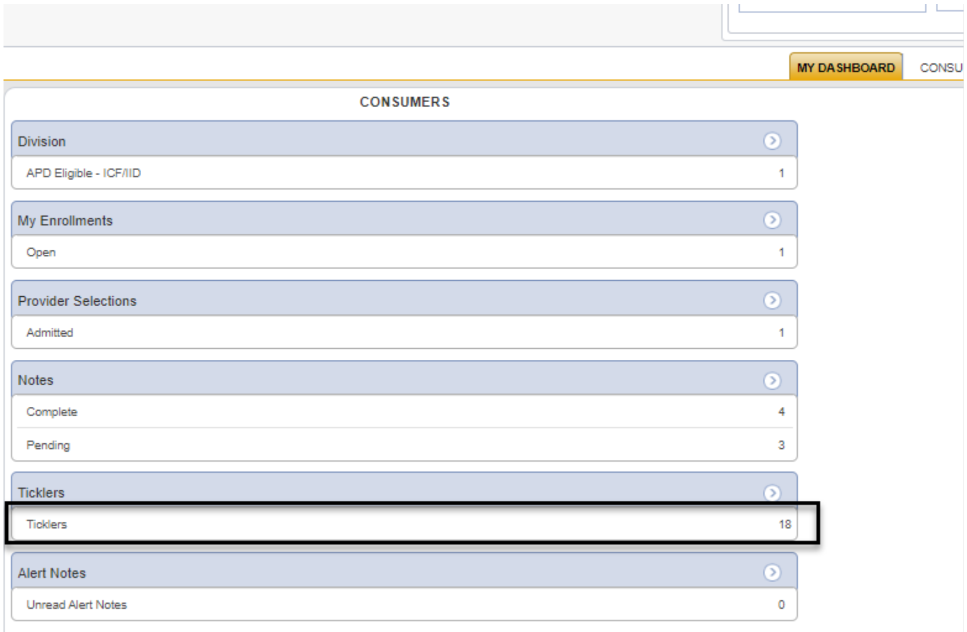


4. Search for and select the name of the Region Waiver Workstream Lead.

5. Repeat these steps for each tickler.

Role: Region Waiver Workstream Lead

6. The Clinical Workstream Lead will monitor **My Dashboard** for incoming **Ticklers**.

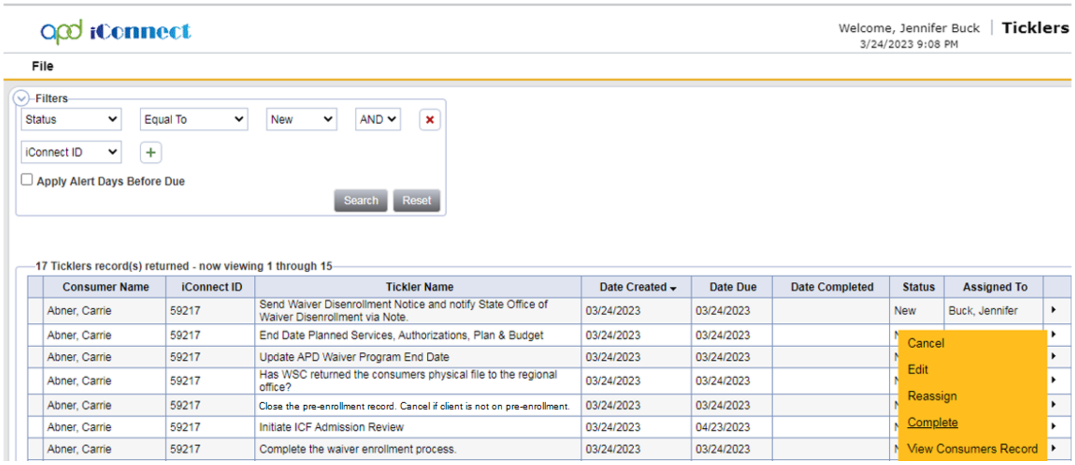


7. Five ticklers were triggered when the ICF Admitted Note was saved as complete and were reassigned to the Region Waiver Workstream Lead by the Clinical Workstream Lead. The Region Waiver Workstream Lead will follow current disenrollment processes.
    a. Send the Waiver Disenrollment Notice and notify State Office of Waiver Disenrollment via a note.
    b. End Date Planned Services, Authorizations, Plan and Budget.
    c. Update APD Waiver Program End Date
    d. Has WSC returned the client's physical file to the regional office?
    e. Close the pre-enrollment record. Cancel if client is not on pre-enrollment.

8. The "Send the Waiver Disenrollment Notice and notify State Office of Waiver Disenrollment via a note" tickler will be marked as completed when the note is saved.

9. The "End Date Planned Services, Authorizations, Plan and Budget" tickler will be marked as complete when the Region Waiver Workstream Lead marks the tickler as complete from the tickler flyout menu.

ICF



10. The “Update APD Waiver Program End Date” tickler will be marked as complete when the Region Waiver Workstream Lead marks the tickler as complete from the tickler flyout menu.

11. The “Has WSC returned the client’s physical file to the regional office?” tickler will be marked as complete when the Region Waiver Workstream Lead marks the tickler as complete from the tickler flyout menu.

12. The “Close the pre-enrollment record. Cancel if client is not on pre-enrollment” tickler will be marked as complete when the Region Waiver Workstream Lead marks the tickler as complete from the tickler flyout menu.

2. ICF Transition to Waiver

The client expresses interest in leaving an ICF to their Medical Case Manager (MCM.) The client may also express interest in leaving to their provider. The provider will notify the MCM.

2a. Document of Choice

The MCM will complete the choice counseling process with the client.

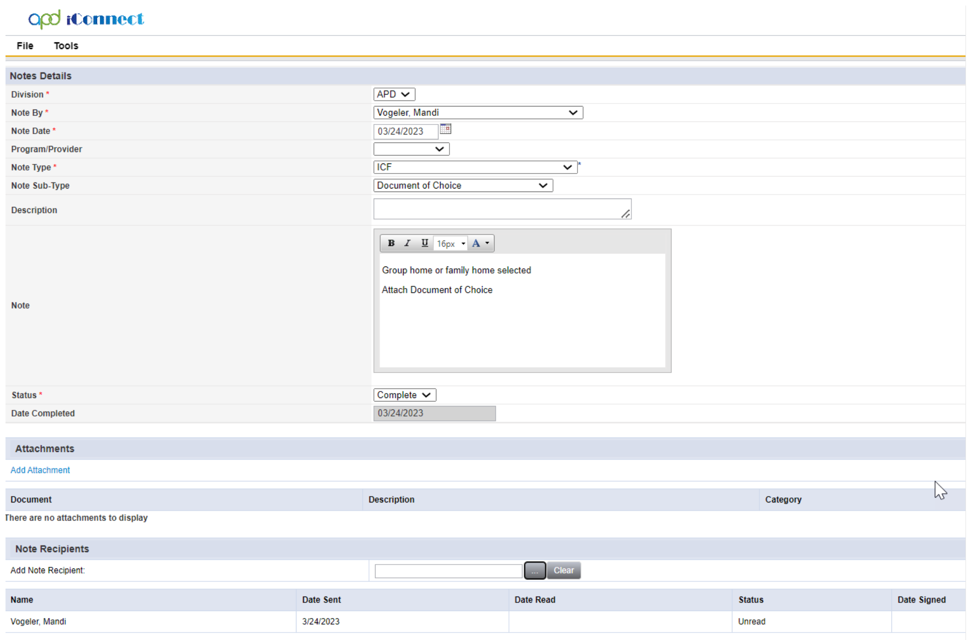
As part of the waiver eligibility process, the Clinical Workstream Lead will verify the QSI and initiate the process for a new QSI when it's older than 3 years or does not reflect the client's current circumstance. The Behavior Analyst will complete the Behavior Analysis Services Eligibility (BASE) form.

The ICF Coordinator will oversee the transition process where the WSC is selected, the State Office creates the enrollment record, and the client moves.

Role: Region Clinical Workstream Worker (MCM) and Region Clinical Workstream Lead

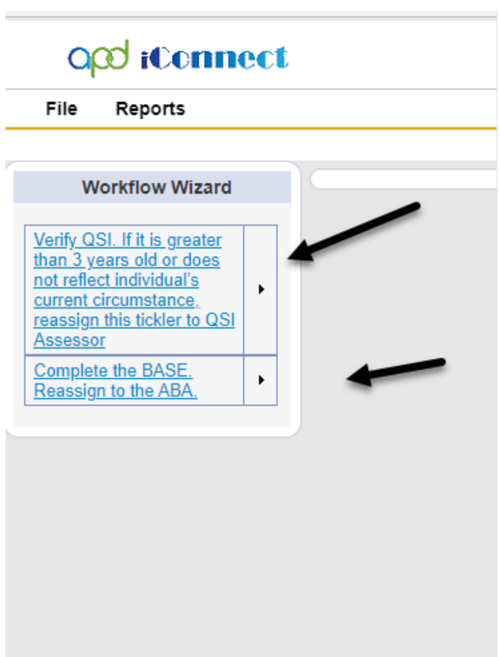
1. If the ICF resident is not a client of APD, the MCM will refer the client to the Region Pre-Enrollment Workstream Lead who will initiate the waiver application process. Once the client is eligible, the Region Pre-Enrollment Workstream Lead will notify the MCM.
2. The MCM will complete the choice counseling process with the client outside of iConnect. The MCM will obtain the signed Document of Choice from the client and save to a note in iConnect. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = ICF
    b. Note Subtype = Document of Choice
    c. Note = Group home or family home selected
    d. Status = Complete
    e. Attachment = Document of Choice
    f. Note Recipient = ICF Coordinator and Clinical Workstream Lead.

