

# Welcome To EIS & RCS28



Rehabilitative Community Services  
7/1/2012

As a children's provider of RCS28 services you will be using the EIS-Enterprise Information System to:

- request prior authorization,
- submit your electronic treatment plan,
- request continued stay reviews,
- notify regional office of demographic changes of the child and or family
- request increase/decrease in units or duration of services
- Document the discharge of the child and family from services.
- Change of status

The Children's Super Process contains 8 steps in tracking the request for RCS28 services for a child. As a provider you will be using only Steps 6 and 7.

- Step 6 Service Determination Tools (CS28 Prior Authorization Tool)
- Step 7 Authorization/Associated Services and notes

A calculator is available on the CBHS website, Providers tab, RCS28 Provider Access tab to assist with the determination of the number of units and the start/end dates of a child's authorization.

[www.maine.gov/dhhs/ocfs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml)

### Common Terms and their Definitions

Term	Definition
Add Description	Narrative field in EIS attached to a note
Anchor	Locks system onto client for data entry
Authorization (Prior Authorization)	Instrument used to transmit PA request to MIHMS
Calculator	Tool used to calculate the units and dates of service
CS Authorization Note (Auth)Ver 1	Used to track the level of service a client is receiving
CS28 Prior Authorization Tool	Electronic version of the Treatment Plan
Dimension	Pages within the CS Prior Authorization Tool
Header	EIS page header shows where you are within the system
Highlight	Choice of a selection in a drop down - note type, service location etc
ID	EIS computer # given to an authorization, assessment, tickler or client
Log Off	To sign out of the EIS system
Main Menu	Process menu on the left hand side of screen of EIS
My Events	Page of the EIS system that holds the ticklers notifications
Notes	Used to track the status of the service and used for bilateral communication with the District Office
OCFS	Formerly CBHS district office
People Id	The computer # that the EIS has given to a client
Procedure Code	Billing code from Chapter III of the MaineCare Policy
Procedure Code reason code	Reason for the billing code, 28 Service Authorization or 28 Service Reauthorization.
Children Super Process	EIS Tool used to group the necessary in steps information for a request for service
Childrens Super Process Step 6 Service Determination Tools	Step within the process to create the CS Prior Authorization Tool or Electronic Treatment Plan
Childrens Super Process Step 7 Authorization/Associated Service Notes	Step within the process to create the prior authorization for OCFS approval.
Quick Find	A search field used to quickly locate clients or organization locations by name.
Service Location	The address of the provider which is where the billing (NPI+3) is attached
Service Package	Place holder for the procedure codes
Show Menu	Drop down of options
Status	What level of service is being delivered
Status reason code	Why you are providing that level of service.
System Id	Same as People id
Tickler notification	An alert that an announcement or request has been submitted to you from the District office
Tickler GO Source	Will take you into the note to view the Add Description.

## Components of the screen in EIS

My Events :  
Change People  
Change Organization  
Training applicaton  
DAFFY DUCK of AFFINITY November 09, 2011

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
Viewing 0 - 0 of 0				

My Reports

My Reports	Created Date	Last Modified	Report Type
Viewing 0 - 0 of 0			

My Inbox

ID	Name	Date	Source
Viewing 0 - 0 of 0			

[Set My Preferences] [Set Staff Coverage]

Trusted sites

**Header**  
**Printer Friendly icon**  
**Main Menu**  
**People**  
**Support**  
**Log off**  
**My Inbox**  
**Ticklers/Notifications**  
**Tickler Go Source**

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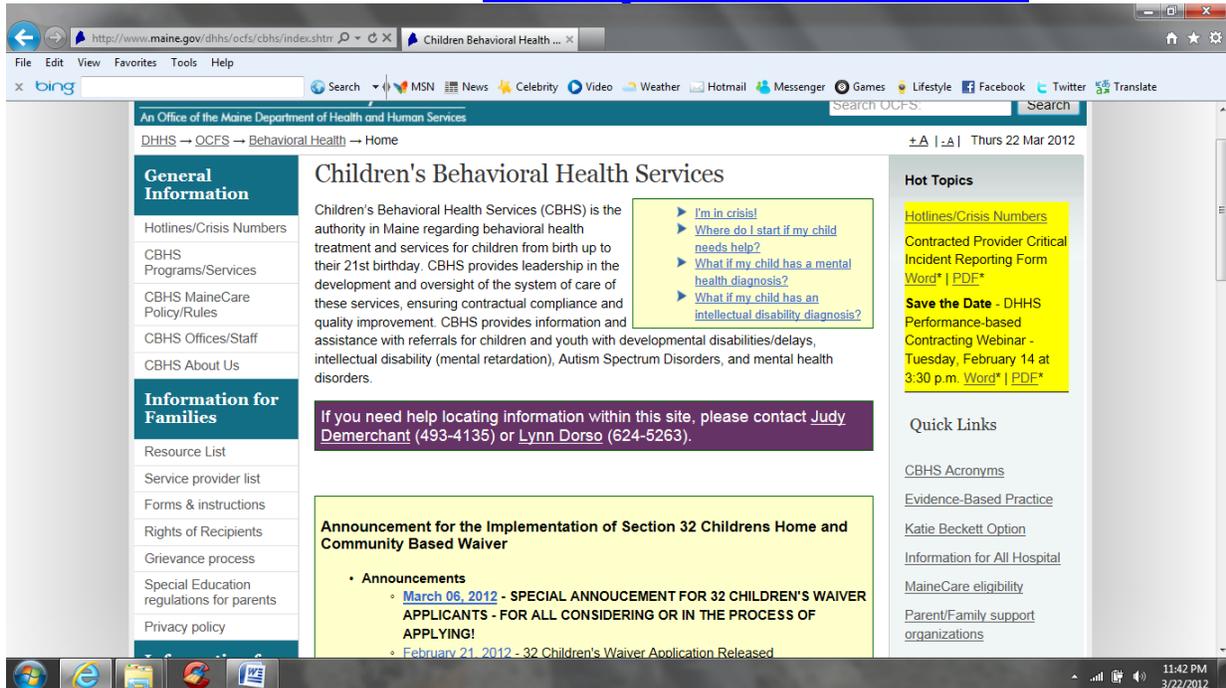
# Section 1

Signing on to EIS  
&  
Changing your Password  
&  
Anchoring on clients  
&  
Setting My Clients  
&  
Changing clients  
&  
Logging Off of EIS

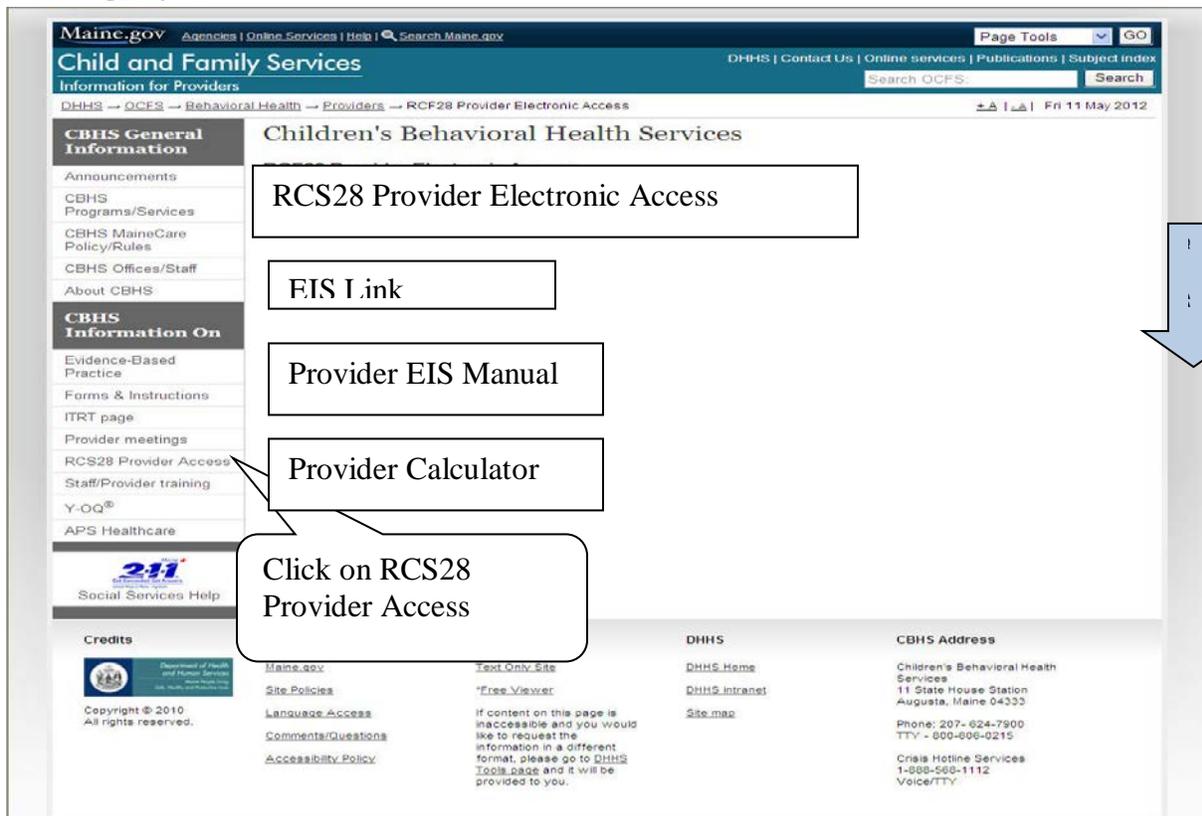


# Signing on to EIS

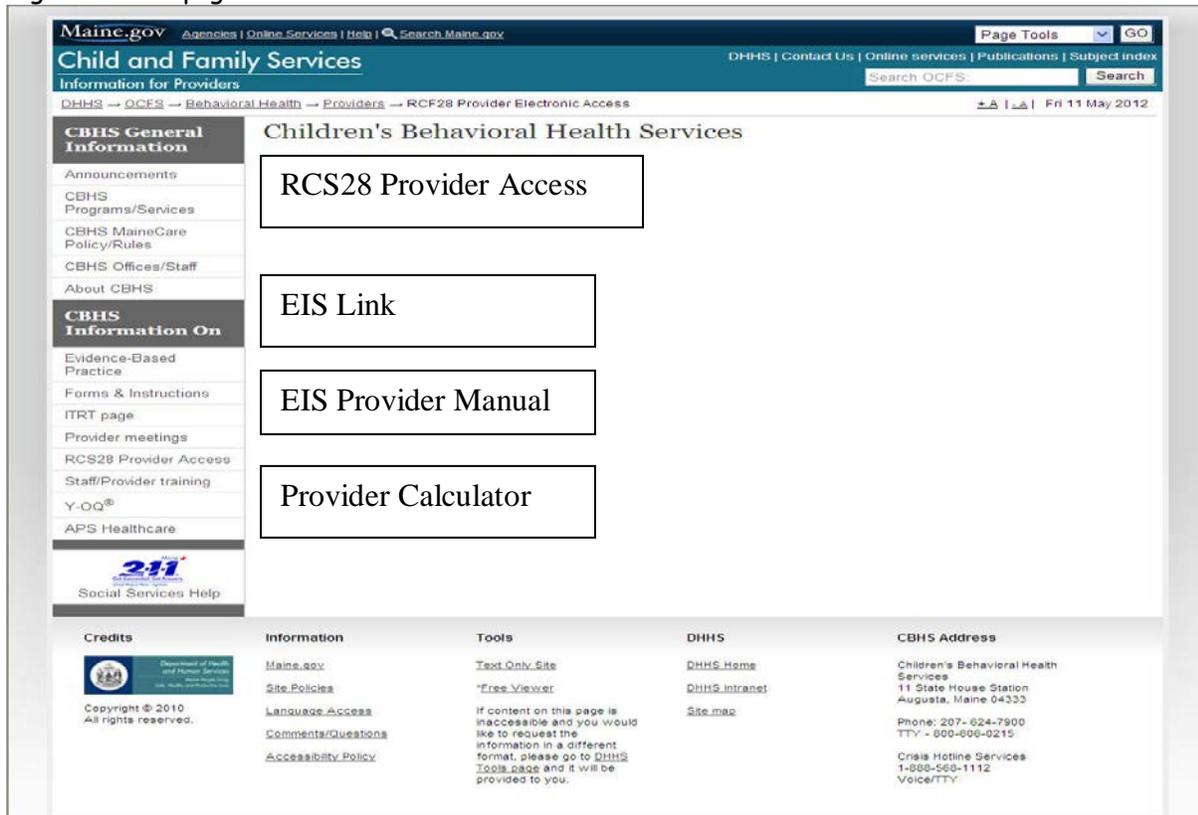
Children's Behavioral Health Website; [www.maine.gov/dhhs/ocfs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml)



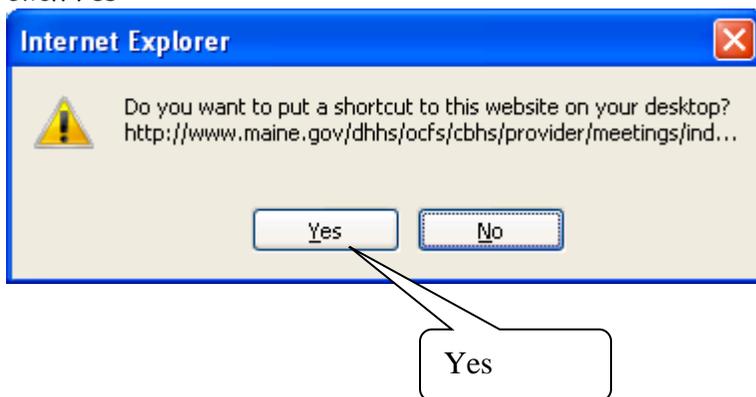
Scroll down click on RCS28 Provider Access link  
Click on EIS Link



To make a desktop shortcut follow these instructions  
Right Click on page



Click Create Short Cut  
Click Yes



EIS Short cut will be on your desktop for ease of use.

To make a short cut specifically for the calculator on your desktop  
Open the calculator link up  
Right click  
Create Short Cut: Yes

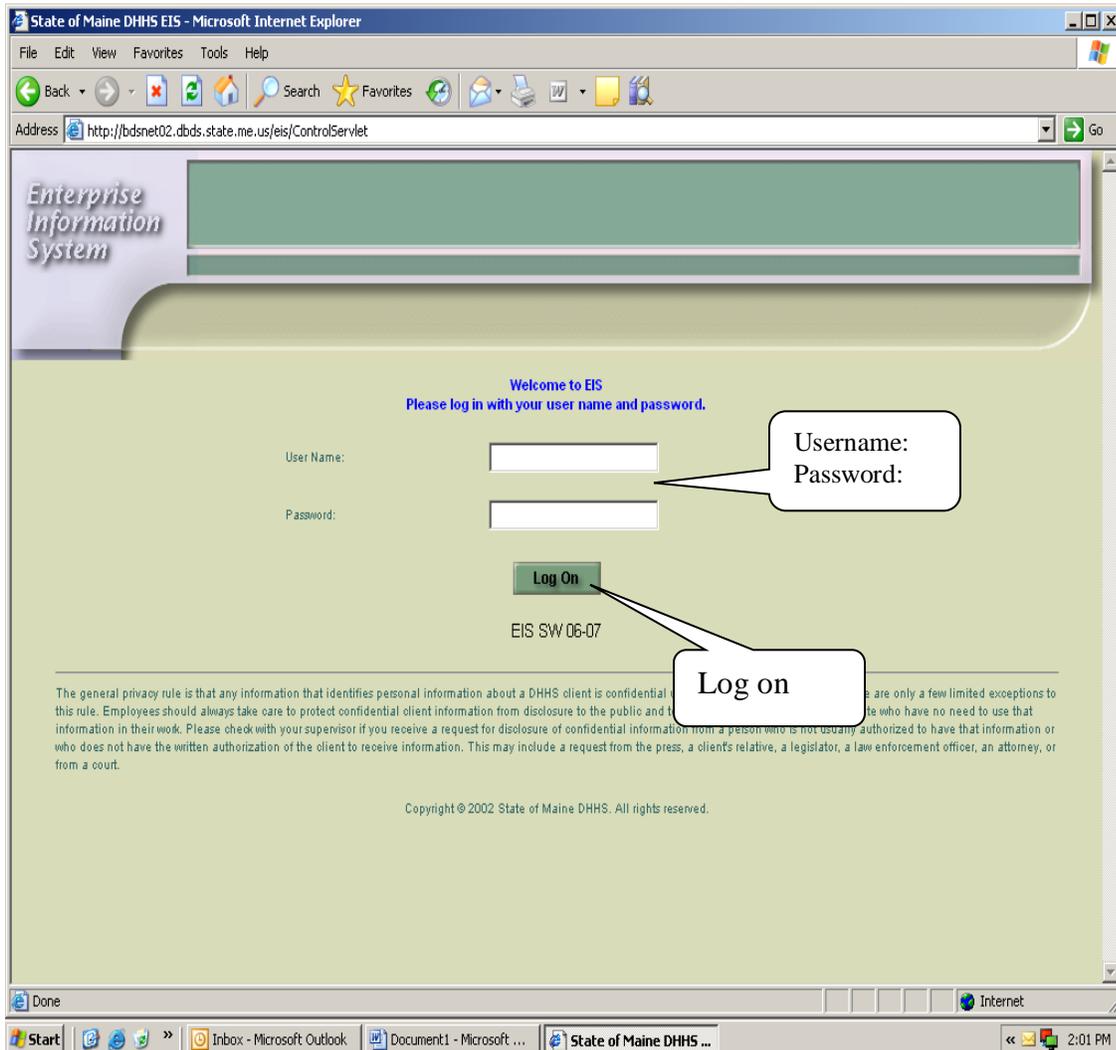
Sign into EIS

Username:

Password:

Click Log on

*If you try more than three times and cannot access EIS you have locked yourself out of the system  
Contact Jeanne Tondreau at 592-0734 (cell) to reset your password*



# To Change your Password

You will be prompted to change your password

Old Password: same one you signed in with

Change Password:

Confirm Password:

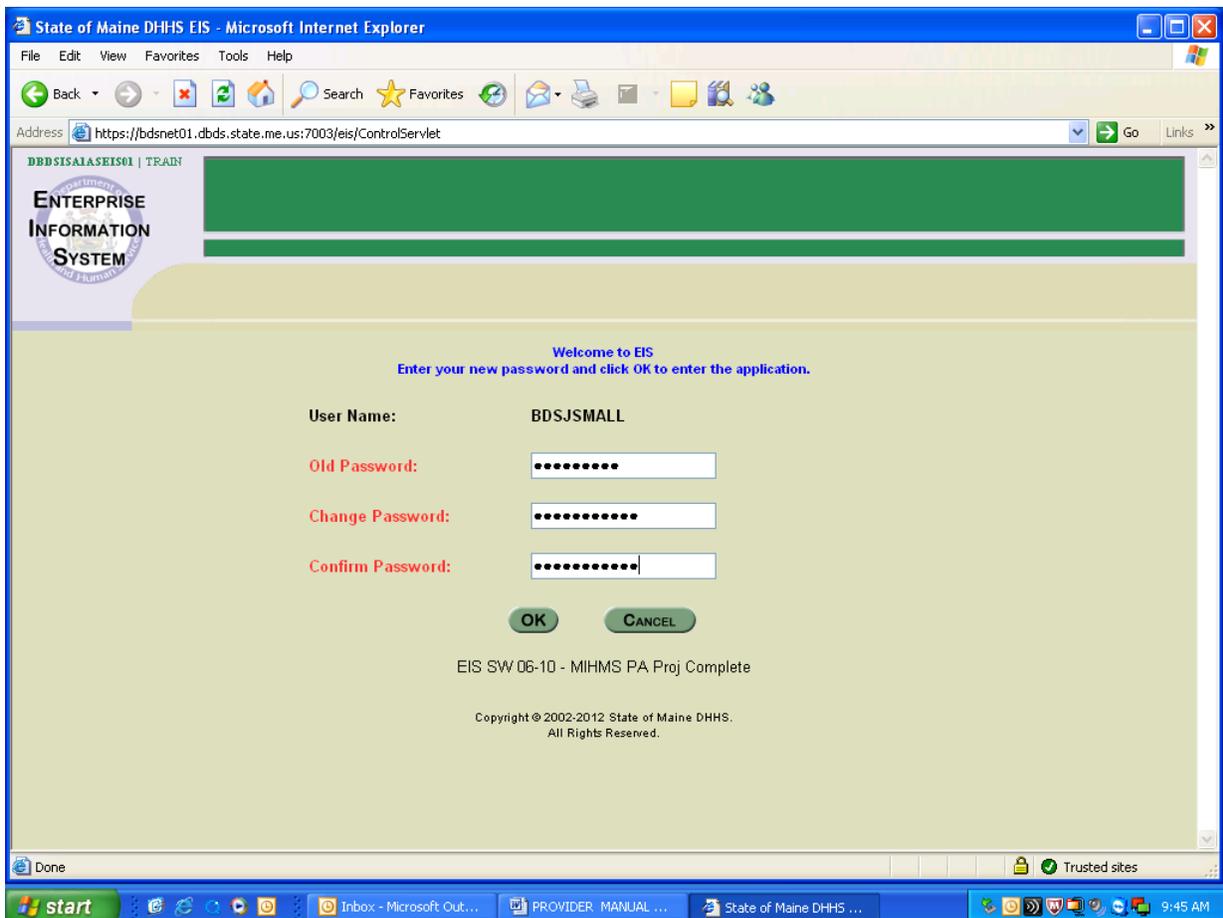
Password rules are

Expires every 90 days-you will get a 7 day alert prior to expiration

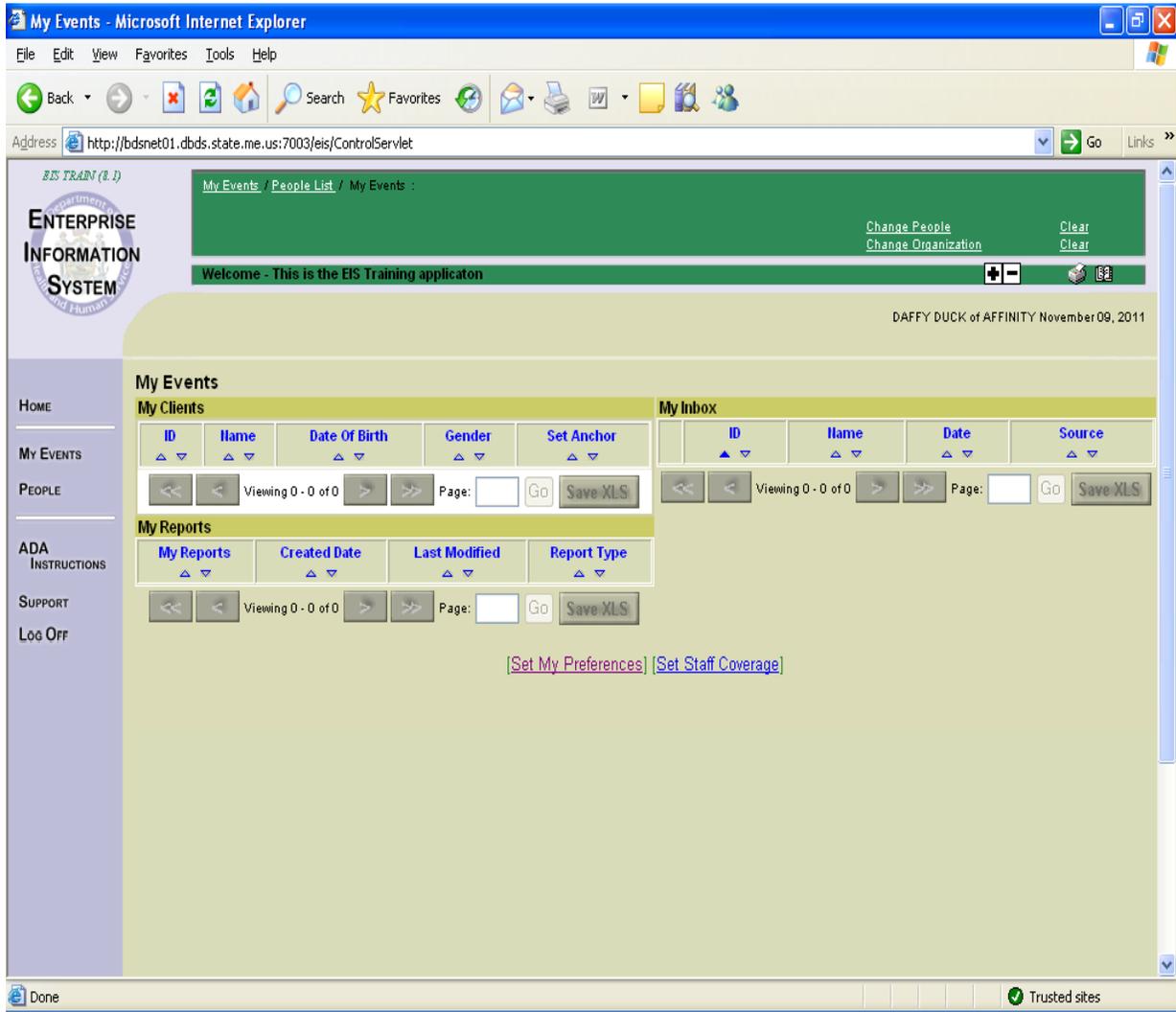
Password must be at least 8 characters, combination of alphabetic, numeric and special characters, with upper and lower case alpha characters.

