SHOWME WORLDCARE

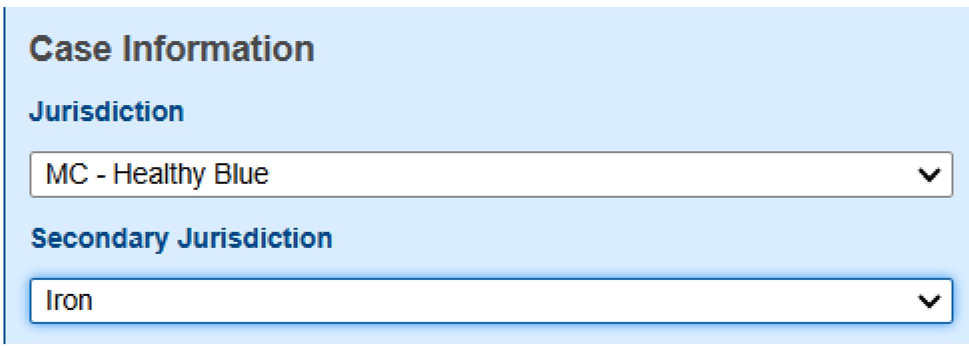
Basic Medicaid Lead Case Manager Processes

Last Updated: January 3, 2025

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

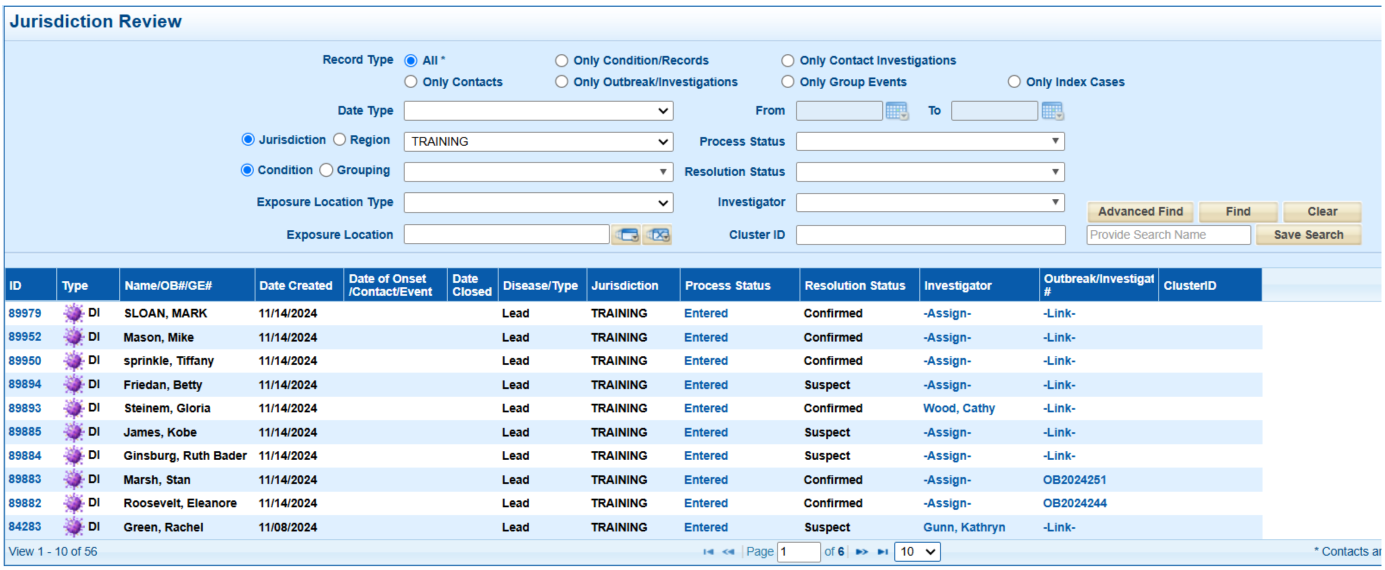
When DHSS receives notification from Medicaid, only four of the plans are provided (Healthy Blue, Home State Health, Show Me Health Kids, and United Healthcare of the Midwest). Pediatric Care Network subcontracts with Healthy Blue and United Healthcare to work some of their cases. **It is the responsibility of Healthy Blue and United Healthcare to reassign cases to Pediatric Care Network.** This can be done by navigating to the Administrative tab of the condition (medical) record and selecting the appropriate Pediatric Care Network plan as the Secondary Jurisdiction.

