

Introduction to the DoAS Nursing Facility Portal

LTC2 NOTIFICATION FROM NURSING FACILITY

APRIL 28, 2022



Objectives

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- Current Notification of Admission process to OCCO via LTC2
- Introduce the DoAS NF Portal for purposes of LTC2 Processing
- Discuss plan for portal implementation
- Review portal registration process
- NF considerations for portal implementation
- Next Steps



Current Processing of the LTC2 Form

NOTICE OF ADMISSION
NOTICE OF DISCHARGE
REQUEST FOR PAS



Medicaid and LTC

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- Requirements for individuals seeking admission to a NF
 - Determine insurance coverage
 - If not enrolled in Medicaid, screen for potential eligibility
 - If potentially Medicaid eligible within 180 days of admission, meet Nursing Facility Level of Care (NF LOC) as screened/determined/authorized by one of the following:
 - ✦ EARC (Enhanced At Risk Criteria) – Hospital/OCCO
 - ✦ PAS (Pre-admission Screening) - OCCO
 - ✦ Prior Authorization - MCO
 - PASRR Level I and Level II process
 - ✦ Be screened and, if appropriate, evaluated for Severe Mental Illness and Intellectual Disability



LTC2: Notice of Admission/Discharge/Request for PAS

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- The LTC2 is required within 2 business days of NF admission for individuals who appear to be Medicaid eligible within 180 days as per N.J.A.C. 8:85
- NFs request PAS for most non-Medicaid admissions based on risk for payment
- DoAS Office of Community Choice Options (OCCO) receives over 1900 LTC2 submissions per month
 - Assigns approximately 1300 for PAS
 - 78% of LTC2 referrals for PAS – individual doesn't establish Medicaid within one year and assessment is not used for billing purposes
- Current LTC2 process requires email submission with little or no communication of outcomes or other needs



DoAS NF Portal

INTRODUCTION



LTC2 Expansion

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- DoAS has built a web-based portal for the receipt, acknowledgement, and response to LTC2 submissions with the goal to:
 - Streamline LTC2 submission and acknowledgement by eliminating email process
 - Provide communication of real-time receipt and processing outcomes
 - Record assessment outcomes specific to the referring NF
 - Capture data on all NF admissions regardless of payer source
 - Enable and expand data collection of
 - ✦ PASRR
 - ✦ Eligibility
 - ✦ Outcomes



NF Portal Platform

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- Cloud-based software
 - Operates within the Government Cloud
 - HIPAA compliant
- Accessible via web-browser
 - Google Chrome or Microsoft Edge are recommended/supported
 - Not public-facing; requires user license and access rights
- Real-time processing
 - EARC Status
 - NF → OCCO: LTC2; PASRR documents; NF Clinical Screen
 - OCCO → NF: Automated submission; OCCO status and outcomes



NF Portal Development and Testing

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- The NF Portal is similar to the EARC portal which was launched in 2019 for acute care hospitals
 - Real-time communication
 - Streamlined outcomes
 - High satisfaction
 - No cost to providers
- A NF Workgroup consisting of LTC advocacy groups and NF representatives was convened in 2019
- NF representatives participated in testing and provided feedback on functionality



LTC-2, Notification from Nursing Facility

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LTC-2 Request Types:

- Notice of Admission(LTC-2A)
- Request for Clinical Assessment (LTC-2B)
- Notice of MCO/PACE Disenrollment (LTC-2C)
- Section Q Referral (LTC-2D)
- Nursing Facility (NF) Clinical Screen (LTC-2E)
- Notice of Discharge (LTC-2F)



LTC2 Case Status Updates

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- Status updates enable the NF to view the current processing of each LTC2 request:

STATUS	DEFINITION
Incomplete (Unfinished)	LTC-2E only; NFCS created but incomplete, not submitted to OCCO
Submitted	LTC-2 request submitted to OCCO
Hold	Requires OCCO investigation prior to processing
Inappropriate Referral	OCCO unable to process request; email notification; request closed
RFI (Request for Information)	LTC-2E only, OCCO Reviewer requesting additional information; email notification
RFI Response	LTC-2E only, NF user response to RFI
OCCO Outcome/Determination	Documentation of OCCO assessment outcome (LTC-2B, LTC-2C or LTC-2D) <u>or</u> review determination (LTC-2E only); email notification
Complete	All OCCO processing complete, request closed

LTC-2 Record

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LTC-2A Notice of Admission
LTC-2B Request for Clinical Assessment
LTC-2C Notice of MCO/PACEDisrollment
LTC-2D Section Q Referral
LTC-2E NF Clinical Screen
LTC-2F Notice of Discharge
Attachments

Confirmation Number:
LTC2-A000001361
Resident:
John Burke
Nursing Facility:
OCCO Nursing Facility
Date Of Admission:
2022-02-18
Discharge Date:
Reload