ICF

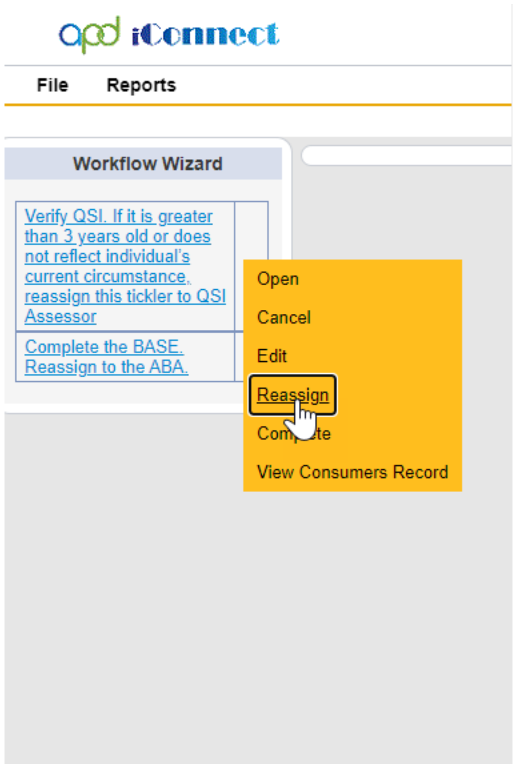


3. From the **File** menu, select **Save and Close Note**.

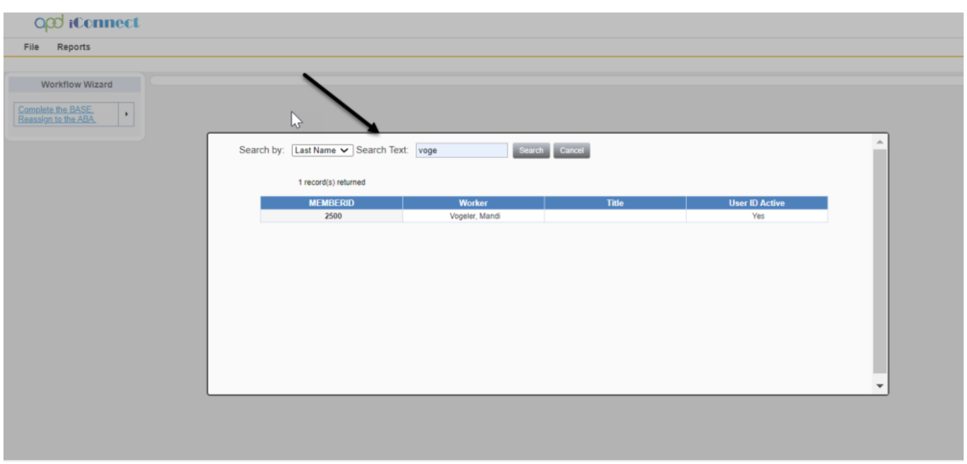
4. When the ICF > Document of Choice note is saved in Complete status, a Workflow Wizard triggers 2 ticklers for the Clinical Workstream Lead.
    a. Verify QSI.
    b. Complete the BASE.



5. From the tickler flyout menu of the “Verify QSI” tickler, the Clinical Workstream Lead will select Reassign. The Clinical Workstream Lead will search for and select the name of the MCM, who is responsible for assigning the task to a QSI Assessor. Proceed to Verify QSI section.



6. From the tickler flyout menu of the “Complete the BASE” tickler, the Clinical Workstream Lead will select Reassign. The Clinical Workstream Lead will search for and select the name of the ABA who is responsible for completing the task. Proceed to Complete the BASE section.

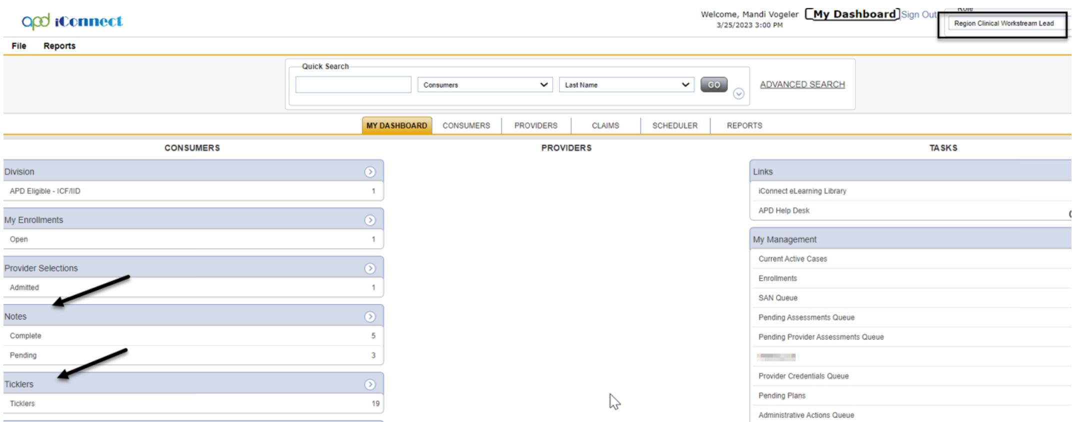


7. The ICF Coordinator is a recipient on the MCM's ICF > Document of Choice note. Proceed to ICF Coordinator Tasks section.

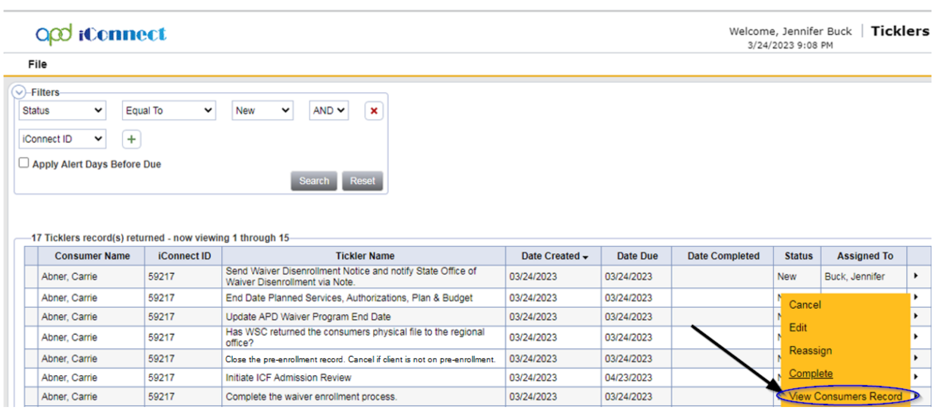
2b. Verify QSI

Role: Region Clinical Workstream Lead

1. Region Clinical Workstream Lead monitors **My Dashboard** for incoming Notes and Ticklers (keep both) from the MCM to verify the QSI.

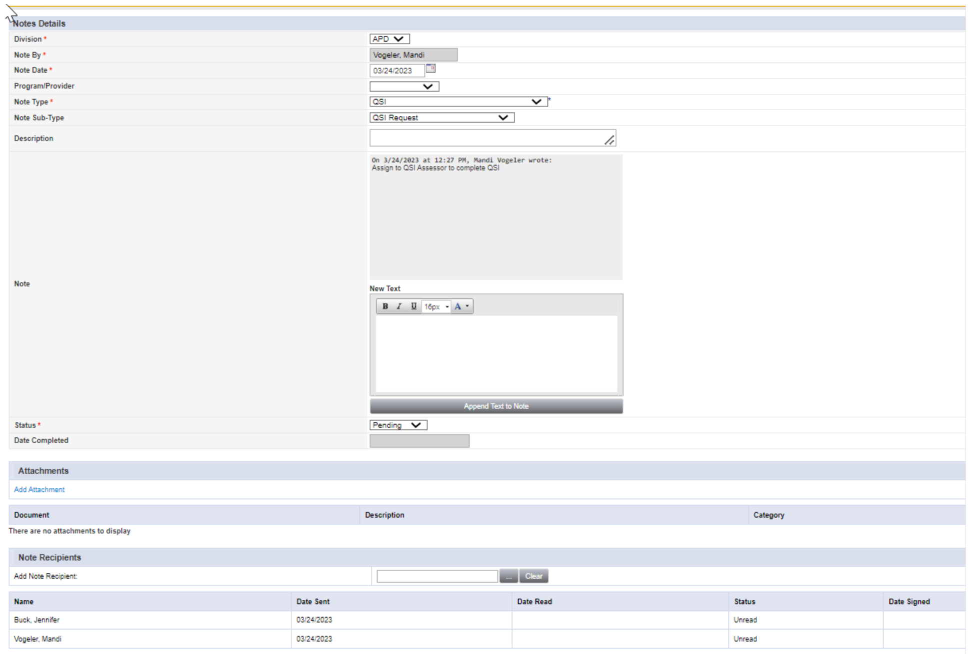


2. If QSI is greater than 3 years or does not reflect the client's current circumstance, use **View Client Record** shortcut from the tickler flyout menu so that it will open the client's record so that a Note can be created.



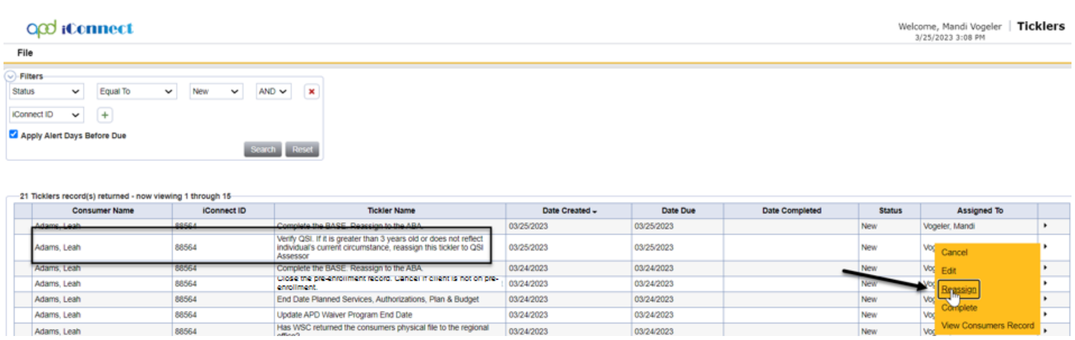
3. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields. Send to assigned QSI Assessor with instruction to complete new QSI.

a. Note Type = QSI
b. Subtype = QSI Request
c. Status = Pending
d. Recipient = QSI Assessor



4. From the **File** menu, select **Save and Close Notes**.

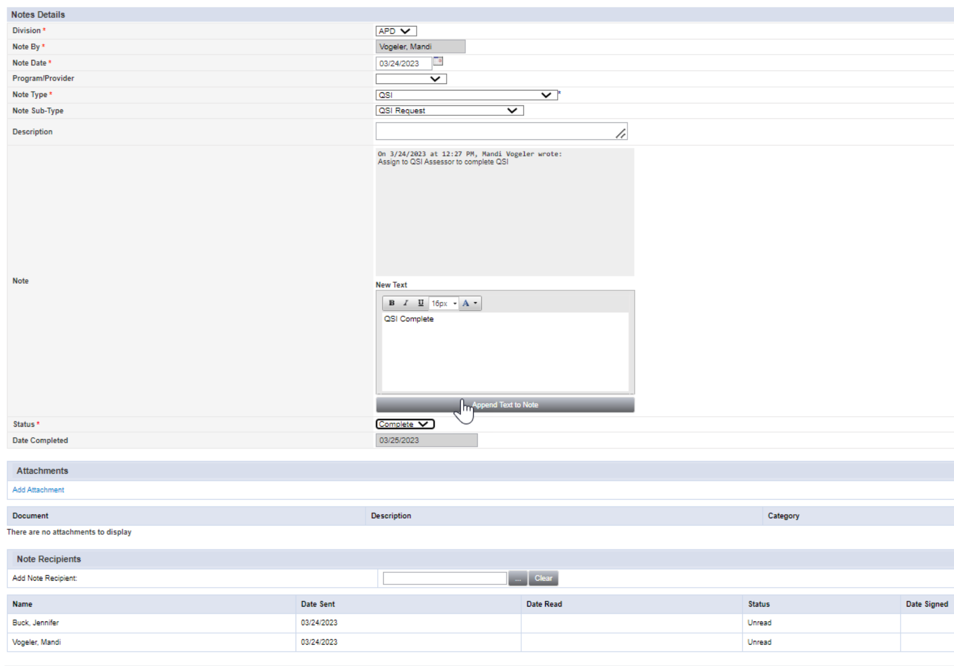
5. Navigate back to the Ticker list view. Reassign the tickler to QSI Assessor.