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 Managed Care Plan 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. This means that any records a managed care plan user can view on the Jurisdiction Review page are assigned to that managed care plan. An example screenshot (using the TRAINING jurisdiction rather than a managed care plan jurisdiction) is shown below.


Jurisdiction Review

Record Type: All * | Only Condition/Records | Only Contact Investigations | Only Contacts | Only Outbreak/Investigations | Only Group Events | Only Index Cases

Date Type | From | To

Jurisdiction / Region: TRAINING | Process Status

Condition / Grouping | Resolution Status

Exposure Location Type | Investigator | Advanced Find | Find | Clear

Exposure Location | Cluster ID | Provide Search Name | Save Search

ID	Type	Name/OB#/GE#	Date Created	Date of Onset /Contact/Event	Date Closed	Disease/Type	Jurisdiction	Process Status	Resolution Status	Investigator	Outbreak/Investigat #	ClusterID
89979	DI	SLOAN, MARK	11/14/2024			Lead	TRAINING	Entered	Confirmed	-Assign-	-Link-	
89952	DI	Mason, Mike	11/14/2024			Lead	TRAINING	Entered	Confirmed	-Assign-	-Link-	
89950	DI	sprinkle, Tiffany	11/14/2024			Lead	TRAINING	Entered	Confirmed	-Assign-	-Link-	
89894	DI	Friedan, Betty	11/14/2024			Lead	TRAINING	Entered	Suspect	-Assign-	-Link-	
89893	DI	Steinem, Gloria	11/14/2024			Lead	TRAINING	Entered	Confirmed	Wood, Cathy	-Link-	
89885	DI	James, Kobe	11/14/2024			Lead	TRAINING	Entered	Suspect	-Assign-	-Link-	
89884	DI	Ginsburg, Ruth Bader	11/14/2024			Lead	TRAINING	Entered	Suspect	-Assign-	-Link-	
89883	DI	Marsh, Stan	11/14/2024			Lead	TRAINING	Entered	Confirmed	-Assign-	OB2024251	
89882	DI	Roosevelt, Eleanore	11/14/2024			Lead	TRAINING	Entered	Confirmed	-Assign-	OB2024244	
84283	DI	Green, Rachel	11/08/2024			Lead	TRAINING	Entered	Suspect	Gunn, Kathryn	-Link-	

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

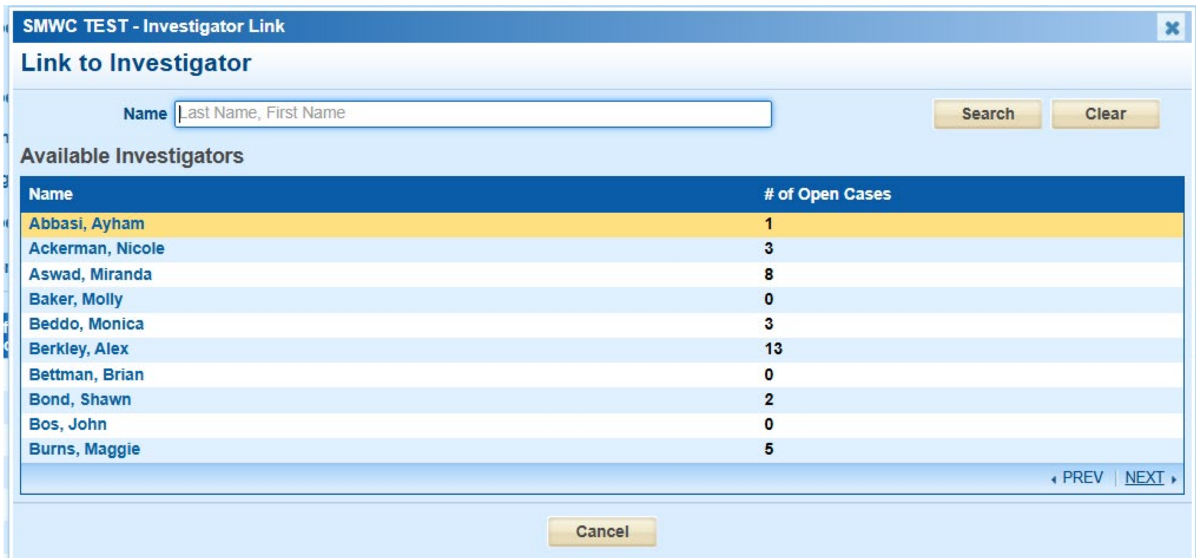
Identifying New Cases Based on Case Creation Date

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 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.



