

ILLINOIS DEPARTMENT ON AGING (IDoA)
DIVISION OF HOME AND COMMUNITY SERVICES

Title: Electronic Verification of Data on Case Authorization Transactions (CATs)/Participant Search Screen – Updated January 1, 2018	CREATED: By: J. Jimenez	
	ELECTRONIC FILE NAME: Participant Search Screen 1.01.18	
	EFFECTIVE DATE: January 1, 2018	
OPERATIONS POLICY: IDoA will implement policy regarding the electronic verification of data on CATs	Last Revisions: N/A	By: N/A
	Approved By: J. Jimenez	Date:
Search Word(s): Verifications CATs Electronic Data Data Participant Search Screen Proof of Life	Pertains to: <input checked="" type="checkbox"/> CCU For Informational Purposes Only: <input type="checkbox"/> In-Home Service <input type="checkbox"/> Adult Day Service <input type="checkbox"/> Emergency Home Response Service <input type="checkbox"/> Other: MCOs	
REQUIREMENT: Each Care Coordination Unit will follow IDoA's policy and procedure for the electronic verification of data on CATs.	RULE REFERENCE: OTHER REFERENCE(S):	
	Rescinds Previous IDoA Policy:	
	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Yes
	Title: Electronic Verification of Data on CATs	Date: 1/1/2017

PURPOSE:

The purpose of this policy is to notify Care Coordination Units (CCUs) of policy changes related to the submission and verification of electronic data submitted via Case Authorization Transactions (CATs) into the Department's electronic Community Care Program Information System (eCCPIS).

POLICY:

CCUs are required to verify that all data being entered into eCCPIS is accurate. CCUs are required to obtain a participant's Social Security Number (SSN) at the time of referral or during the assessment process. Care Coordinators should ensure the SSN is recorded correctly and verified, if possible, through viewing the participant's SSN card. If viewing of the SSN is not possible, the CCU shall try to verify the SSN by entering the

SSN into the Department's Participant Search Screen (PSS), located at <https://secure1.illinois.gov/AGE/ParticipantSearch/> to see if an Healthcare and Family Services (HFS) record exists for that participant under the reported SSN. If HFS has the same SSN the CCU can assume the SSN has been verified by HFS. If the SSN does not match or no information is found for the participant in the HFS section of the PSS then the CCU must request verification of the SSN through BEAM using the password protected spreadsheet authorized by the Department. The use of factitious SSNs will no longer be allowed. Use of an incorrect SSN will result in invalid information being provided.

Care Coordinators are also required to check the Department's PSS immediately prior to completing any billable assessment on a client. Care Coordinators are required to review each section of the PSS eCCPIS record, Managed Care Organization (MCO) status of the participant, the HFS Medicaid status, the OBRA waiver status, and the death status for each participant immediately prior to completing each assessment. Instructions for using the PSS are available via a taped webinar located at the PSS link above. All CCU Care Coordinators are strongly encouraged to watch this webinar so they can correctly utilize the PSS system.

PROCEDURE:

Care Coordinators are required to check a participant's status on the Participant Search Screen located at <https://secure1.illinois.gov/AGE/ParticipantSearch/> prior to completing a face to face assessment with the participant for any billable assessment completed by the CCU. This "check" will provide the most up to date information on the client including, active eCCPIS status, MCO status, HFS status, OBRA waiver status and death status.