Role: QSI Assessor

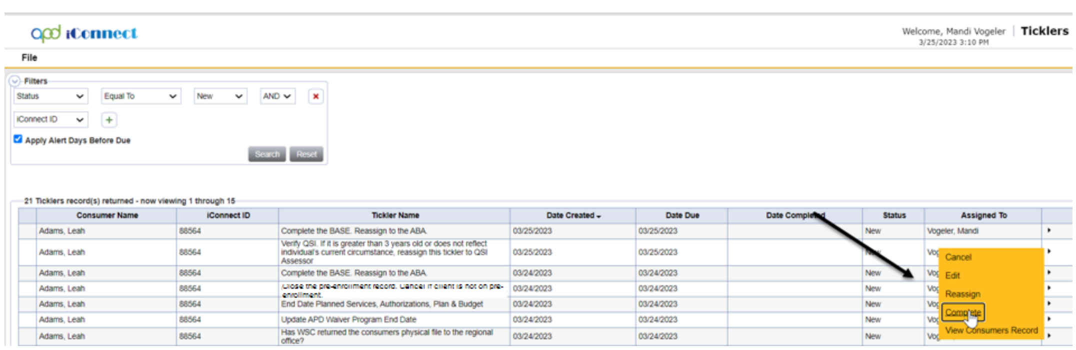
1. QSI Assessor monitors **My Dashboard** for incoming Notes AND Ticklers.
2. See section [1j. QSI Validation](#) to complete the QSI.
3. QSI Assessor responds to Pending note that QSI is completed.

a. Note Type = QSI
b. Subtype = QSI Request
c. Status = Complete
d. Recipient = Region Clinical Workstream Lead



4. From the **File** menu, select **Save and Close Notes**.

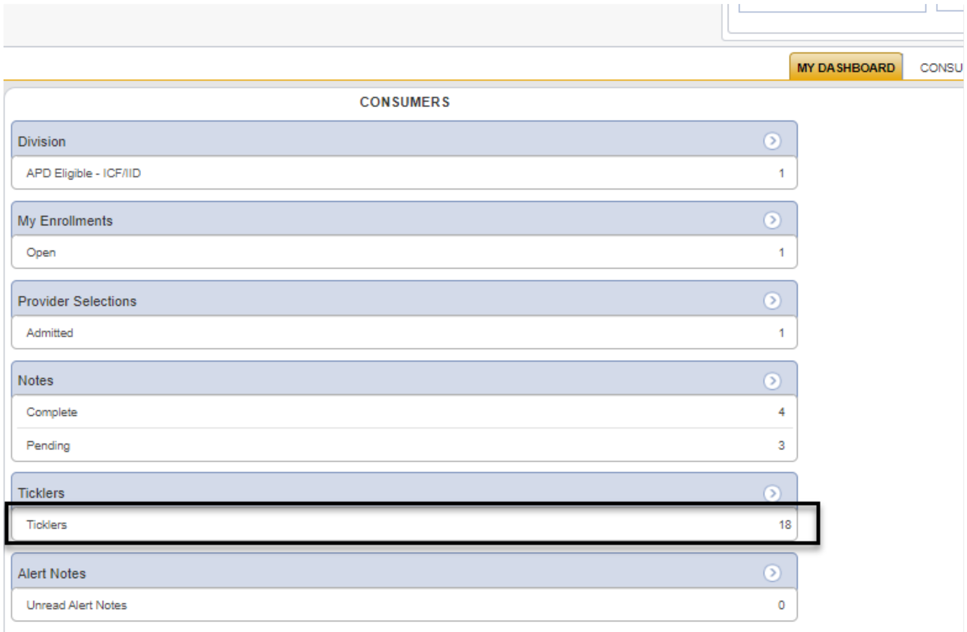
5. QSI Assessor navigates back to the Tickler list view and marks tickler complete.



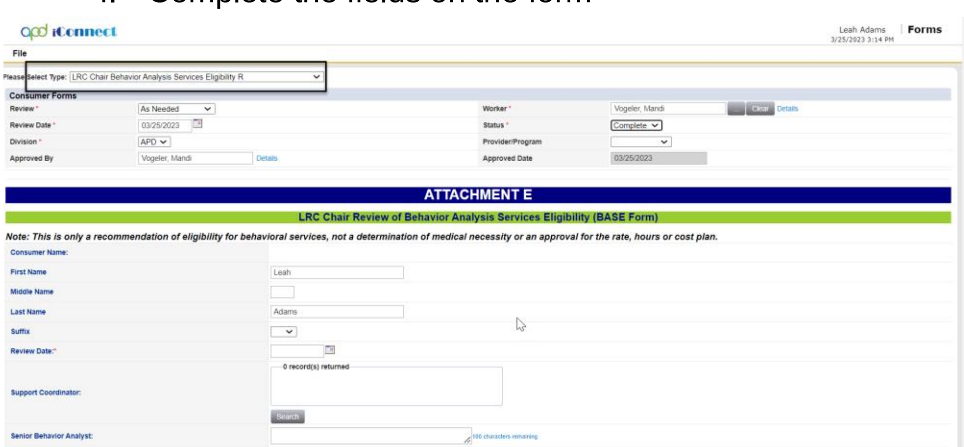
2c. Complete the Behavior Analysis Services Eligibility form (BASE)

Role: Region Clinical Workstream Worker (Area Behavioral Analyst - ABA)

1. The ABA will monitor **My Dashboard** for incoming **Ticklers.**



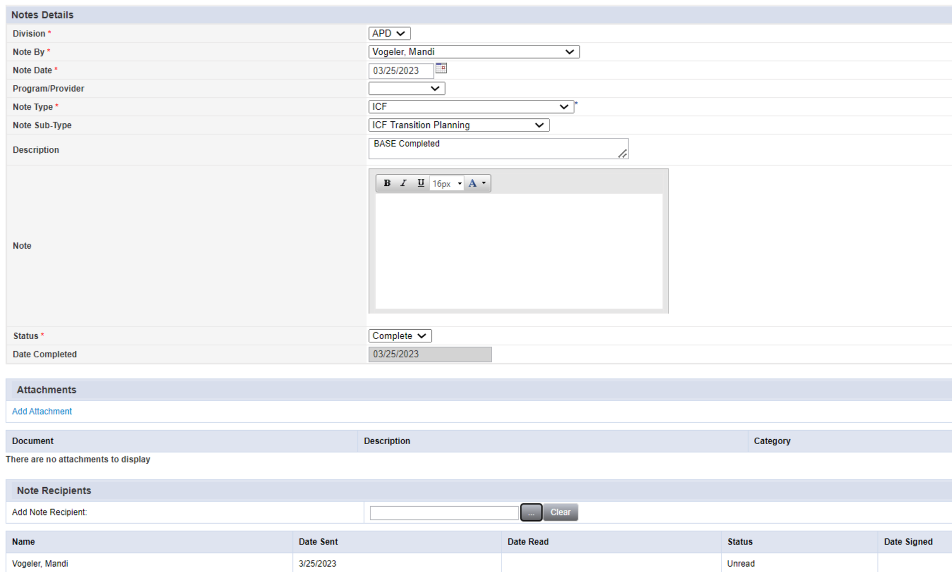
12. The ABA will also complete the BASE. Navigate to the clients record and select the **Forms** tab. From the **File** menu, select **Add Form**. Select “LRC Chair Behavior analysis Services Eligibility R”. The Form Details page displays. Update the following fields:
    a. Review = select As Needed
    b. Review Date = default to today
    c. Division = defaults to APD
    d. Worker = Self
    e. Status = Complete
    f. Complete the fields on the form



2. From the client’s record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.

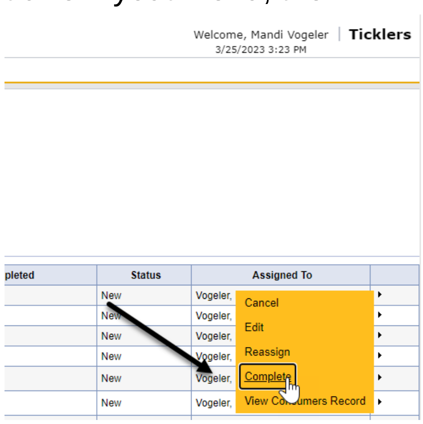
ICF

a. Note Type = ICF
b. Subtype = ICF Transition Planning
c. Description = BASE Completed
d. Status = Complete
e. Recipient = Region Clinical Workstream Lead



3. From the **File** menu, select **Save and Close Notes**.

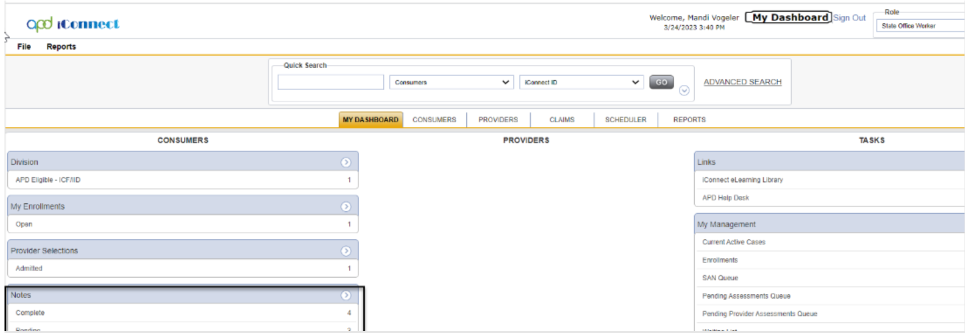
4. Navigate to My Dashboard and select the Tickler records. From the tickler flyout menu, the ABA will mark tickler as complete.