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.

My Records *

ID	Type	Name/OB#/GE#	Condition/GE Type	Status	Date Created	Date of Onset/Event
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

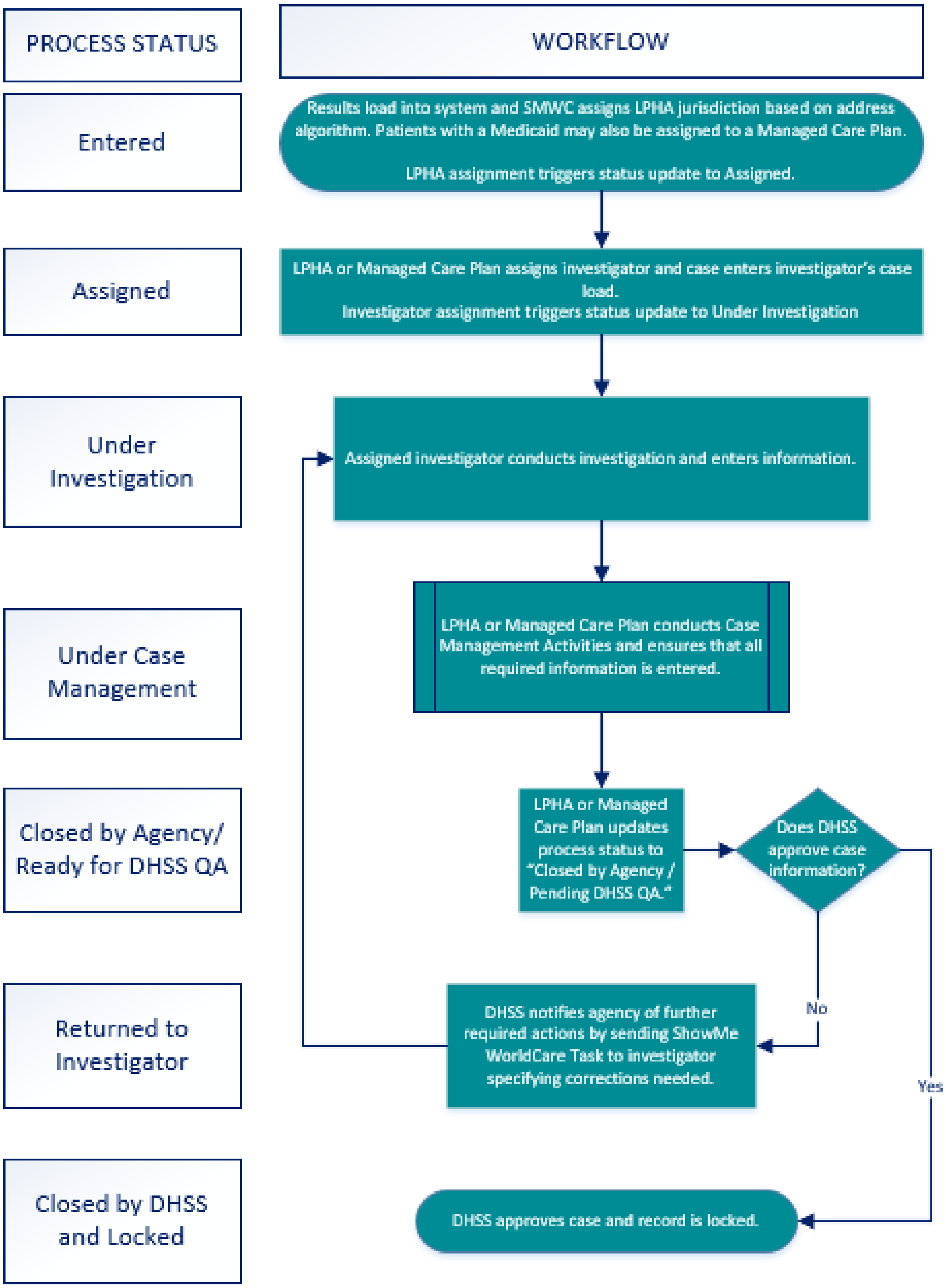
Only the specific investigator can view their My Case Load page. To view records assigned to any investigator, use the Investigator filter on the Jurisdiction Review screen to select an investigator and see the records assigned to them.

