# Oregon ACCESS Override Functions, Processes and Tiered Security Information

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## Oregon ACCESS Levels of Security:

  - ➢ **Tier 1** – APD/AAA case manager
  - ➢ **Tier 2** – APD/AAA local office management, supervisors and/or lead worker
  - ➢ **Tier 3** – APD central office

## Assessment Status Definitions:

  - Administrative (ADMIN): As assessment that has been set to ADMIN status for the purpose of adding an additional service Benefit with dates beyond the assessment's Valid Until Date.



  - Status Reason Field: This field is used to select a pre-defined reason for the current Assessment Status. The Administrative status will not have any affect on Service Planning unless one of these three Status Reasons are selected with it. If you put the assessment in ADMIN status, but forget to select a Status Reason, you will not be able to complete the extension. You must select the appropriate Status Reason to be able to complete the extension.

Status Reasons Available:

1. Untimely Reassessment **(late review)** – will allow Benefits to be created and approved as follows for each Tier level:
   a. **Tier 1:** Not able to put a case in ADMIN status or approve an extension.
   b. **Tier 2:** Able to create and approve Benefits effective through the end of the month immediately following the assessment's Valid Until Date.
   c. **Tier 3:** Able to create and approve Benefits effective through the end of the month up to 24 months past the assessment's Valid Until Date.

2. To Provide Adequate Notice **(10-day notice)** – will allow Benefits to be created and approved as follows for each Tier level:
   a. **Tier 1:** Not able to put a case in ADMIN status or approve an extension.
   b. **Tier 2:** Able to create and approve Benefits effective through the end of the month immediately following the assessment's Valid Until Date.
   c. **Tier 3:** Able to create and approved Benefits effective through the end of the month up to 24 months past the assessment's Valid Until Date.

3. Hearing/APP **(Aid paid pending/AKA: COB Continuation of Benefits)** – will allow Benefits to be created and approved as follows for each Tier level:
   a. **Tier 1:** Not able to put a case in ADMIN status or approve an extension.
   b. **Tier 2:** Able to create and approve Benefits effective up to six months past the assessment's Valid Until Date.
   c. **Tier 3:** Able to create and approve Benefit effective up to 24 months past the assessment's Valid Until Date.

- Completed: An assessment that has been set to Completed status. This is only done through one of the Decision Point windows.
  - Automatic batch process: The status of an assessment left in Completed status for 90 days, without an associated Benefit will be changed to Invalid status by the nightly batch process.

- Incomplete: An assessment that is in Incomplete status is defined as an assessment that has not been completed or has been withdrawn.
  - Automatic batch process: The status on an assessment left in Pending status for more than 60 days will be changed to Incomplete status by the night batch

process.

- Invalid: An assessment that is in Completed status, with pending or no Benefit, has been determined to be no longer valid.
    - Automatic batch process: The status of an assessment left in Completed status for more than 90 days, without an associated Benefit, will be changed to Invalid status by the nightly batch process.

- Pending: An assessment that has been started but has not been changed to Completed status.
    - Automatic batch process: The status of an assessment left in Pending status for more than 60 days will be changed to Incomplete status by the nightly batch process.

## Other Miscellaneous Assessment Definitions:

- Details Field: This field is used to document any additional information needed to explain the change to the Assessment Status field. This field is not cleared when the status is changed and does not lock. Information can be added to this field at any time and previous information that is typed over or removed will not be saved.

## Assessment Overrides:

- Flow Chart: The following chart of Assessment Status changes shows what the system will allow Tier 2 staff to do. Please note the specific conditions.