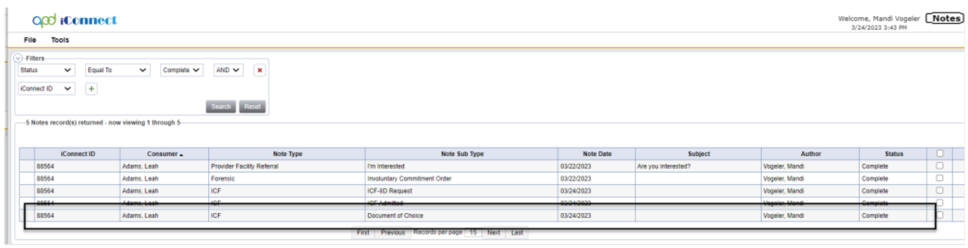
2d. ICF Coordinator Tasks

Role: State Office Worker (ICF Coordinator)

1. The ICF Coordinator will work **My Dashboard** for incoming notes. Select the **Consumers** > **Complete** > **Notes** queue.

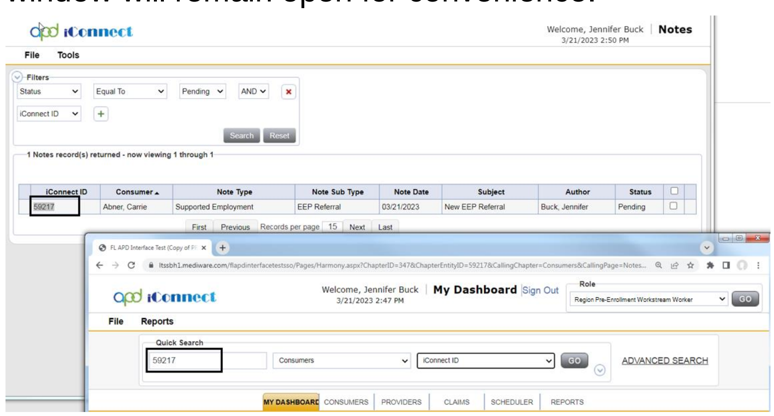


2. Click on the Document of Choice note to review the details.



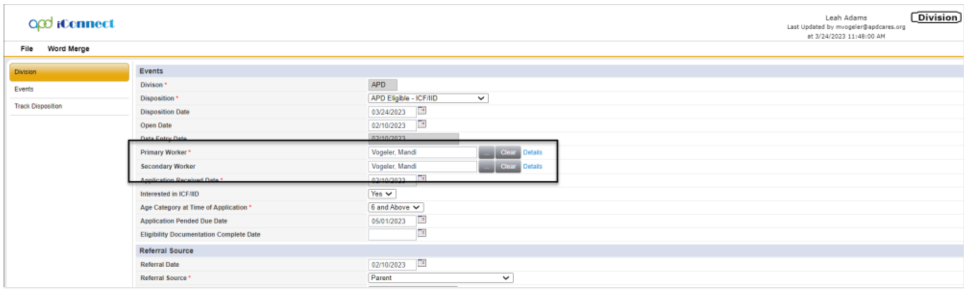
Tip

Navigate quickly from the My Dashboard > Notes queue to the client's record by copying the iConnect ID from the Notes queue and pasting it into the Client > Quick Search. The Note queue window will remain open for convenience.



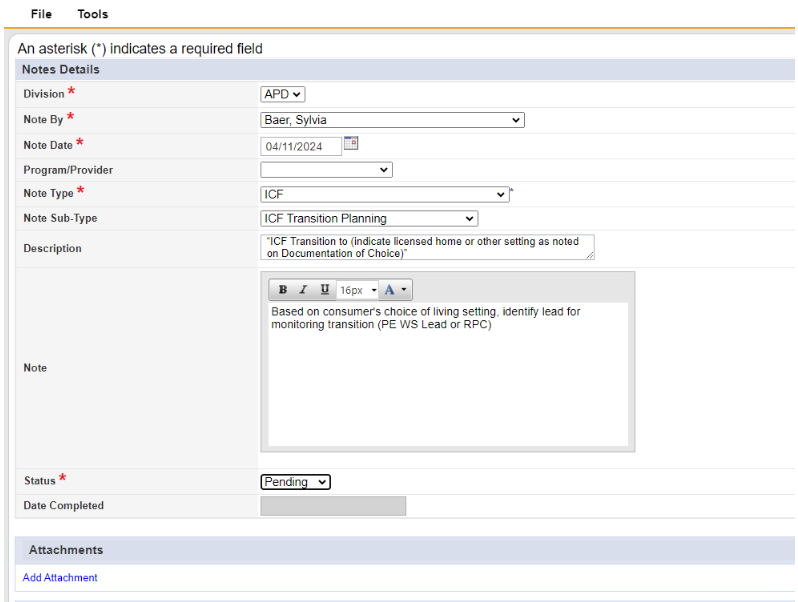
3. ICF Coordinator updates the workers on the client's division record. from the client' record, select the Division tab. Select the APD Eligible – ICF-IID record. Update the following:
    a. Primary Worker = ICF Coordinator

b. Secondary Worker = Receiving Pre-Enrollment Workstream Lead (if known, else the ICF Coordinator will return to the Division Record and update the secondary worker record once the receiving Region is known.



5. From the **File** menu, select **Save and Close Division**.

4. ICF Coordinator documents transition planning progress in a note in iConnect. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = ICF
    b. Note Subtype =ICF Transition Planning
    c. Description = "ICF Transition to (indicate licensed home or other setting as noted on Documentation of Choice)"
    d. Status = Pending
    e. Note = Based on client's choice of living setting, identify lead for monitoring transition (PE WS Lead or RPC)
    f. Note Recipient = MCM + RPC or Pre-Enrollment Workstream Lead (receiving Pre-Enrollment Workstream Lead if known, or home Pre-Enrollment Workstream Lead /Secondary Worker) + Waiver Workstream Lead



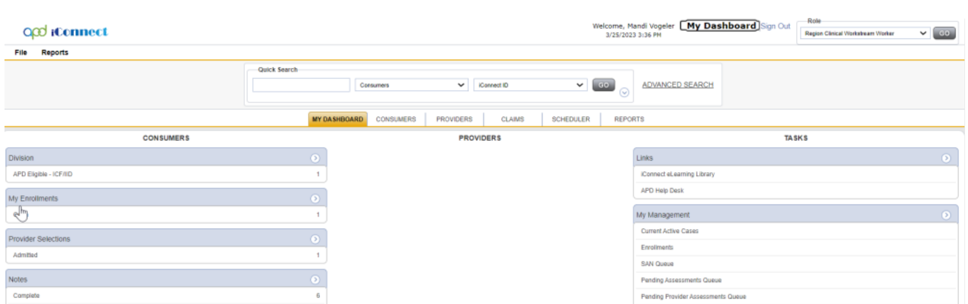
5. From the **File** menu, select **Save and Close Note**.

6. The ICF Coordinator tasks resume in the [Client's Transition](#) section.

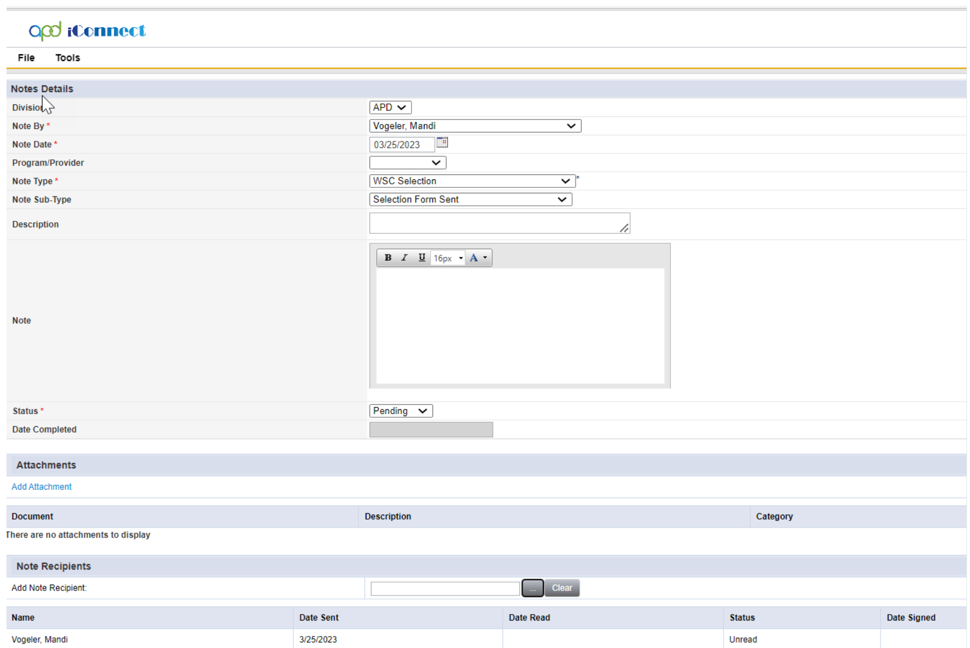
2e. WSC Selection Process

Role: Region Pre-Enrollment Workstream Lead or Clinical Workstream Worker (RPC)

1. The Region Pre-Enrollment Workstream Lead or RPC will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.
   a. Locate the note with Note Type = ICF and Note Subtype =ICF Transition Planning and review the information contained.

