

# Notification from Nursing Facility (LTC-2) WORKFLOW Activities and Descriptions

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## PHASE II Implementation

This document provides **portal users** with a clear overview of status updates and required actions for each LTC-2 request type. It does not cover eligibility criteria, portal navigation, or other process details. For additional details, portal users should review the Nursing Facility PROCESS Phase II\_LTC-2 Notification from NF document and related training materials. The creation of the LTC-2A, Notification of Admission by the NF user is required to initiate the resident record and allow all subsequent LTC-2 types.

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## PHASE II Implementation LTC-2A, Notice of Admission

LTC-2A ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>NEW LTC-2A Notice of Admission</b>	LTC-2A <b>must be submitted</b> within 2 business days of resident admission, regardless of payer source.	<ul style="list-style-type: none"> <li>NF, SCNF or Billing Agent users</li> </ul>	N/A	<ol style="list-style-type: none"> <li>LTC-2A initiates resident record for a specific NF admission.</li> <li>LTC-2A must be submitted before any other LTC-2 request type can be created.</li> <li>If resident admitted with a valid EARC, both are linked.</li> <li>Document attachments (i.e., Positive PASRR Level I and Level II Determination) must be PDF format.</li> <li>If PASRR Negative, no document required.</li> </ol>
<b>(LTC-2A) Submitted</b>	A fully completed LTC-2A submitted to OCCO. <ul style="list-style-type: none"> <li>When linked to EARC only.</li> </ul>	<ul style="list-style-type: none"> <li>NF, SCNF or Billing Agent users</li> </ul>	N/A	<ol style="list-style-type: none"> <li>LTC-2A received, pending OCCO processing.</li> <li>NF may create &amp; submit other LTC-2 request types as needed.</li> <li>OCCO SS input provider # in eligibility system if EARC linked to LTC-2A.</li> </ol>
<b>(LTC-2A) Hold</b>	LTC-2A received by OCCO, but requires additional processing.	<ul style="list-style-type: none"> <li>OCCO Support Staff (SS)</li> </ul>	N/A	<ol style="list-style-type: none"> <li>OCCO research or action required prior to updating status to 'Completed'.</li> </ol>
<b>(LTC-2A) Completed</b>	LTC-2A received and processed by OCCO. <ul style="list-style-type: none"> <li>When not linked to EARC, upon submission auto-updates to Completed.</li> </ul>	<ul style="list-style-type: none"> <li>Automated if no EARC;</li> <li>OCCO SS</li> </ul>	N/A	<ol style="list-style-type: none"> <li>If not connected to EARC, no OCCO processing required; Case status auto-updated to 'Completed'</li> <li>If EARC linked, NJMMIS entry completed to enable Medicaid billing.</li> </ol>

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### LTC-2B, Request for Clinical Assessment

LTC-2B ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>New (LTC-2B) Request for Clinical Assessment</b>	<p>LTC-2B is required when a resident needs an OCCO clinical assessment and meets the specified criteria.</p> <p><b>IMPORTANT:</b></p> <ul style="list-style-type: none"> <li>If the criteria for an LTC-2E NF Clinical Screen is met, an LTC-2B is <b>not required</b>. (N/A to SCNFs)</li> <li>If valid PAS expiring and no Medicaid, the LTC-2E, NF Clinical Screen is indicated.</li> <li>Only one active LTC-2B or LTC-2E request may exist at a time.</li> </ul>	<ul style="list-style-type: none"> <li>NF, SCNF, Billing Agent users <u>or</u></li> <li>OCCO Support Staff (SS) – CSSA CP-2 Referrals only</li> </ul>	N/A	<ol style="list-style-type: none"> <li>N/A for MCO/PACE active enrollees.</li> <li>N/A if admitted as Private Pay or Medicaid Pending, with or without a valid EARC, unless change in condition or other required criteria.</li> <li>Validation sections must be addressed and changes made if applicable.</li> <li>If demographic corrections are required, user must specify changes for OCCO update.</li> <li>OCCO creation of the LTC-2B is only indicated upon receipt of a new CP-2 Referral when an existing LTC2 record is identified. If no LTC2 record, no new LTC-2B created.</li> </ol>
<b>(LTC-2B) Submitted</b>	A fully completed LTC-2B submitted to OCCO.	<ul style="list-style-type: none"> <li>NF user; or</li> <li>OCCO user</li> </ul>	N/A	<ol style="list-style-type: none"> <li>NF generated LTC-2B received, pending OCCO processing; or</li> <li>OCCO generated LTC-2B following receipt of CP-2 referral.</li> </ol>
<b>(LTC-2B) Inappropriate Referral</b>	<p>The LTC-2B will be <b>closed without processing</b> if any of the following apply:</p> <ul style="list-style-type: none"> <li>Eligible for NF Clinical Screen</li> <li>Valid Clinical Assessment on File</li> <li>MCO Enrolled</li> <li>PACE Enrolled</li> </ul>	<ul style="list-style-type: none"> <li>OCCO SS</li> </ul>	<ol style="list-style-type: none"> <li>Activity email to NF user</li> </ol>	<ol style="list-style-type: none"> <li>If Medicaid MCO/PACE enrolled, immediate response following submission to close referral.</li> <li>LTC-2B request is closed as no further action is required by OCCO or the NF user.</li> <li>Specifics related to rejected referral will be provided in comments.</li> </ol>

