DOEA eCIRTS
Module 5-A
EMS Release Process
Handout

Course Description

This module is designed to demonstrate tasks associated with the Statewide Medicaid Managed Care Long-Term Care Wait List / Enrollment Management System Release process handled by ADRCs. This module will focus on documenting the tasks such as conducting client interest contact attempts, documenting the Pre-Release tasks, and creating the CARES referral.

Prerequisites

- Layout and Navigation Video
- Searches Video
- Notes Video
- Ticklers Video
- Reports Video

Suggested Resources, Materials, and Credentials

- The Manual
- The Vizio
- Reference Guide
- Cliff Notes
- Login credentials and the link for the training site

Learning Outcomes

1. Locate assigned Client
2. Complete Pre-Release Research tasks
3. Conduct contact(s) to confirm interest
4. Update and Create Program Records

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The EMS Release Process begins with the EMS Release date being added to the client record. ADRC staff is not responsible for adding this date. ADRC staff will begin their work on the client record after he/she has been assigned a specific client to assist through the process. The assignment process that links the staff member to specific clients will continue in its current form outside of eCIRTS for Phase 1.

Scenario 1: Update a program Record

Once the ADRC staff member is aware of the clients that he/she has been assigned, he/she will need to update the program record to populate the program record on their My Work dashboard. This action is completed in eCIRTS on the Enrollment Provider subpage of the program record located on the Programs tab of the Client Record.

Scenario 2: Conduct Pre-Release Tasks

ADRCs are expected to complete both the Pre-Release Research Tasks and conduct contact attempts to confirm client interest prior to creating the CARES Referral. Pre-Release Research Tasks will be completed then documented within eCIRTS on the Medicaid Waiver Timeline Form (Forms tab) and on the EMS Release Note (Notes tab).

Scenario 3: Conduct contact attempts to confirm client interest

To confirm client interest the eCIRTS user will need to conduct contact attempts. Contact attempts for confirming client interest will be conducted and tracked using the Notes tab on the client's record.

Scenario 4: Update MLTC Program Record and Create CARES Referral

After the completion Pre-Release Tasks, the program record needs to be updated to reflect the status of the program. For example, the MLTC Program Record status could change from APCL Waitlist status to an APPL Applicant Status or a Termination status if the client is no longer interested. If interested and MLTC Program is updated to APPL Applicant, then ADRC staff would need to create the CARES Program Enrollment Record (CARES Referral).

Scenario 5: After Referral Actions

Additional actions may be required depending on client specific situations. For instance, if a Referral packet is incomplete, the ADRC will need to document actions in Notes. Also, when the daily Client with New LOC report is generated from legacy CIRTS, ADRC staff will conduct documentation and actions within eCIRTS on the Medicaid Waiver Timeline Form and/or in a Note. When the ADRC receives an email from BIT additional actions such as updating program records may occur and dates will be documented on the Medicaid Waiver Timeline Form.