| Tier 2 Override Functions and Conditions | | |
|---|---|---|
| **From** | **To** | **Conditions** |
| Completed | Pending | Not allowed if there is a Pending, Approved or Ended Benefit associated with the Assessment. **Any Benefits will need to be Invalidated before the Pending option will appear in the Assessment Status drop down list.** |
| Completed | Administrative | This should only be done around the time the Assessment's Valid Until Date is expiring and **ONLY** for one of the following three reasons:<br>1. Untimely Reassessment<br>2. To Provide Adequate Notice<br>3. For Hearing/APP. |

| | | See definitions above for more information. |
|---|---|---|
| Completed | Invalid | Not allowed if there is an Approved or Ended Benefit associated with the Completed Assessment. **Approved of Ended Benefits will need to be Invalidated before the Invalid option will appear in the Assessment Status drop down list.** Pending Benefits do not need to be Invalidated before changing the status, however, it is recommended. |
| Incomplete | Pending | Changing an Incomplete Assessment back into Pending Status is usually done because the Assessment Status was changed from Pending to Incomplete Status through the nightly batch process. See nightly batch process timelines indicated above. Before changing the Assessment Status from Incomplete Status to Pending Status, you must ensure all eligibility rule criteria support the change. |
| Invalid | Completed | The intention behind allowing this change is to correct a worker inadvertently setting the Assessment Status to Invalid Status OR because the Assessment Status was changed to Invalid Status through the nightly batch process. See nightly batch process timelines indicated above. Before changing the Assessment to Completed Status, you must ensure all eligibility rule criteria support the change. |
| Invalid | Administrative | The intention behind allowing this change is to correct a worker inadvertently setting the Assessment Status to Invalid Status. Before changing the Assessment Status to Administrative Status, you must ensure all eligibility rule criteria support the change. |
| Pending | Incomplete | A Tier 1 user may change an Assessment Status from Pending Status to Incomplete Status if the Assessment wasn't completed. The nightly batch process will automatically do this, 60 days after the Assessment Date. |

## Additional Tips and Scenarios:

### Changing an Assessment from Completed to Pending Status:

- **Scenario #1:** A Tier 1 user has set an Assessment to Completed Status after only completing the 4 ADL portion, but now needs to complete a Full Assessment.

    1. All Benefits associated with the Assessment must be Invalidated before continuing.

a. The Tier 1 user can invalidate a Pending Benefit. A Tier 2 user must invalidate any Approved or Ended Benefits associated with the Assessment as the Tier 1 user will not be able to.

2. If there are no Benefits, or they have been Invalidated, a Tier 2 user must log into Oregon ACCESS as him/herself, open the case, and go to Assessments from the CA/PS Menu window.

3. Select the Assessment needing to be changed by right clicking on the heading for that Assessment in the Navigation Tree and select Edit from the drop-down menu.

4. Once on the Assessment Supports Update screen for the Assessment, click in the Assessment Status field. This field will have the word 'Completed' in it.

    a. A drop-down list will appear. Select 'Pending' from the drop-down list.
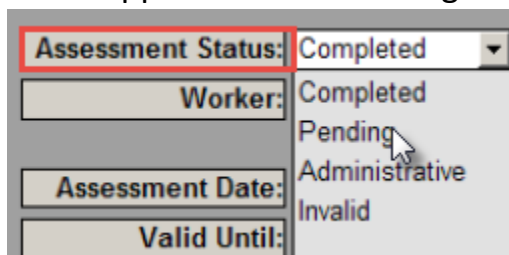


5. Use the Details field to document why this action was taken.

6. Once the wizard has re-opened, close the wizard, then close the case and have the case manager go back into the case and finish the Assessment.


- **Scenario #2:** A Tier 1 user has set the Assessment to Completed Status with an incorrect Assessment Date.

    1. Follow steps 1 – 5 above.

    2. Once the wizard re-opened, either the Tier 1 or Tier 2 user can update the Assessment Date to the correct date. Please note, the Assessment Date can be up to 31 days prior to the date the Assessment was created in the wizard.


- **Scenario #3:** A Tier 1 user has set the Assessment to Completed Status but needs to change the answers or comments in the Assessment.

    1. Follow steps 1 – 6 in scenario #1 above.

        a. What if 'Pending' is NOT an option in the drop-down list?

            i. If the Assessment Status drop-down looks like this, that means there is a service Benefit which must be Invalidated before the Assessment Status can be changed to Pending Status. The case manager can invalidate a Pending Benefit.

ii. If the Assessment Status drop-down looks like this, that means there is an Approved or an Ended service Benefit associated with the Assessment. Before the Assessment Status can be changed to Pending Status, any Approved or Ended service Benefit must be Invalidated. Benefits can be invalidated by the case manager **IF** the Begin Date is future effective. If the Begin Date has already passed, it will take a user with Tier 2 rights to invalidate the service Benefit.