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LTC-2B ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
	○ Other (specify)			
<b>(LTC-2B) Hold</b>	LTC-2B received by OCCO, but requires additional processing.	<ul style="list-style-type: none"> <li>OCCO Support Staff (SS)</li> </ul>	N/A	1. OCCO research or action required prior to proceeding with LTC-2B processing.
<b>(LTC-2B) RFI (Request for Information)</b>	Submitted LTC-2B where an issue is identified, which may include: <ul style="list-style-type: none"> <li>PASRR documentation</li> <li>Incorrect demographics</li> <li>Other (specify)</li> </ul> An RFI response is required <b>to resolve the issue so processing can continue.</b>	<ul style="list-style-type: none"> <li>OCCO SS</li> </ul>	Activity email to NF/NF user	1. Specifics related to request will be provided in LTC-2 record, LTC-2B Case Update tab, RFI comments. 2. NF user must respond to RFI within 5 business days to avoid dismissal of the LTC-2B.
<b>(LTC-2B) RFI Response</b>	Alerts OCCO SS that response is provided. RFI Response Type: <ul style="list-style-type: none"> <li>Demographics validated as correct; no changes required</li> <li>Demographic updates are required (<i>corrected demographics to be identified in RFI comments area</i>)</li> <li>Other (reason) with specified comments.</li> </ul>	<ul style="list-style-type: none"> <li>NF user</li> </ul>	N/A	1. If all issues resolved, OCCO to proceed with determination, or 2. If further clarification or documentation is needed, OCCO may return the request to 'RFI' status. The NF user must respond within the same timeframe. The referral date updated to RFI Response date. 3. <b>IMPORTANT:</b> The referral date is updated to date of RFI Response.
<b>(LTC-2B) Assigned</b>	LTC-2B that has been processed and assigned for OCCO Clinical Assessment.	<ul style="list-style-type: none"> <li>OCCO SS</li> </ul>	N/A	1. Requires OCCO SS to identify OCCO Clinician assigned. 2. Assessment referral to OCCO Clinician 3. No required action by NF user; awaiting OCCO outcome.
<b>(LTC-2B) OCCO Outcome</b>	Documents the final OCCO assessment outcome, including:	<ul style="list-style-type: none"> <li>OCCO SS / Assessor</li> </ul>	1. Activity email to NF/NF user	1. LTC-2B request closed.

