The Section for Special Health Services

Tips and Tricks

November 2015

Topics

- ➢Electronic Signature
- ➢Date Stamp
- ➢Financial Eligibility Guidelines
- ➢SHS Monthly Education Contact Information
- ➢Referral Checklist
- ➢Enrollment Packet/Referral Info Sheet

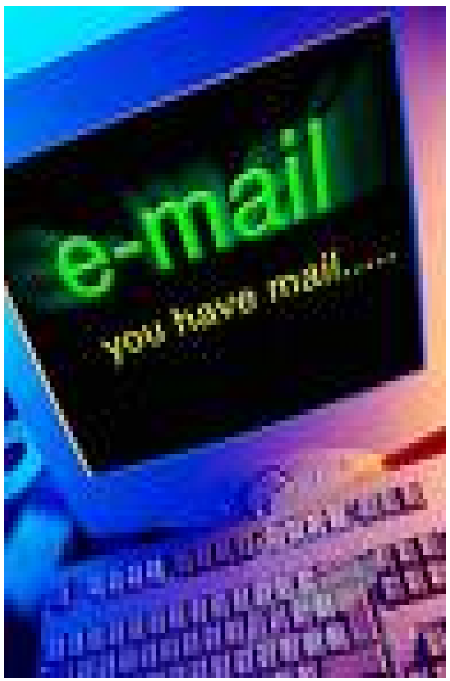
‘Keep it Handy’

- Decide what information you need to quickly access and place it in a ‘keep it handy’ file
- Consider including income guidelines, quick reference sheets or checklists
  - Remember to update whatever material is kept in the file so current information remains at your fingertips

Frequently Called Numbers

- Establish a method to be able to locate frequently called phone numbers.
- This can be as simple as using a Rolodex or a phone with speed dial capability.
- Make a list of important numbers needed by a participant or family (be sure to take the list when meeting them so you will not have to call back with the information).

Electronic Mail (email)



- Check email early and often throughout the day.
- Also one last time at the end of the workday in preparation for the next business day.
- Consider keeping email open and simply minimize to save time by not having to open every time it is accessed.
- Learn how to check email via Internet so it can be accessed anywhere, anytime.
- Become familiar with how your email system works:
  - learn additional time saving tips
  - Does your email “time out” so you have to reopen it? If so, can the setting be changed to lengthen the time between timing out?

Electronic Signature Block

- All DHSS staff are required to use a standard confidentiality statement on their e-mails.
  - This statement is to include:
    - ✓User name and title
    - ✓Department, Division, and Bureau name
    - ✓Official domicile address and phone number
    - ✓Followed by the official confidentiality statement.
  - Contract staff are to follow the contract agency requirements.

CONFIDENTIALITY STATEMENT:

This electronic communication is from the Missouri Department of Health and Senior Services and is confidential, privileged and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this message in error, please notify the sender immediately at the following email address (insert your email address) or by calling (insert your phone number). Thank you.

Date Stamp

All paperwork should be date stamped to indicate the date the paperwork came into the possession of the service coordinator/agency, including forms, medical reports, information from other agencies, and faxes.

Date Stamp – Multiple Pages

- If the paperwork is more than one page, each page should be date stamped.
- The date stamp should be visible on the front of each page, not on the back, and not obstructing pertinent information.

Date Stamp – Fax

If the date and time placed on documents by your fax machine is accurate the use of a date stamp is not necessary.

Financial Eligibility Guidelines – Website

- Each calendar year the Financial Guidelines are updated and made available.

- Use the “Eligibility/How to Apply” link from the Adult Brain Injury Program or the Children & Youth with Special Health Care Needs Program webpage.

Financial Eligibility Guidelines

- Both the Adult Head Injury Program and Children & Youth with Special Health Care Needs Program base part of their program eligibility on finances.

- Both programs use 185% of the Federal Poverty Level to determine financial eligibility.

Financial Eligibility Guidelines

Enrollment Dates: January 1, 2015 – December 31, 2015 (or until the Federal Poverty Guidelines are updated)

1	$21,774.50
2	$29,470.50
3	$37,166.50
4	$44,862.50
5	$52,558.50
6	$60,254.50
7	$67,950.50
8	$75,646.50
Each Additional Family Member Add $7,696	

*Estimating annual income: Multiply weekly paystubs by 52 or monthly paystubs by 12.

SHCN Monthly Information & Education Contact Form

- To continue funding to support the various SHCN Programs, it is necessary to collect additional information.
- Complete the form each month
  - submit with the Monthly Invoice and Contract or Activity Report
  - Or e-mail separately to the Program Manager or Regional Office Coordinator (whichever is applicable).
- Only contacts with non-participants are to be recorded.

Section for Special Health Services

Monthly Information and Education Contact Report:

Month of:

SHS Staff Member:

Please include all contacts except those that you know are enrolled in an SHS program during the reporting month. When in doubt include the contact.