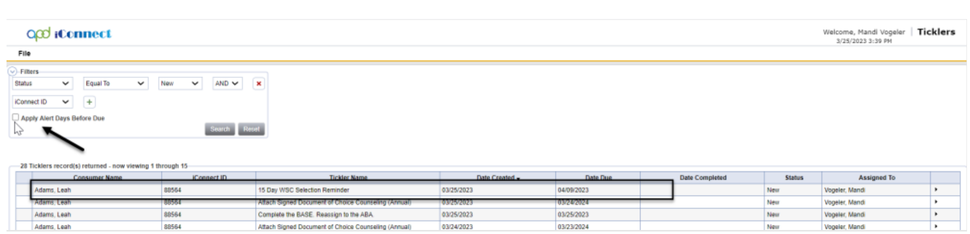


2. Complete the WSC Selection Process with the Client. Document information in a Note. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = WSC Selection
    b. Sub-Type = Selection Form Sent
    c. Status = Pending
    d. Attachment = Copy of the Selection Form Notification
    e. Recipient = Self

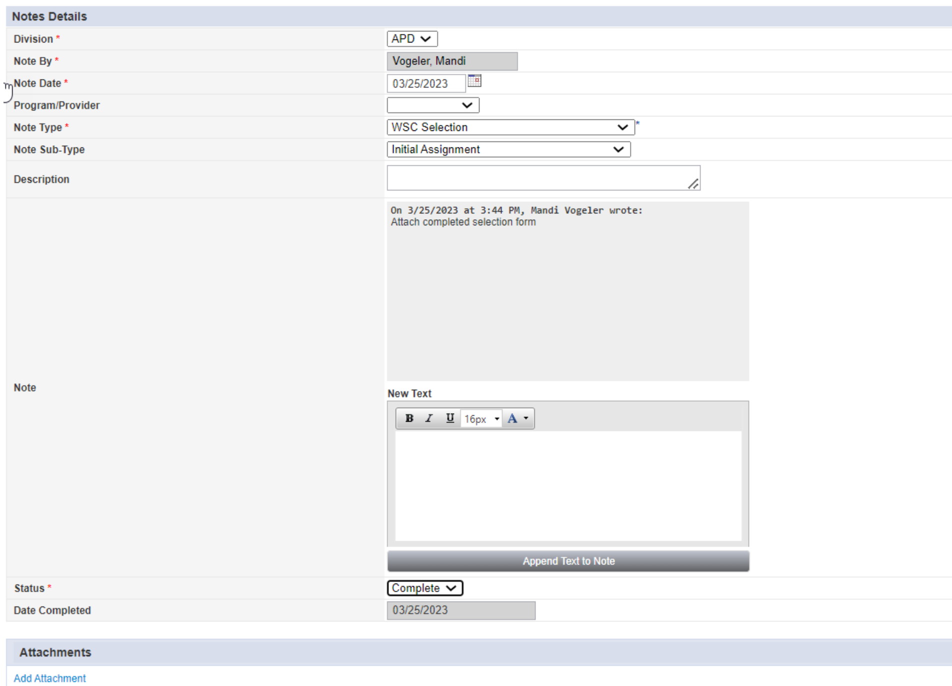


3. From the **File** menu, select **Save and Close Notes**.

4. Saving the form with Note Type = WSC Selection and Note Sub-Type = Selection Form sent triggers a tickler for a 15-day WSC Selection Reminder. Navigate to the Ticklers section on the My Dashboard tab. Unclick "Apply Alert Days Before Due" to view tickler.

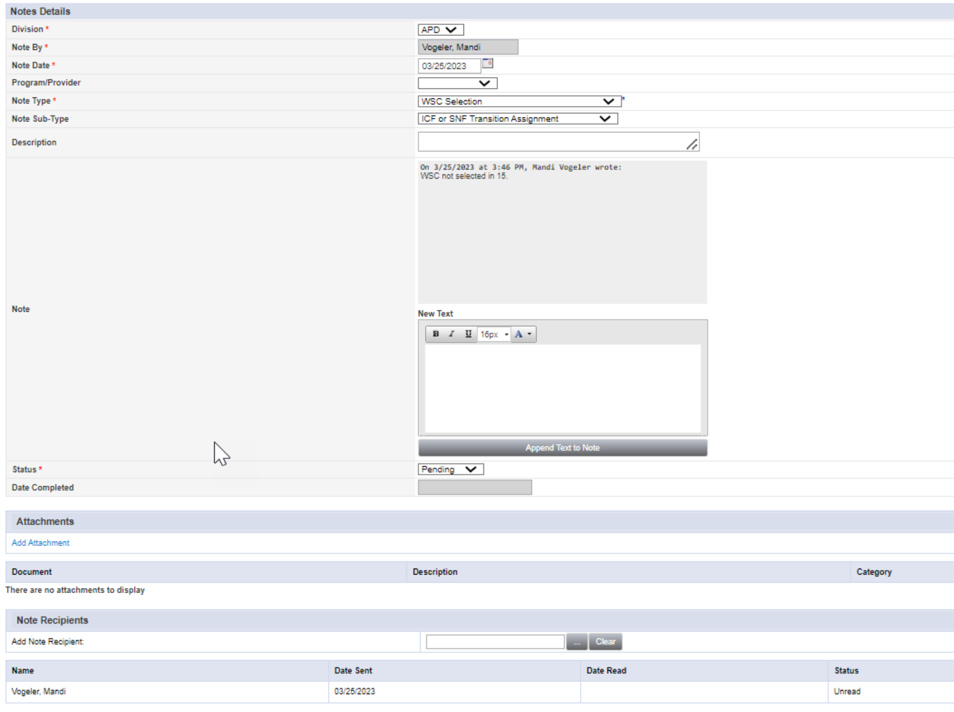


5. Once the selection form is received the Region Pre-Enrollment Workstream Lead or RPC, navigate to the Notes tab and update existing note.
    a. Note Type = WSC Selection
    b. Sub-Type = Initial Assignment
    c. Recipient = WSC
    d. Status = Complete
    e. Attachment = completed selection form



6. From the **File** menu, select **Save and Close Notes**.

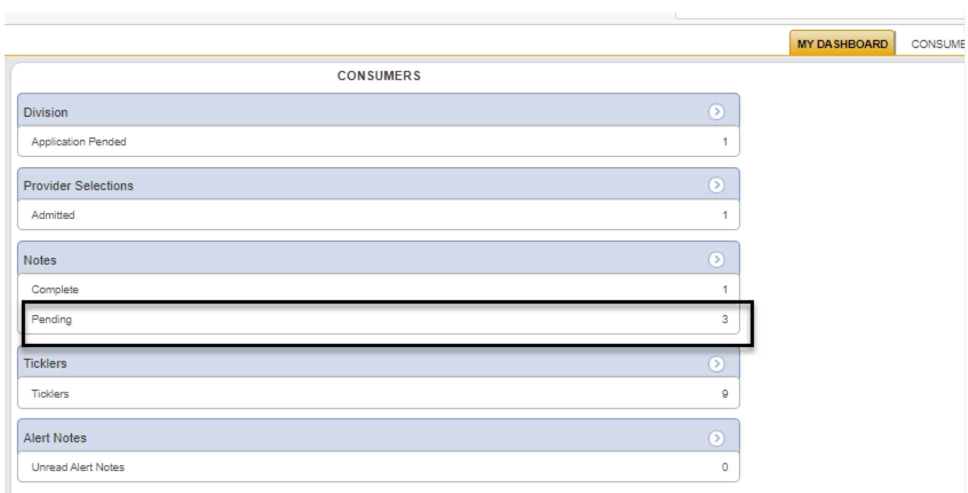
7. If WSC not selected in 15 days, send a note to Waiver Lead to auto assign a WSC. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = WSC Selection
    b. Sub Type = ICF or SNF Transition Assignment
    c. Status = Pending
    d. Recipient = Waiver Workstream Lead



8. From the **File** menu, select **Save and Close Notes**.

Role: Region Waiver Workstream Lead

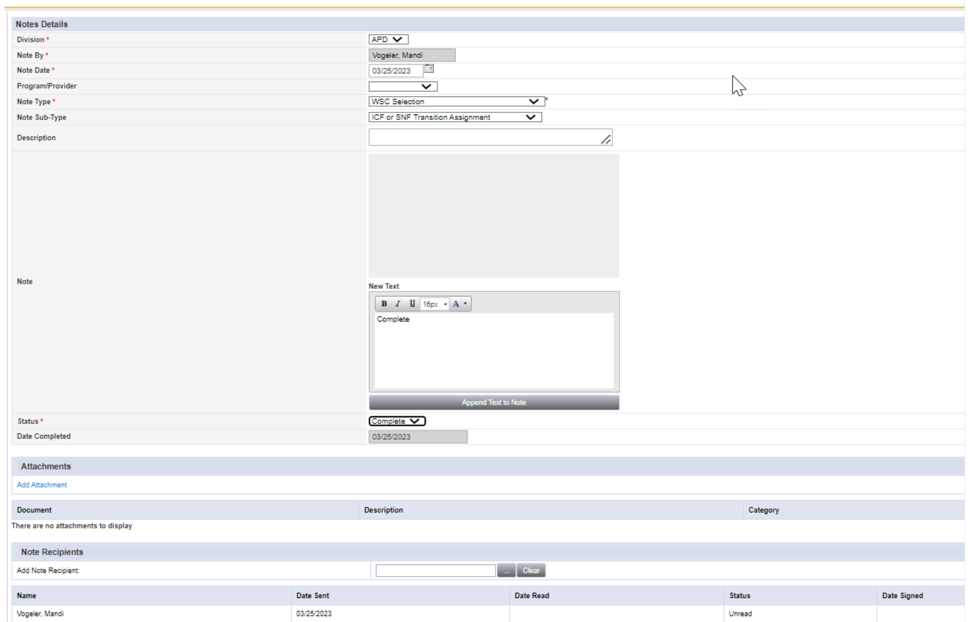
9. The Waiver Workstream Lead monitors **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



10. The Waiver Workstream Lead will respond back to this note with the assigned WSC. From the client's record, select the **Notes** tab.