Should not contain your name or user id

Example of correct password: Winter20#



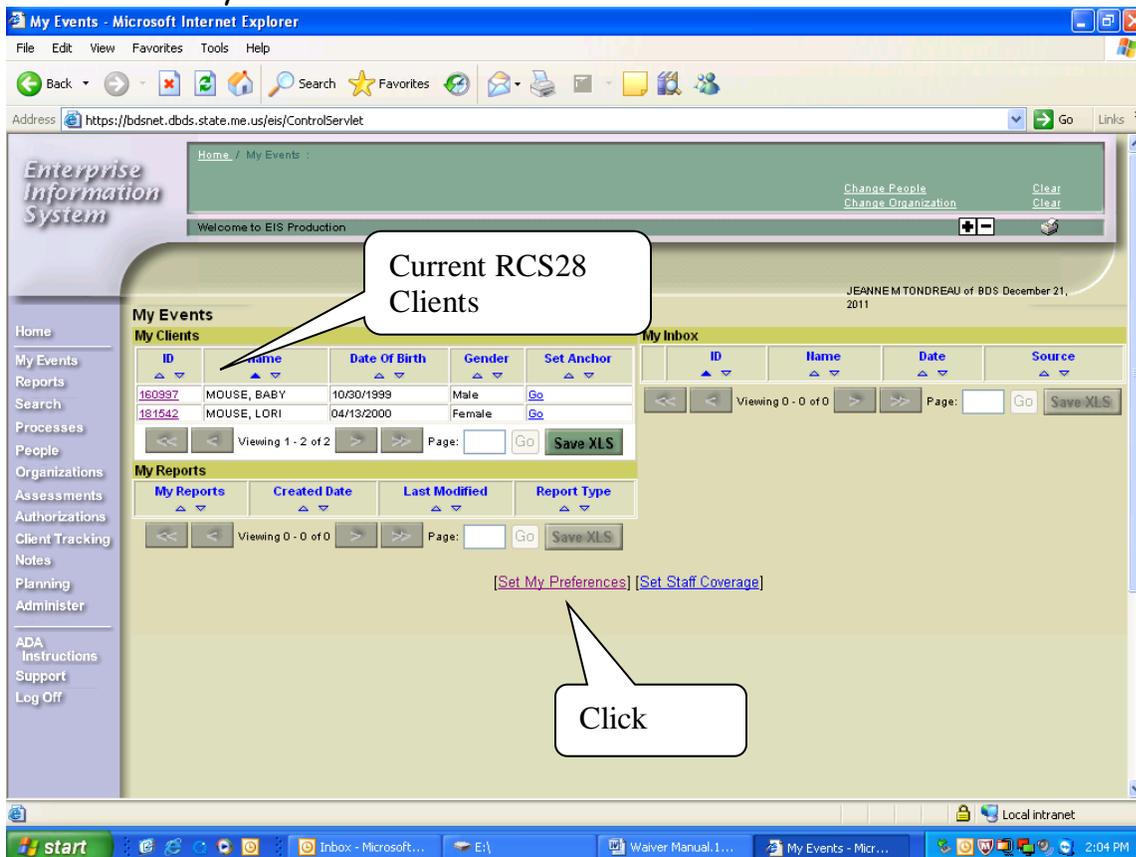
If at any time you are asked to contact the Administrator please call Jeanne Tondreau 592-0734 (cell) and she will reset your password for you. Sometimes if you wait ½ hour the system will unlock and allow you to sign back in.



This is the screen you should see if you have successfully changed your password.

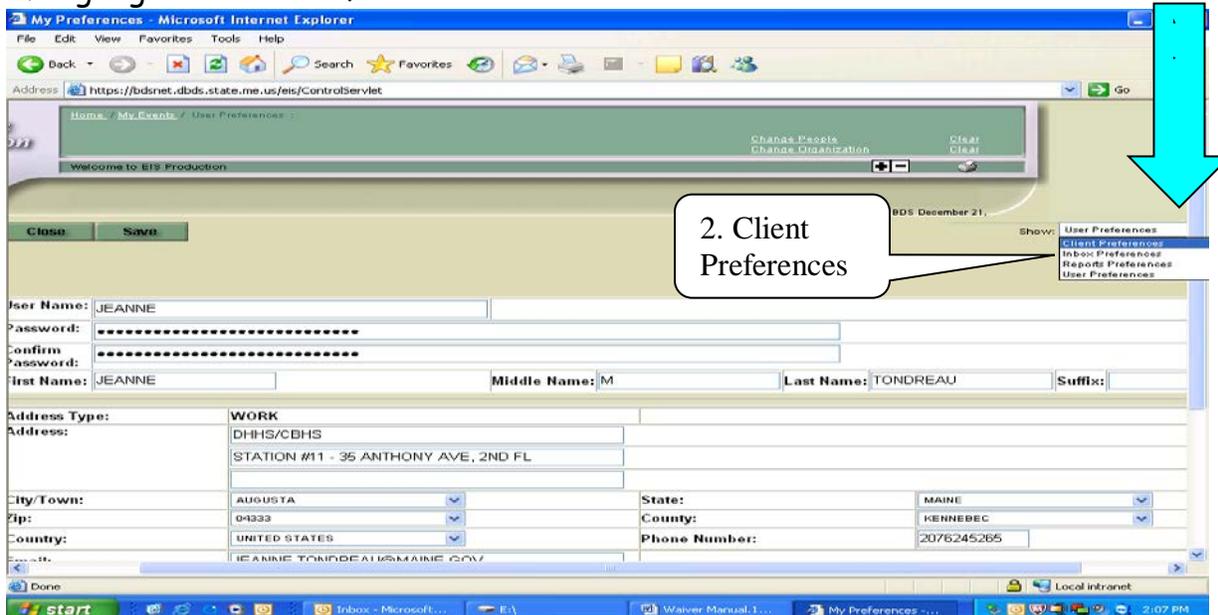


To attach the RCS28 Clients for your location to My Clients list  
 Click on Set My Preferences



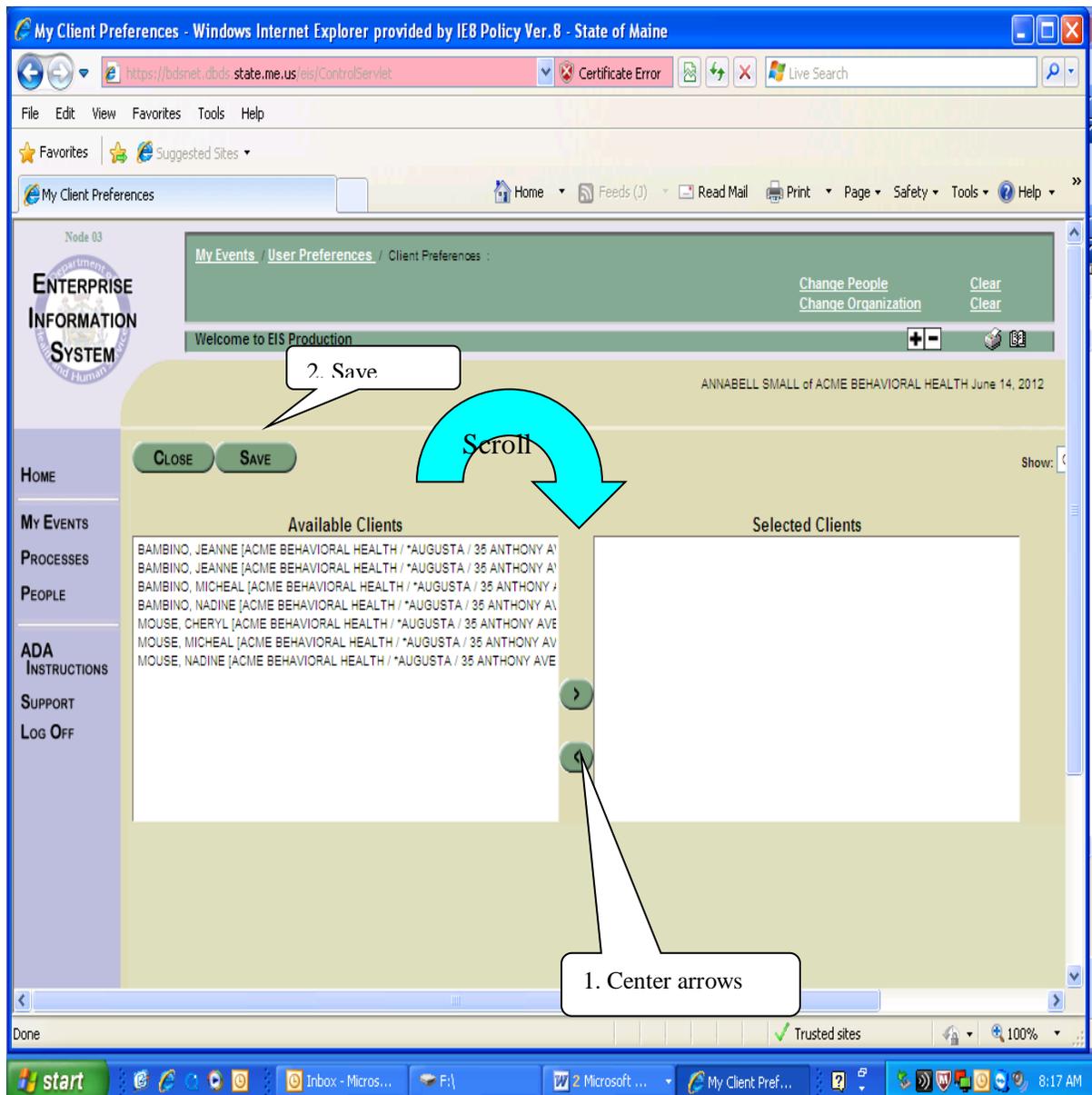
This page will allow you to put your RCS28 clients under My Clients on the My Events Page

1. Show Menu **DOWN** arrow
2. Highlight: Client Preferences

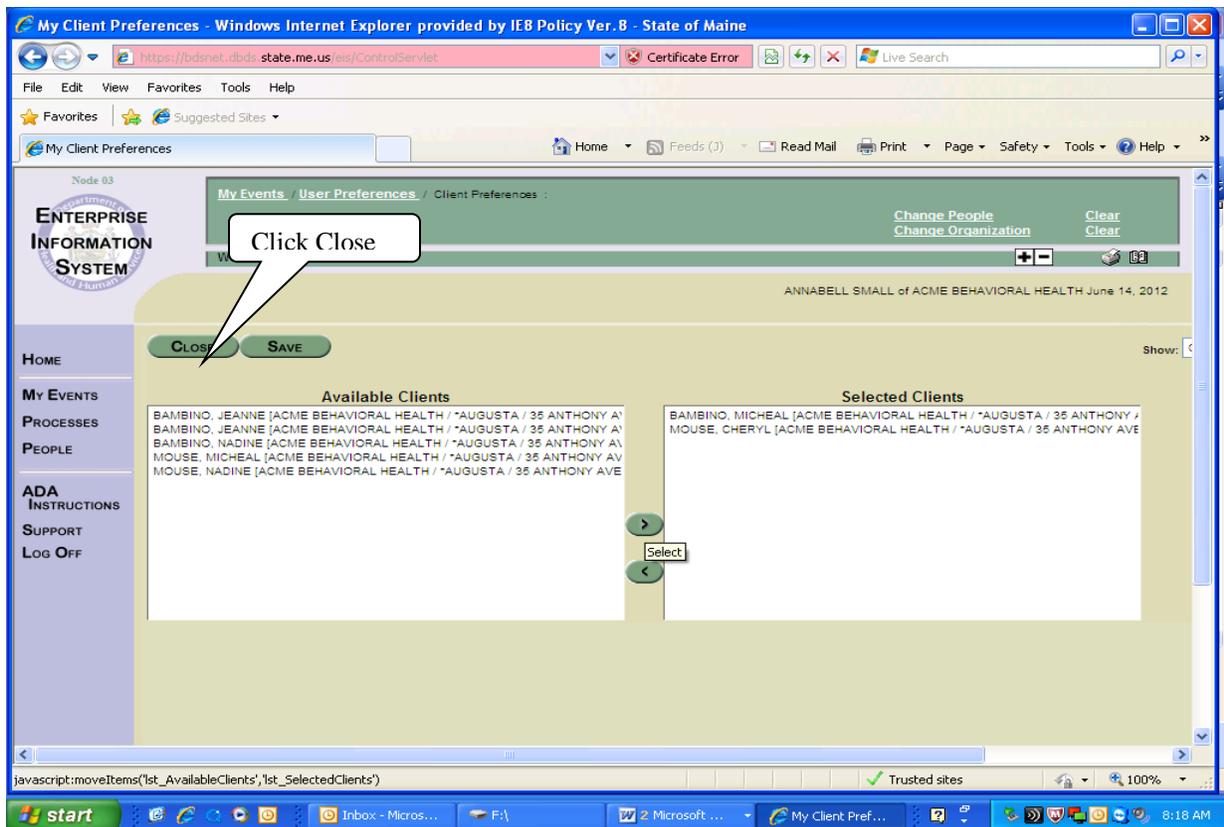


You will scroll down through the list of available clients, highlight name of client and move the clients to selected field these are clients that you will work on for RCS28.

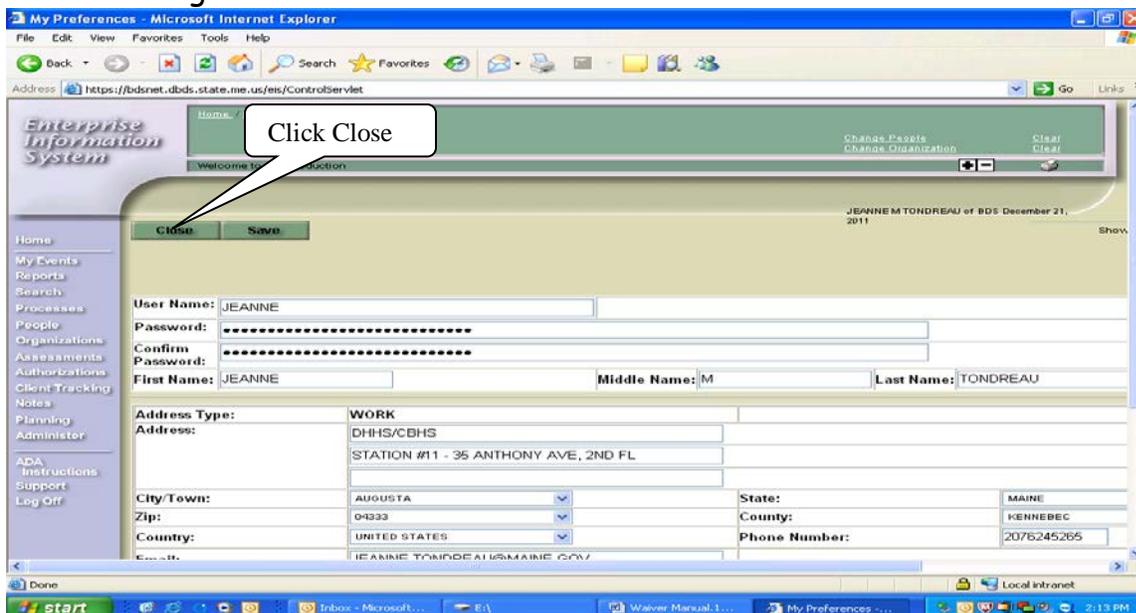
1. Scroll **DOWN** the list
2. Highlight clients name
3. Move selected clients over with using arrows
4. Click Save.



## Then Click Close

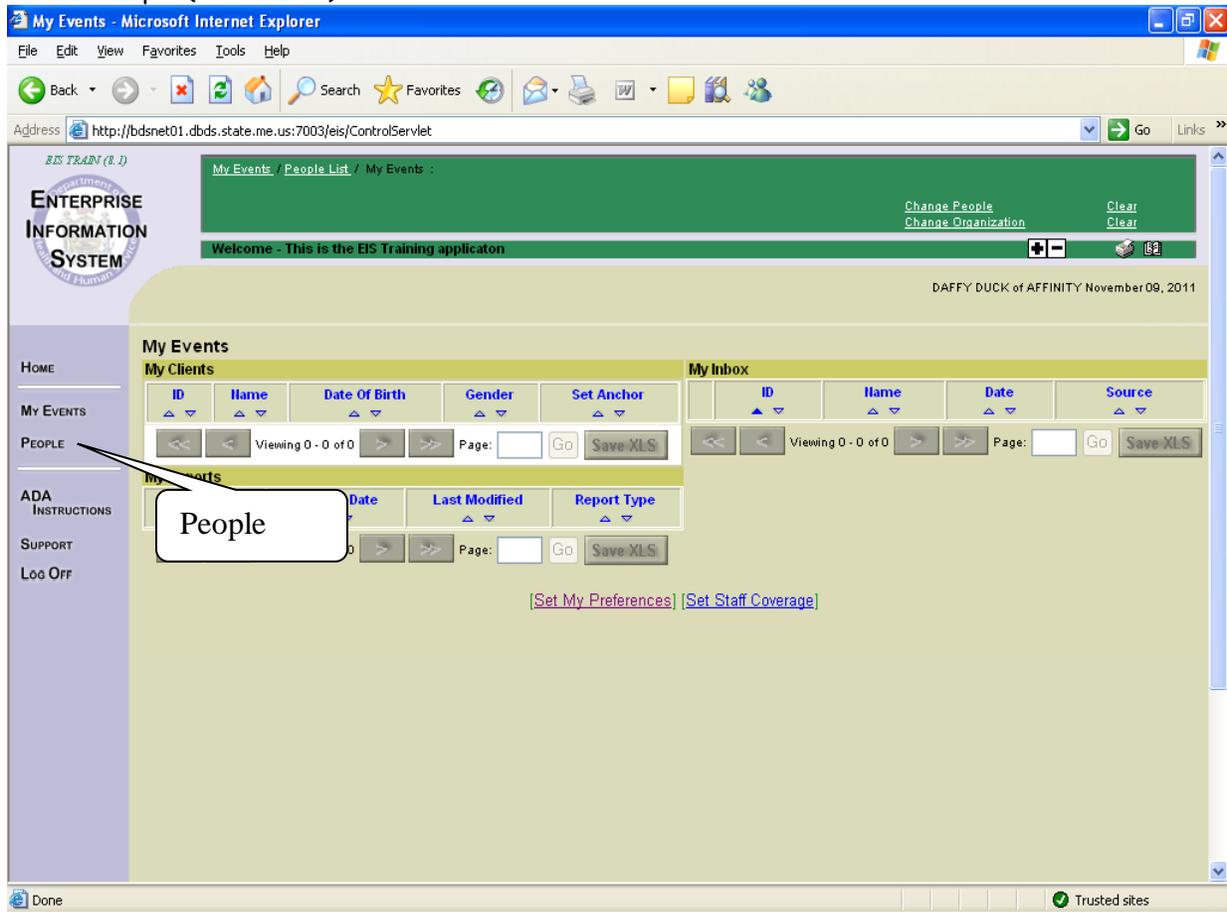


## Then close again

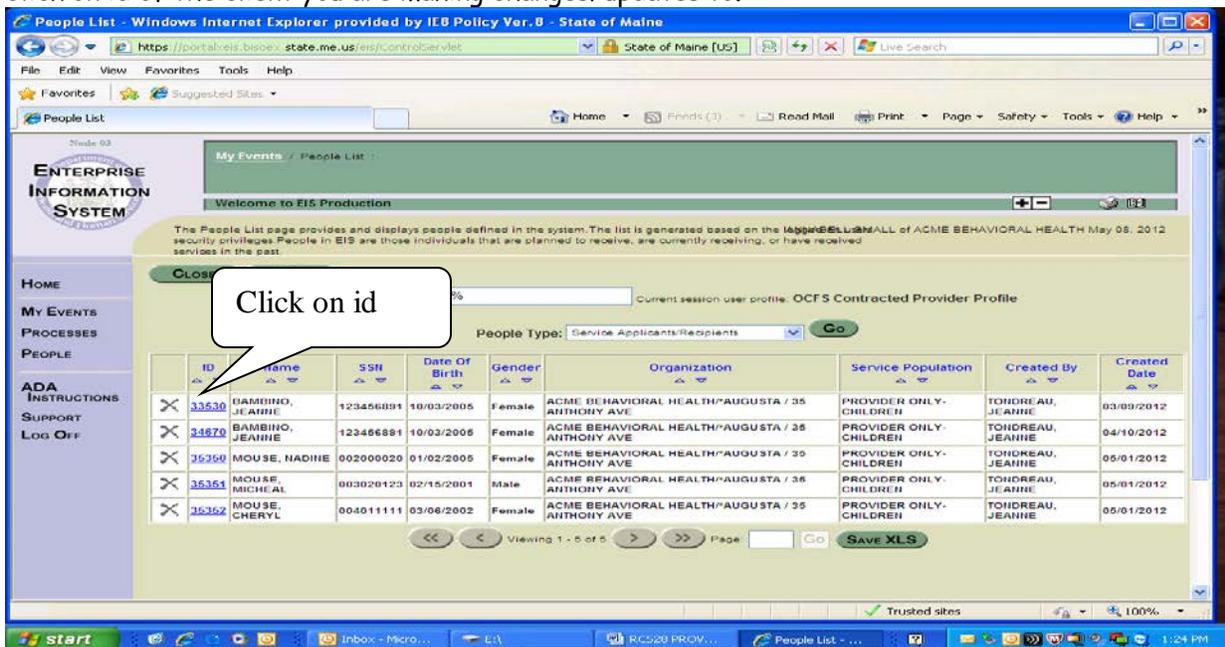


*You would remove the client from this list in the same manner except you would be using the back arrow to take them off the selected client list.*