LTC-2 Full Submission History

Total Submissions : 6

Confirmation Number	Submit Date	Submission Type	Status	Status Updated	OCCO Outcome	OCCO Date	Attachments
LTC2-A000001361	02/22/22	LTC-2 A	Submitted	2/22/2022, 01:59 PM EST			Yes
B-0842	04/06/22	LTC-2 B	Submitted	4/6/2022, 01:47 PM EDT			No
C-00527	03/14/22	LTC-2 C	OCCO Outcome	4/11/2022, 11:06 AM EDT	DENIAL	04/10/22	Yes
C-00467	03/03/22	LTC-2 C	Inappropriate Referral	3/14/2022, 10:24 AM EDT			Yes
D-00209	03/23/22	LTC-2 D	Submitted	3/23/2022, 10:38 AM EDT			No

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Resident Information

Resident Last Name:	Burke	SSN:	462-96-5318
Resident First Name:	John	Date of Birth:	2/2/1967
Gender:	Male		

Attachments Tab

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- A pdf copy of the LTC-2A and LTC-2E submission detail is maintained in the Attachments tab of the LTC-2 record.
- All documents attached by the NF related to specific LTC-2 request types will also be available in the Attachments tab.

All Attachments

Total Attachments : 6

Attachment Description	Attachment Title	LTC-2 Request Type	Upload Date
Required Prior Authorization	PACE Prior Authorization.pdf	LTC-2C	3/14/2022, 12:29 PM EDT
Required Prior Authorization	MCO Prior Authorization.pdf	LTC-2C	3/9/2022, 12:05 PM EST
OCCO Determination	NF-A00502 AppDetermination.pdf		2/22/2022, 03:41 PM EST
NF-A00502 Original Submission	NF-A00502 AppConfirmation.pdf	LTC-2E	2/22/2022, 02:30 PM EST
Original Submission	LTC2-A000001361 Confirmation	LTC-2A	2/22/2022, 02:00 PM EST
PASRR Level I	PASRR Level I (Text Attachment).pdf	LTC-2A	2/22/2022, 01:54 PM EST

LTC2 Outcomes

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- All outcomes will be communicated directly through the portal as applicable.
 - The NF user and the NF will receive email communication directing the user to the resident's LTC2 record to view the final outcome/determination following OCCO processing.
- The final outcome/determination can be visualized within the LTC2 record full submission grid and applicable LTC2 request tab.



Intended Goals of LTC-2 Portal Implementation

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- Increase time efficiency of LTC-2 processing
- Improve communication between NF and OCCO
 - Inappropriate Referrals
 - Requests for Information
 - OCCO Outcomes/Determinations
- Provide a repository of all LTC-2 requests in resident's LTC2 record for current admission
 - Eliminate paper files



NF Portal Implementation Plan



LTC2 Request Types – Implementation Plan

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- **Phase 1 Implementation – Expected Early June**
 - LTC2A: Notice of Admission
 - LTC2B: Request OCCO Clinical Assessment
 - LTC2F: Notice of Discharge
- **Phase 2 Implementation – Date to be Determined**
 - LTC2C: Notice of MCO/PACE Disenrollment
 - LTC2D: Section Q Referral
 - LTC2E: Nursing Facility Clinical Screen
 - ✦ A new tool designed to be completed after NF admission to identify NF LOC for potential Medicaid enrollees with an EARC
 - ✦ Will be completed by the NF from info on the MDS assessment
 - ✦ Will serve as a clinical placeholder until a Medicaid application is initiated and the CWA makes a referral to OCCO



Training Plan – Phase I

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- DoAS to schedule one online training
 - Training expected to occur late-May
 - Training will be recorded and made available on the DoAS Provider Resources website
- Training documents to include:
 - LTC2 NF Process
 - LTC2 Workflow
 - NF Portal Navigation Manual



Go Live

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- User access will be on a first come, first serve basis
 - Workgroup facilities will be provided priority access
 - Access requires completion of registration forms
 - User will receive credentials via email and must activate account within 24 hours
- Technical assistance will be provided via a monitored email account
 - DoAS-NFPortal.Registration@dhs.nj.gov
- Current LTC2 email processes will phase out as facilities transition to the portal
 - LTC2 email process discontinuation date will be set



Portal Registration Process

- LICENSES
- NF USER PROFILES
- PORTAL REGISTRATION
- NF PROVIDER PROFILE UPDATES



NF Portal Implementation and License Considerations

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- Licenses provided upon request and on a first come, first served basis
 - License suspension for lack of use; DoAS reserves the right to limit # of licenses
- Licenses are specific to one individual and one facility type
 - Facilities with both NF and SCNF - users will require separate licenses and login credentials specific to the facility type
- Portal Profiles define access to various portal processes

User Type	Access Level
NF	All LTC types
SCNF	All LTC types; excludes NF Clinical Screen
Billing Agent	All LTC types; excludes NF Clinical Screen and Section Q Referral



Portal Registration Requirements

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1. **Information Security Representative Form**
 - a. Designates a facility representative who is not a portal user and not a supervisor of a portal user who has the authority to approve portal access for facility staff. Also responsible to identify those who no longer require access and to submit Provider profile changes.
 - b. A minimum of one primary ISR is required for each facility. A secondary ISR is highly recommended.
 - c. The ISR must sign portal registration forms for all users
2. **Individual Access Request Form**
 - a. Each individual user who requires portal access must complete a request form. The form requires **three unique signatures**:
 1. User signature
 2. User's immediate supervisor signature
 3. ISR signature



Provider Profile Change Request (SF-3)

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- This form is utilized when a change to a provider profile is required.
 - Name of Facility
 - Address, telephone detail
 - Medicaid Provider Number
 - Provider email change
- The ISR is responsible to submit change requests to DoAS-NFPortal.Registration@dhs.nj.gov.



