LPHA vs. Managed Care Plan Jurisdictions

When new elevated lead test results are received in ShowMe WorldCare, Missouri Department of Health and Senior Services (DHSS) Lead Program staff will run a check against data from the Medicaid program to determine if any of the individuals are Medicaid participants. If so, information about the individual's managed care plan will be loaded into ShowMe WorldCare.

In ShowMe WorldCare, each condition record is assigned a Primary Jurisdiction based on the person's residence. When the Medicaid data is imported, the Lead program will assign the appropriate managed care plan as the primary jurisdiction. This will allow the appropriate managed care plan to view the records assigned to that plan and assign an Investigator. The Lead program will move the local public health agency (LPHA) to the Secondary Jurisdiction. This will allow the LPHA to continue to view and edit the record as needed, but the LPHA will not be able to assign an Investigator to the case. The Jurisdiction and Secondary Jurisdiction appear on the Administrative tab within the Lead condition (medical) record.

Managed care plans appear in the Jurisdiction list as follows:
- MC – Healthy Blue
- MC – Healthy Blue Pediatric Care Network
- MC – Home State Health
- MC – Show Me Healthy Kids
- MC – United Healthcare of the Midwest
- MC – United Healthcare Pediatric Care Network

Use of Notes Fields

The DHSS Lead program has created extremely detailed forms for use in ShowMe WorldCare. **Before entering information in a case notes or other type of note field, please review the forms carefully to determine whether there is already a field designed to capture that specific information.** Entering data into the appropriate fields allows for better quality reporting and data analysis to better reflect the state of lead elevations in Missouri and improve services to citizens.

Identifying New LPHA Lead Cases

The Jurisdiction Review screen provides a list of all incoming records to which a user has access based on their condition, jurisdiction, and user group settings. An example screenshot is shown below.

In order to view only Lead cases, the LPHA could select only Lead in the Condition drop-down.

The filtering options on Jurisdiction Review can be used to determine records that require action.

Identifying New Cases Based on Case Creation Date

On Jurisdiction Review, select Date Created in the Date Type field. Then enter dates in the From and To fields. For example, first thing in the morning, a user may wish to review all the records that were created on the prior day. In that scenario, enter yesterday's date in both the From and To boxes. This will limit the list of records to only the records created during that timeframe.

Identifying New Cases Based on Unassigned Investigator

Managed care plans and LPHAs should assign a specific investigator to new cases. This can be done directly from the Investigator column. If the Investigator column says -Assign-, an investigator has not yet been added to the record. This is one indication that a record is new. Click on the word Assign to open the Link to Investigator pop-up. Click on the appropriate investigator's name to select them.

NOTE: All potential investigators with access to the record will be listed as available investigators. This could include investigators at DHSS or the local public health agency (LPHA) as well as the managed care plan's investigators.

SMWC TEST - Investigator Link	
Link to Investigator	

Name [Last Name, First Name_____]   [Search] [Clear]

Available Investigators

Name	# of Open Cases
Abbasi, Ayham	1
Ackerman, Nicole	3
Aswad, Miranda	8
Baker, Molly	0
Beddo, Monica	3
Berkley, Alex	13
Bettman, Brian	0
Bond, Shawn	2
Bos, John	0
Burns, Maggie	5

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[Cancel]

LPHAs will see incoming lead test results as soon as they enter ShowMe WorldCare. This may occur before DHSS gets information on managed care plans from DHSS. **If the LPHA assigns an investigator and it is later determined that the case should be handled by a managed care plan, the managed care plan has been instructed to overwrite the assigned LPHA investigator and reassign the case to a managed care plan investigator.** Therefore, if an LPHA investigator notices that a record has dropped of their assigned list, it is likely that the case now belongs to a managed care plan. The LPHA will remain listed as the primary jurisdiction and can still view/edit the record as needed.

DHSS plans to update the Medicaid managed care information within 24 hours of receipt. LPHAs may wish to wait 24 hours to assign investigators to incoming lead cases. If there is a case that requires more immediate attention, DHSS will notify the LPHA directly.