## Changing an Assessment from Completed to Administrative Status:

- **Scenario #1:** The Assessment Valid Until Date has expired or is about to expire and the case manager will not have enough time to send timely notice.
  1. A Tier 2 user must log into Oregon ACCESS, open the case, and go to Assessments from the CA/PS Menu window.
  2. Select the Assessment that has expired or is about to expire past the Valid Until Date by right clicking on the heading in the Navigation Tree for this assessment and select Edit from the drop-down menu.
  3. Once on the Assessment Wizard Supports Update screen for the Assessment, click in the Assessment Status field.
     a. A drop-down list will appear.
  4. Select Administrative from the drop-down list.
     a. The Assessment Status field will become disabled immediately, so only do this if you are certain this is the action that needs to be taken. If a Tier 2 user changes the Assessment to Administrative 'ADMIN' Status in error, the status can only be changed back to Completed Status by a Tier 3 user.

5. Click into the Status Reason field.
   a. A drop-down list will appear.
6. Select Untimely Reassessment from the drop-down list.



7. Use the Details field to document why this action was taken.
8. Close the Wizard, then close the case and have the case manager go into Service Planning for this Assessment and create a new service Benefit effective through the end of the month immediately following the Assessment's Valid Until Date. Modeling can be used to copy a previous Hours and Plan Segment.

- **Scenario #2:** A Tier 1 user completed a Reassessment, which resulted in a reduction in Benefits and it is after the cut-off date to send timely notice.
  1. Follow the steps from Scenario #1 above EXCEPT:
     a. On step 6, select 'To Provide Adequate Notice'.



- **Scenario #3:** A Tier 1 user completed a Reassessment, but Benefits are being reduced or closed and the consumer has asked for a Hearing and has been approved APP (Aid Paid Pending) also known as COB (Continuation of Benefits) pending the Final Order Decision from the Administrative Law Judge.
  1. Follow the steps from Scenario #1 above EXCEPT:
     a. On step 6, select 'For Hearing / APP'.
     b. On step 8, have the case manager go into Service Planning for this Assessment and create a new service Benefit effective through the end of the month OR up to six months following the Valid Until Date for the Assessment.

| Status Reason: | |
|---|---|
| Details: | Untimely Reassessment |
| | For Hearing / APF |
| | To Provide Adequate Notice |

**Note:** When as Assessment is changed to Administrative Status, the Status Reason selected determines the maximum length of time the Services can be extended. Based on the Status Reason selected, the system will automatically carry a record over to the Benefit Eligibility and Service Planning screen. This record will display the maximum allowable date of either one or six-month(s) extension. This is displayed at the top, right side of the Service Planning screen and will read 'Admin End Date: mm/dd/year.'

## Changing an Assessment from Completed to Invalid Status:

- **Scenario #1:** A Tier 1 user has set the Assessment to Completed Status but has since determined that it is Invalid.
  **Note:** Once all Benefits are Invalidated, this process can be performed entirely by the case manager.
  1. All Benefits (see #2 below for exception) will need to be Invalidated before continuing.
  2. If there is a Pending Benefit associated with the Assessment, the status of the Assessment can still be changed to Invalid Status without Invalidating the Pending Benefit. However, it is recommended that the case manager Invalidate the Pending Benefit as well.
  3. Once all Benefits have been Invalidated, or if there are no Benefits, the case manager may change the Assessment Status by opening the case and going to the Assessments from the CA/PS Menu window.
  4. Select the Assessment to be Invalidated by right clicking on the heading for the Assessment in the Navigation Tree and select Edit from the drop-down menu.
  5. Once on the Assessment Wizard – Supports Update screen for the Assessment, click in the Assessment Status field.
     a. A drop-down list will appear.
     b. Select 'Invalid' from the list.

i. **Note:** If the Pending option is not on the list, that means there is a Pending Benefit associated with the Assessment that must be Invalidated before continuing.



ii. Note: If the Status drop-down list looks like this, there is an Approved or Ended Benefit associated with the Assessment. Before the Assessment Status can be changed to Invalid, any Approved or Ended service Benefits must be Invalidated. Benefits can be Invalidated by the case manager **IF** the Begin Date is future effective. A Tier 2 user must Invalidate any Approved and Ended Benefit when the Begin Date is the current date or a date in the past.