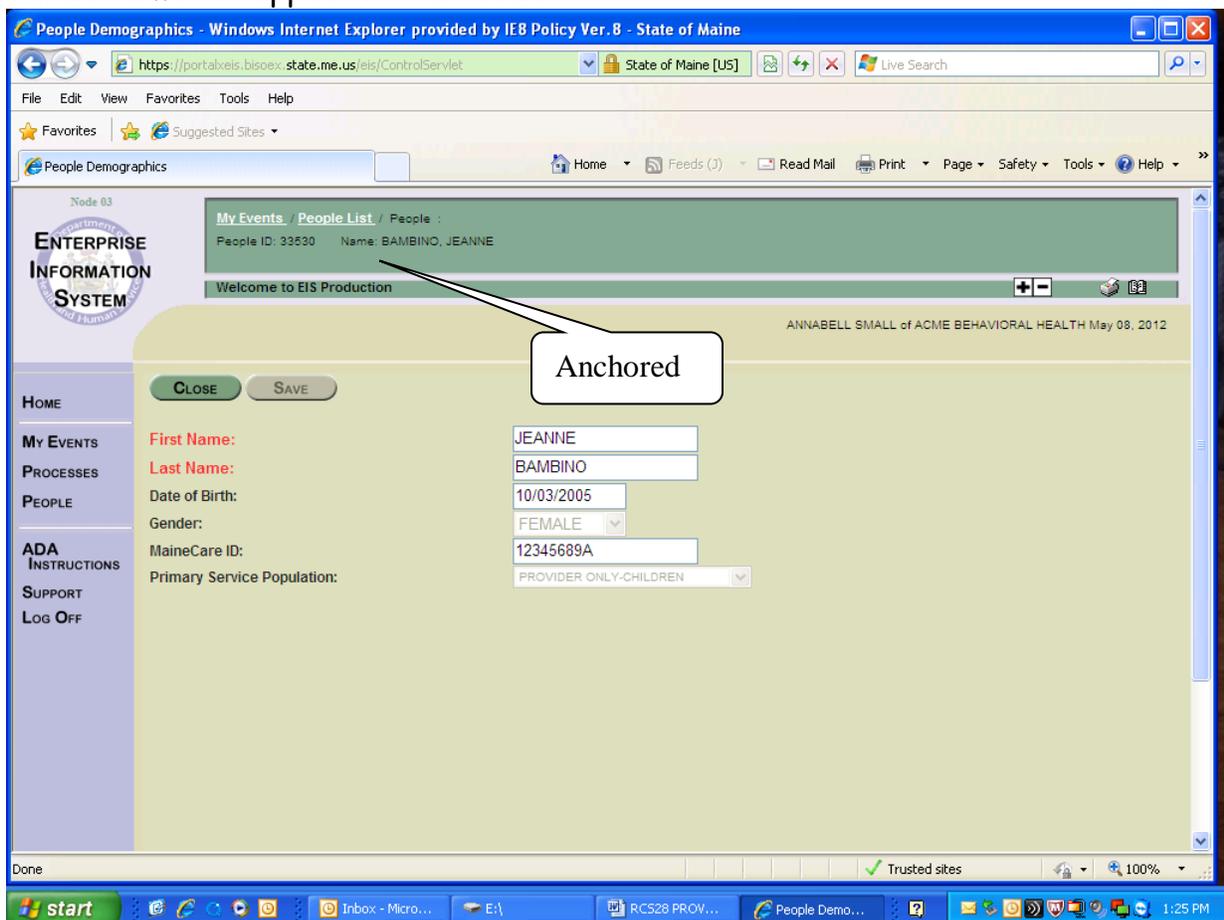
## To Anchor on Clients Click on People (Main Menu)



You will see all the client you have access to.  
Click on id of the client you are making changes/updates to.



You are now anchored on a client  
Child's name will appear in the header



**Check child's demographics**

**Name**

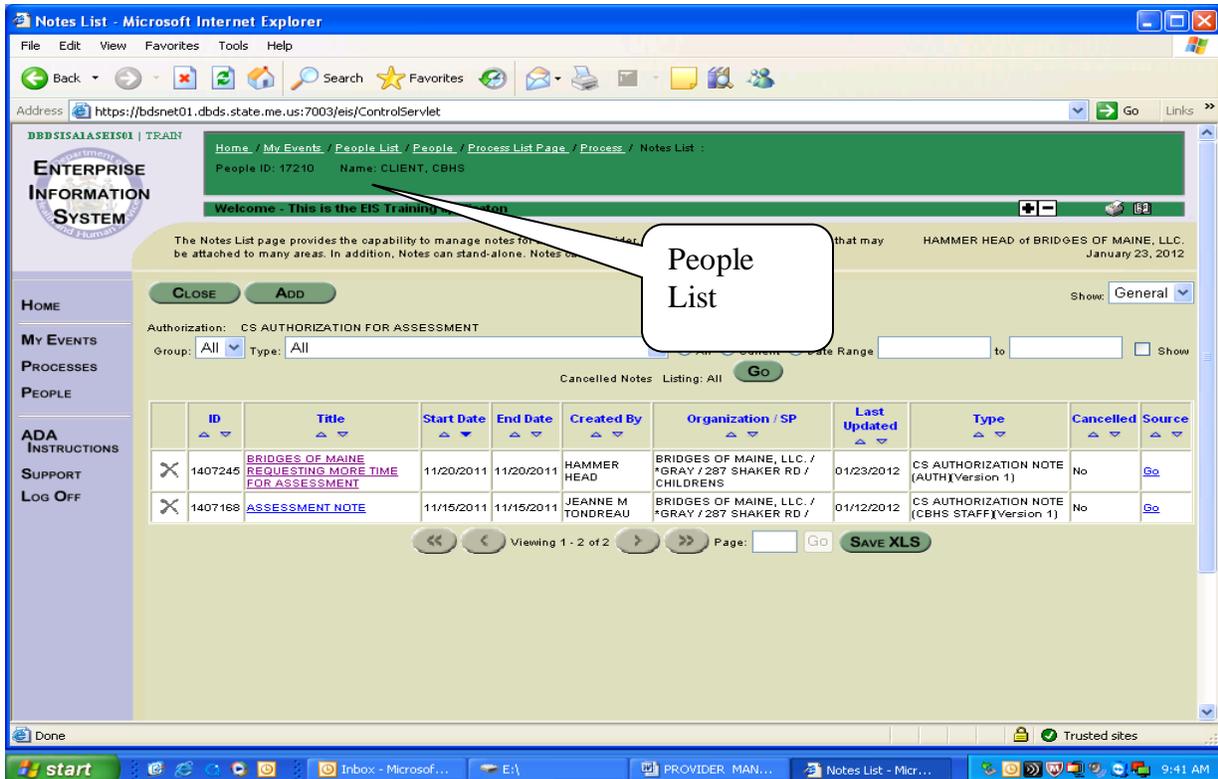
**Date of Birth**

**Gender**

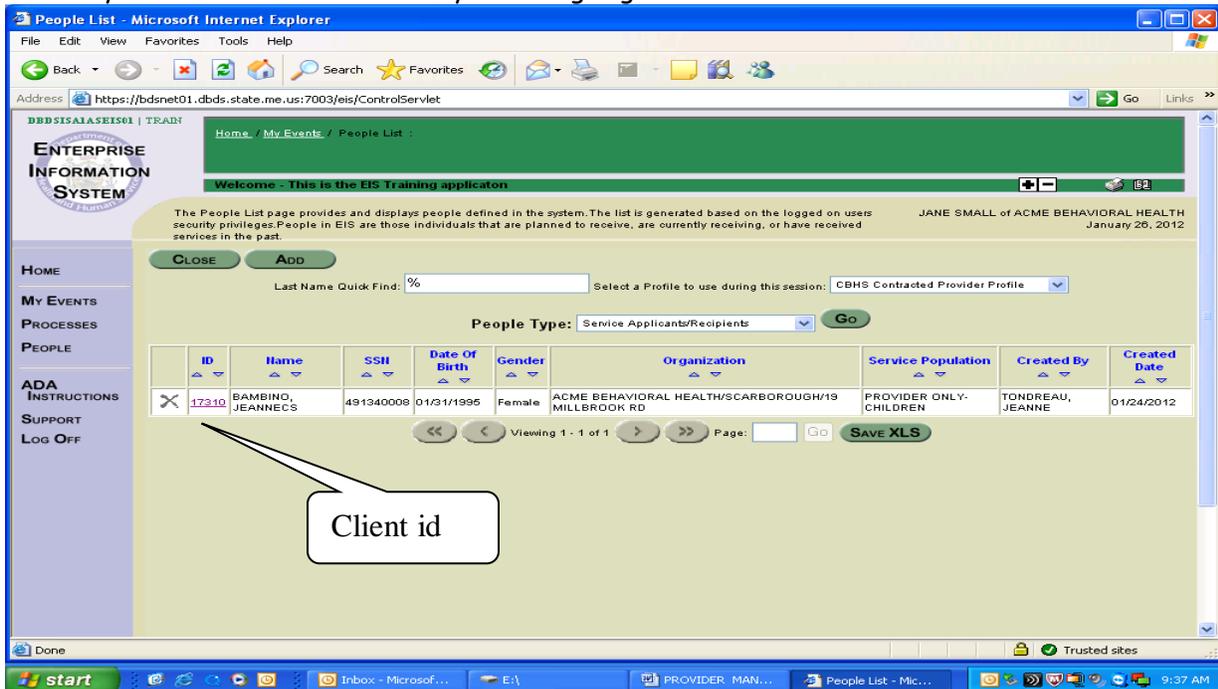
**Mainecare number**

# Changing Clients

To anchor on another child you will click on People List closest to the My Events tab. This will clear out the screens from the previous child you were just working on. You should only have one child's screen(s) up in the header at any one time.



Here is your active client list and if you were going to work on another child click on the id.

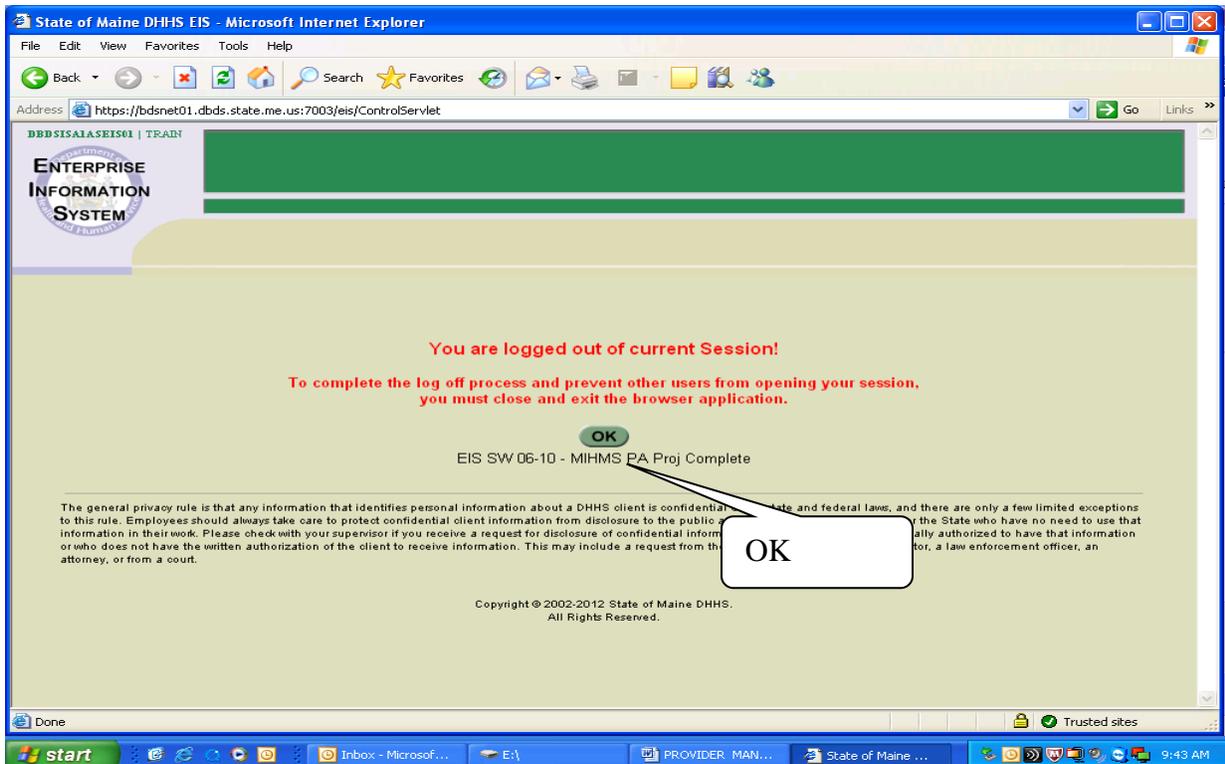


# Logging Off of EIS

To log off



Click OK



Then EIS is now logged off.

# Section 2

## Ticklers/ Notifications



A tickler(s) notification(s) is used by the District Office to communicate with you as you proceed through the steps within a process. This section will show and explain each tickler that may be received.

Enterprise Information System

Home / My Events :

Welcome - This is the EIS Training application

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
288374	MOUSE, JEANNE TEST	10/02/1999	Female	Go

My Reports

My Reports	Created Date	Last Modified	Report Type
311235	Client id : 181542,NAME: MOUSE, LORI,has a RCS28 Request more Assessment Time Note created On 28-SEP-11	09/28/2011	Go
311236	Client id : 288374, NAME: MOUSE, JEANNE,has a RCS28 Service Not Initiated Note created On 28-SEP-11	09/28/2011	Go
311237	Client id : 288374, NAME: MOUSE, JEANNE,has a RCS28 Service Not Initiated Note created On 28-SEP-11	09/28/2011	Go
311238	Client id : 181542, NAME: MOUSE, LORI,has a RCS28 Service Not Initiated Note created On 28-SEP-11	09/28/2011	Go
311256	Client id : 288354 LOC Criteria Pending - Need More Information(G9007HAGN), RCS28 LOC Pending Information not received: 30-SEP-11	09/30/2011	Go

Client name

This is where your Ticklers will be located

Trusted sites

start | Inbox - Microsoft Out... | PROVIDER MANUAL ... | My Events - Windows... | 12:57 PM

Additional information on function and responsibility of the ticklers is instructed throughout the manual.

Here are the 10 different ticklers that may be received on clients to which you have access. Ticklers will expire and disappear in 7 days from receipt.

\* **Approved Assessment Extension** is initiated when OCFS has approved the request for assessment authorization extension. Provider will complete assessment by the new end date of the assessment authorization.

\* **Denied Assessment Extension** is initiated when OCFS has denied the request for assessment authorization extension. Provider will complete the assessment by the end date of the original assessment authorization period.

\***Submit Prior Authorization**- is initiated when an assessment authorization time has lapsed and provider must submit a CS28 Prior Authorization Tool or a Service Not Initiated note within 5 state business days.

\***Need More Information** is initiated when OCFS needs more information in order to be able to complete the plan approval process. Provider must respond to this tickler within 5 state business days from receipt of the tickler.

\***Recommend Negotiated Authorization** is initiated when OCFS and the provider need to come to an agreed number of units or duration of service to adequately meet the needs of the child. Provider must call the District Office within 5 state business days from receipt of the tickler.

\***Plan Approved**– is initiated when OCFS has approved the submitted plan and authorization for RCS28 services. As a provider you are expected to sign into EIS and add a status note with the start date of services for the client within 30 days from the end date of the assessment authorization. If no status note is entered access will be electronically ended.

\***Denial of Service** is initiated when OCFS has denied the PA request to start services.

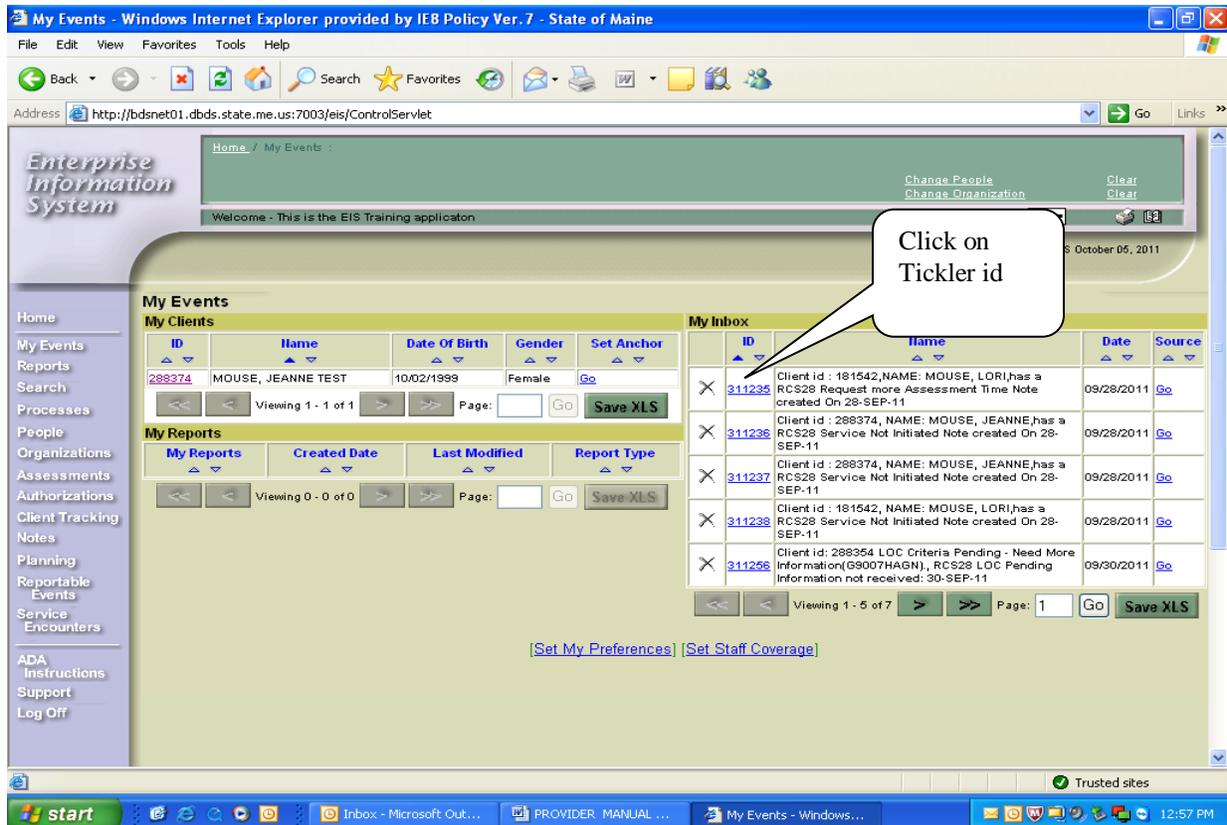
\* **Approved request for change in current hours** is initiated when OCFS has approved the request for change in the current hours authorized. As a provider you are expected to sign into EIS and add a status note.

\* **Denied request for change in current hours** is initiated when OCFS has denied the request for a change in the current hours authorized. Provider will complete services with the child/family with the prior authorization number of units.

\***Continued Service Denied** – is initiated when OCFS has denied continuation of RCS28 service. The current authorization will be extended by 30 days to transition the child out of service.

\* **Submit CSR or Discharge Summary**- is initiated when a child's current authorization of service end date has lapsed and no action has been taken by the provider. A submission of the required Continue Stay Request or Discharge Summary must be within 5 state business days of receipt of this tickler.

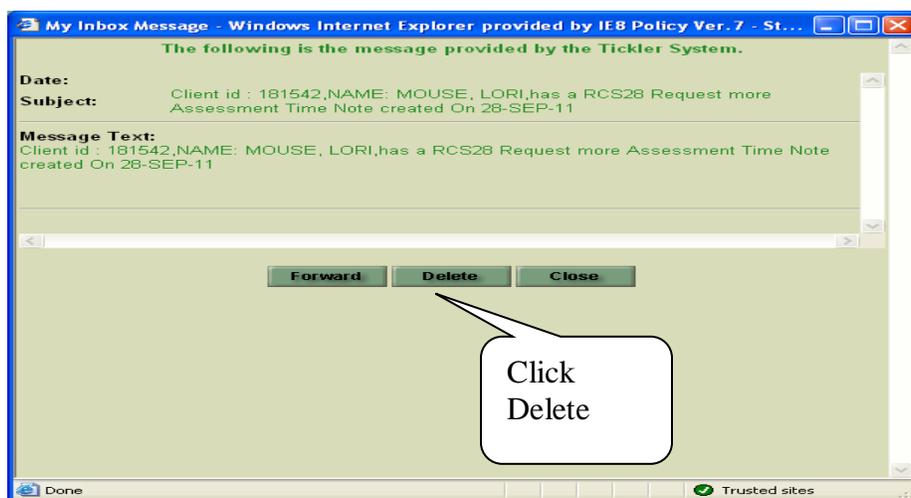
Click on tickler id



You are required to respond to a request within a specified time period. This manual will instruct you how to respond to the specific District Office requests and or announcements

Click delete

To delete the tickler once you have responded to the communication



Ticklers will automatically delete in 7 days

The tickler has now been deleted from the system and will no longer show in "My Inbox"

My Events - Microsoft Internet Explorer

Address: https://bdsnet01.bds.state.me.us:7003/eis/ControlServlet

DBDSISALASEIS01 | TRAIN

Home / My Events :

Change People Clear  
Change Organization Clear

Welcome - This is the EIS Training application

JEANNE M TONDREAU of BDS January 23, 2012

HOME

My Events

My Clients

ID	Name	Date of Birth	Gender	Set Anchor
<a href="#">288734</a>	CBHS, WAIVER	10/03/1995	Female	<a href="#">Go</a>
<a href="#">288619</a>	CLIENT, CBHS	06/05/2001	Female	<a href="#">Go</a>
<a href="#">288618</a>	CLIENT, CDS APPROVED	05/02/2007	Female	<a href="#">Go</a>
<a href="#">288621</a>	CLIENT, CDS SITE	10/01/2001	Male	<a href="#">Go</a>
<a href="#">288620</a>	CLIENT, PUBLIC SCHOOL	06/05/2003	Female	<a href="#">Go</a>
<a href="#">288617</a>	CLIENT, SPFS	03/15/2004	Male	<a href="#">Go</a>

Viewing 1 - 6 of 6 Page:  Go [SAVE XLS](#)

My Reports

My Reports	Created Date	Last Modified	Report Type
------------	--------------	---------------	-------------

Viewing 0 - 0 of 0 Page:  Go [SAVE XLS](#)

[Set My Preferences](#) | [Set Staff Coverage](#)

My Inbox

ID	Name	Date	Source
----	------	------	--------

Viewing 0 - 0 of 0 Page:  Go [SAVE XLS](#)

Done

start

Inbox - Microso... E:\ PROVIDER, MA... My Events - Mic... 8:32 AM

Deleted tickler

To forward a tickler to another staff person  
 Click on tickler id

Address: https://bdsnet.dbds.state.me.us/eis/ControlServlet

Home / My Events :

Welcome to EIS Production

JEANNE M TONDREAU of BDS June 09, 2012

**My Events**

**My Clients**

ID	Name	Date Of Birth	Gender	Set Anchor
<a href="#">341050</a>	BAMBINO, CHERYL LEE	03/06/2002	Female	<a href="#">Go</a>
<a href="#">333415</a>	BAMBINO, JEANNE	10/03/2005	Female	<a href="#">Go</a>
<a href="#">341048</a>	BAMBINO, MICHEAL	02/15/2001	Male	<a href="#">Go</a>
<a href="#">341044</a>	BAMBINO, NADINE	01/02/2005	Female	<a href="#">Go</a>

Viewing 1 - 4 of 4 Page:  Go [SAVE XLS](#)

**My Reports**

My Reports	Created Date	Last Modified	Report Type
<a href="#">My Reports</a>			

**My Inbox**

ID	Name	Date	Source
<a href="#">467347</a>	Client Name: Bambino, Jeanne, Need More Information 08-JUN-12	06/08/2012	<a href="#">Go</a>

[SAVE XLS](#)

Click Forward

The following is the message provided by the Tickler System.

