

Appendix C

Client Information and Registration Tracking System (CIRTS)

DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANDBOOK

Appendix C: Client Information and Registration Tracking System (CIRTS)

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Section I: Introduction

INTRODUCTION AND LEGAL AUTHORITY:

The Client Information and Registration Tracking System (CIRTS) is the database for client, program and service information. Data entry requirements are based on federal and state mandates. The following programs require client data to be collected for reporting purposes:

- A. Older Americans Act (OAA);
- B. Community Care for the Elderly (CCE);
- C. Alzheimer's Disease Initiative (ADI);
- D. Local Services Programs (LSP);
- E. Emergency Home Energy Assistance for the Elderly Program (EHEAP);
- F. Home Care for the Elderly (HCE); and
- G. Respite for Elders Living in Everyday Families (RELIEF)

Specific Legal Authority:

| Program: | Reference: |
|-----------------|--|
| A. OAA | Refer to specific legal authority cited in Chapter 3 |
| B. CCE | Refer to specific legal authority cited in Chapter 4 |
| C. ADI | Refer to specific legal authority cited in Chapter 5 |
| D. LSP | General Appropriations Act, State of Florida |
| E. EHEAP | Section 409.508, F.S.; Chapter 73C-26, F.A.C; 42 USC 8621 et seq.; 45 CFR, Subpart H |
| F. HCE | Refer to specific legal authority cited in Chapter 6 |
| G. RELIEF | Refer to specific legal authority cited in Chapter 7 |

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Section II: Reporting Requirements

REPORTING REQUIREMENTS:

- A.** Program enrollment information must be entered on all clients receiving case management or OAA and LSP Registered Services, all individuals receiving services through OAA Title III E, and LSP and OA3B clients receiving transportation services. Additionally, effective January 1, 2018, congregate and home-delivered meal services provided through LSP and C1 or C2 must be reported using the Monthly Aggregate Reporting by Client method. The following individuals must be enrolled in CIRTS:
- Clients enrolled in General Revenue Programs (ADI, CCE, HCE and LSP)
 - OAA Title III E clients,
 - OAA IIIB clients receiving Registered Services, and transportation,
 - OAA IIIC1, C2, clients receiving meals, nutrition screening, and nutrition education, and guests of clients.
 - Guests under age 60 must be enrolled with the eligibility code, UN60.
 - OAA IIID clients
 - Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) clients
 - RELIEF clients
- B.** Unless otherwise specified in contract, AAAs are responsible for establishing timeframes for CIRTS data entry which are as close to real-time as possible. **AAAs and providers are responsible for ensuring CIRTS data accuracy.**
- C.** Demographic information required in CIRTS can be found on the top portion of the Screening Form (DOEA Form 701S), Condensed Assessment (DOEA 701A), Comprehensive Assessment (DOEA 701B) and Congregate Meals Assessment (DOEA 701C).
- D.** Assessment information must be entered in accordance with the Assessment Instructions (DOEA 701D).
- E.** Program/Service Codes are found in Appendix A-Service Descriptions and Standards.
- F.** For EHEAP clients, the demographic screen is completed using the applicant's demographic data on the EHEAP application. EHEAP eligibility and benefit award information is entered on the EHEAP Application screen, by clicking the EHEAP button at the bottom of the demographics screen. Upon completion of the EHEAP application screen, data is imported to the Enrollment screen.

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G. All clients receiving case management must have care plan data entered in CIRTS (see Attachment 1).

H. Reporting services on the “Services by Provider – Individual SSN,” “Services by Provider – Aggregate,” or the “Services by Client” screen is required for all

DOEA Programs, except waiver programs. Reporting methods are as follows:

1. Monthly Aggregate Reporting by Client:

- a.** Each client must be enrolled.
- b.** Individual service units are entered monthly at a minimum for each client; if the service has a variable cost, the billed amount is required.

2. Monthly Aggregate Reporting:

- a.** Enter total units for all services not requiring “by client” reporting.
- b.** These entries are made on the “Services by Provider –Aggregate” screen.
- c.** If the service has a variable cost, the billed amount is required. Clients only receiving services which require aggregate reporting do not need to be in CIRTS.

3. Monthly Aggregate Reporting – Annual Unduplicated Count: For programs and services requiring an unduplicated client count:

- a.** Each client must be enrolled. If the client is already enrolled, verify demographics and enrollment information.
- b.** To count a client as unduplicated on the “Services by Client” or “Services by Provider – Individual SSN” screen, enter the SSN, program and service received once per fiscal year (October through September for federal programs or July through June for state programs). Enter "0" in the Units field.