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LTC-2B ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
				2. NF to proceed with next steps as applicable to final OCCO outcome.
	<ul style="list-style-type: none"> <li>• <b>04=APPROVED NF; 05=APPROVED-NON-CUSTODIAL</b> <ul style="list-style-type: none"> <li>○ Date of OCCO Outcome (valid for 1 year)</li> <li>○ Nursing Facility Level of Care in a nursing facility or the community</li> <li>○ If approved for Hospice, "YES" will also be indicated.</li> </ul> </li> </ul>			1. LTC-13 (NF Level of Care) or LTC-47 (Hospice) approval letter emailed to Nursing Facility. 2. NF to provide a copy to resident and/or Representative.
	<ul style="list-style-type: none"> <li>• <b>06=APPROVED SCNF</b> <ul style="list-style-type: none"> <li>○ Date of OCCO Outcome</li> <li>○ Special Care Nursing Facility (SCNF) Level of Care</li> <li>○ [SCNF Type indicated]</li> </ul> </li> </ul>			1. LTC-13 (NF Level of Care) approval letter emailed to Nursing Facility. 2. NF to provide a copy to resident and/or Representative.
	<ul style="list-style-type: none"> <li>• <b>07=DENIED (Pending Termination); or, 12=DENIED</b> <ul style="list-style-type: none"> <li>○ Date of OCCO Outcome</li> </ul> </li> </ul>			1. OCCO to mail full denial packet directly to resident or legal representative. 2. NF to initiate discharge planning discussion with resident or legal representative to explore community options.
	<ul style="list-style-type: none"> <li>• <b>13=DENIED (Unable to Contact)</b> <ul style="list-style-type: none"> <li>○ Date of OCCO Outcome</li> </ul> </li> </ul>			1. LTC-L17 Denied, Unable to Contact letter mailed to resident/legal representative.
	<ul style="list-style-type: none"> <li>• <b>08=DISMISSED; or, 10=WITHDRAWN</b> <ul style="list-style-type: none"> <li>○ Date of OCCO Outcome</li> <li>○ If <i>DISMISSED</i>, Reason for Dismissal:               <ul style="list-style-type: none"> <li>▪ Unable to contract after several attempts</li> <li>▪ Discharged, no contact</li> <li>▪ Hospitalized, not available after 14 days</li> <li>▪ Other</li> </ul> </li> </ul> </li> </ul>			1. No clinical eligibility established. 2. If <i>WITHDRAWN</i> , LTC-16, Decline to Participate in Pre-Admission Screening Assessment provided to resident/legal representative. 3. If LTC-2B still indicated, a new LTC-2B or LTC-2E, <u>as applicable</u> , must be initiated.
(LTC-2B)	<ul style="list-style-type: none"> <li>• <b>Administrative Action</b> Modification to a previously inputted OCCO Outcome for one of two reasons, where:</li> </ul>			1. Modification to original OCCO outcome. 2. NF/NF user receives URGENT email notification and must access portal to identify the

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LTC-2B ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
	<ol style="list-style-type: none"> <li>Additional information has been received, requiring modification to the final OCCO Outcome; <u>or</u></li> <li>The OCCO Outcome was documented in error, requiring modification to reflect the appropriate outcome.</li> </ol>			<ol style="list-style-type: none"> <li>change in outcome and take the appropriate action.</li> <li>Each entity that used or shared the prior outcome information is responsible for notifying all involved parties of the modified and updated outcome.</li> </ol>
<b>(LTC-2B) Completed</b>	Automated NF Portal update following OCCO data entry into clinical eligibility system and NJ Choice portal.	• OCCO SS	N/A	<ol style="list-style-type: none"> <li>LTC-2B referral closed.</li> <li>New activity requires new referral (i.e., return from hospital)</li> </ol>

## LTC-2E, NF Clinical Screen (NFCS)

LTC-2E ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>New (LTC-2E) NF Clinical Screening</b>	<p>LTC-2E required when resident meets eligibility criteria for NF Clinical Screen (Refer to LTC-2 process document).</p> <ul style="list-style-type: none"> <li>Admission 30-60 days without valid PAS;</li> <li>Admission &gt;60 days (including expiring PAS within 45 days);</li> <li>Prior LTC-2E or EARC expiring within 150-180 days;</li> <li>Prior dismissal with change in condition.</li> </ul>	<ul style="list-style-type: none"> <li>NF user</li> </ul> <p>N/A to SCNF or Billing Agent users</p>	N/A	<ol style="list-style-type: none"> <li>N/A to SCNF residents, or residents enrolled with MCO or PACE.</li> <li>The NF user must fully complete the LTC-2E using the most recent MDS assessment and ensure that the latest PASRR documents are attached before submission to OCCO. Validation sections must be addressed and changes made if applicable.</li> <li>If demographic corrections are required, requires user to specify changes for OCCO update.</li> </ol>