**Date:**

**Subject:** Client Name : MOSHER, PATRICK, Need More Information 08-JUN-12

**Message Text:**  
 Client Name : Bambino, Jeanne Need More Information 08-JUN-12

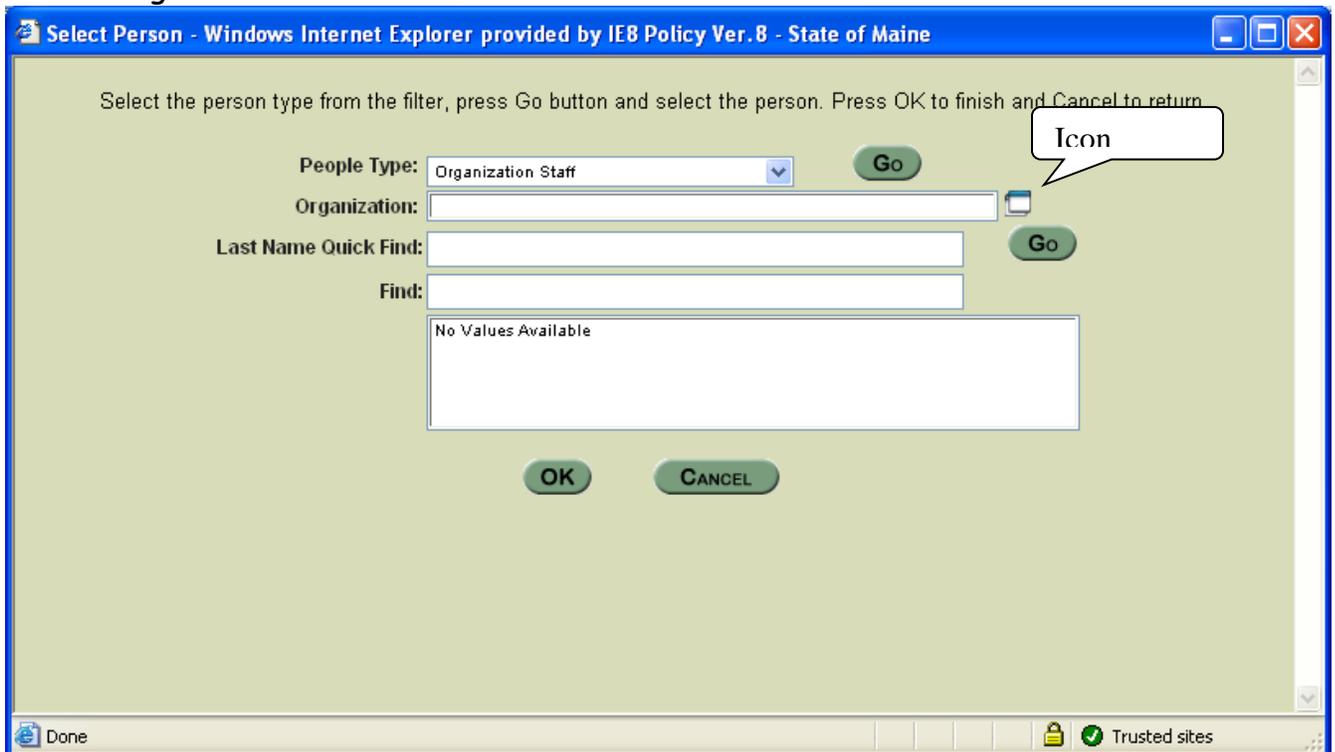
[FORWARD](#) [DELETE](#) [CLOSE](#)

Click Forward

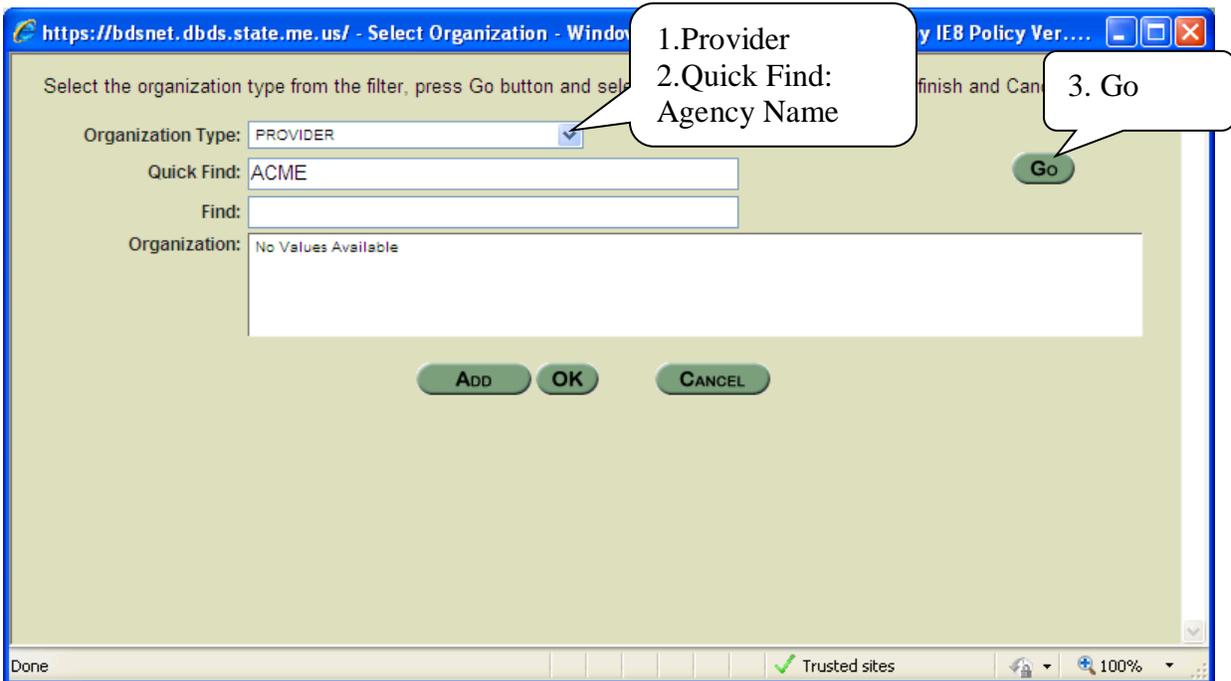
Click on Icon- Forward To



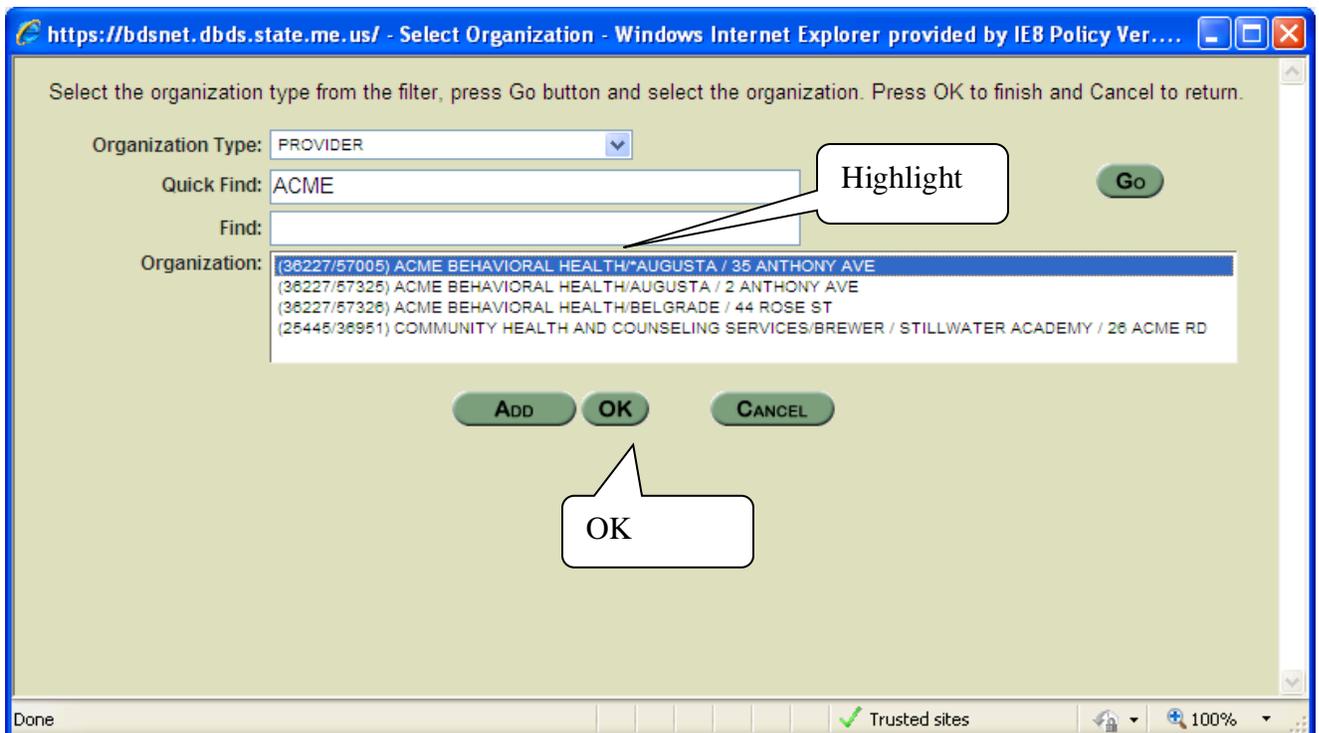
Click on icon to search for the office location of the staff person you are forwarding to



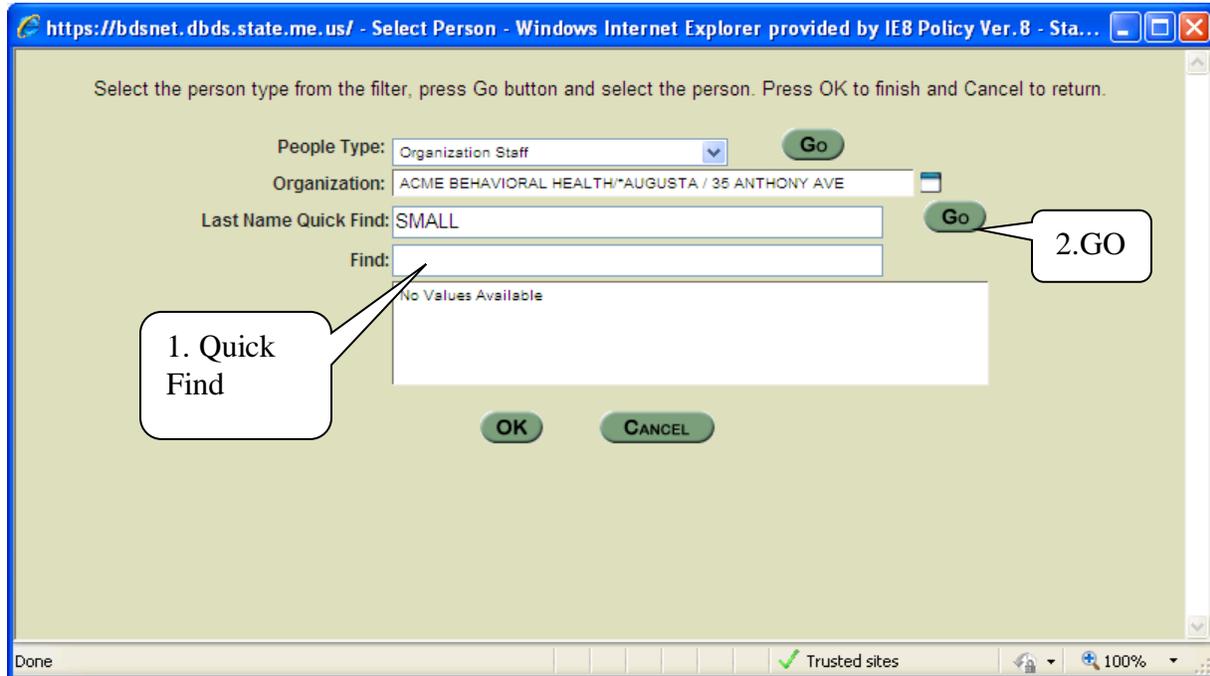
1. Organization Type: Provider
2. Quick Find: Agency name
3. Click Go



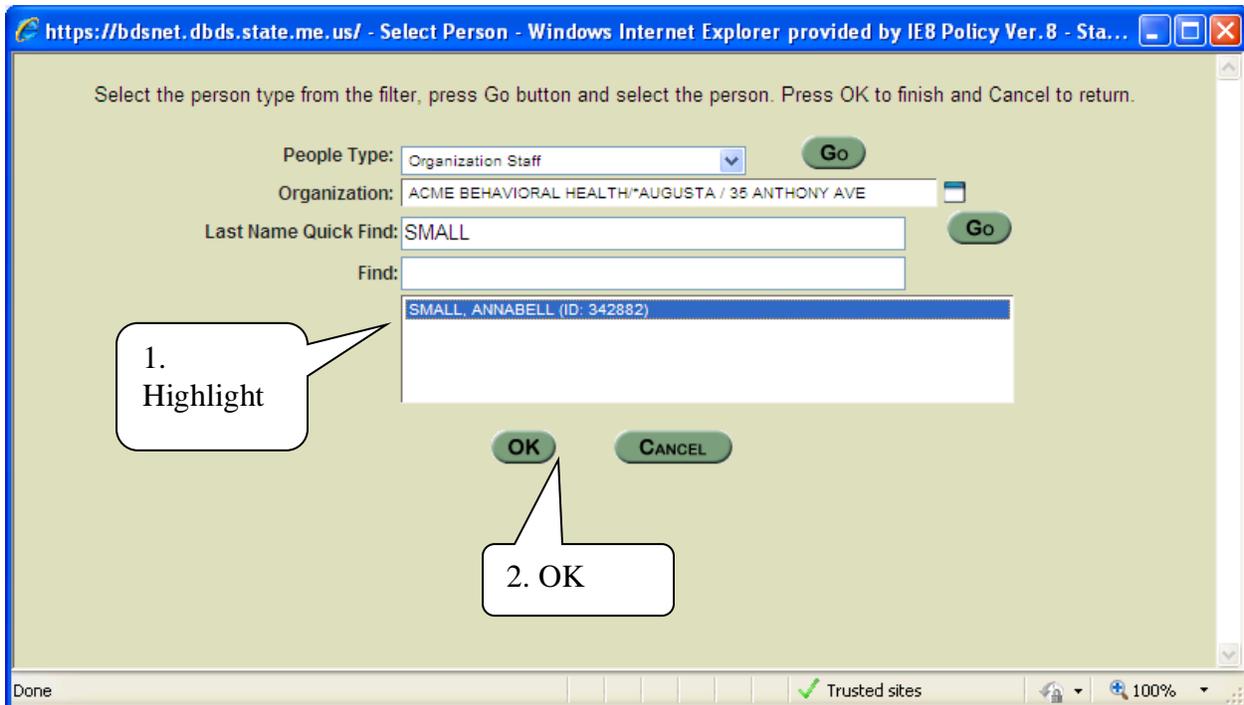
Highlight: Office location of staff person  
Click OK



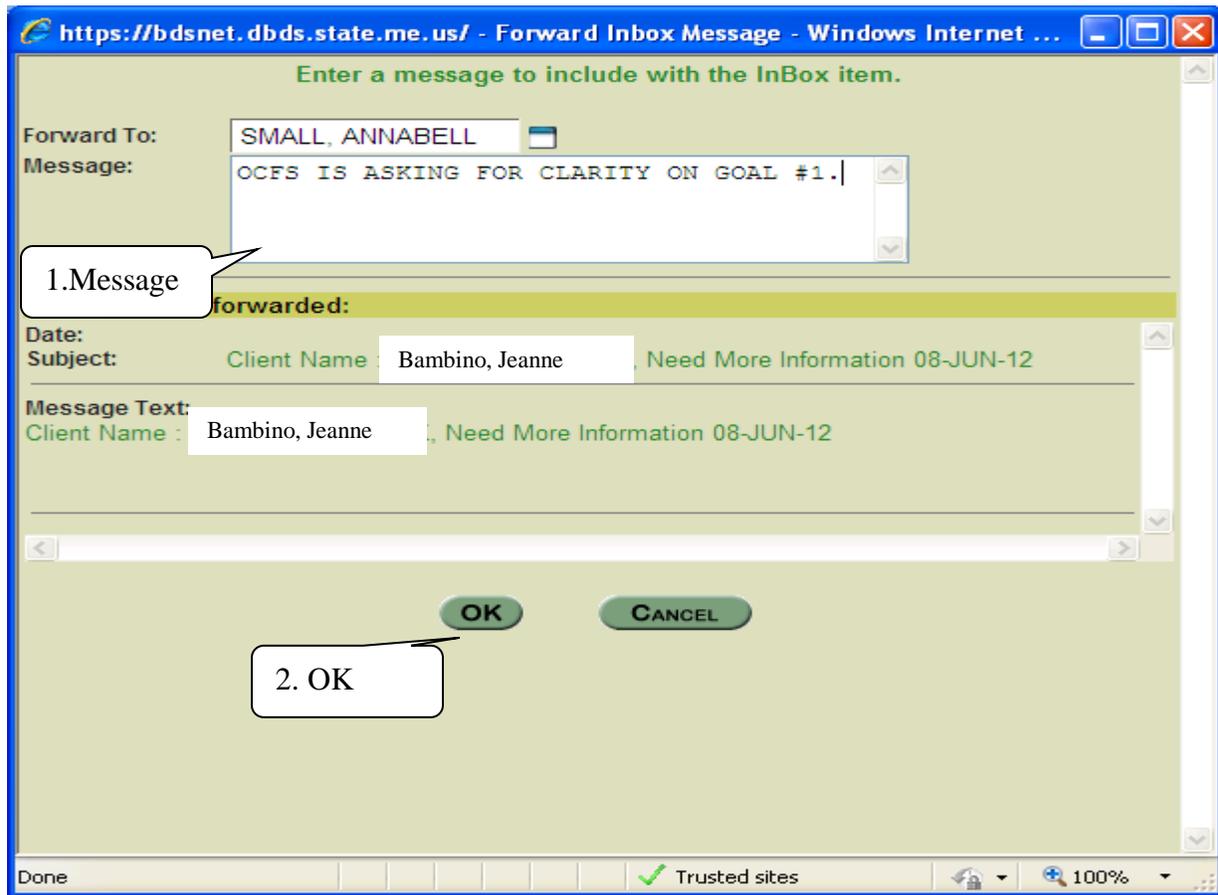
1. Last Name Quick Find: Staff person's name you are forwarding the tickler to
2. Click GO



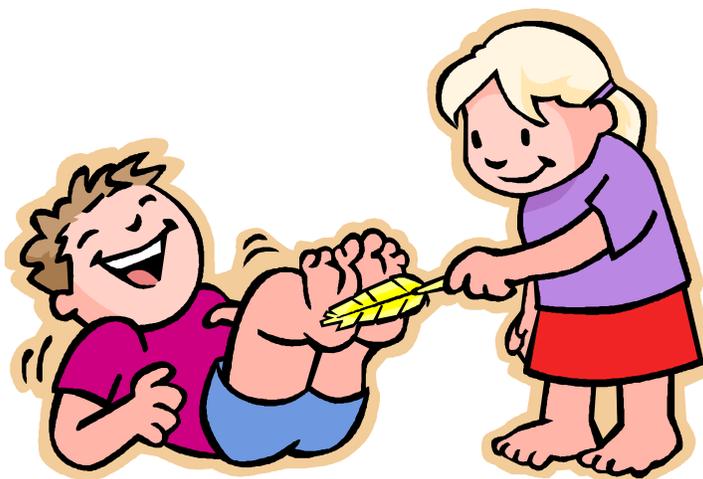
1. Highlight staff person's name
2. Click OK



1. Message: telling the staff person what you are requesting them to do with the tickler and the attached information.
2. Click OK



Tickler goes to the staff person-this tickler will expire in **7 days** from the receipt.