6. Select an appropriate reason from the Status Reason drop down list:



7. Use the Details field to document why this action was taken.
8. Close the Wizard.

## Changing an Assessment from Invalid Status to Completed Status:

- **Scenario #1:** The Assessment was inadvertently set to Invalid Status from Completed Status. The intention behind allowing this change is to correct a worker inadvertently setting the status to Invalid.
  1. Before changing the Assessment to Completed Status, you must ensure all eligibility rule criteria support this change.
  2. A Tier 2 user must log into Oregon ACCESS as him/her self, open the case, and go to Assessments from the CA/PS Menu window.
  3. Select the Invalid Assessment by right clicking on the heading in the Navigation Tree for this Assessment and select Edit from the drop-down menu.
  4. Once on the Assessment Wizard – Supports Updated screen for the Assessment, click in the Assessment Status field.
     a. A drop-down list will appear.
  5. Select Completed from the drop-down list.

6. Use the Details field to document why this action was taken.
7. Close the Wizard, then close the case and have the case manager go into Service Planning and create the Benefit needing to be created.

## Changing an Assessment from Invalid to Administrative Status:

- **Scenario #1:** The Assessment was inadvertently changed from Completed Status to Invalid Status when the intention was to set the Status to Administrative.
    1. Before changing the Assessment to Administrative Status, ensure all eligibility rule criteria support this change.
    2. A Tier 2 user must log into Oregon ACCESS as him/her self, open the case, and go to Assessments from the CA/PS Menu window.
    3. Select the Invalid Assessment by right clicking on the heading in the Navigation Tree for this Assessment and select Edit from the drop-down menu.
    4. Once on the Assessment Wizard – Supports Update screen for the Assessment, click in the Assessment Status field.
        a. A drop-down list will appear.
    5. Select Administrative from the drop-down list.



    6. Select the appropriate Status Reason.



    7. Use the Details field to document why this action was taken.
    8. Close the Wizard, then close the case and have the case manager go into Service Planning and create the Benefit needing to be created. Be sure he/she follows the rules noted in the Definition section for Administrative Status.

## Service Benefit Overrides:

### Benefit Begin Date:

- o Workers can create a Pending Benefit with a begin date more than 31 days prior to Assessment Date. Only Tier 3 users are able to approve this type of back dated Benefit.
- o The following are examples of when Central Office gets a case with an Assessment in Completed Status and the Benefit begin date is more than 31 days prior to the date of the Assessment Date. There are three general scenarios:
  - 1. <u>There is no Benefit in Service Planning</u>. The worker should create a Pending Benefit with the desired date range. A Tier 3 user will approve the Benefit. The worker can then continue with Service Planning.
  - 2. <u>There is a Pending Benefit with an incorrect Begin Date</u>. The worker should correct the Begin Date. A Tier 3 user will approve the Benefit. The worker can then continue with Service Planning.
  - 3. <u>There is an Approved Benefit with an incorrect Begin Date</u>. The worker should create a Pending Benefit with the desired date range. If this Benefit will 'fill in a gap', the date range would be the new correct Begin Date and an End Date of the day before the Being Date of the Approved Benefit. A Tier 3 user will approve the Benefit. The worker can then continue with Service Planning.
- o **Note:** A Benefit in Approved or Ended Status can be Invalidated but **cannot** be edited.

### Invalidating a Benefit:

- o **Tier 1** users can Invalidate a Service Benefit as follows:
  - 1. When the Benefit is in Pending Status.
  - 2. When the Benefit is Approved with a Begin Date that is future effective.
- o **Tier 2** users can Invalidate any Service Benefits, regardless of the Benefit Begin Date. This includes Benefits that are Pending, Approved or Ended with a past, current or future Begin Date.

## Hours Segment Overrides:

- Hours Segment information is not sent to the Mainframe. Unless there are exception hours authorized in an Hours Segment, any mistakes can be corrected by a Tier 1 user by Invalidating the Hours Segment or by adjusting the Start/End Date. Staff should be careful before Invalidating an Hours Segment that is started in the past, as payments

may have gone out based on that information.