NF Considerations for Portal Implementation



NF Considerations

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- Ensure availability of Google Chrome and/or Microsoft Edge for portal functionality
- Identify staff to function as ISR
 - Submission of SF-1, Information Security Representative form; one form per NF
- Identify staff requiring portal access
 - Submission of SF-2, Portal User Access Request form for each user
- Creation of generic email account
 - Administrative email account that can be used and accessed by NF administrative staff with permissions as opposed to one single individual
 - Would allow streamlined communication regardless of 3rd party entity, staff absences, turnover, reassignment, etc



Questions?



Next Steps

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- DoAS to initiate the portal registration process effective 5/2/22
 - ✦ All required portal forms must be sent to the following dedicated email:
 - DoAS-NFPortal.Registration@dhs.nj.gov.
- Registered users will receive a May training invitation
- Once the 'GO LIVE' date is identified, OCCO will request Salesforce to forward email notification to registered portal users to establish user access.
 - ✦ Email will contain access link which is valid for only 24 hours.
 - ✦ **IMPORTANT:** If the new NF user does not establish portal access within this timeframe, the user will be required to outreach DoAS-NFPortal.Registration@dhs.nj.gov to request a user reset.



Email Notification – Initial Portal Access

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noreply@salesforce.com on behalf of Administrative Tool <njsave.noreply@dhs.state.nj.us>

Freundlich, Deanna

3/7/2022

[EXTERNAL] Sandbox: Welcome to Administrative Tool

CAUTIONThis message came from an EXTERNAL address (njsave.noreply@dhs.state.nj.us 0-5omn89dthh61d3@bdee6172oe4tj5.r-12z9eai.cs32.bnc.sandbox.salesforce.com). DO NOT click on links or attachments unless you know the sender and the content is safe. Suspicious? Forward the message to spamreport@cyber.nj.gov.

Hi Deanna NF Billing,

Welcome to Administrative Tool! To get started, go to [https://urldefense.com/v3/_https://uat-njua.cs32.force.com/wptest/login?c=nR3Z1dxlvvhXDH5Mrnn7DOv2.7b.0bF6DtPILUJct.VilJS48_RfAcXOwL44KE6frzX3mGTVG.zYqJfv6m4j3Wd9Fb_MPfcsoG0NjL3Gk2oREjwdX0FNW8BzHZA_BXGR3wPRUwrpJOmvYMP3bw9yF6m7Jh9hZaVGob8011juM2w0HdtNvKdPzevE.M1LGEPIrLruO8p3koOXZf7LYM4Q6ypMS7NP0aEoBlvvQSHNEggA6t_aNz0*3D_-JQI!J30X0ZrnC1oQtbaIYIIIEkXiyRSMDCWKb6-QRqJ2p0j4do07DibCH7qLDubbQAe3oSgnYb3x9ty-NCC8enbqlcVHDgT\\$](https://urldefense.com/v3/_https://uat-njua.cs32.force.com/wptest/login?c=nR3Z1dxlvvhXDH5Mrnn7DOv2.7b.0bF6DtPILUJct.VilJS48_RfAcXOwL44KE6frzX3mGTVG.zYqJfv6m4j3Wd9Fb_MPfcsoG0NjL3Gk2oREjwdX0FNW8BzHZA_BXGR3wPRUwrpJOmvYMP3bw9yF6m7Jh9hZaVGob8011juM2w0HdtNvKdPzevE.M1LGEPIrLruO8p3koOXZf7LYM4Q6ypMS7NP0aEoBlvvQSHNEggA6t_aNz0*3D_-JQI!J30X0ZrnC1oQtbaIYIIIEkXiyRSMDCWKb6-QRqJ2p0j4do07DibCH7qLDubbQAe3oSgnYb3x9ty-NCC8enbqlcVHDgT$)

Username: deanna.freundlich@dhs.state.nj.us

Thanks,
NJ DoAS



LTC2 Registration Team - Contacts

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- Email: DoAS-NFPortal.Registration@dhs.nj.gov
 - All communication related to the NF Portal including registration form submissions are to be sent to this email address. This email account is monitored during state business hours and routed to the subject matter expert.
- Deanna Freundlich, Project Lead
 - 609-704-6050
- Elizabeth Brennan, Program Director
 - 609-438-4804