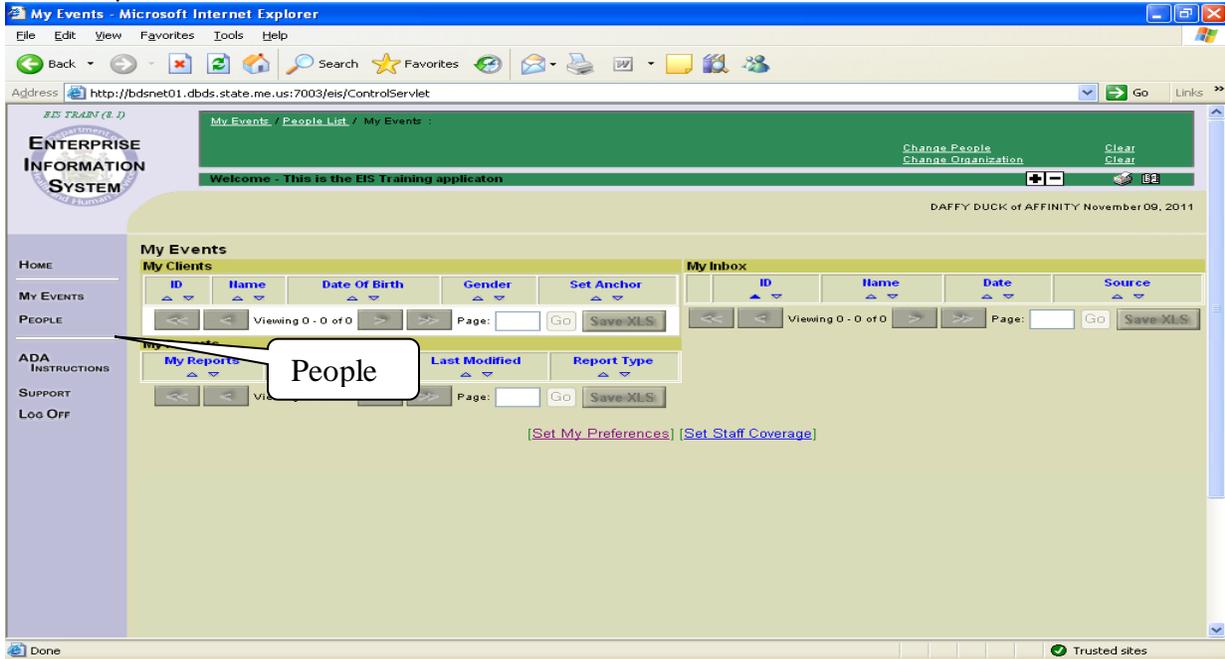
# Section 3

## Quick Find



Locate your client's in the People Module. You will only be able to see only the children that you have access to.

## Main Menu Click People

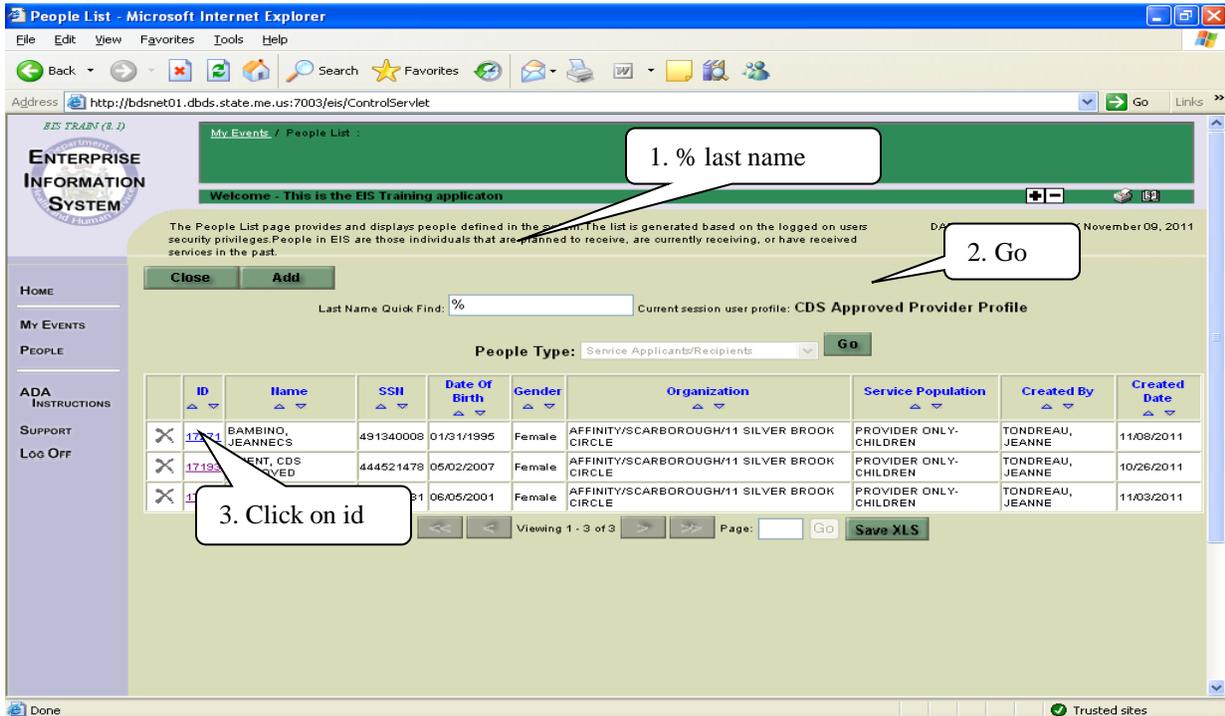


If this list of names is long, you have the option to search by the last name of the child.

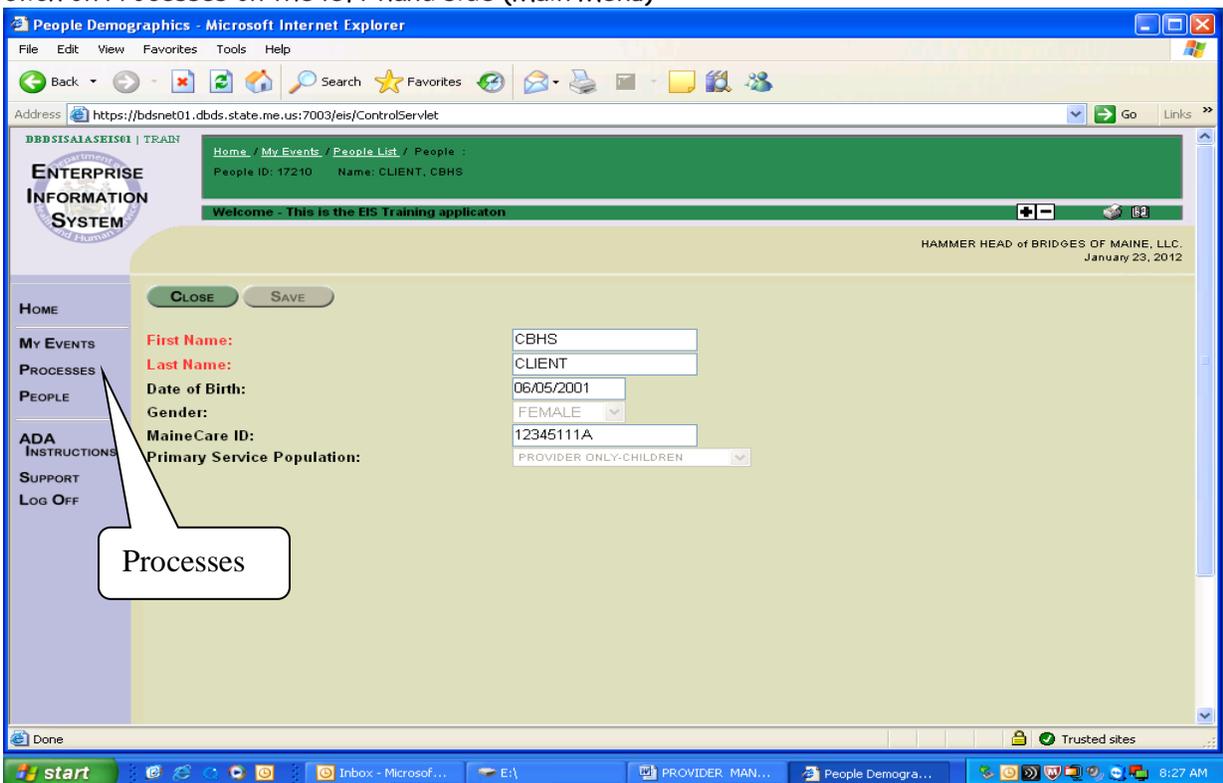
1. Last name Quick Find: Enter %childs last name
2. Click GO

Verify the Child's Name, DOB and Gender

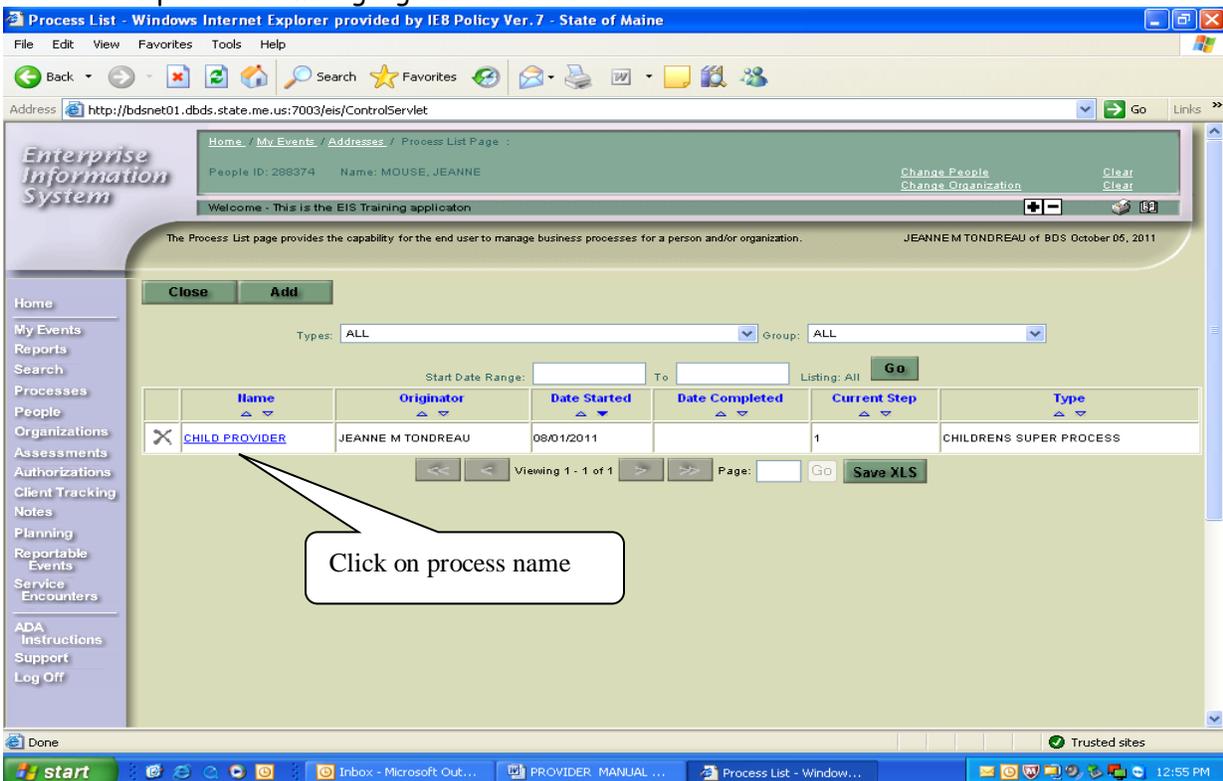
3. Click on ID



On this screen double check that you have the correct child.  
 Verify the child's name, DOB and MaineCare id  
 Click on Processes on the left hand side (Main Menu)



This is the process list page in EIS  
 Click on the process name highlighted in blue



# Section 4



## Assessment Period

During the 30 day assessment as a provider you are responsible to meet with the family and develop a treatment plan. You will now electronically submit this treatment plan by the end date of the 30 day assessment.

If you have met with the family and developed the Treatment Plan proceed to Section 6 of the manual to enter the treatment plan electronically and a request for prior authorization.

### **Request for More Time**

#### **Provider Scenario # 1**

If during the 30 day assessment the family needs more time to complete the assessment you must submit a request 5 days period to the end date of the assessment authorization. The request can be up to an additional 10 days. Only one extension can be approved per assessment authorization

### **Service Not Initiated**

#### **Provider Scenario # 2**

If at the end or during the assessment authorization it is decided that no treatment plan will be developed and RCS28 services will not be delivered, enter a Service Not Initiated note.

You will receive tickler notification at the end of the assessment authorization to enter a Treatment Plan or Service Not Initiated note.

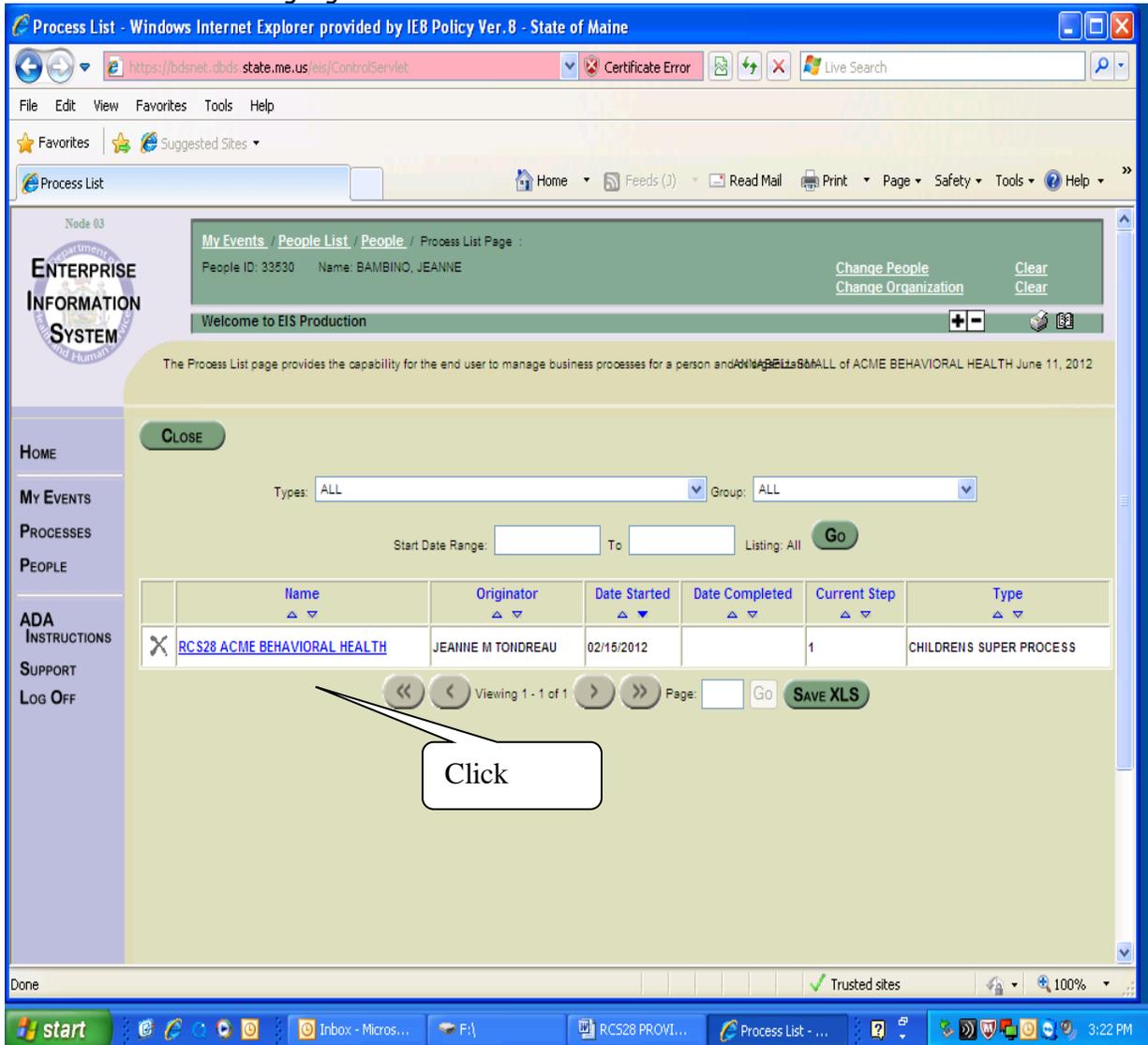
# Provider Action

## Scenario #1 If the family needs more time to complete the assessment

A request for more time to complete the assessment must be submitted 5 days prior to the end date of assessment authorization.

### Sign into EIS (Refer to Section 1)

Click on Process name highlighted in blue



## Process General Page to get to Process Step 7

1. Click on the forward arrow (>) to get to the next page Steps 6-8.

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
Organization/Location ID: 125218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD OF BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 PROCESS BRIDGES  
Start Date: 01/12/2011 11:18 AM  
Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287  
Originator: JEANNE M TONDREAU  
Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDRENS EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDREN'S TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 8 Page: 1 Go SAVE XLS

1. Click forward arrow (>) to Step 7

Click on Step 7 Authorization / Associated Service Notes

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
Organization/Location ID: 125218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD OF BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 PROCESS BRIDGES  
Start Date: 01/12/2011 11:18 AM  
Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287  
Originator: JEANNE M TONDREAU  
Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.
8.	<a href="#">DENIAL / APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT

Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step 7

Check the date of the authorization to be sure it is for the time period you are currently authorized for the client. You could possibly see other assessment authorizations if the client has been assigned previously. You will not have access to those authorizations.

Make sure that the Process Step and the Name of the page **Match** (If not click **GO**)  
 Scroll **DOWN**

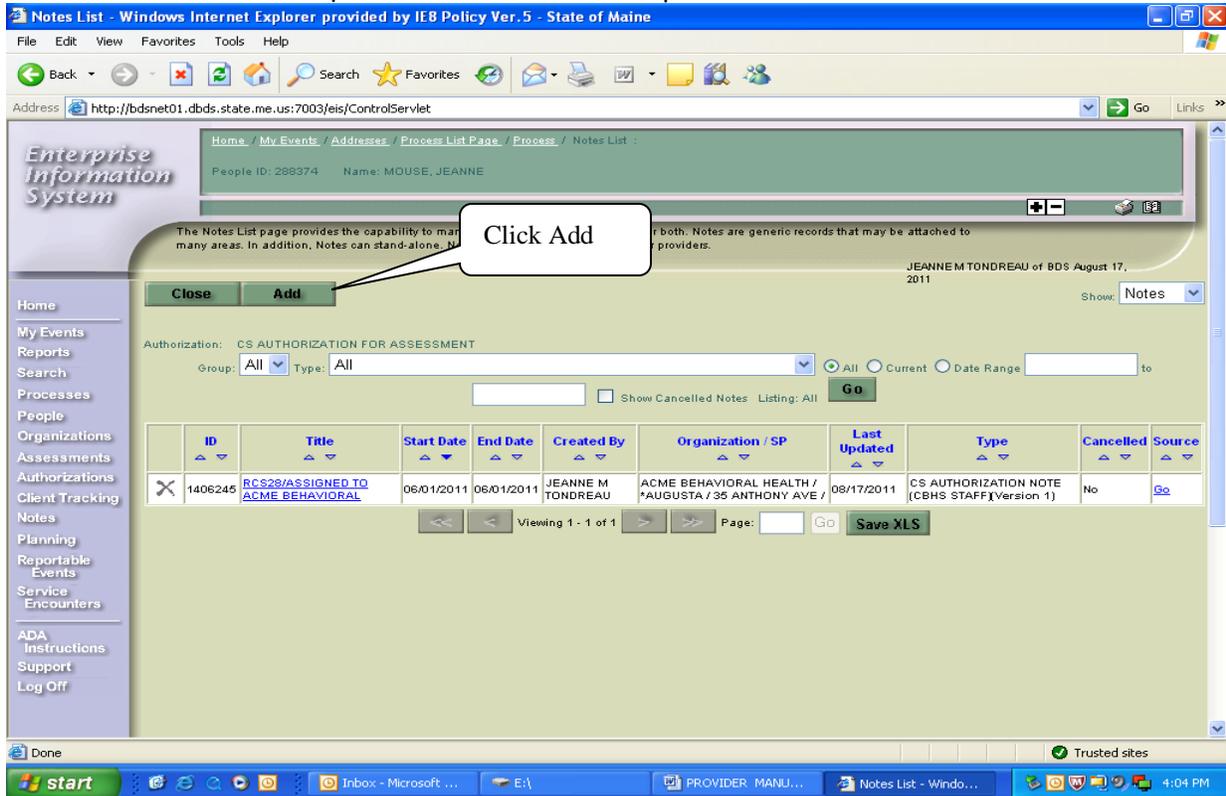
1. Check dates
  2. Click on authorization id, (Authorization Type: CS Authorization for Assessment)
- FYI: If more than 3 authorizations have been entered on this client click on forward arrow (>) if necessary

Verify that you have the correct authorization: Check dates, units and procedure codes

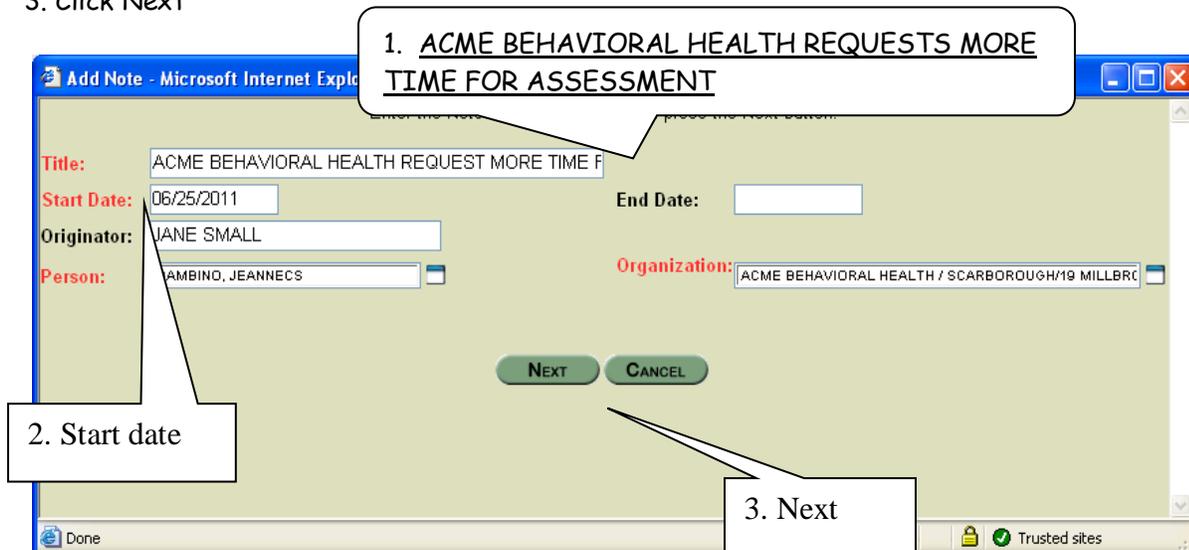
1. Go to Show menu **DOWN** arrow
2. Highlight: Notes

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Freq of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	H2021HI SKYS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(35347/51545)JACME BEHAVIORAL HEALTH/PAUGUSTA /35 ANTHONY AVE	\$9.34	PER 1/4 HOUR	40	TOTAL UNITS	40	307.60	28 ASSESSMENT AUTHORIZATION