Select the Pending ICF or SNF Transition Assignment **Note.** Update the following fields.

a. Note Type = WSC Selection
a. Sub Type = ICF or SNF Transition Assignment
b. Note = Include information on the assigned WSC.
c. Status = Complete
d. Recipient = Pre-Enrollment Workstream Lead or RPC

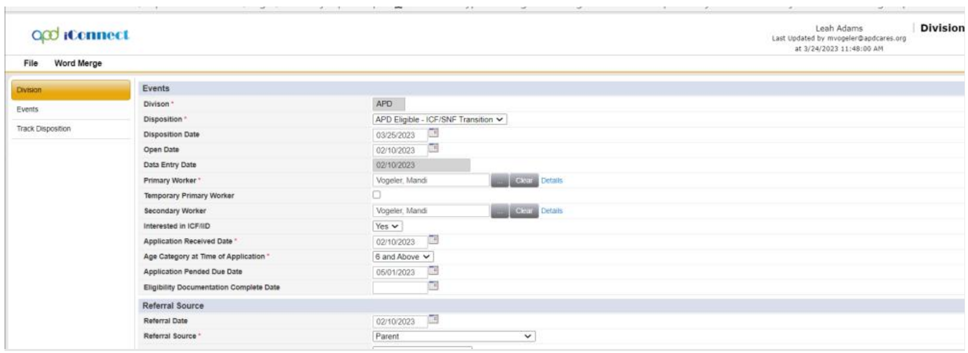


2. From the **File** menu, select **Save and Close Notes**.

Role: Region Pre-Enrollment Workstream Lead or Clinical Workstream Worker (RPC)

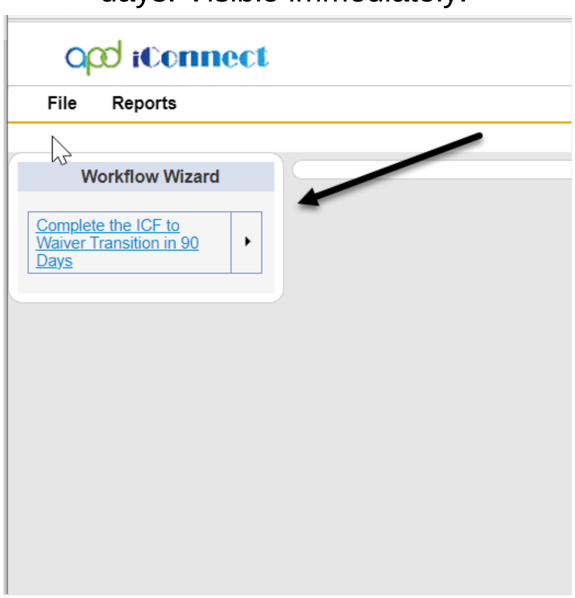
3. Once the note is received by the Region Pre-Enrollment Workstream Lead or RPC, navigate to the Notes tab and update existing note.
    a. Note Type = WSC Selection
    b. Sub-Type = Initial Assignment
    c. Status = Complete
    d. Recipient = WSC
4. From the **File** menu, select **Save and Close Notes**.

11. The Region Pre-Enrollment Lead or the RPC will update the workers on the client's Division record. Navigate to the client's **Division** tab. Select the active Division record.
    a. Disposition = APD Eligible – ICF/SNF Transition
    b. Disposition Date = Must be date of the client's signature on the WSC Selection form OR the date of auto-assignment of WSC (when client's fail to return a selection form)
    c. Primary Worker: change from ICF Coordinator to WSC. *Starts the 90 day transition clock.*
    d. Secondary Worker: remains PE WS Lead



    e. From the **File** menu, select **Save and Close Division**

12. Updating the division record with Disposition = APD Eligible – ICF/SNF Transition triggers the following WFW.
    a. Complete ICF to Waiver Transition in 90 Days Region (Pre-Enrollment Workstream Lead – Secondary Worker) Due in 90 days. Visible immediately.

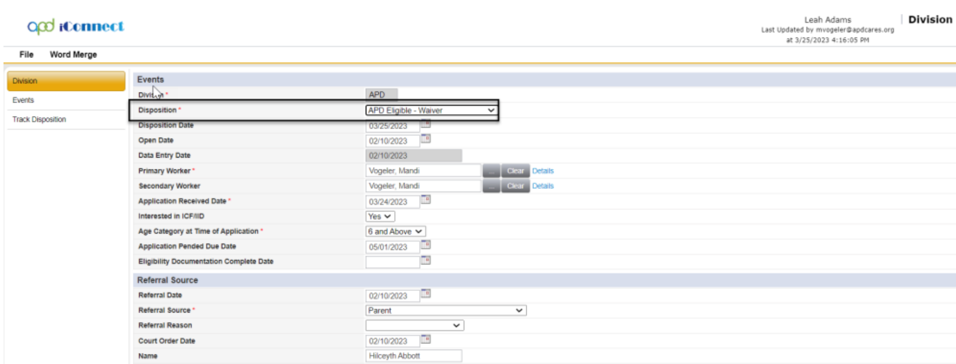


Reference [Chapter 5 of the Case Management Training for Standard APD Waiver Enrollment] manual to follow the steps outlined for the standard waiver enrollment processes.

2f. Waiver Enrollment

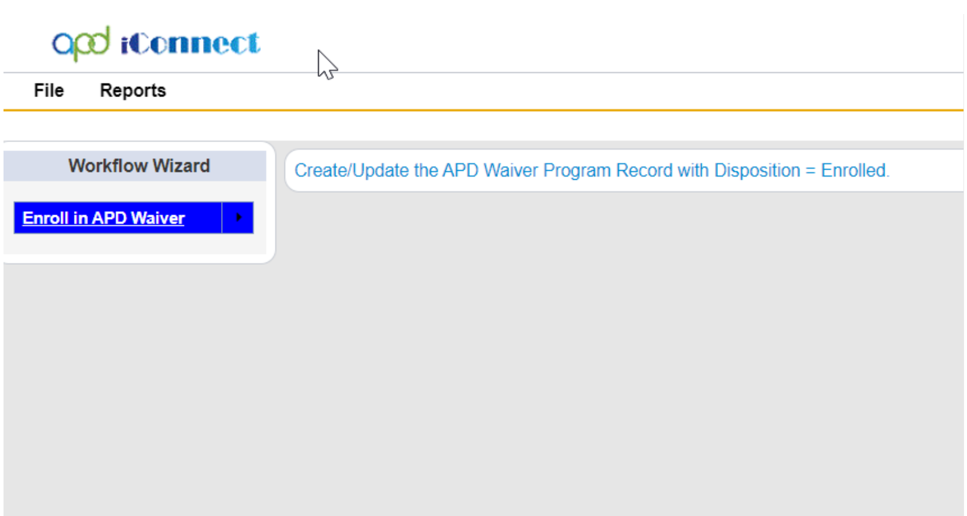
Role: State Office Enrollment

1. The State Office Enrollment will complete the standard enrollment processes. In the clients record, select the Division tab, and update the Division record.
   a. Disposition = APD Eligible - Waiver

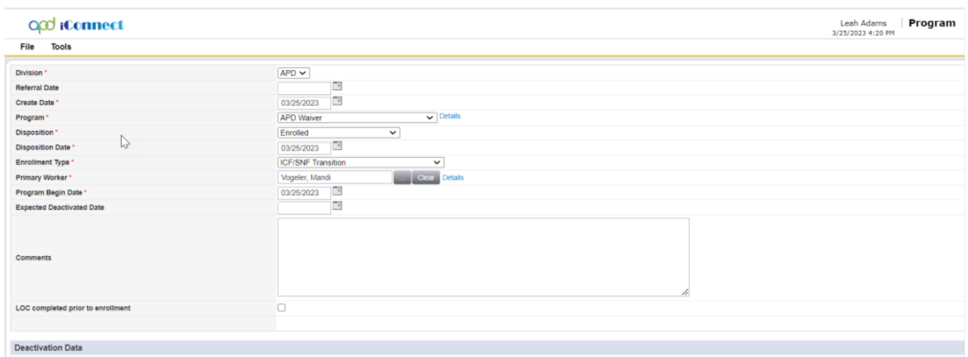


   b. From the **File** menu, select **Save and Close Division**

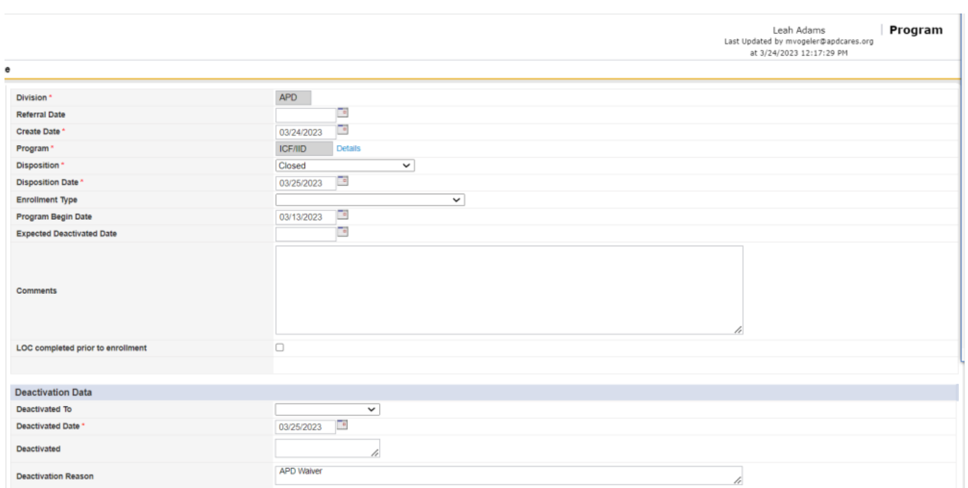
2. Saving the Division record triggers a tickler to Create “Enrolled” APD Waiver Program record.



3. In the clients record, select the **Program** tab, from the **File** menu, **Add Program**.
    a. Program = APD Waiver
    b. Disposition = Enrolled
    c. Disposition Date = Current Date
    d. Enrollment Type = ICF/SNF Transition
    e. Primary Worker = WSC
    f. Program Begin Date = Date Client transitioned in the Waiver Program

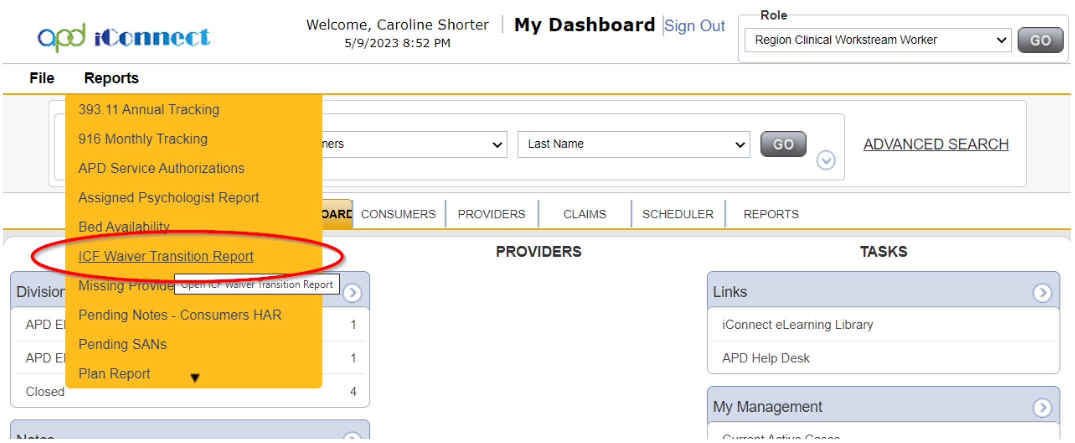


4. Also on the Program tab, select the Open ICF Program record and update the following fields:
    a. Disposition = Closed
    b. Enrollment Type = Leave Blank
    c. Deactivated To = APD Waiver
    d. Deactivated Reason = APD Waiver

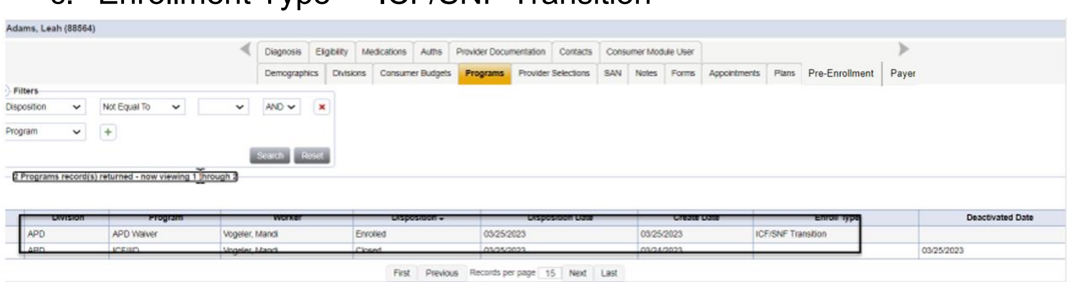


Role: Region Pre-Enrollment Workstream Lead or Clinical Workstream Worker (RPC)

5. The Region Pre-Enrollment Workstream Lead or RPC will run a monthly report to monitor transitions every 30, 60, 90 days.
   From the My Dashboard screen, use the Reports menu dropdown to select ICF Waiver Transition Report to retrieve a monthly report to monitor ICF Transition to the Waiver.