Once a record has been assigned to an investigator, that record will appear on the investigator's My Case Load page in the My Records section. There are some basic search features available to help locate specific records within the investigator's case load list.
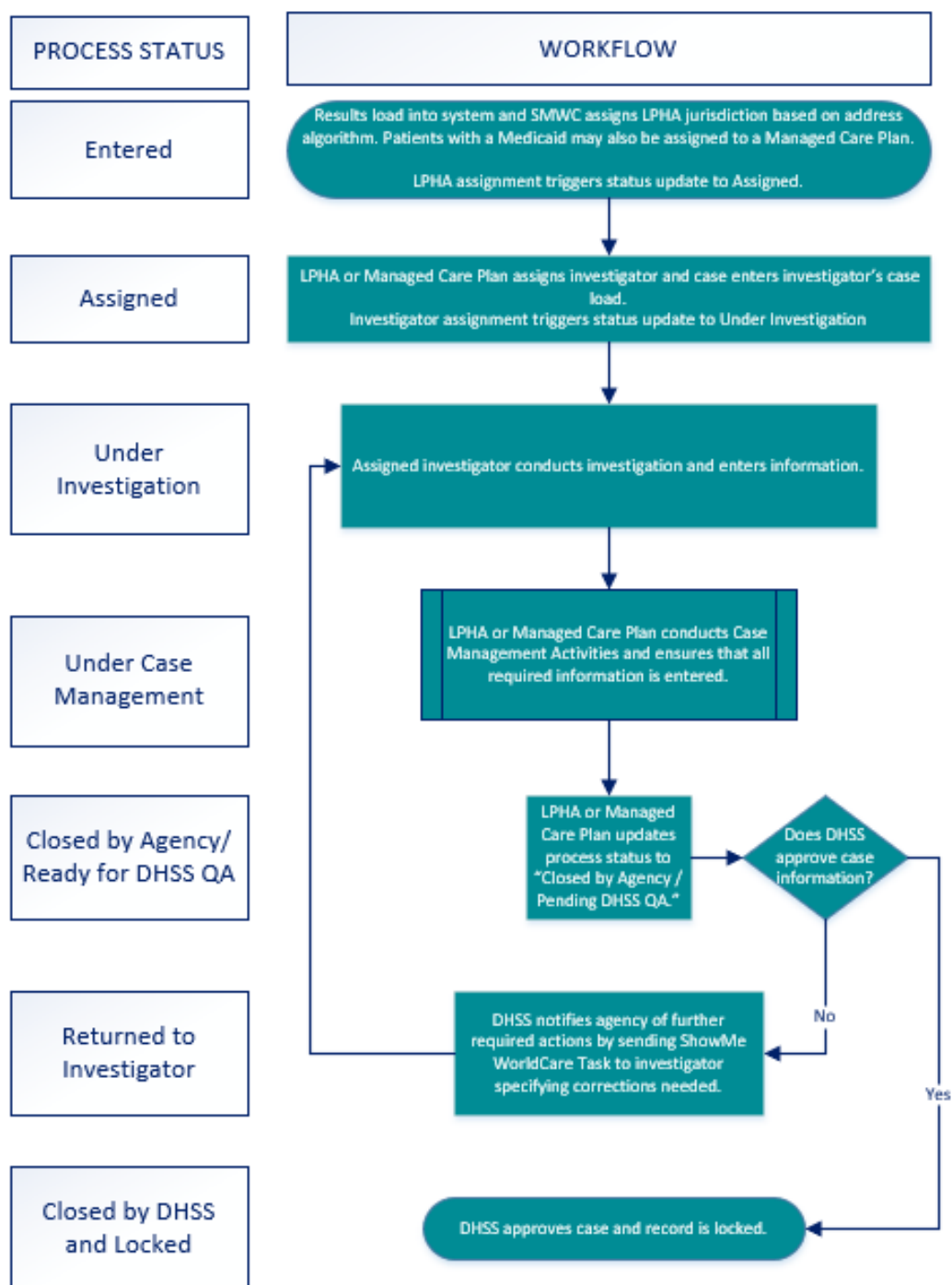
ID	Type	Name/OB#/GE#	Condition/GE Type	Status	Date Created	Date of Onset/Event
My Records *						
75417	DI	LeadTest, Yolanda	Lead	Entered	10/31/2024	
286	OB	OB2024236	Lead	Entered	10/29/2024	

* Contacts and Animal Reports not listed   ◂ PREV | NEXT ▸

Only the specific investigator can view their My Case Load page. To view records assigned to any investigator, use the Investigator filter on the Jurisdiction Review screen to select an investigator and see the records assigned to them.

When a record has been assigned to an investigator and the investigator begins working on the record, the investigator should update the Process Status to Under Investigation or Under Case Management, as appropriate. This will be explained further on the next page.

Identifying New Cases Based on Process Status

The workflow for child lead cases and the associated process statuses for each step in the workflow is in the diagram below.