Click Add to enter the Request for more time to complete assessment note



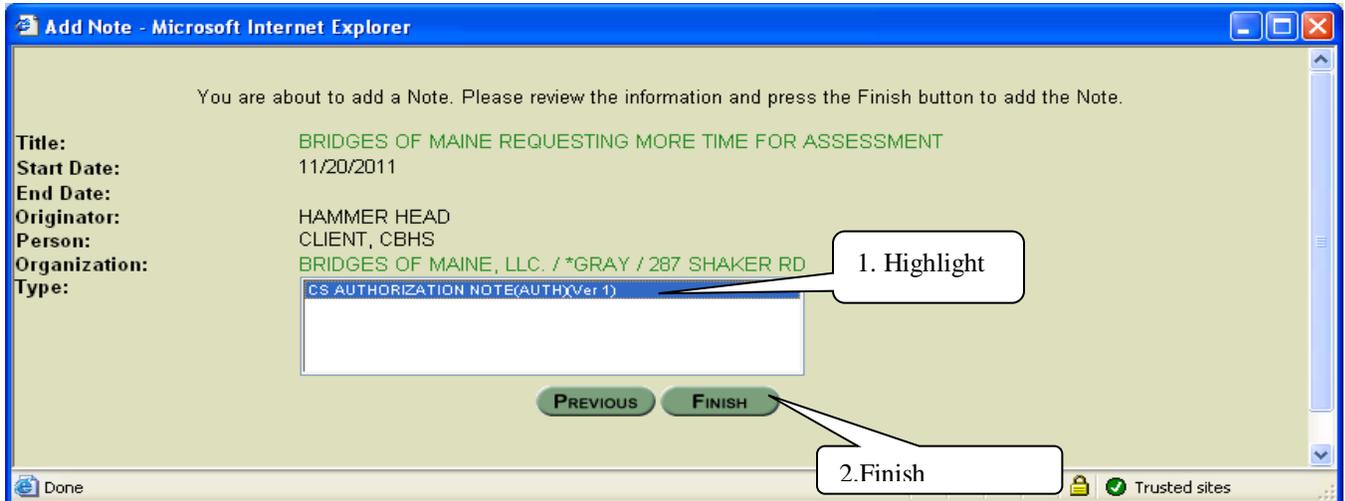
1. Title "ACME BEHAVIORAL HEALTH REQUESTS MORE TIME FOR ASSESSMENT"
2. Start date -date of data entry  
End date will auto populated—same as start date  
Originator: data enterer  
Organization defaults to you as the provider that is signed into EIS
3. Click Next



Verify that all data is correct, if a data entry error has occurred click previous and correct the mistake

Verify title and the date

1. Highlight: CS Authorization Note (Auth)
2. Click Finish

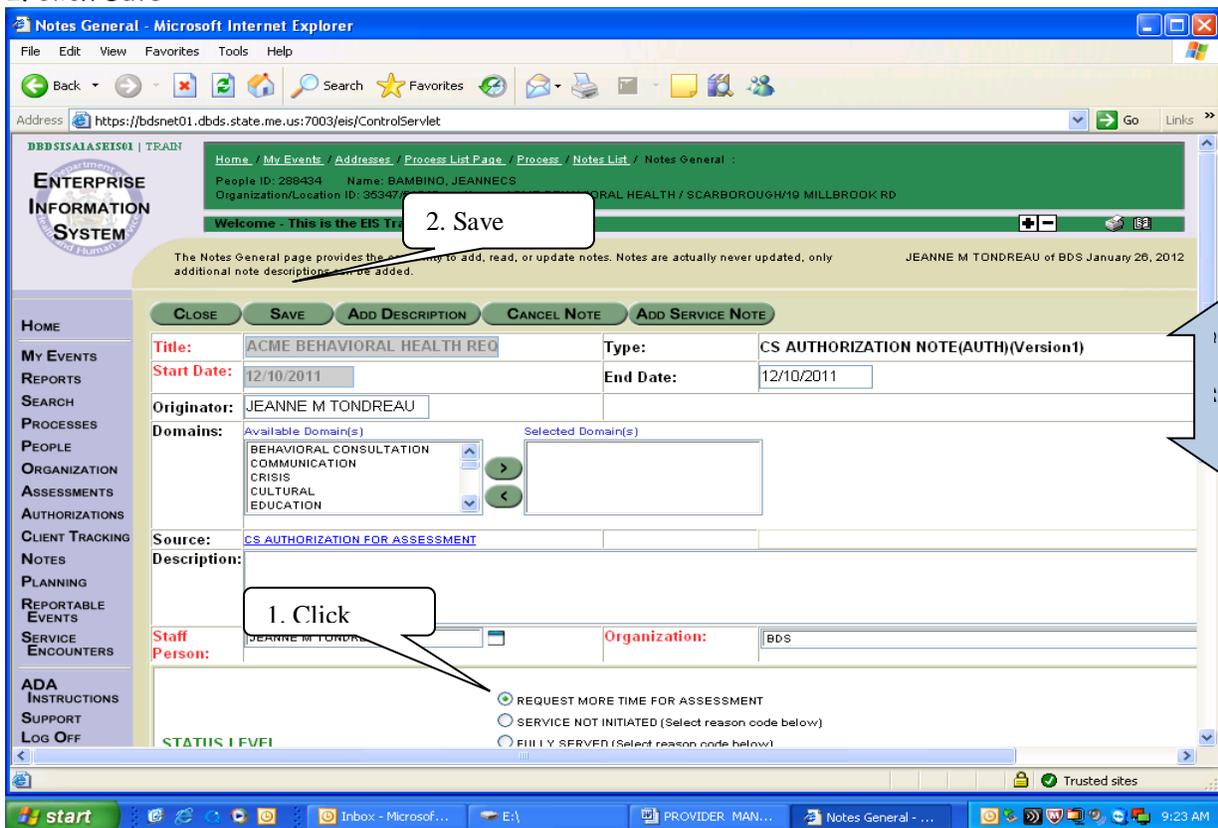


Scroll **DOWN**

1. Status Level Click: Request more time for assessment

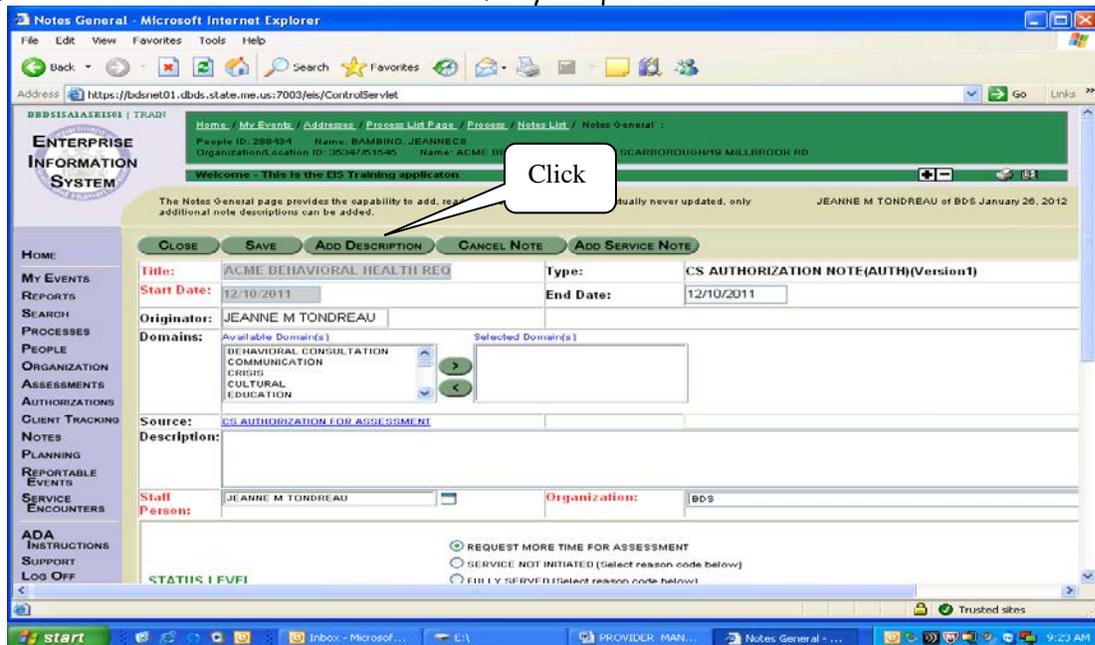
Scroll **UP**

2. Click Save



Click Add Description is **Mandatory**

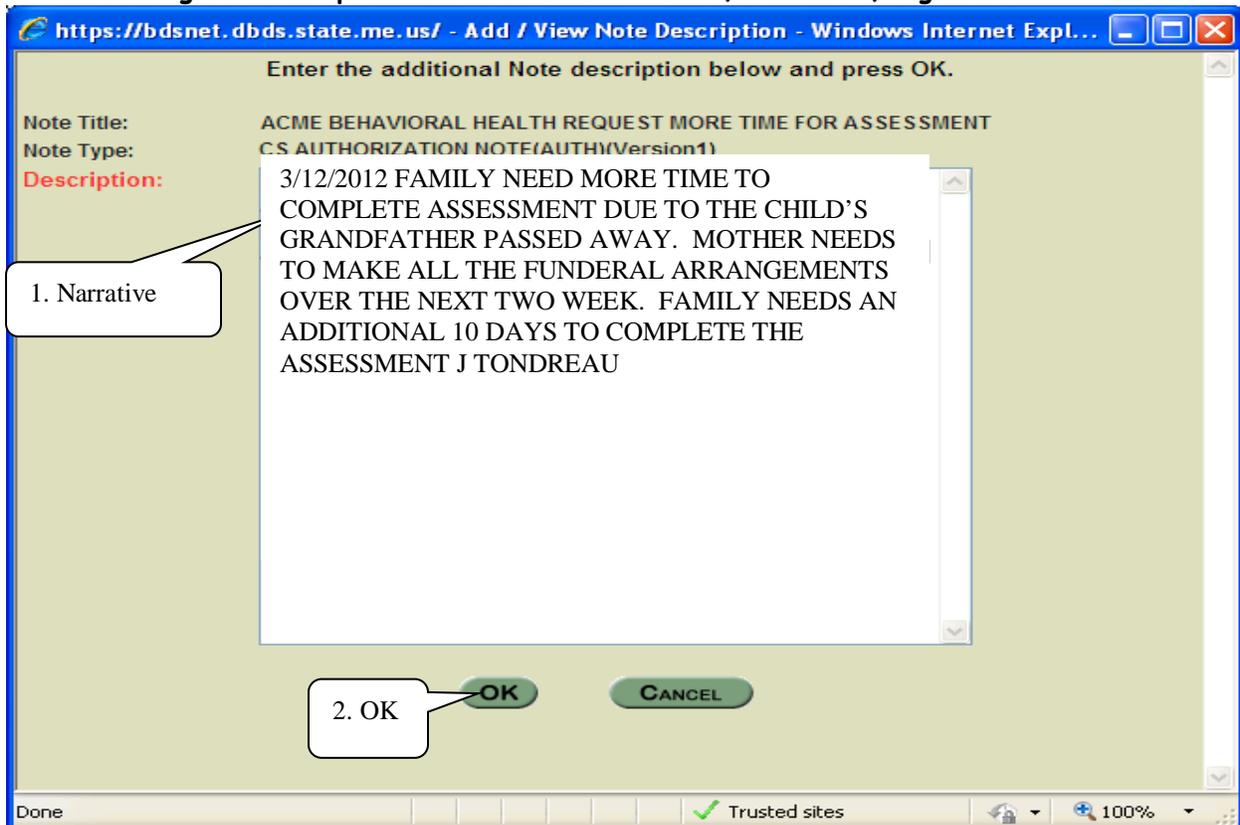
You must add an explanation as to why the family needs additional time to complete the assessment for service and document the number of days requested.



1. Type the explanation

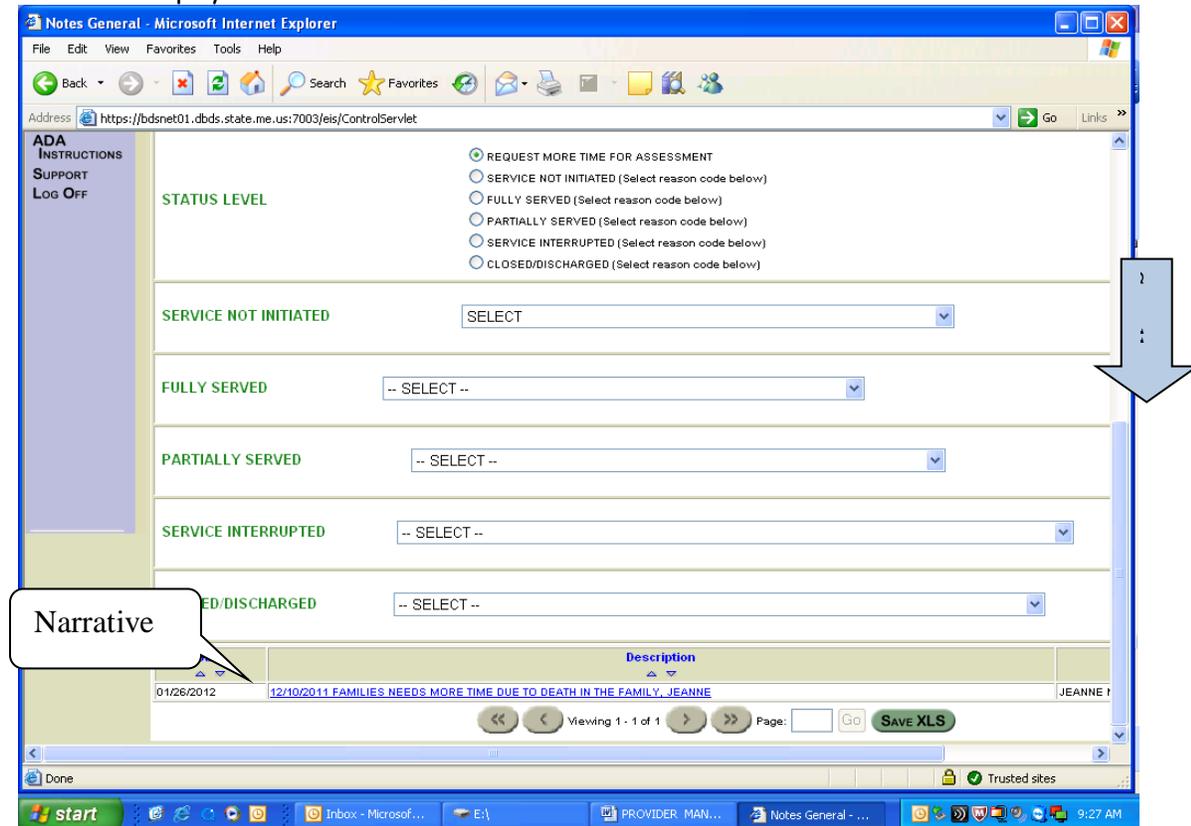
2. Click OK

When entering the description: Use this format : Date, Narrative, Signature



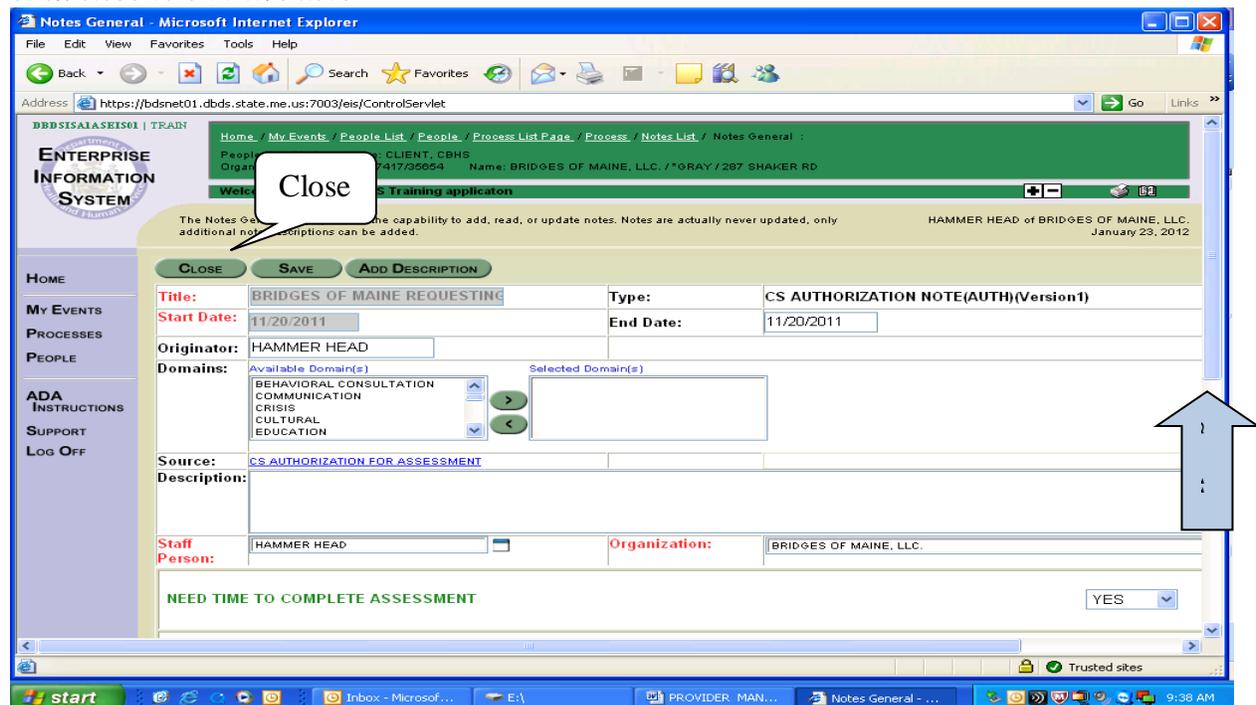
Scroll **DOWN**

Narrative displays at the bottom of the note.



Scroll **UP**

Click **Close** to exit this note



## Notes list page

Notes List - Windows Internet Explorer provided by IE8 Policy Ver.5 - State of Maine

Address: http://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

Enterprise Information System

Home / My Events / Addresses / Process List Page / Process / Notes List :

People ID: 288374 Name: MOUSE, JEANNE

The Notes List page provides the capability to manage notes for a person, provider, or both. Notes are generic records that may be attached to many areas. In addition, Notes can stand-alone. Notes can be linked to people and/or providers.

JEANNE M TONDREAU of BDS August 17, 2011

Close Add Show: Notes

Close Button

Authorization: CS AUTHORIZATION FOR ASSESSMENT

Group: All Type: All

ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
1406246	ACME BEHAVIORAL HEALTH REQUESTING MORE TIME FOR ASSESSMENT	06/25/2011	06/25/2011	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /	08/17/2011	CS AUTHORIZATION NOTE (AUTH[Version 1])	No	Go
1406245	RCS28/ASSIGNED TO ACME BEHAVIORAL	06/01/2011	06/01/2011	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /	08/17/2011	CS AUTHORIZATION NOTE (CBHS STAFF[Version 1])	No	Go

Viewing 1 - 2 of 2 Page: Go Save XLS

javascript:imageClick("", 'CloseButton', 0) Trusted sites

A tickler notification will go to the QIS assigned to this child and they will review your request.

## To log off or change clients (Refer to Section 1)



## OCFS Response Assessment Extension Approved

If approved, the QIS will extend the assessment authorization end date to the # of days requested. Assessment Extension can be granted only up to 10 days from the original assessment authorizations end date. This new end date will go over to MIHMS (no new PA number or letter will be generated). You will receive a tickler (Refer to Section 2) stating that the extension was approved.

Click on the Tickler GO source. To view the new end date of the assessment authorization period

My Events - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

Address: <https://bdsnet.dbds.state.me.us/eis/ControlServlet>

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
Viewing 0 - 0 of 0				

My Reports

My Reports	Created Date	Last Modified	Report Type
Viewing 0 - 0 of 0			

My Inbox

ID	Name	Date	Source
Viewing 0 - 0 of 0			

Client: Bambino, Jeanne, Approved Assessment Extension

Click CS Authorization for Assessment

Notes General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

Address: <https://bdsnet.dbds.state.me.us/eis/ControlServlet>

additional note descriptions can be added.

CLOSE SAVE ADD DESCRIPTION CANCEL NOTE ADD SERVICE NOTE

Title: APPROVED ASSESSMENT EXTEN Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1)

Start Date: 04/03/2012 End Date: 04/03/2012

Originator: JEANNE M TONDREAU

Domains: Available Domain(s) Selected Domain(s)

Source: CS AUTHORIZATION FOR ASSESSMENT

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

ASSESSMENT

Click

## Assessment Authorization After extension approval

The screenshot shows the 'Authorization General' page in the Enterprise Information System. The user is logged in as ANNABELL SMALL of ACME BEHAVIORAL HEALTH. The page displays details for a 'CS AUTHORIZATION FOR ASSESSMENT' for Jeanne Tondreau. The 'End Date' field is highlighted with a callout box indicating it has been updated to 4/16/2012. Below the form is a table with one row of authorization details.

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	1 H2021HI SRV'S CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(36227/57005)ACME BEHAVIORAL HEALTH/AUGUSTA / 35 ANTHONY AVE	\$8.94	PER 14 HOUR	40	TOTAL UNITS	40	357.60	28 ASSESSMENT AUTHORIZATION

## Provider Action

Provider will complete assessment by the new end date of the assessment authorization and electronically submit an initial Treatment Plan.

## OCFS Response Assessment Extension Denied

If the request for more time to complete the assessment is denied you will receive a tickler (Section 2). You will be expected to complete the assessment period within the 30 days previously authorized. End date of assessment authorization remains the same.

Click on the Tickler GO source. To view the new end date of the assessment authorization period

The screenshot shows the 'My Events' page in the EIS Production system. The page has a sidebar with navigation options like HOME, MY EVENTS PROCESSES, PEOPLE, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area is divided into 'My Clients', 'My Reports', and 'My Inbox'. Each section contains a table with columns for ID, Name, Date, and Source. Below each table are navigation controls like '<<', '>>', and 'Page: [ ] Go'. A callout box points to the 'SAVE XLS' button in the 'My Reports' section, containing the text: 'Client: Bambino, Jeanne, Denied Assessment Extension'.

