Fusion Provider Training Q&A

Session	Category	Question	Answer
Fusion Features & Highlights	Care Plan	Is there a way to change the date of the proposed care plan when accepting the care plan for a new participant?	Yes, you can accept the care plan and propose a new start date if you cannot begin services on the date listed.
Fusion Features & Highlights	PA	Will the new authorizations of care plans go in our queues in order of the date they were uploaded?	There is no queue for providers to see only new care plans. However, the My Agency's Participants Queue will show care plan end dates for all your assigned participants. You can filter and sort by the most future care plan end dates to see the most recently authorized plans.
Fusion Features & Highlights	CyberAccess	When will CyberAccess become unavailable? Will all of the historical information for existing clients be available through Fusion?	Web Tool will become unavailable on June 30, 2025. Historical information for participants for the last two years is being migrated to Fusion.
Fusion Features & Highlights	User Accounts	Will it be possible as an admin to our provider accounts to give some employees an account with read only access?	No. You will have to submit a request for a new account for each of your new users.
Fusion Features & Highlights	Misc	Where will we find the 54a cases?	These will be located on the documents tab.
Fusion Features & Highlights	Participant Record	Where can we find the participant diagnosis(es)?	The diagnosis can be found on Section I of the most recent assessment or via CyberAccess.
Fusion: Basic Navigation & Module Tours	EIN	Will there be a way to upload the official EIN info so it can be confirmed to be accurate?	Official EIN documentation can be uploaded to a participant's record as an attachment.
Fusion: Basic Navigation & Module Tours	Search	Do we have to search for potential new clients every time or will they show up in a queue once we have searched it the first time?	You will need to search each time.
Fusion: Basic Navigation & Module Tours	Search	Will we be able to access information on clients who receive services with other offices so we can help get them transferred to our agency when they call and request this?	You can search potential participants if they provide you with their name and DCN.
Fusion: Basic Navigation & Module Tours	User Accounts	If an owner of two separate businesses has two separate NPI numbers, will there be an option to have a merged account with both NPI's or will there have to be separate accounts for each NPI's?	The intent is to merge related NPIs together to minimize the need for separate accounts.
Fusion: Basic Navigation & Module Tours	Lock In	On the participant profile, will the lock-in show if a spenddown is not met? Will we be able to see if the spend down is met, if so where?	Even though we can see Medicaid information in Fusion, the information is delayed. The home screen does not show whether spenddown is met. You will continue to utilize eMOMED to verify Medicaid information.
Fusion: Basic Navigation & Module Tours	User Guides	Will there be a PDF manual available for Fusion?	Yes
Fusion: Basic Navigation & Module Tours	CyberAccess	Is this replacing Cyber? If so, will we need to do anything to sign up for it? Where do we find the link to this website?	Fusion is replacing the Web Tool module of CyberAccess. CyberAccess will remain as-is. User accounts from Web Tool are being migrated to Fusion. Links to Fusion will be shared closer to the May 5th launch date.
Fusion: Basic Navigation & Module Tours	User Accounts	Our agency has two emails. Our office staff only has access to one of those. How will this work?	User accounts are being migrated as is from the CyberAccess Web Tool. Users will need to contact the Fusion Help Desk for assistance with accounts after launch, if necessary.