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LTC-2E ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>(LTC-2E) Incomplete (Unfinished)</b>	LTC-2E initiated but not submitted with confirmation.	• NF user	N/A	<ol style="list-style-type: none"> <li>1. User may initiate LTC-2E and return later to fully complete/submit for OCCO processing.</li> <li>2. <b>NOTE:</b> Any unfinished LTC-2E &gt;5 days will systematically be purged.</li> </ol>
<b>(LTC-2E) Submitted</b>	A fully completed LTC-2E submitted to OCCO.	• NF user	N/A	<ol style="list-style-type: none"> <li>1. Status will remain until OCCO action taken if no current Medicaid enrollment.</li> <li>2. Once submitted, the final OCCO Determination will be indicated by OCCO.</li> </ol>
<b>(LTC-2E) Hold</b>	LTC-2E received by OCCO, but requires additional processing prior to assignment.	• OCCO Support Staff (SS)	N/A	<ol style="list-style-type: none"> <li>1. OCCO research or action required prior to proceeding with LTC-2E request.</li> </ol>
<b>(LTC-2E) Inappropriate Referral</b>	LTC-2E will not be processed due to: <ul style="list-style-type: none"> <li>• Not Eligible for NF Clinical Screen</li> <li>• Valid Clinical Assessment on File</li> <li>• MCO Enrolled</li> <li>• PACE Enrolled</li> <li>• Other (specify)</li> </ul>	• OCCO SS	<ol style="list-style-type: none"> <li>1. Activity email to NF/NF user.</li> </ol>	<ol style="list-style-type: none"> <li>1. Specifics related to rejected referral will be provided in LTC-2 record, LTC-2E Case Update tab, Inappropriate Referral comments.</li> <li>2. LTC-2E request is closed as no further action is required by OCCO or the NF user.</li> <li>3. If LTC-2E still indicated, a new LTC-2E must be created/ submitted.</li> </ol>
<b>(LTC-2E) RFI (Request for Information)</b>	Submitted LTC-2E where an issue is identified, which may include: <ul style="list-style-type: none"> <li>• Coding incongruence</li> <li>• PASRR documentation</li> <li>• Incorrect demographics</li> <li>• Other (specify)</li> </ul> Requires RFI Response to rectify issue for continued processing.	• OCCO SS	<ol style="list-style-type: none"> <li>1. Activity email to NF/NF user</li> </ol>	<ol style="list-style-type: none"> <li>1. Specifics related to request will be provided in LTC-2 record, LTC-2E Case Update tab, RFI comments.</li> <li>2. NF user must respond to RFI within 5 business days to avoid the LTC-2E, NF Clinical Screen from being dismissed.</li> </ol>

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LTC-2E ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>(LTC-2E) RFI Response</b>	Alerts OCCO SS that response is provided. RFI Response Type: <ul style="list-style-type: none"> <li>Demographics validated as correct; no changes required</li> <li>Demographic updates are required (identified in below comments)</li> <li>PASRR documents attached</li> <li>Other (specify in comments)</li> </ul>	<ul style="list-style-type: none"> <li>NF user</li> </ul>	N/A	<ol style="list-style-type: none"> <li>NF user may include RFI Response comments to indicate any demographic updates or other relevant information.</li> <li>If all issues resolved, OCCO to proceed with determination, or</li> <li>OCCO may return to 'RFI' status where additional clarification or attachments are required. NF user must respond as above.</li> </ol>
<b>(LTC-2E) OCCO Determination and Completed</b>	Documents the final OCCO determination for the NF Clinical Screen:	<ul style="list-style-type: none"> <li>OCCO SS</li> </ul>	1. Activity email to NF/NF user	<ol style="list-style-type: none"> <li>A final determination is only provided by OCCO if the referral can be processed.</li> <li>NF to proceed with next steps as applicable to final OCCO determination.</li> <li>Only upon receipt of CP-2 from CSSA, OCCO to conduct onsite clinical eligibility assessment.</li> </ol>
	<ul style="list-style-type: none"> <li><b>Authorized - NF</b> (Valid for 180 days; if Medicaid not established within 180 days, requires a new NF Clinical Screen) <b>NOTE:</b> An authorized NF Clinical Screen is not to be confused with an approved Clinical Eligibility Assessment (aka PAS), which is valid for one (1) year.</li> <li>NF Clinical Screen valid through date identified.</li> </ul>			<ol style="list-style-type: none"> <li>NF to ensure resident or responsible party finalizes all required Medicaid financial eligibility processes.</li> <li>LTC-2E Valid Through Date located in OCCO Determination.</li> </ol>
	<ul style="list-style-type: none"> <li><b>Referral Dismissed – Ineligible for NF Clinical Screen- Criteria for 3 ADLS is not coded.</b></li> </ul>			<ol style="list-style-type: none"> <li>Resident does not appear to meet NF Level of Care.</li> <li>NF to communicate potential Medicaid clinical ineligibility with resident and/or representative.</li> </ol>
	<ul style="list-style-type: none"> <li><b>Referral Dismissed:</b> <ul style="list-style-type: none"> <li>RFI not responded to within 5 business days</li> <li>Other: [specify]</li> </ul> </li> </ul>			<ol style="list-style-type: none"> <li>Review LTC-2E record tab, LTC-2E OCCO Determination to view reason for dismissal.</li> </ol>