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.

NOTE: As blood lead test results are received at DHSS and ingested or entered into ShowMe WorldCare, these records become immediately available to all system users with access to those records. It is possible that local public health agency staff may see a new lead case and assign an investigator to it before the Medicaid managed care plan information is updated. If the managed care plan sees that a local investigator has already been assigned, the managed care plan can reassign the investigator from the LPHA to the managed care plan.

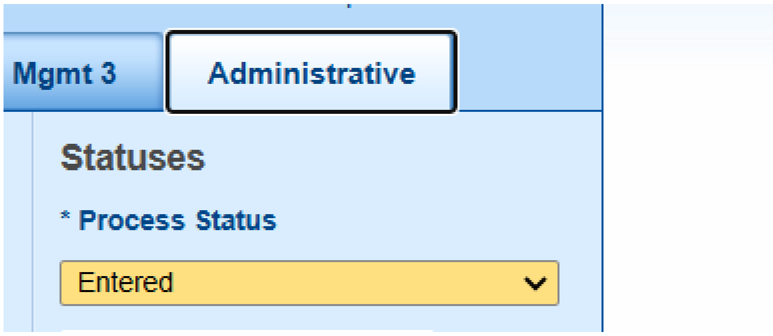
Identifying New Cases Based on Process Status

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



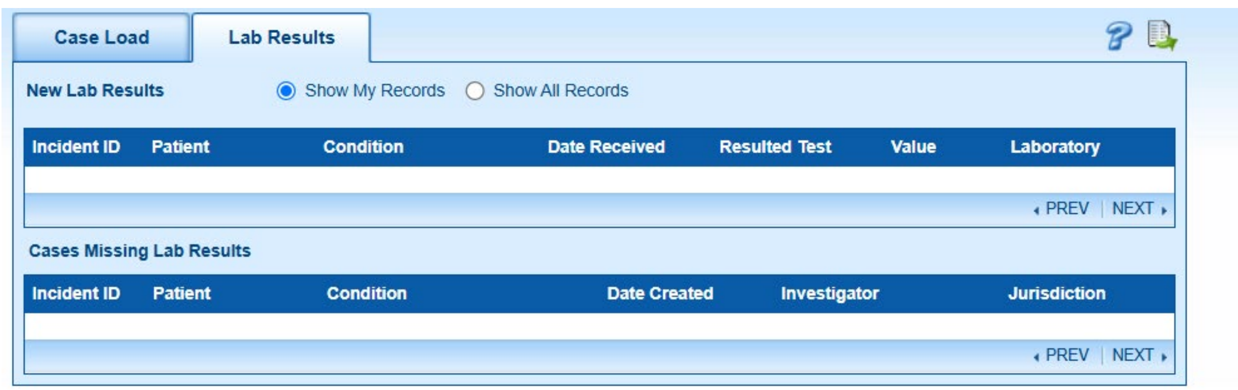
If investigators are updating the process status to Under Investigation or Under Case Management appropriately, the Process Status can also be used to identify records that may need action. For example, if a record still has an earlier Process Status such as Entered or Assigned it may need attention.