Fusion: Basic Navigation & Module Tours	EIN	Will it be a requirement for providers to upload official EIN info? We have received handwritten erroneous numbers from providers before and once a payroll account has been started, it causes quite a problem.	Please refer to the HCBS Policy Manual for information on appropriate EIN documentation.
Fusion: Basic Navigation & Module Tours	Training	Is there a way to rewatch the Fusion training from 2 weeks ago?	Sessions are available online at https://health.mo.gov/seniors/hcbs/fusion/
Fusion: Basic Navigation & Module Tours	PA	Will there be a way to see the used units for the month?	Yes.
Fusion: Basic Navigation & Module Tours	Participant Record	Where can we see diagnosis codes?	The diagnosis can be found on Section I of the most recent assessment or via CyberAccess.
Fusion: Basic Navigation & Module Tours	User Accounts	Will there be different levels of access for users of a provider agency or does any employee associated with a specific agency have the same access?	There are two levels of access for Provider Users. Provider Portal users can view records, while Provider Reassessors can view records and conduct reassessments.
Fusion: Basic Navigation & Module Tours	CyberAccess	Is this replacing Cyber?	Fusion is replacing the Web Tool module of CyberAccess. CyberAccess will remain as-is.
Fusion: Basic Navigation & Module Tours	System Navigation	Can you export into other formats besides Excel?	Yes.
Fusion: Basic Navigation & Module Tours	CyberAccess	Will we still be able to access old info in Web Tool?	Yes, until June 30th, 2025.
Fusion: Basic Navigation & Module Tours	System Navigation	Are there any special browser settings required to use Fusion?	No.
Fusion: Basic Navigation & Module Tours	Search	Will you be able to search using SSN?	No.
Fusion: Basic Navigation & Module Tours	User Accounts	Will each person at an agency that needs access need to have their own login? If yes, will providers have an admin to help set up new users like we currently have for Cyber?	Yes. However, provider users will not have the ability to create new users. All accounts must be approved and created by the Fusion Help Desk.
Fusion: Basic Navigation & Module Tours	Care Plan	Can we still access the printable care plans in this portal like we did in CyberAccess Web Tool?	Yes.
Fusion: Basic Navigation & Module Tours	Provider Records	We are a large agency with multiple email notification addresses. Will there be a way to filter by location email?	You can filter by agency name, but not e-mail.
Fusion: Basic Navigation & Module Tours	Participant Record	You showed that we can change a person's address but what if they have a new phone number? It only had additional phone number.	The phone number can also be changed.
Fusion: Submitting Referrals & Requests	Eligibility	Web Tool shows eligibility requirements, such as Medicaid, age, spenddown, etc. Will this information be in Fusion?	Yes.
Fusion: Submitting Referrals & Requests	Online Referral	Will the Fusion referral page replace the REDCap system?	Yes.
Fusion: Submitting Referrals & Requests	Online Referral	Can you select more than one language?	No, you must select one primary language.
Fusion: Submitting Referrals & Requests	Online Referral	Can you select multiple services on a referral?	Yes.
Fusion: Submitting Referrals & Requests	Priority	What's considered high priority?	Please refer to the HCBS Policy Manual for information on priority.
Fusion: Submitting Referrals & Requests	Misc	Can we download and print copies of the referral and PCCP requests?	Yes.
Fusion: Submitting Referrals & Requests	Online Referral	Can participants complete referrals on their own?	Yes, the referral page does not require a Fusion account.
Fusion: Submitting Referrals & Requests	Intake	Will case workers still call us or is this how we will start receiving clients?	Yes, however Fusion users will have additional access to status and other information in Fusion.
Fusion: Submitting Referrals & Requests	System Navigation	Where does one find the link to do a referral or a care plan change?	The link will be posted on the DHSS website closer to the May 5th launch date. It will also be accessible from the Fusion home page.

Fusion: Submitting Referrals & Requests	User Accounts	How will it work if we cover more than one facility? Will we be required to have more than one login?	Provider agencies related to each other will be grouped and will not require separate accounts. If someone is employed by multiple, unrelated agencies they will require accounts for each unique provider.
Fusion: Reviewing & Accepting Care Plans	Documents	Will the documents in Web Tool be transferred to Fusion?	Yes, documents will be transferred into Fusion from the CyberAccess Web Tool. However, this transfer will occur after Fusion launches. All users will continue to be able to log in to the CyberAccess Web Tool until June 30, 2025 while this transfer takes place.
Fusion: Reviewing & Accepting Care Plans	Provider Portal	Will there be some type of notification letting us know there's something that requires attention?	No, it will be important to regularly check acceptance queues.
Fusion: Reviewing & Accepting Care Plans	Provider Portal	Do all office staff need their own log in?	Yes.
Fusion: Reviewing & Accepting Care Plans	Provider Portal	Are we able to change the tentative start date on the care plan?	Yes.
Fusion: Reviewing & Accepting Care Plans	Provider Portal	Will these requests go to multiple providers at one time or will a provider have to deny the request before it is sent to another provider?	Only one provider has the option to accept/decline a care plan per service type. If a provider declines to accept a servuce, DSDS will work with the participant to select a new provider for that service.
Fusion: Reviewing & Accepting Care Plans	System Navigation	Where can we locate the spend down?	Providers can view spenddown information in the same usual and customary place as today. Detailed spenddown information will not be available in Fusion.
Fusion: Reviewing & Accepting Care Plans	Care Plan	Where is the the diagnosis on the care plan?	The diagnosis can be found on Section I of the most recent assessment or via CyberAccess.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Will we still get assignments through Sharepoint?	No, assignments will be accessed in Fusion.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Are we going to be able to print blank InterRAI document?	Yes.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Can we print out documents that need to be signed by a participant prior to going into their home to do reassessment?	Yes.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Does something pop up during the assessment if we like accidentally forget to fill something out?	Yes, any required fields will be highlighted in red if missed.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Could a case note be copy & pasted from Word document into the new system?	Yes.
Fusion: Provider Reassessor Training Part 1	Provider Reassessor	Will you be adding admin access? As an employer/owner, I am not an assessor but I need to be able to supervise my staff.	Provider Administrator access is not currently planned, however will be evaluated after Fusion launches. In this specific example, you would need to register as a Provider Reassessor user to monitor/control your agency's assignments.