## Tiered Security Rights for the Hours Segment:

- o **Tier 1 users can:**
    - Approve an Hours Segment that contains up to the maximum Assessed Hours by Need. This can be done while the Benefit is in Approved Status only.
    - Invalidate an Hours Segment that contains up to the maximum Assessed Hours by Need or without any limit if the Hours Segment has a future effective Begin Date.
    - End any Hours Segment with any allowed or exception hours amount.
    - Adjust the Begin Date of the Hours Segment forward when the Segment is already in Approved or Ended Status.
- o **Tier 2 users can:**
    - Approve allowed and exception Hours up to the local office limit.
        - 73 ADL Hours
        - 35 IADL Hours
    - Approve the Hours Segment while the Benefit is in Approved or Ended Status.
    - Invalidate an Hours Segment with exception Hours up to the local office limit.
    - Approve a previously approved Tier 3 exception Hours Segment when the total amount of hours is equal to or less than the previously approved Tier 3 exception as long as there is no break in the exception service plan.
        - For example, consumer was approved by a Tier 3 user a total of 250 Service Plan Hours for 8/1/19 – 7/31/20. Consumer was admitted into a NF ICF, so the APD In-Home Benefit ended effective 9/26/19. The NF Basic All-Inclusive Benefit is approved effective 9/27/19. Consumer is discharged from the NF on 10/15/19 and the APD In-Home Benefit needs to be effective 10/15/19. Since there was a break in the consumer's In-Home Service plan, the exception request will have to be re-submitted to CO for a Tier 3 approval (even if the total hours are the same as they were before).
    - Deny any Hours Segment.
    - End any Hours Segment.

- Adjust the Begin Date of an Hours Segment forward when the Segment is already in Approved or Ended Status.
  - **Tier 3 users can:**
    - Approve exception Hours without any limit. This can be done while the Benefit is in Pending, Approved or Ended Status.
    - Invalidate any Hours Segment.
    - Deny and Hours Segment.
    - End any Hours Segment.
    - Adjust the Begin Date of the Hours Segment forward when the Segment is already in Approved or Ended Status.
    - Approve Service Plan Segments with paid providers that are authorized more than 100 Hours per pay period.

## Tiered Security Summary for the Hours and Services for Plan:

| Situation | Tier 1 | Tier 2 | Tier 3 |
|---|---|---|---|
| New In-Home service case with 0 exception hrs. per service period | X | X | X |
| New In-Home service case with exception hrs. equal to or less than 73 ADL hrs. and 35 IADL hrs. per service period | | X | X |
| New In-Home service case with exception hrs. greater than 73 ADL hrs. and 35 IADL hrs. per service period | | | X |
| Ongoing In-Home service case with 0 exception hrs. per service period | X | X | X |
| Ongoing In-Home service case with exception hrs. equal to or less than 73 ADL hrs. and 35 IADL hrs. per service period | | X | X |
| Ongoing In-Home service case with exception hrs. equal to or less than the previously approved Tier 3 number of hrs. | | X | X |
| Ongoing In-Home service case with exception hrs. greater than the previously approved Tier 3 number of hrs. | | | X |
| Ongoing service case where the consumer had an In-Home service plan with exception hrs., moves to an NF (ICF), then back home and wishes to have the same number hrs. they had before they went to the NF. Since there was a break in the In-Home service plan it must be re-approved by a Tier 3 user. | | | X |
| New or ongoing In-Home service case where there are more than 100 hrs. assigned to a single provider in the Services for Plan Segment | | | X |

## Services for Plan Overrides:

- o Service Plan (bottom section of Service Planning screen) information is not sent to the Mainframe, any mistakes on a Plan can be corrected by a Tier 1 user.
- o A Tier 1 users can Invalidate individual services on Pending Plans and can Invalidate a Plan at any time, even after it has been Approved. However, the worker must be very cautious when Invalidating Plans with a Begin Date in the past as payments may have gone out with that information. The worker should only Invalidate Plans with a Begin Date in the past as a means of correcting a mistake.