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- c. Actual units of service are entered monthly on the “Services by Provider - Aggregate” screen.

Program/Service Codes and the reporting method required for each service are in Appendix A — Service Descriptions and Standards.

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Section III: Electronic Completion of Client Assessment

ELECTRONIC COMPLETION OF CLIENT ASSESSMENT IN CIRTS:

- A.** Electronic assessment includes the following:
 - 1. Direct on-line completion of client/caregiver information in CIRTS during the assessment using an Air Card and VPN (Virtual Private Network); or
 - 2. Completion of client/caregiver information in an alternative electronic format and entering or transmitting the information into CIRTS, based on timeframes established by the Area Agency on Aging.

- B.** The client assessment instrument may be completed electronically, provided the following conditions are met:
 - 1. The electronic assessment format must contain all the data elements of the DOEA 701S, 701A, 701B or 701C, depending on the type of assessment being conducted.
 - 2. Comments relevant to client/caregiver conditions must be completed.
 - 3. All of the required fields must be completed in CIRTS. “Notes and Summary” sections provided throughout the assessment forms are to be used to document relevant elaborations or details.
 - 4. Handwritten notes on the paper screening or assessment forms must be entered in the appropriate CIRTS field.

- C.** The case narrative in the client’s file must document the date of the assessment and the type of instrument completed. A hard copy of the completed client assessment instrument must be made available to DOEA upon request.

Care Plan information must be entered on the Care Plan screen and the client must be registered in CIRTS. If a reassessment is done, the Care Plan screen must be updated; this includes the annual reassessment

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The chart below compares the paper Care Plan fields to the corresponding CIRTS fields on the Care Plan screen. A CIRTS Care Plan screen example showing an annual reassessment update is on the following page.

| CARE PLAN FIELD | CIRTS FIELD |
|--|---|
| Social Security # | SSN |
| Client Name | First/Last Name |
| Case Manager | Owner/provider |
| SERVICES NEEDED BLOCK | |
| Date (from the problem column) | Date (located next to the Srvc Column) |
| Service | Service |
| <p>Frequency and Duration: Frequency and Duration NEEDED column on the Care Plan indicates NEEDED service units to enter into CIRTS. Do not enter information from the Care Plan PLANNED column on the Care Plan screen, Services Needed Column. Examples: If a client needs <u>personal care for 4 hours per week</u> per the Care Plan, the Care Plan screen Services Needed block would indicate 4 in the "Units" field. CIRTS will insert "HRS" in the "Typ" field. Enter "Wk" for "Frq", since weekly is indicated on the Care Plan. If a client needs <u>respite 4 hours 2 times a week</u>, enter 8 in the "Units" field. CIRTS will insert "HRS". Indicate "Wk" in "Frq" field, since weekly is indicated on the Care Plan.</p> | <p>Units (number of units of service to be delivered each frequency period)</p> <p>Type (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p>Frq (Increment of time such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p> |
| Service Began/Ended | End Date |
| SERVICES PLANNED BLOCK | |
| Provider/Program | Prog (program from which the client will receive services - one service can have multiple programs) |
| <p>Frequency and Duration: Frequency and Duration PLANNED column on the Care Plan indicates PLANNED service units to enter into CIRTS. Do not enter information from the Care Plan NEEDED column on the Care Plan screen, Services Planned column. Examples: If a client receives <u>personal care 3 hours per week</u> per the Care Plan, the Care Plan screen Services Planned block would indicate 3 in the "Units" field. CIRTS will insert "HRS" in the "Typ" field. Enter "Wk" for "Frq", since weekly is indicated on the Care Plan. If a client receives <u>respite 3 hours 2 times a week</u>, enter 6 in the "Units" field. CIRTS will insert "HRS". Indicate "Wk" in "Frq", since weekly is indicated on the Care Plan.</p> | <p>Units (number of service units delivered each frequency period)</p> <p>Type (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p>Frq (Increment of time used such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p> |
| Date Service Began/Ended | Start Date/End Date |

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To update the Care Plan annually in CIRTS, terminate all current service lines, effective the date of the annual reassessment. Enter a new service line for each service determined appropriate based on the annual reassessment using the following day's date. If it is determined that the services will continue as they did the previous year, the same information regarding units, type, and frequency may be added in the corresponding columns. See screen shot below for an example of a care plan updated in CIRTS at the annual reassessment.