6. The Region Pre-Enrollment Workstream Lead or RPC will confirm that the client was enrolled on the waiver by State Office Enrollment through the existence of the APD Waiver program record on the client's **Programs** tab.
   a. Program = APD Waiver
   b. Status = Enrolled
   c. Enrollment Type = "ICF/SNF Transition"



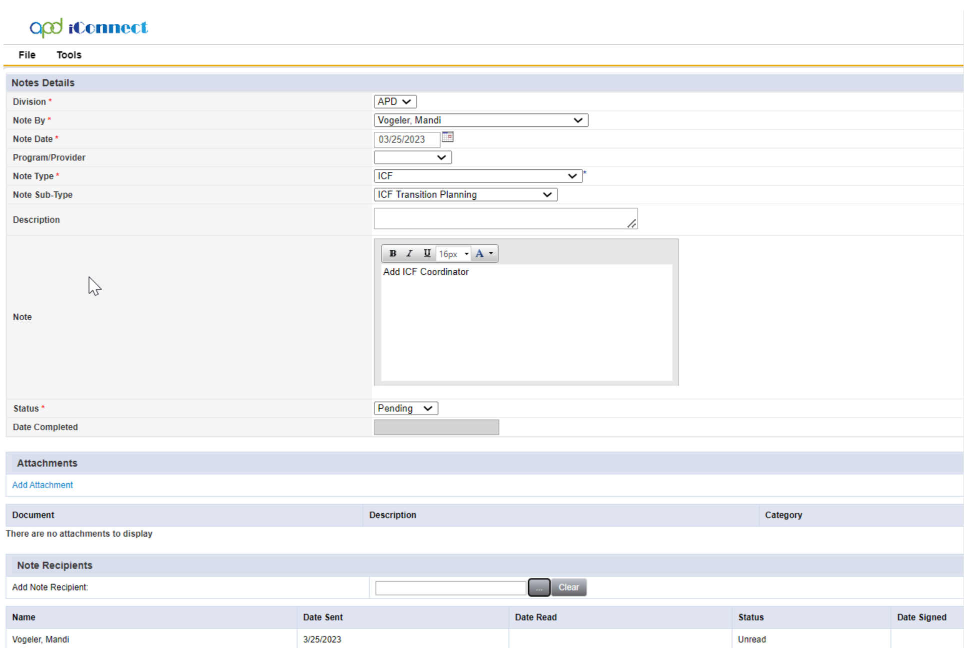
2g. Client's Transition

The 90-day transition was met.

The date the WSC was assigned as the primary worker on the client's division record is the date the waiver enrollment is complete and occurred within 90 days.

Role: Region Pre-Enrollment Workstream Lead or Clinical Workstream Worker (RPC)

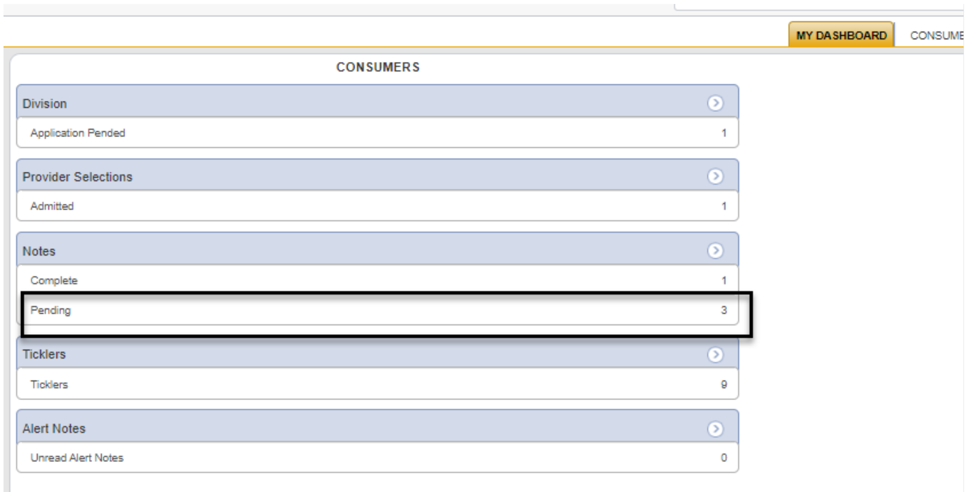
1. Document the 90-day transition into the Waiver via updating the ICF/Transition Planning note. From the client's record, select the **Notes** tab and open the existing ICF Transition Planning Note. Update the following fields.
    a. Note type = ICF
    b. Sub Type = ICF Transition Planning
    c. Note = Document the outcome of the 90 Transition
    d. Recipient = ICF Coordinator
    e. Status = Pending



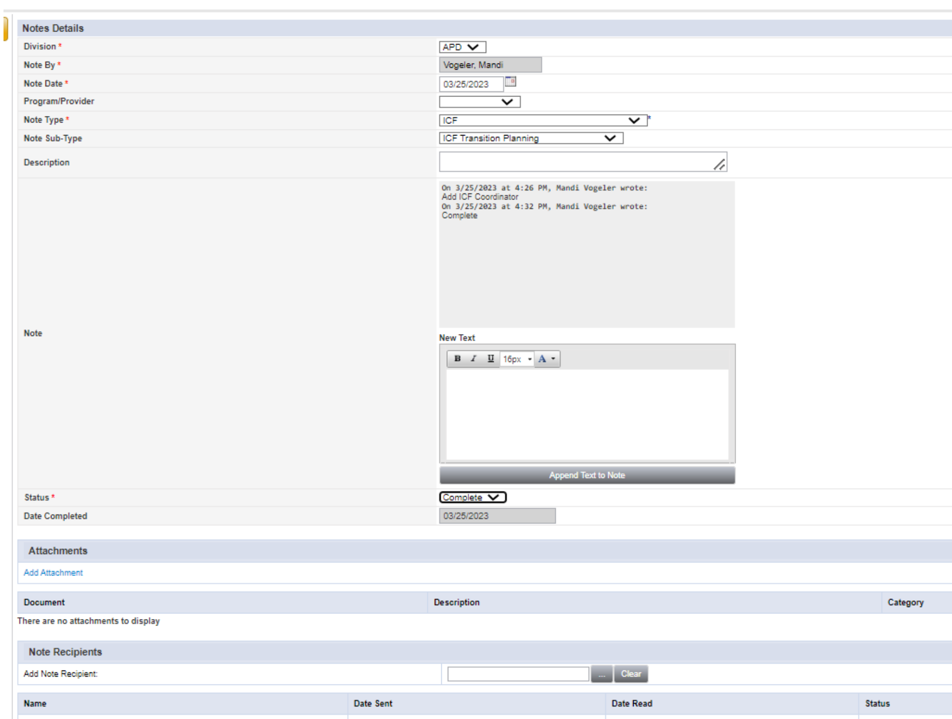
2. From the **File** menu, select **Save and Close Notes**.

Role: State Office Worker (ICF Coordinator)

3. ICF Coordinator monitors **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.



4. Confirm the move date with the MCM or the withdrawal and update the Pending ICF Transition Planning note. Update the following fields.
    a. Note type = ICF
    b. Sub Type = ICF Transition Planning
    c. Note = Document findings
    d. Status = Complete

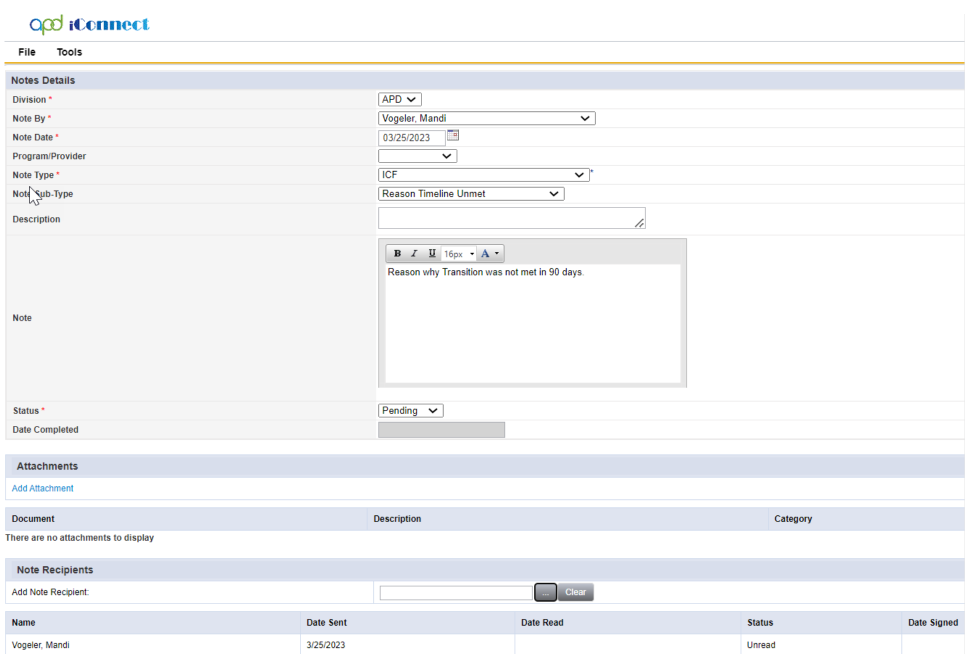


5. From the **File** menu, select **Save**.
    a. From the Tool Menu Dropdown, Mark Note as Read to remove from My Dashboard

The 90-day Transition was NOT met.