PROCESS STATUS	WORKFLOW
Entered	Results load into system and SMWC assigns LPHA jurisdiction based on address algorithm. Patients with a Medicaid may also be assigned to a Managed Care Plan. LPHA assignment triggers status update to Assigned.
Assigned	LPHA or Managed Care Plan assigns investigator and case enters investigator's case load. Investigator assignment triggers status update to Under Investigation
Under Investigation	Assigned investigator conducts investigation and enters information.
Under Case Management	LPHA or Managed Care Plan conducts Case Management Activities and ensures that all required information is entered.
Closed by Agency/ Ready for DHSS QA	LPHA or Managed Care Plan updates process status to "Closed by Agency / Pending DHSS QA." — Does DHSS approve case information?
Returned to Investigator	DHSS notifies agency of further required actions by sending ShowMe WorldCare Task to investigator specifying corrections needed. — No
Closed by DHSS and Locked	DHSS approves case and record is locked. — Yes

If investigators are updating the process status to Under Investigation or Under Case Management appropriately, the Process Status can also be used to identify records that may need action. For example, if a record still has an earlier Process Status such as Entered or Assigned it may need attention.

Missouri Department of Health and Senior Services
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Process Status can be updated from the Jurisdiction Review results page or on the Administrative tab within the condition record.

Identifying New Lead Test Results on Existing Cases

Investigators can view their My Case Load page, Lab Results tab to see if any new electronic lab results have been entered on their existing cases. New results appear here for 7 days.

Unfortunately, new manually entered test results as well as electronic records that required any manual intervention prior to loading in ShowMe WorldCare do NOT appear on this screen. To check for ALL newly entered test results, case managers can run a report using the following steps.

- Go to the Reports menu.
- Make sure Record Type = Condition/Record and Date Type = Create
- From the Templates field, choose Lead Test Results. Click Load. (The screenshot on the next page displays how the screen should appear after the template is loaded and before any additional selections have been made.)
- The case manager may wish to make changes to the Record filter before generating the report. For example, they may wish to select a different date range or a specific Investigator.
- **NOTE: Please do not save any changes made to the template as it is in use by all LPHAs/Case Managers.**
- Once all selections are made, click Generate File at the bottom of the screen.
- Depending upon the user's computer/browser settings, the report may automatically open in Microsoft Excel or the user may need to go to Downloads to open it.

- After the file is open in Microsoft Excel, click Data in the menu at the top and click the Filter button to add filters.
    - Click on the Resolution_Status column filter and uncheck Not a Case in the options.
    - Click on the Process_Status column and uncheck Closed by DHSS and Locked in the options.
    - The report should now reflect open lead cases.
    - Optionally, the case manager may wish to click the filter on the Investigator column and choose their own name to limit the results to their own open cases (if they did not already filter by Investigator before generating the report).
- The report returns one line per each condition (medical) record. If an individual has had more than one lead test result reported to ShowMe WorldCare, later columns in the report will reflect the instance number of that test. The earliest test result information will appear in a column ending with ~001. The next test result information will appear in a column ending with ~002, etc. For example, the specimen collection date for the earliest test will appear in the column named "DILR_SpecCollectedDate~001" while the specimen collection date for the next test will appear in the column named "DILR_SpecCollectedDate~002."

How to Request Assistance with ShowMe WorldCare

- The ShowMe WorldCare Help Desk is available from 8:00 AM – 5:00 PM on State workdays. To contact the Help Desk, submit a ticket at https://moexperience.qualtrics.com/jfe/form/SV_737JeAAdftM2q1M.

- Help Desk office hours are provided daily on State workdays from 9:00 – 10:00 AM to allow for more personalized assistance from the Help Desk.
  Join the meeting now; Meeting ID: 288 552 720 449; Passcode: rAFt9z

- The ShowMe WorldCare End User Manual, recorded webinars, and FAQ Archives are available at https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwc/resources.php.

- While the Help Desk can assist with account issues such as log-in problems and password resets, as well as basic functionality of ShowMe WorldCare, these staff are not specialists in the Lead condition. More detailed questions about how to handle Lead cases/risk assessments or how to complete the Lead-specific forms will need to be directed to the Lead program. These types of questions can be submitted on Help Desk tickets for convenience but the Help Desk will likely need to route these questions to the Lead program.

Version History

Revision Date	Revisions
November 18, 2024	Document created
January 3, 2025	Updated the primary vs. secondary jurisdiction assignment and corrected some minor typos/screenshot issues