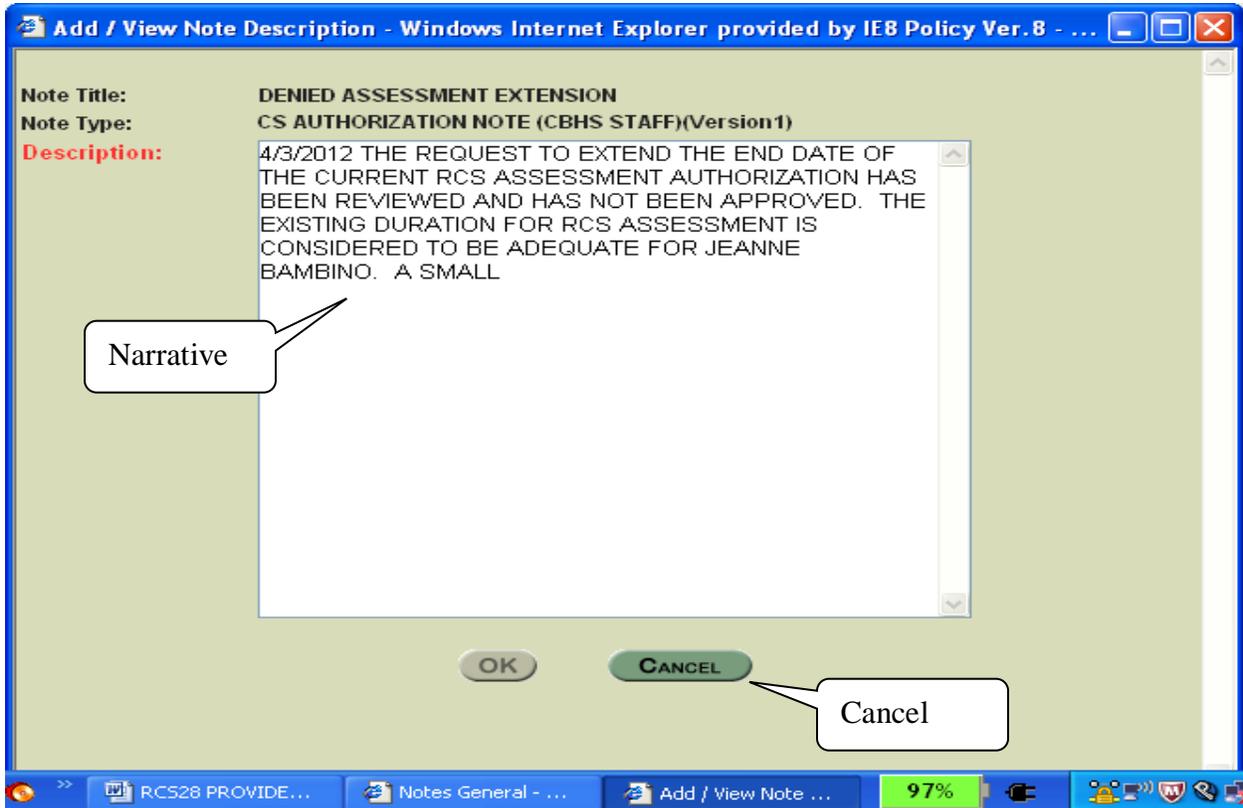
Scroll DOWN

Click on the narrative added by OCFS.

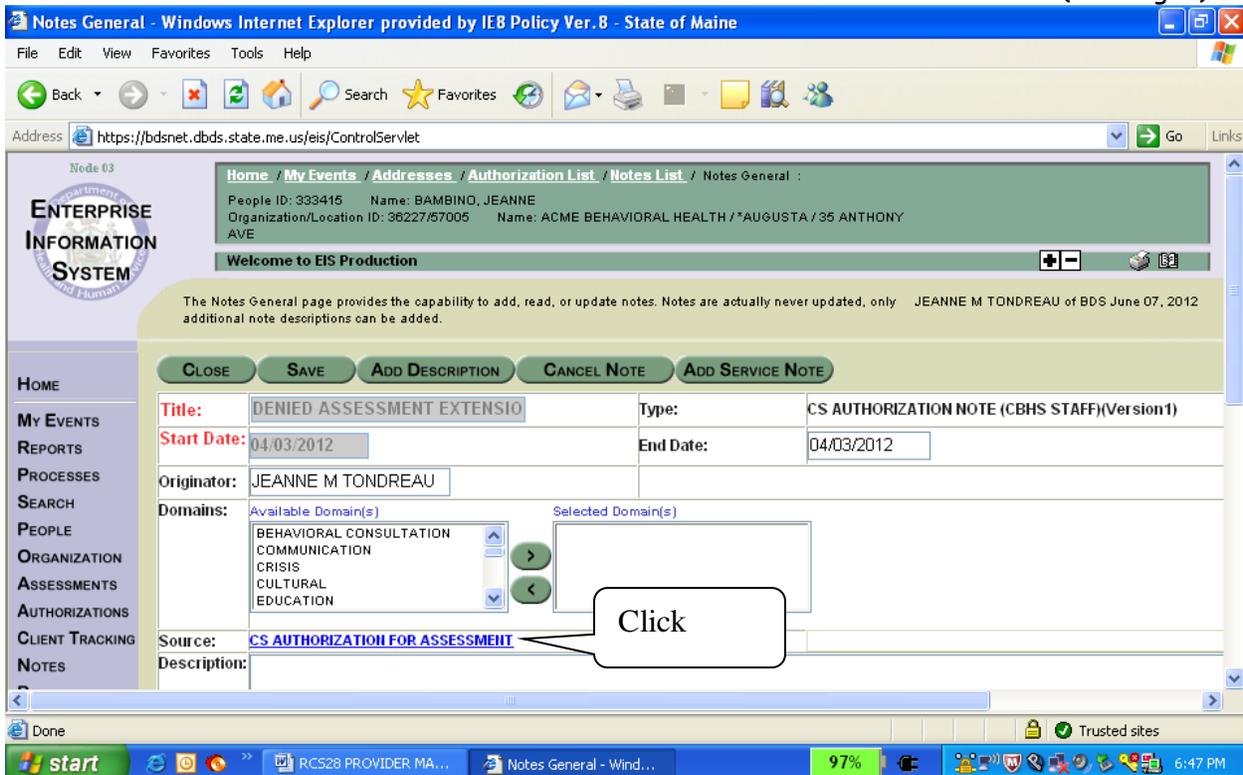
The screenshot shows the 'Notes General' page in the EIS Production system. The page has a sidebar with navigation options like CLIENT TRACKING, NOTES, PLANNING, REPORTABLE EVENTS, SERVICE ENCOUNTERS, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area shows a list of notes. The first note is titled 'CS AUTHORIZATION FOR ASSESSMENT'. Below the title are fields for 'Staff Person' (JEANNE M TONDREAU) and 'Organization' (BDS). The 'STATUS' section contains a list of radio buttons for different note types, with 'DENIED ASSESSMENT EXTENSION (See Add Description)' selected. A callout box points to a note dated 06/07/2012 with the text: 'Narrative'.

View narrative

Click Cancel to close



Click on CS Authorization for Assessment to view the end date of the authorization (unchanged)



NO change to the end date

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH March 23, 2012

CS AUTHORIZATION FOR ASSESSMENT

Type: CS AUTHORIZATION FOR ASSESSMENT

Start Date: 03/08/2012

End Date: 04/06/2012

Authorized By: JEANNE TONDREAU

Review Required:

Reviewed By:

Comments / Reason:

Version no: 1

Authorization Date: 03/08/2012

Reviewed Date:

MaineCare PA ID:

CS AUTHORIZATION FOR ASSESSMENT : CS SECTION 28 [ CS28 ]

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
X H2021H1	SRV5 CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CD WRAP 1:1	(36227/57005)ACME BEHAVIORAL HEALTH/AUGUSTA / 35 ANTHONY AVE	\$8.94	PER 1/4 HOUR	40	TOTAL UNITS	40	357.60	28 ASSESSMENT AUTHORIZATION

Viewing 1 - 1 of 1 Page: Go Save XLS

## Provider Action

Provider will complete the assessment by the original end date on the authorization and electronically submit an initial Treatment Plan.

**To log off or Change client (Refer to Section 1)**



## Provider Action Scenario 2

**Service Not Initiated** means that no treatment plan was developed and RCS28 services will not be delivered.

If the decision is that no treatment will be delivered you will enter the Service Not Initiated note and you access to the child will be electronically ended.

### Sign into EIS (Refer to Section 1)

Click on Process name highlighted in blue

The screenshot shows a web browser window titled "Process List - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine". The address bar shows the URL "https://bdsnet.dbds.state.me.us/eis/ControlServlet". The page content includes a navigation menu on the left with items like HOME, MY EVENTS, PROCESSES, PEOPLE, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area displays a "Process List" table with the following data:

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANINE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

A callout box with the text "Click" points to the blue link "RCS28 ACME BEHAVIORAL HEALTH" in the table. The table also includes columns for "Types" and "Group" with dropdown menus set to "ALL". Below the table, there are navigation controls for "Viewing 1 - 1 of 1" and a "SAVE XLS" button.

To get to Process Step 7 Authorization /Associated Service Notes  
 Click on the forward arrow (>) to get to the next page Steps 6-8.

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dpbs.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
 Organization/Location ID: 120218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD of BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: RCS28 PROCESS BRIDGES  
 Start Date: 01/12/2011 11:18 AM  
 Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287  
 Process Description:

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDRENS EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDRENS TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 8 Page: 1 Go SAVE XLS

Click forward arrow (>) to get to Step 7

Click on Step 7 Authorization /Associated Service Notes

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dpbs.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
 Organization/Location ID: 120218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD of BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: RCS28 PROCESS BRIDGES  
 Start Date: 01/12/2011 11:18 AM  
 Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287  
 Process Description:

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHOIRZATION FOR CHILDRENS SERVICES IN EIS.
8.	<a href="#">DENIAL /APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT

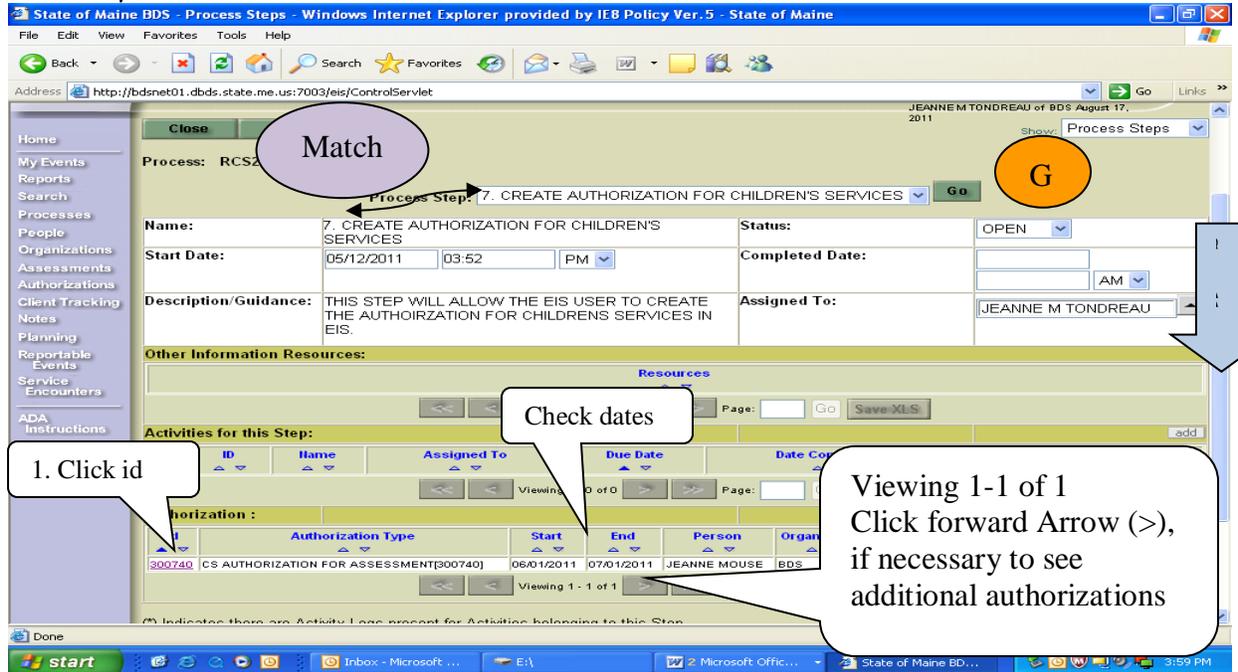
Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step

Make sure that the Process step and the Page name (If not Click GO)

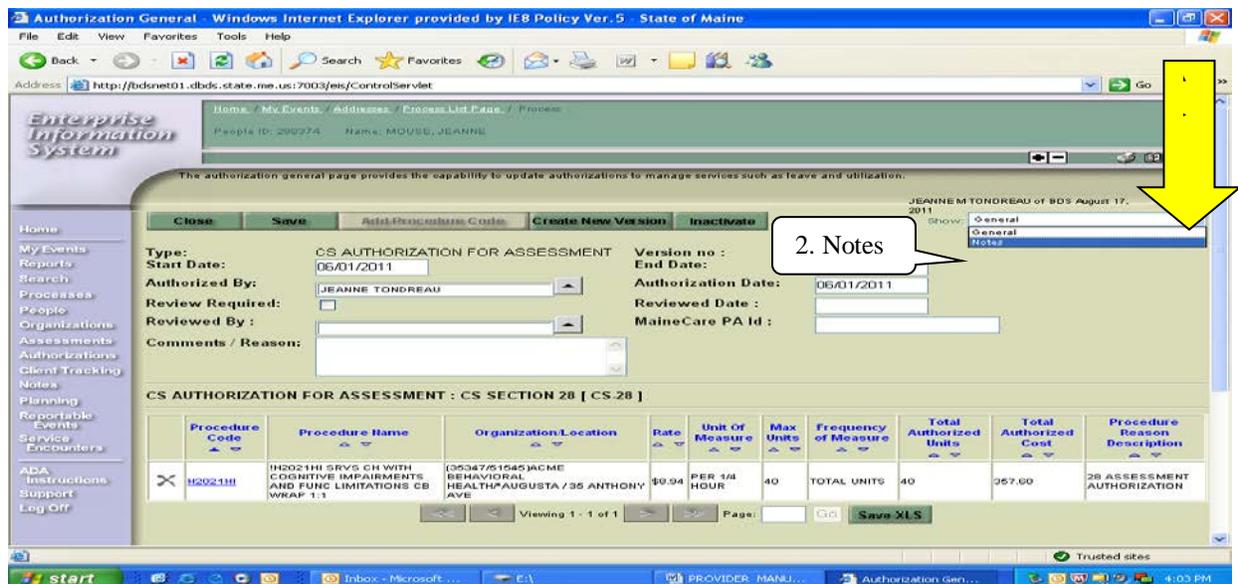
Scroll DOWN

1. Click on authorization id, (Authorization Type: CS AUTHORIZATION FOR ASSESSMENT) Match  
FYI If more than 3 authorizations have been entered, click on the forward arrow (>), if necessary

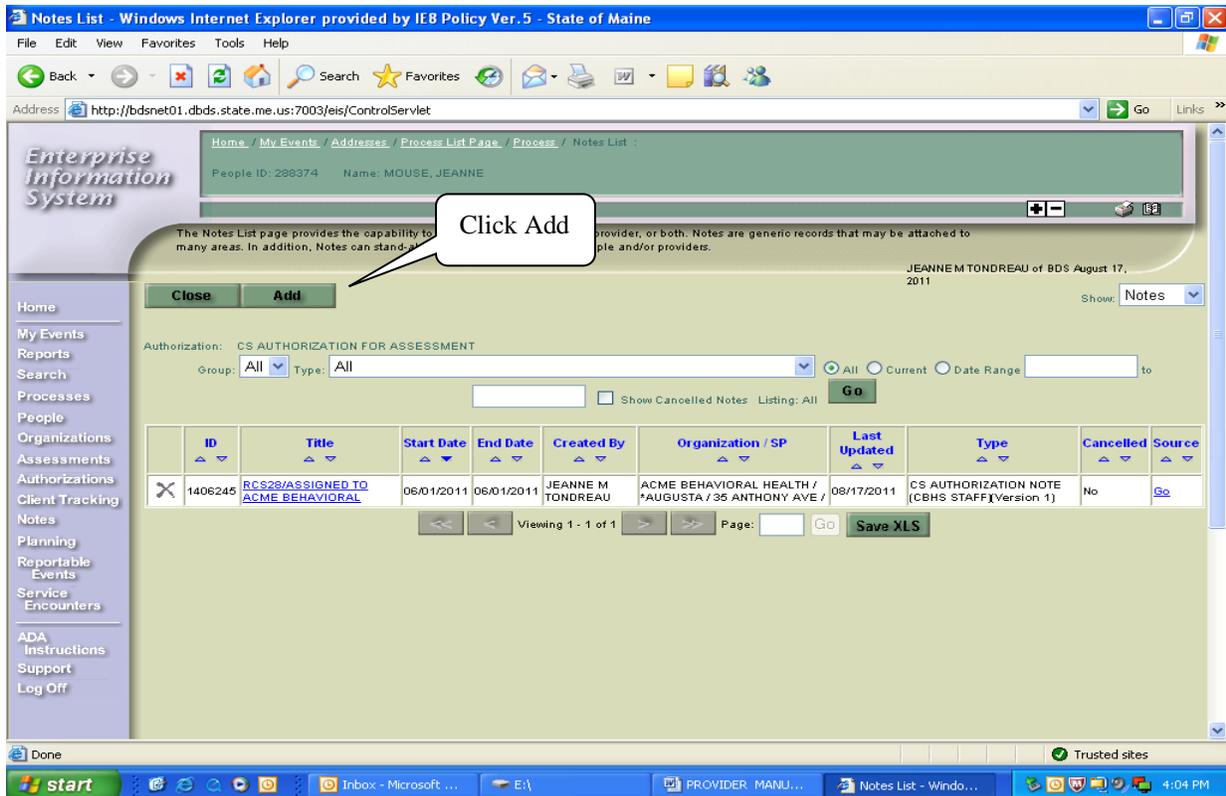


Verify that you have the correct authorization: CS AUTHORIZATION FOR ASSESSMENT

1. Show Menu DOWN arrow
2. Highlight: Notes



Click Add to enter Service Not Initiated note



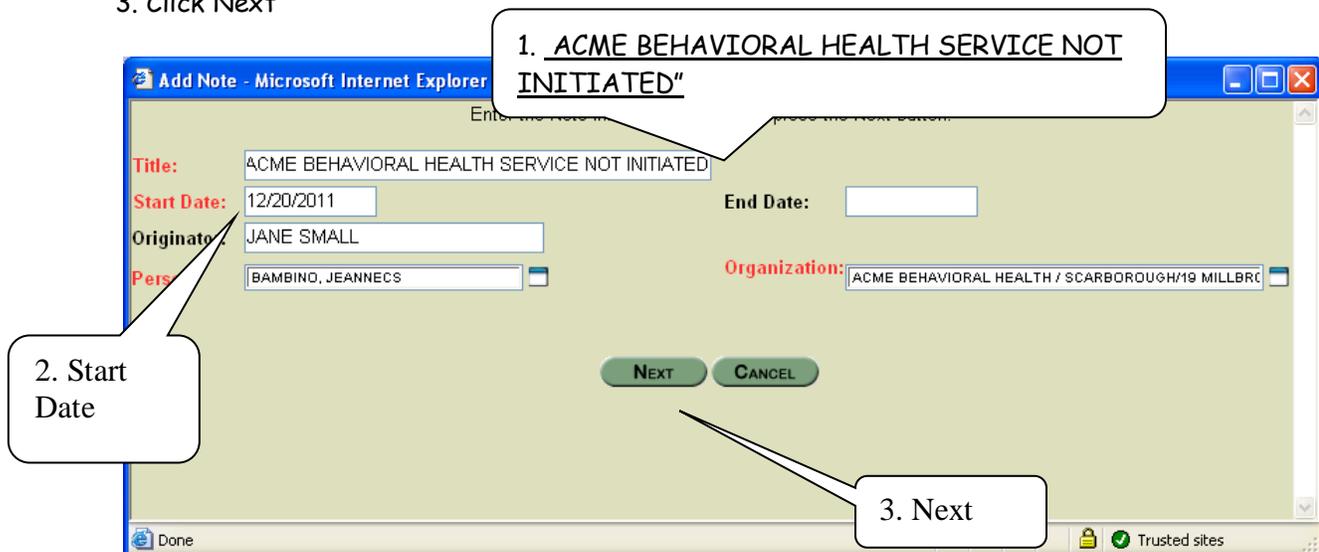
1. Title "**ACME BEHAVIORAL HEALTH SERVICE NOT INITIATED**"
2. Start date -this would be the date you determined that a plan for treatment will not be developed.

End date will auto populated—same as start date

Originator: data enterer

Organization defaults to you as the provider that is signed into EIS

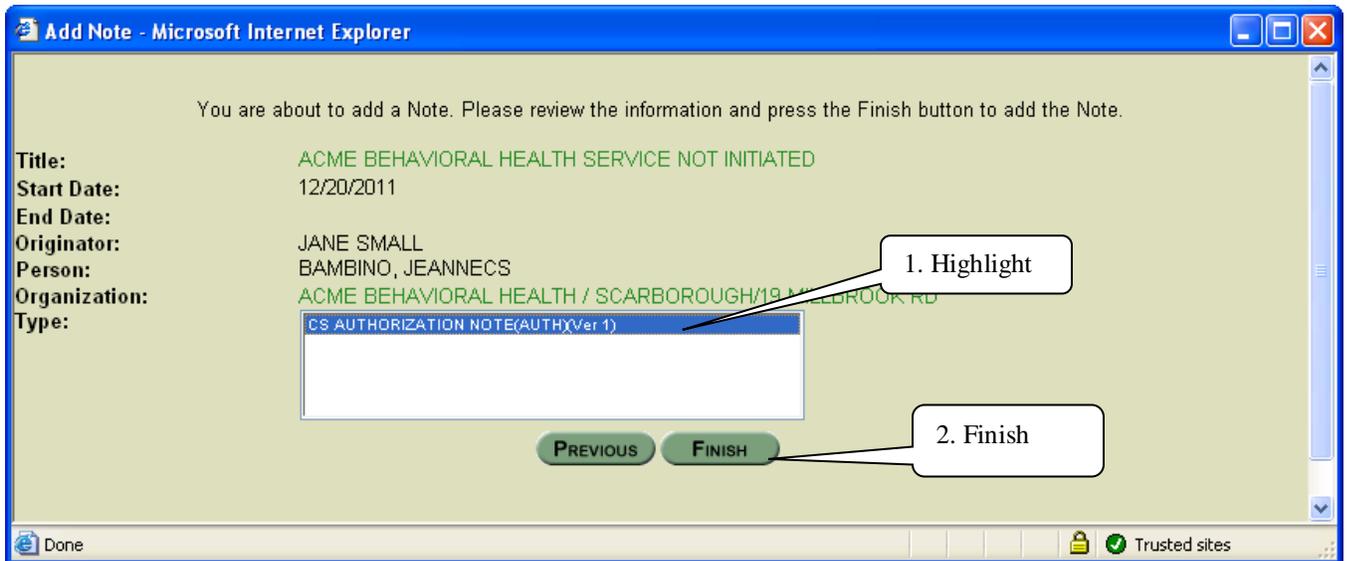
3. Click Next



Verify that all data is correct, if a data entry error has occurred click previous and correct the mistake