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LTC-2E ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
				2. If NF questions remain related to reason for dismissal, direct contact with the respective OCCO should occur.
	<ul style="list-style-type: none"> <li><b>Administrative Action</b> Modification to a previously inputted OCCO Determination for one of two reasons, where:                             <ol style="list-style-type: none"> <li>Additional information has been received, requiring modification to the final OCCO Determination; <u>or</u></li> <li>The determination was documented in error, requiring modification to reflect the appropriate OCCO Determination.</li> </ol> </li> </ul>			<ol style="list-style-type: none"> <li>Modification to original OCCO determination.</li> <li>NF/NF user receives URGENT email notification and must proceed with processing outcome as indicated above.</li> <li>It is the responsibility of each entity that utilized and shared the prior determination information to notify all involved parties of the modified and updated determination.</li> </ol>
<b>(LTC-2E) Completed</b>	Status updated following data entry processing. <b>NOTE:</b> NF user can access OCCO determination in the LTC-2E 'OCCO Determination' tab. The status the LTC-2 record sits in has no bearing on the outcome.	• OCCO SS	N/A	<ol style="list-style-type: none"> <li>LTC-2E will remain in 'Completed' status following full processing. No additional updates are expected.</li> <li>If NF Clinical Screen Not Authorized, no onsite OCCO assessment expected.</li> </ol>

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### LTC-2F, Notice of Discharge\*\*\*

LTC-2F ACTIVITY / STATUS	DESCRIPTION	ACTIVITY INITIATED BY	ELECTRONIC NOTIFICATION	NOTES
<b>NEW LTC-2F Notice of Discharge</b>	LTC-2F required when a resident is discharged from the facility to the community (home / assisted living, etc.), or transfer to another nursing facility. <b>NOTE:</b> This does not include initial transfer to the hospital except for instances of the release of a 10-day bed hold or when NF notified of d/c from hospital to another setting or due to death.	<ul style="list-style-type: none"> <li>NF user</li> </ul>	N/A	<ol style="list-style-type: none"> <li>LTC-2F submission will close the resident record. A subsequent admission will require a new LTC-2A submission.</li> <li>Important that NFs “close the loop” to allow a newly admitting NF to initiate the LTC-2A process.</li> </ol>
<b>(LTC-2F) Submitted</b>	A fully completed LTC-2F submitted to OCCO.	<ul style="list-style-type: none"> <li>NF user</li> </ul>	N/A	<ol style="list-style-type: none"> <li>NF generated LTC-2F submitted. No OCCO processing indicated.</li> </ol>
<b>(LTC-2F) Completed</b>	Record closed.	<ul style="list-style-type: none"> <li>Automated status update</li> </ul>	N/A	<ol style="list-style-type: none"> <li>Any Requests for Billing Assistance must be conducted as per standard operating procedures (SOP).</li> </ol>

**\*\*\*IMPORTANT:** Only one portal record can be generated for each individual based on unique demographics. Submission of the LTC-2F, Notice of Discharge is necessary to close the LTC-2 portal record for resident’s who have discharged from the facility. Therefore, if an admission occurs in a new facility, the creation of a new LTC-2A, Notice of Admission could be delayed for any new facility admission if an existing record is still active.