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

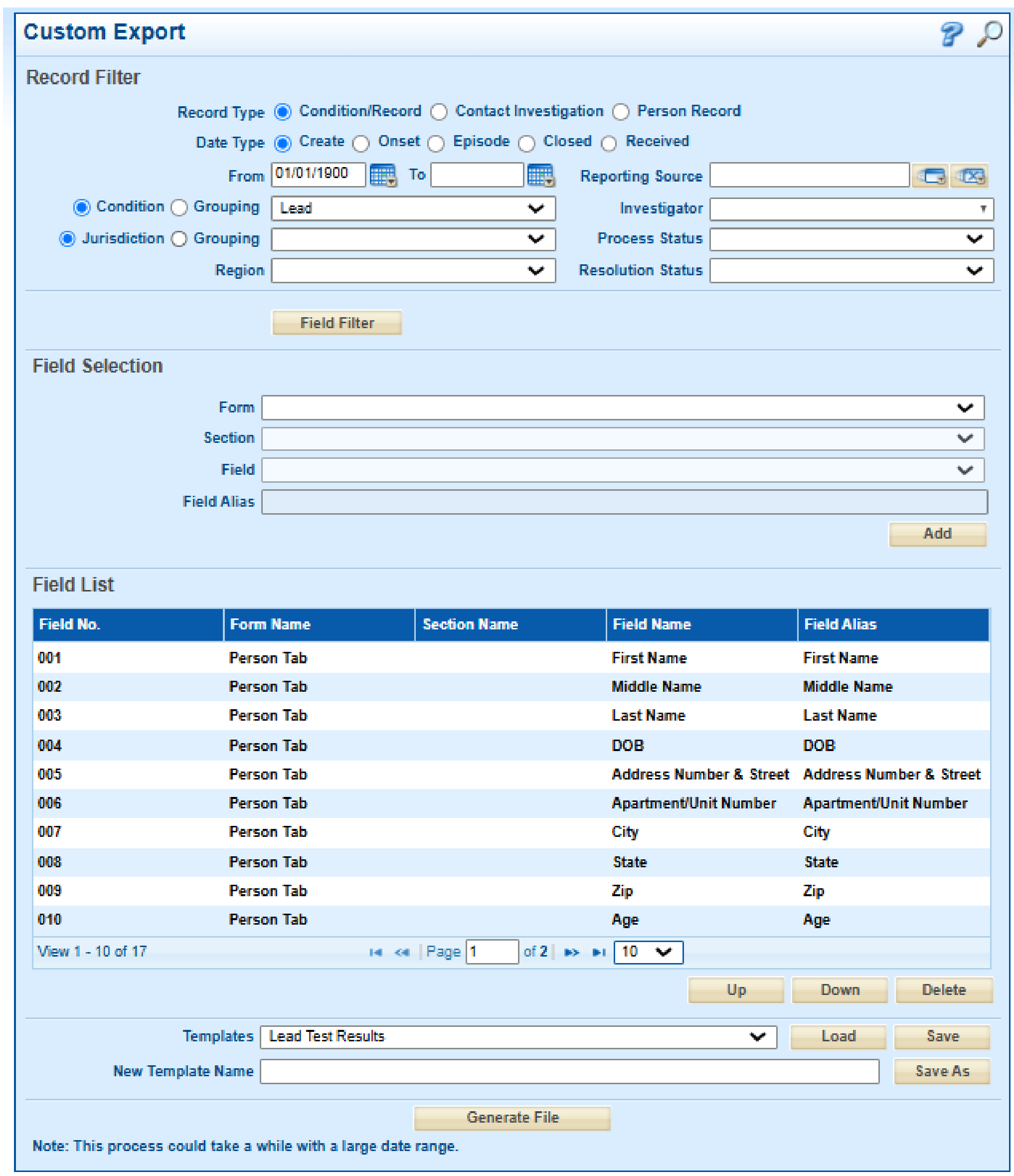
Investigators can view their My Case Load page, Lab Results tab to see if any new electronic lab results have been entered on their existing cases. New results appear here for 7 days.



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."



Custom Export

Record Filter

Record Type: Condition/Record | Contact Investigation | Person Record

Date Type: Create | Onset | Episode | Closed | Received

From 01/01/1900 To | Reporting Source

Condition | Grouping: Lead | Investigator

Jurisdiction | Grouping | Process Status

Region | Resolution Status

Field Filter

Field Selection

Form

Section

Field

Field Alias

Add

Field List

Field No.	Form Name	Section Name	Field Name	Field Alias
001	Person Tab		First Name	First Name
002	Person Tab		Middle Name	Middle Name
003	Person Tab		Last Name	Last Name
004	Person Tab		DOB	DOB
005	Person Tab		Address Number & Street	Address Number & Street
006	Person Tab		Apartment/Unit Number	Apartment/Unit Number
007	Person Tab		City	City
008	Person Tab		State	State
009	Person Tab		Zip	Zip
010	Person Tab		Age	Age

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Up | Down | Delete

Templates: Lead Test Results | Load | Save

New Template Name | Save As

Generate File

Note: This process could take a while with a large date range.

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 15, 2024	Document created
January 3, 2025	Updated the primary vs. secondary jurisdiction assignment and corrected some minor typos/screenshot issues