| PSA | Date | SERVICES NEEDED | | | | End Date | Prog | SERVICES PLANNED | | | | End Date |
|-----|------------|-----------------|-------|-----|-----|------------|------|------------------|-----|-----|------------|------------|
| | | Service | Units | Typ | Frq | | | Units | Typ | Frq | Start Date | |
| 02 | 12/18/2015 | CA | 2 | HRS | YR | | CCE | 2 | HRS | YR | 12/18/2015 | |
| 02 | 12/18/2015 | CM | 8 | HRS | YR | | CCE | 8 | HRS | YR | 12/18/2015 | |
| 02 | 12/18/2015 | EAR | 365 | DAY | YR | | CCE | 365 | DAY | YR | 12/18/2015 | |
| 02 | 12/18/2015 | HDM | 10 | MEL | WK | | CCE | 10 | MEL | WK | 12/18/2015 | |
| 02 | 12/18/2015 | HMK | 4 | HRS | WK | | CCE | 4 | HRS | WK | 12/18/2015 | |
| 02 | 12/18/2015 | PECM | 1 | EPS | MO | | CCE | 1 | EPS | MO | 12/18/2015 | |
| 02 | 12/17/2014 | CA | 2 | HRS | YR | 12/17/2015 | CCE | 2 | HRS | YR | 12/17/2014 | 12/17/2015 |
| 02 | 12/17/2014 | CM | 6 | HRS | YR | 12/17/2015 | CCE | 6 | HRS | YR | 12/17/2014 | 12/17/2015 |
| 02 | 12/17/2014 | COMP | 2 | HRS | WK | 12/17/2015 | CCE | 2 | HRS | WK | 12/17/2014 | 12/17/2015 |
| 02 | 12/17/2014 | EAR | 365 | DAY | YR | 12/17/2015 | CCE | 365 | DAY | YR | 12/17/2014 | 12/17/2015 |
| 02 | 12/17/2014 | HDM | 5 | MEL | WK | 12/17/2015 | CCE | 5 | MEL | WK | 12/17/2014 | 12/17/2015 |
| 02 | 12/17/2014 | PECM | 1 | EPS | MO | 12/17/2015 | CCE | 1 | EPS | MO | 12/17/2014 | 12/17/2015 |
| 02 | 06/17/2015 | OTH | 1 | EPS | YR | 06/17/2015 | CCE | 1 | EPS | YR | 06/17/2015 | 06/17/2015 |
| 02 | 06/17/2015 | SCSM | 1 | EPS | YR | 06/17/2015 | CCE | 1 | EPS | YR | 06/17/2015 | 06/17/2015 |
| 02 | 06/15/2015 | SCSM | 1 | EPS | YR | 06/15/2015 | CCE | 1 | EPS | YR | 06/15/2015 | 06/15/2015 |
| 02 | 12/19/2013 | CA | 6 | HRS | YR | 12/16/2014 | CCE | 6 | HRS | YR | 12/19/2013 | 12/16/2014 |
| 02 | 12/19/2013 | CM | 12 | HRS | YR | 12/16/2014 | CCE | 12 | HRS | YR | 12/19/2013 | 12/16/2014 |
| 02 | 12/19/2013 | COMP | 2 | HRS | WK | 12/16/2014 | CCE | 2 | HRS | WK | 12/19/2013 | 12/16/2014 |
| 02 | 12/19/2013 | EAR | 365 | DAY | YR | 12/16/2014 | CCE | 365 | DAY | YR | 12/19/2013 | 12/16/2014 |
| 02 | 12/19/2013 | HDM | 5 | MEL | WK | 12/16/2014 | CCE | 5 | MEL | WK | 12/19/2013 | 12/16/2014 |
| 02 | 11/12/2014 | PECI | 1 | EPS | YR | 12/16/2014 | CCE | 1 | EPS | YR | 11/12/2014 | 12/16/2014 |
| 02 | 11/12/2014 | PECM | 1 | EPS | MO | 12/16/2014 | CCE | 1 | EPS | MO | 11/12/2014 | 12/16/2014 |
| 02 | 12/19/2013 | TRS | 1 | TRP | DA | 12/16/2014 | NDP | 1 | TRP | DA | 12/19/2013 | 12/16/2014 |
| 02 | 12/20/2012 | CA | 12 | HRS | YR | 12/18/2013 | CCE | 12 | HRS | YR | 12/20/2012 | 12/18/2013 |
| 02 | 12/20/2012 | CM | 12 | HRS | YR | 12/18/2013 | CCE | 12 | HRS | YR | 12/20/2012 | 12/18/2013 |