- 1) The eCCPIS section should be checked to see if the participant is already enrolled as an active CCP participant with another CCU or if a current assessment/DON score already exists. For pre-screen requests, checking the eCCPIS section will notify the CCU if a pre-screen has recently been done or if a current DON is on file which could be used in place of conducting a pre-screen assessment. (Refer to the Choices for Care policy for additional clarification.)
- 2) The MCO section should be checked to identify if the participant is enrolled in an MCO. If the MCO section indicates the participant is currently enrolled in an MCO, then the CCU shall complete **only** the appropriate Determination of Eligibility (DOE) on the participant. The MCO check will also allow CCUs and provider agencies to see which specific MCO the participant is enrolled with and the date ranges for each MCO enrollment. MCO information may also be verified by checking the HFS Recipient Records section using the details button. If a discrepancy is found between the MCO section and the HFS Recipient Records section please email BEAM to verify the information and correct the system.
- 3) The HFS Recipient Records section will notify the CCU of the participant's enrollment in Medicaid and will allow case managers to determine when a participant's annual Medicaid application is due. The MCO segments can also be viewed by selecting the details button in this section.
- 4) The OBRA section will alert the CCU if the participant is already enrolled in another waiver program. Individuals cannot be in two waiver programs at the same time. If the OBRA waiver status indicates that the participant is actively enrolled in

another waiver program, the CCU should **not** proceed with an assessment for services (**this includes an MCO DOE**) until enrollment in the other waiver program can be verified and resolved. CCUs may proceed with conducting a pre-screen, if appropriate, if this section indicates the participant is enrolled in another waiver program.

- 5) The Death Section uses Public Health's database to notify the CCU if a participant is listed as deceased. Sometimes the SSNs entered into the Public Health database are incorrect. If the Death section indicates that the participant is deceased (erroneously), or if another person's name is listed in this section, then the Care Coordinator must verify the client's SSN at the time of assessment to ensure that the correct SSN is being used and they must collect and submit "Proof of Life" documentation upon their assessment so the death record can be overridden in the system. (See Proof of Life Attachment).

Proof of Life

IDoA utilizes the Illinois Department of Public Health's (IDPH) death database to identify participants that are deceased. Occasionally, there are instances where a participant is erroneously listed as deceased in IDPH's system or another person's name is listed in the Participant Search Screen system. This can occur due to a participant using the wrong social security number, a spouse's social security number or a simple data entry error by the funeral home or IDPH staff.

Care Coordination Unit Proof of Life Process:

- 1) If you believe that your participant should not be listed on the IDPH's death database, the first thing you should do is make sure the participant's SSN is correct. Care Coordinators should verify SSN by viewing the actual SSN card to ensure that the number is accurate and belongs to them and not a spouse. BEAM staff can also verify SSNs through the Social Security Administration if necessary by supplying BEAM with the participant name, date of birth and SSN to Aging.Advisor@illinois.gov.
- 2) If you discover that the SSN is wrong in CMIS/eCCPIS then you will need to correct the SSN within CMIS and eCCPIS before you can bill for your assessment.
- 3) If the SSN is correct in eCCPIS, and the client has been mistakenly recorded at IDPH as being deceased, you will need to obtain "Proof of Life" and submit it to the Department. The CCU will need to meet face-to-face with the participant and get a copy of a current driver's license, passport or state ID. A copy is defined as a faxed copy or photo of the identification document.
- 4) The CCU staff are required to complete the attached "Proof of Life" Attestation Statement [IL-402-1186 (06/15)]. This form will require the CCU staff to attest to the verification of the document(s).
- 5) If a provider agency initiates the request for the CCU to complete a "Proof of Life", it is acceptable for the provider to assist the process by submitting the required documentation to the CCU. However, the CCU will still need to ensure that the participant is alive and the information the provider submitted was valid. The CCU has five (5) business days to review the participant's proof of life documentation and complete the attached "Proof of Life" Attestation Statement [IL-402-1186 (06/15)]. This form will require the CCU staff to attest to the verification of the document(s) provided by the provider agency.
- 6) The CCU will submit the forms and documentation to Aging.Advisor@illinois.gov with **#secure# "Proof of Life"** in the subject line and will copy the provider agency on the email (if the provider agency initiated the request). Upon receipt of the request, IDoA staff will review the documentation and if approved, a death override will be processed.

Please note that the exception process for proof of life is being utilized by IDoA only. The IDoA exception process will not change erroneous information with IDPH. CCUs should inform their clients to contact IDPH and follow their process to rectify the data on the Public Health death record. If clients fail to do this they may be denied for other State benefits.