Activities such as public information, referrals, education, etc. are also a public health function. The Section wants to ensure that public contact of all types is included in reports to federal and other funders. This information helps to ensure the continuity of program provision.

Please count the number of people with which you have contact. Multiple contacts with the same individual should count as one contact.

Number of contacts this month via mail, e-mail, phone or personal contact:

Number of people in attendance at presentations you provided, including display booths and distribution of publications:

Number of contacts not included in the above categories:

Please send completed report to:
amy.hampton@health.mo.gov and cc debi.smith@health.mo.gov
Date report sent to Central Office (due within 2 weeks after the end of the month)(MM/DD/YYYY):

Contractor End of Month Reports

- Schedule time to prepare all **end of month reports** needed by SHCN and/or your contract agency.
- Block off this time at the beginning of each month.
- Items are:
  - Emergency response activities, as requested by SHCN
  - Invoice (DH-38)
  - Service Coordination Contract Cost Detail Report
  - Monthly Information and Education Contact Report

Office Do's & Don'ts

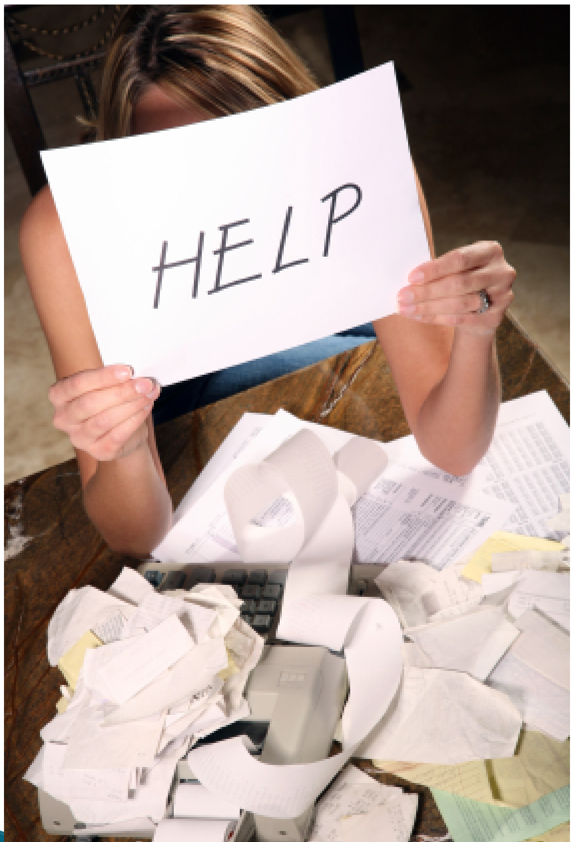
Schedule office time:

- To place phone calls, do paperwork, complete computer entry, and other service coordination activities
- To complete all the needed follow-up, paper work, and entry on enrollments or assessments after visits outside of the office (home, clinic, community outreach, etc.)
- Prior to extended time away plan an office day to prepare for your departure
- After the extended time away, to get caught up on phone calls, emails and start scheduling new appointments

Do not schedule:

- Do not schedule assessments immediately prior to being gone for an extended time because it is likely that all the paperwork and entry will not get done before leaving

Organize! Organize! Organize!



- Create folders on your computer to group information
- Create folders for your email to group information
- Create and maintain a calendar in a format (paper, electronic or both) that best works for you

Documentation Entry Tracking

How do you know when information from a handwritten note has been put into MOHSAIC?

- A suggestion is to use a legal pad to best keep track of information (Notes on scraps of paper or sticky pads can easily be lost)
- Write any information on that legal pad that needs MOHSAIC entry
- Mark through the information once entry has been done
- Shred all papers after the information is entered
- Remember leave the Progress Note marked as 'incomplete' status.
  - This allows for corrections to be made MOHSAIC will automatically update to 'complete' status after 30 days

Support Staff

- When possible use support staff to assist
- Work with support staff and your administrator to determine what tasks support staff can do for you.

Tracking System

Develop a tracking systems that best suits your needs, track:

- Service Coordination Assessment (SCA); determine each month which participant needs a SCA and service plan
  - Initial SCA is done no later than thirty days after enrollment
  - Then at least annually there after
- Transition plans; transition meetings should be held six months in advance of the anticipated move
- Application packets; participants should not be held in 'pending' status for an extended period of time, i.e., thirty days or less
  - If an application is not returned, follow up to determine why not
  - If the application is never returned, close the participant record

BiPortal Reports

- Reports can be used to give you caseload data
- SHS has various reports to assist in managing your caseload
  - There are reports that list participant names, dates, etc.
    - For instance some reports list the participant's county of residence and this could be used in scheduling visits in the same vicinity
  - Other reports give aggregate data

- Questions?
- Comments?

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