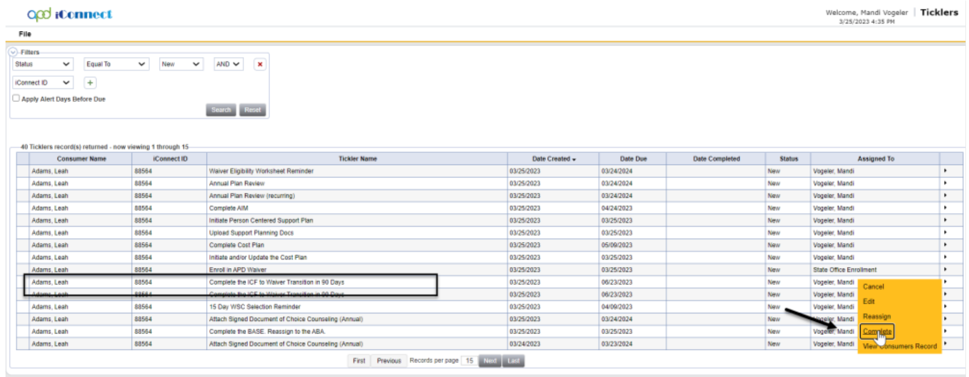
Role: Region Pre-Enrollment Workstream Lead or Clinical Workstream Worker (RPC)

1. If the 90-day transition was not met, document the details of why transition timeline was not met via a new note. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = ICF
    b. Sub Type = Reason Timeline Unmet
    c. Notes = reason why did not transition within 90 days
    d. Status = Pending
    e. Recipient = WSC for FU and ICF Coord as FYI



2. From the **File** menu, select **Save and Close Notes**.

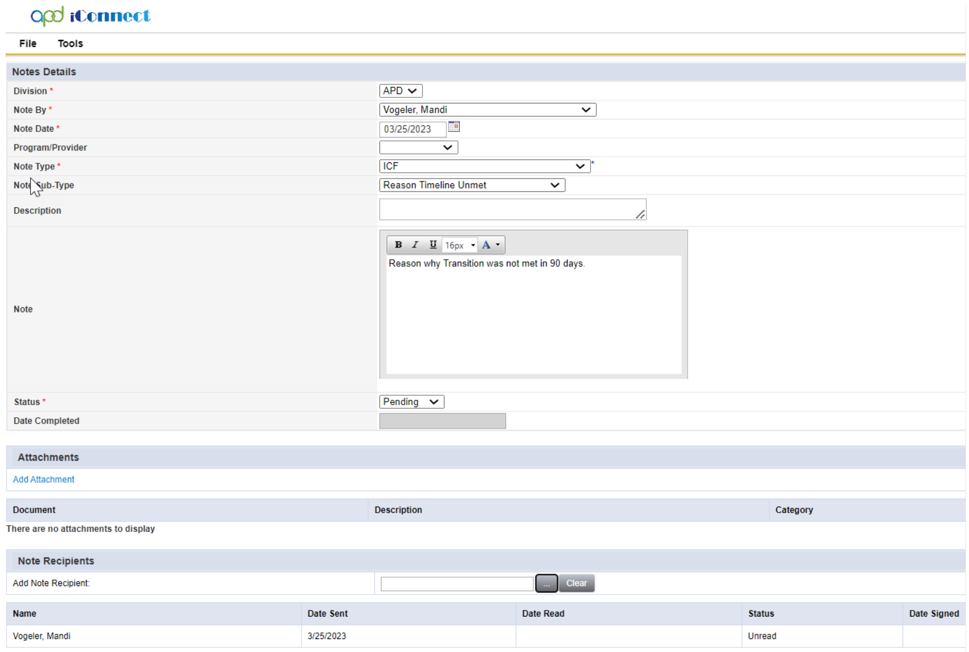
3. The Tickler can be marked as complete because the Note will be used to track the follow-up until the client has moved.



Role: Waiver Support Coordinator (WSC)

4. The WSC will monitor **My Dashboard** for incoming notes. Select the **Consumers** > **Pending** > **Notes** queue.

5. Complete follow up to get client moved and respond to Pre-Enrollment Workstream Lead via existing note. From the client's record, select the **Notes** tab. From the list view select the "ICF/Reason Timeline unmet" **Note**, update the following fields.
   a. Note Type = ICF
   b. Sub Type = Reason Timeline unmet
   c. Recipient = Pre-Enrollment Workstream Lead or RPC

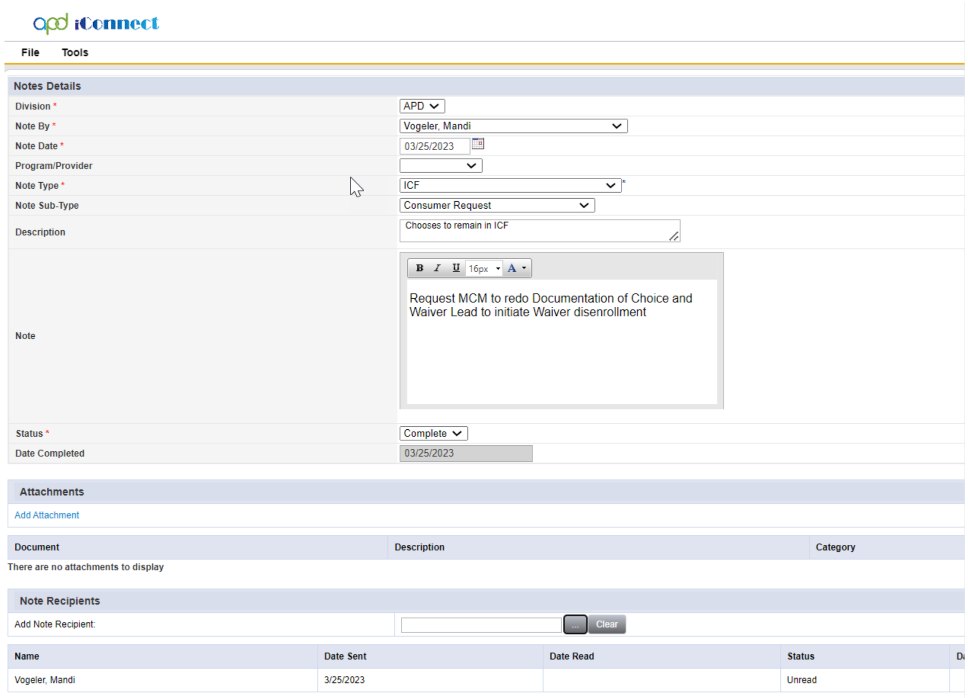


6. From the **File** menu, select **Save and Close Notes**.

Client chooses to remain in ICF.

7. If the client decides that they want to remain in the ICF (they do not want to move), notify the Waiver Lead and MCM via a note. From the client's record, select the **Notes** tab. From the **File** menu, select **Add Note.** Update the following fields.
    a. Note Type = ICF
    b. Sub Type = Consumer Request
    c. Description = Chooses to remain in ICF
    d. Note = Request MCM to redo Documentation of Choice and Waiver Lead to initiate Waiver disenrollment
    e. Recipients = Waiver Lead & MCM & Clinical Lead
    f. Status = Complete

ICF



8. From the **File** menu, select **Save and Close Notes**.

9. The Waiver Workstream Lead will proceed through current disenrollment process. (Need to disenroll from Waiver. Change program and division record back to ICF instead of Waiver.) See Case Management Training Guide for the Waiver Disenrollment process.

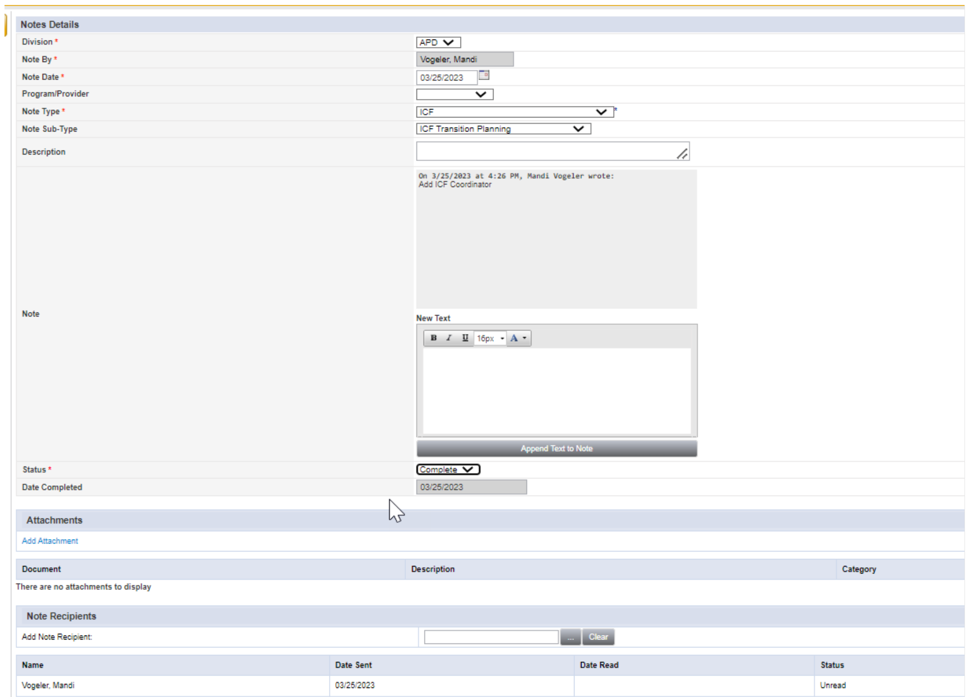
10. MCM will proceed with documentation and attaching to a new note. Add Clinical Workstream Lead as FYI
    a. Note Type = ICF
    b. Note Sub-Type = Document of Choice
    c. Status = Pending
    d. Recipient = Clinical Workstream Lead

11. From the **File** menu, select **Save and Close Notes**.

12. MCM will also need to send the ICF Transition Planning Note back to ICF Coordinator. From the client's record, select the **Notes** tab. From the **File** menu, select the Pending ICF Transition Planning note**.** Update the following fields:

ICF

a. Note type = ICF
b. Sub Type = ICF Transition Planning
c. Recipient = ICF Coordinator
d. Status = Complete



13. From the **File** menu, select **Save and Close Notes**.