Verify title and the date

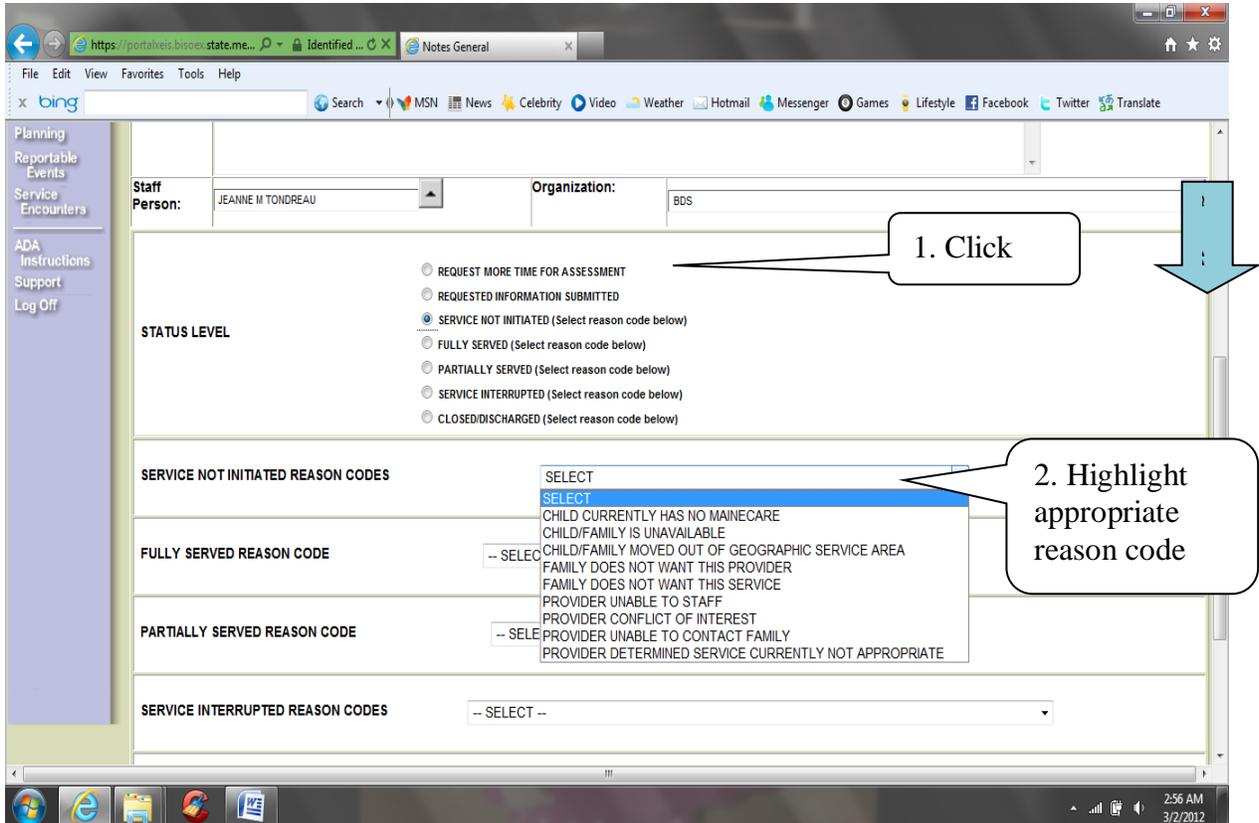
1. Highlight CS Authorization Note (Auth)
2. Click Finish



1. Click Service Not Initiated in Status Level Section

Scroll **DOWN**

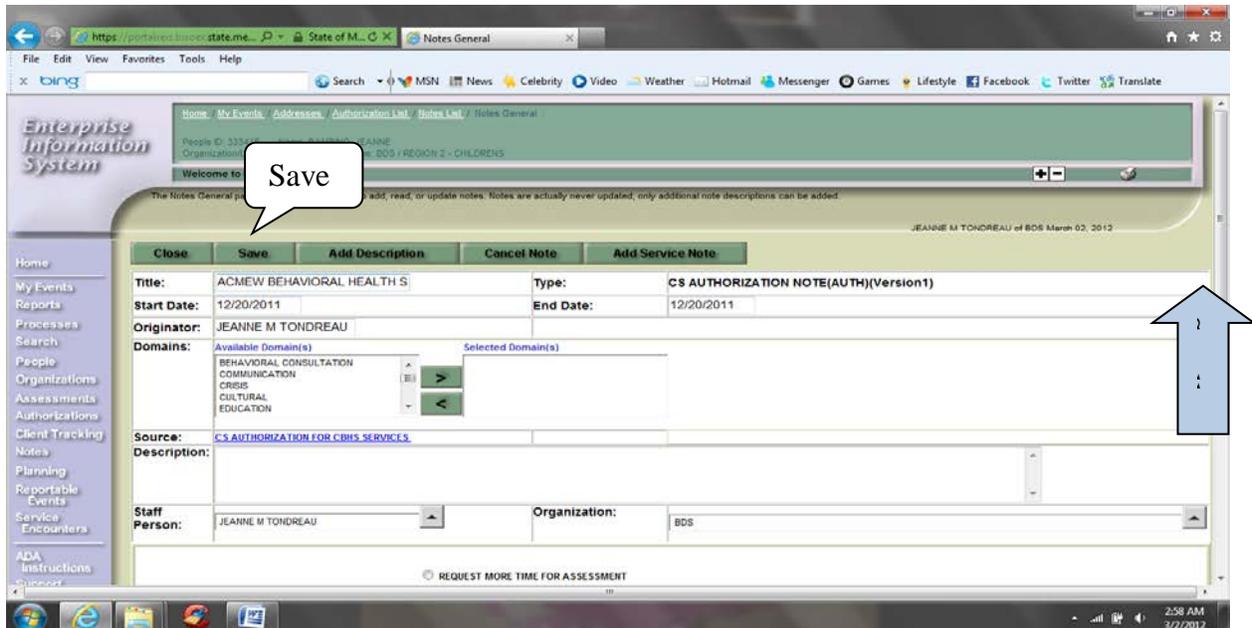
2. Highlight appropriate reason code for Service Not Initiated status



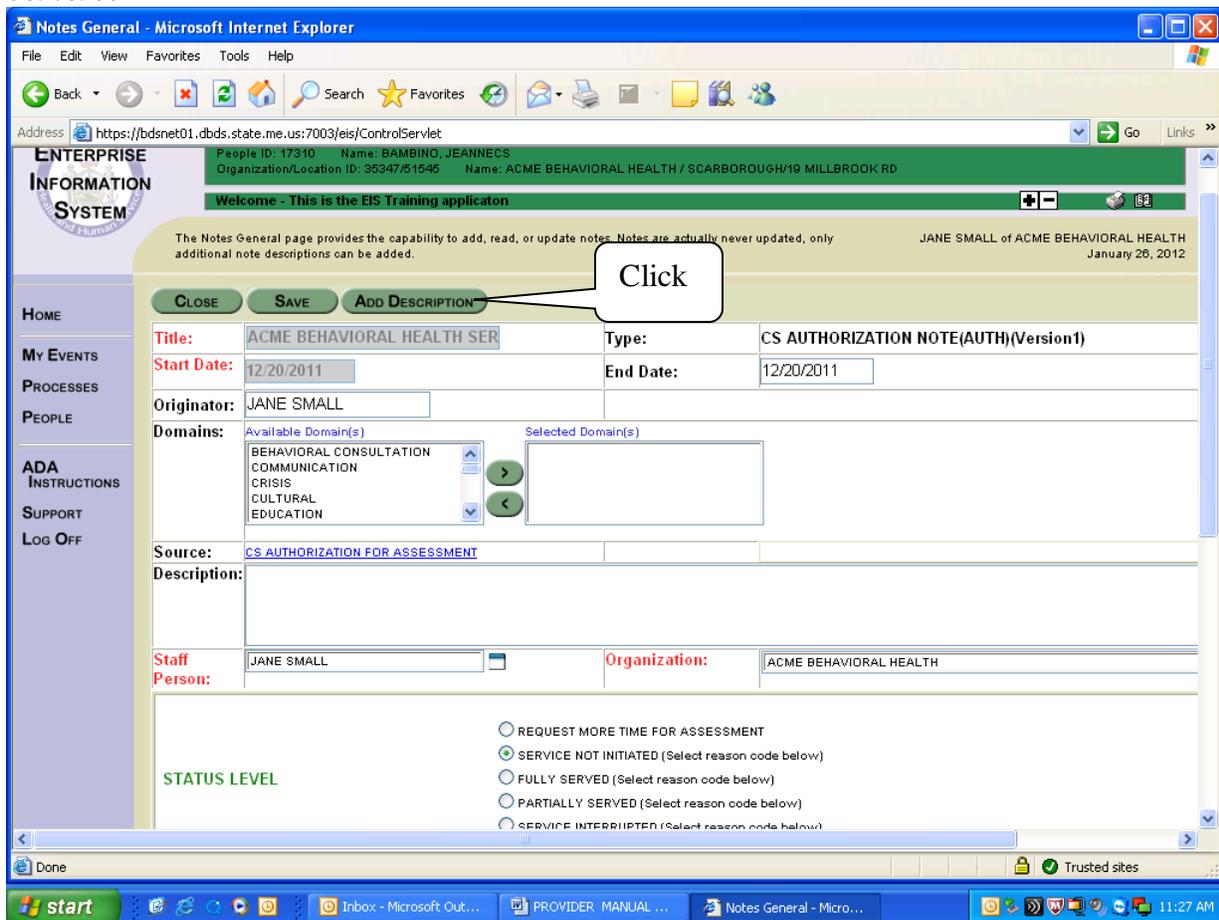
### Service Not Initiated Reason Codes

<ul style="list-style-type: none"><li>• Child currently has No Mainecare</li><li>• Child/family moved out of geographic area</li><li>• Family does not want this service</li><li>• Provider conflict of interest</li><li>• Provider determined service currently not appropriate</li></ul>	<ul style="list-style-type: none"><li>• Child/family is unavailable</li><li>• Family does not want this provider</li><li>• Provider unable to staff</li><li>• Provider unable to contact family</li></ul>
--	---

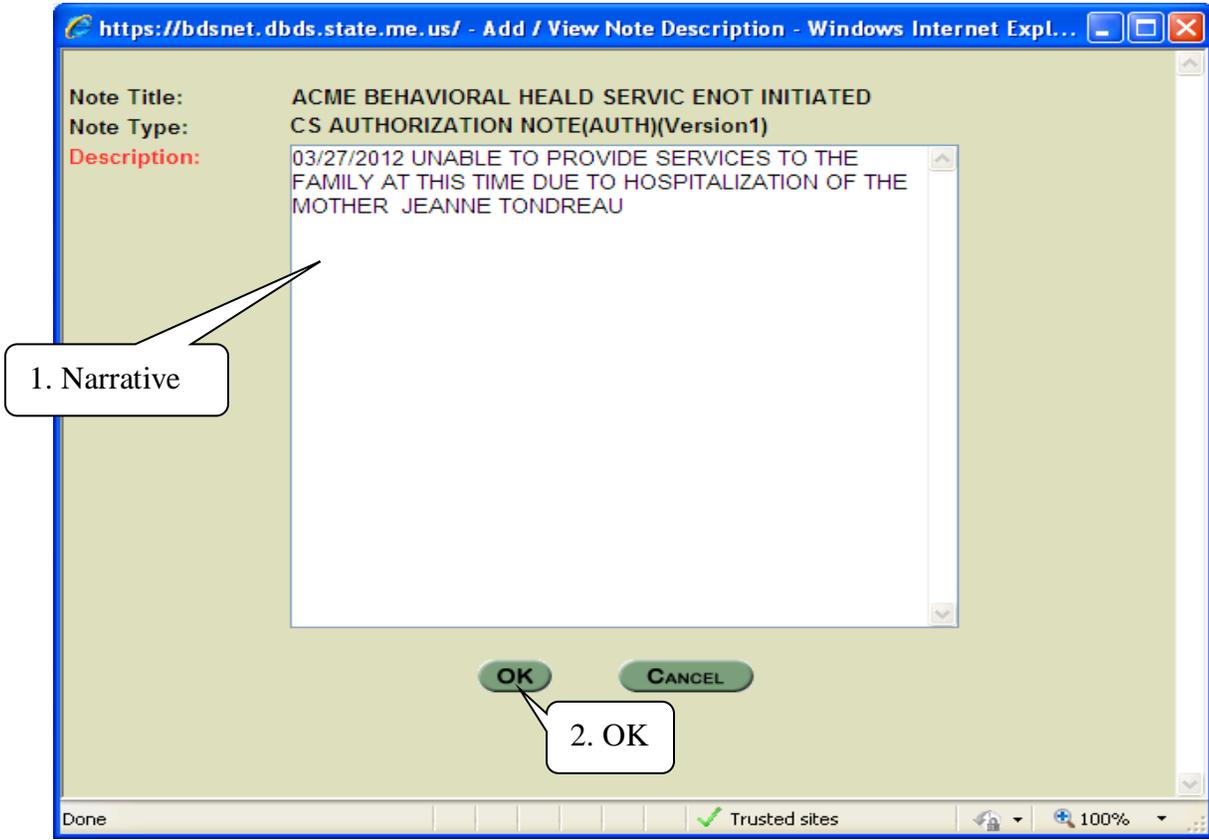
Scroll **UP**  
Click **Save**



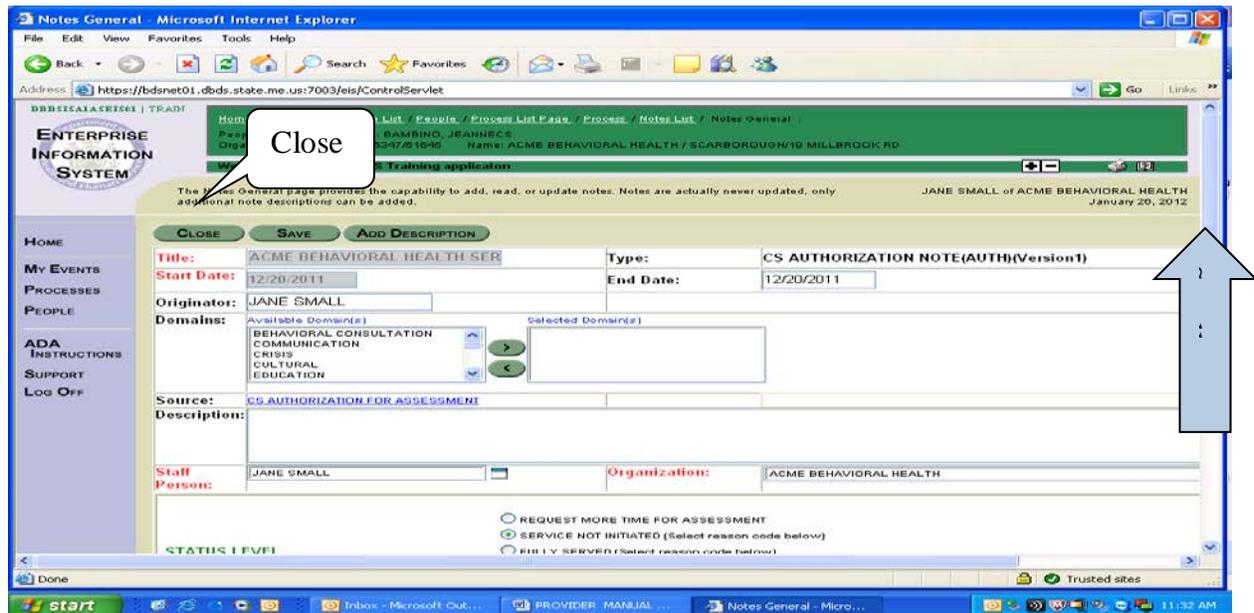
Click **Add Description**: **Mandatory** to add narrative of the reason why treatment will not be delivered



1. Add the narrative as to why you were unable to deliver RCS28 services
2. Click OK



Scroll **UP**  
 Click **Close**



## Notes list page

ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
1407296	ACME BEHAVIORAL HEALTH SERVICE NOT INITIATED	12/20/2011	12/20/2011	JANE SMALL	ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD / CHILDREN	01/26/2012	CS AUTHORIZATION NOTE(AUTH)(Version 1)	No	Go
1407295	ACME BEHAVIORAL HEALTH REQUEST MORE TIME FOR ASSESSMENT	12/10/2011	12/10/2011	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD /	01/26/2012	CS AUTHORIZATION NOTE(AUTH)(Version 1)	No	Go
1407265	ASSESSMENT PERIOD	11/20/2011	11/20/2011	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD /	01/24/2012	CS AUTHORIZATION NOTE (CERS STAFF) (Version 1)	No	Go

A tickler notification will go to the QIS assigned

## To Log off or change clients (Refer to Section 1)

### OCFS Response

OCFS will end date the assessment authorization and either close the referral or return the child to Central Enrollment. Provider access will be electronically ended.

### OCFS Receives no Action from Provider

If no CS28 Prior Authorization Tool or prior authorization is completed by the end date of the assessment authorization, the providers' access to the child will be electronically ended and child will go back into Central Enrollment.

# Section 5



## Creating the CS 28 Prior Authorization Tool

This tool will replace many of the paper forms that are being submitted to the Department. This tool does have the ability to be printed for your charts.

This electronic process replaces 8 forms:

<b>Form</b>	<b>Dimension</b>
RCS28 Treatment Plan	Individual Treatment Plans Dimensions
Comprehensive Assessment Score Sheet & Narrative Summary Sheet	Comprehensive Assessment Score sheet Dimension
Continued Stay Review Face Sheet	Continued Stay Review Dimension
Crisis Plan	Individual Treatment Plan Dimension
Change of Status	Change in Child's Demographics' Dimension
Prior Authorization Face Sheet	PA Request Dimension
Discharge Summary	Discharge Summary Dimension

FYI: Each dimension has to be independently completed and saved but all dimensions do not need to be completed concurrently.

## Provider Action

To sign into EIS (Refer to Section 1)

Click on Process name highlighted in blue

Process List - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine

https://bdsnet.dbs.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :  
People ID: 33530 Name: BAMBINO, JEANNE  
Change People Clear  
Change Organization Clear

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

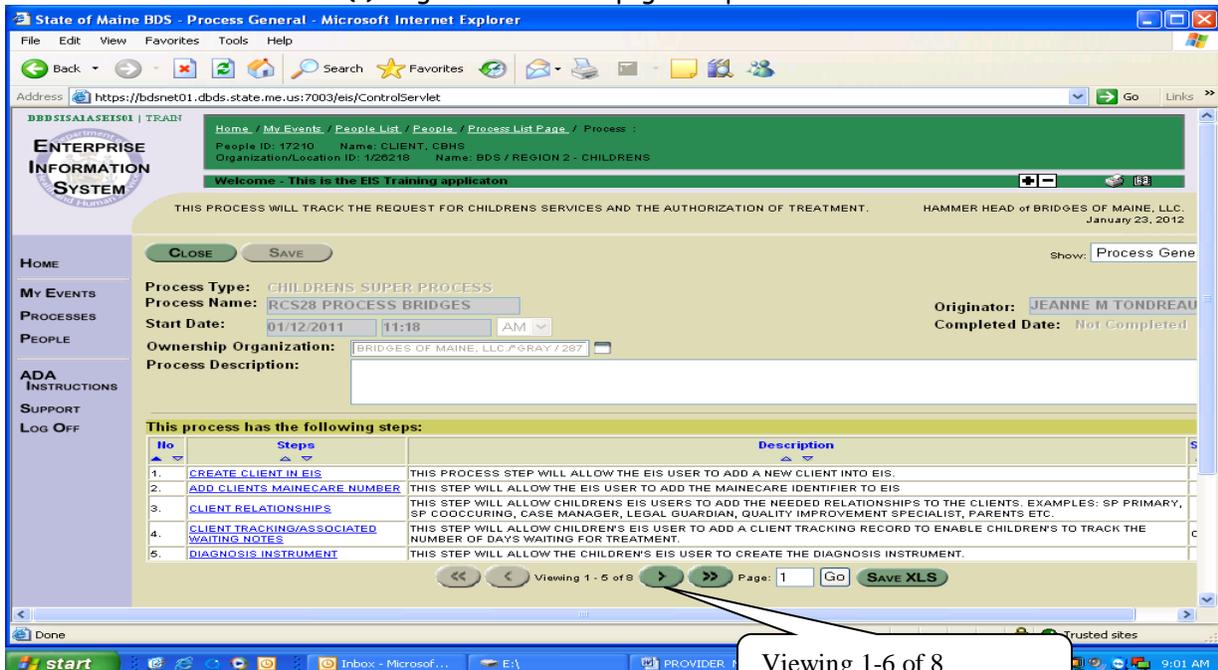
Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDREN'S SUPER PROCESS

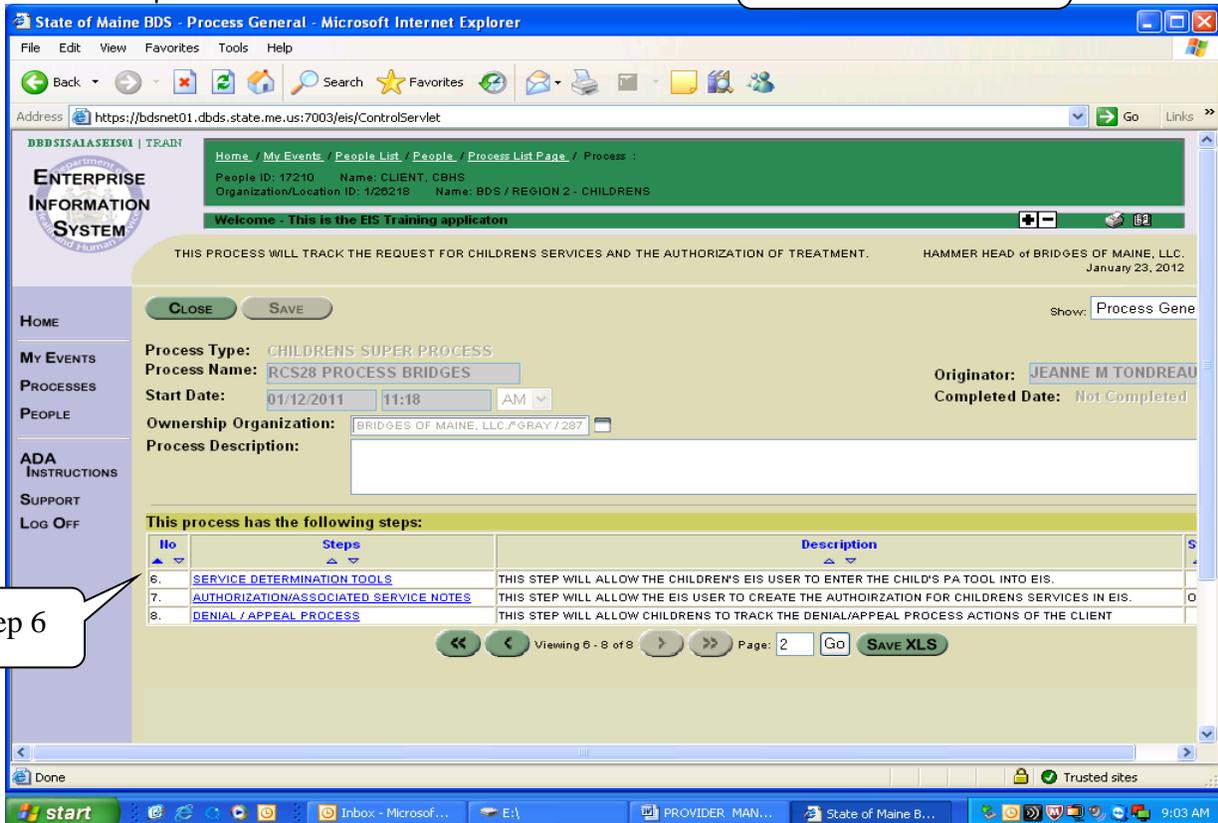
Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

Process General Page to get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to the next page Steps 6-8.



Click on Step 6 Service Determination Tools

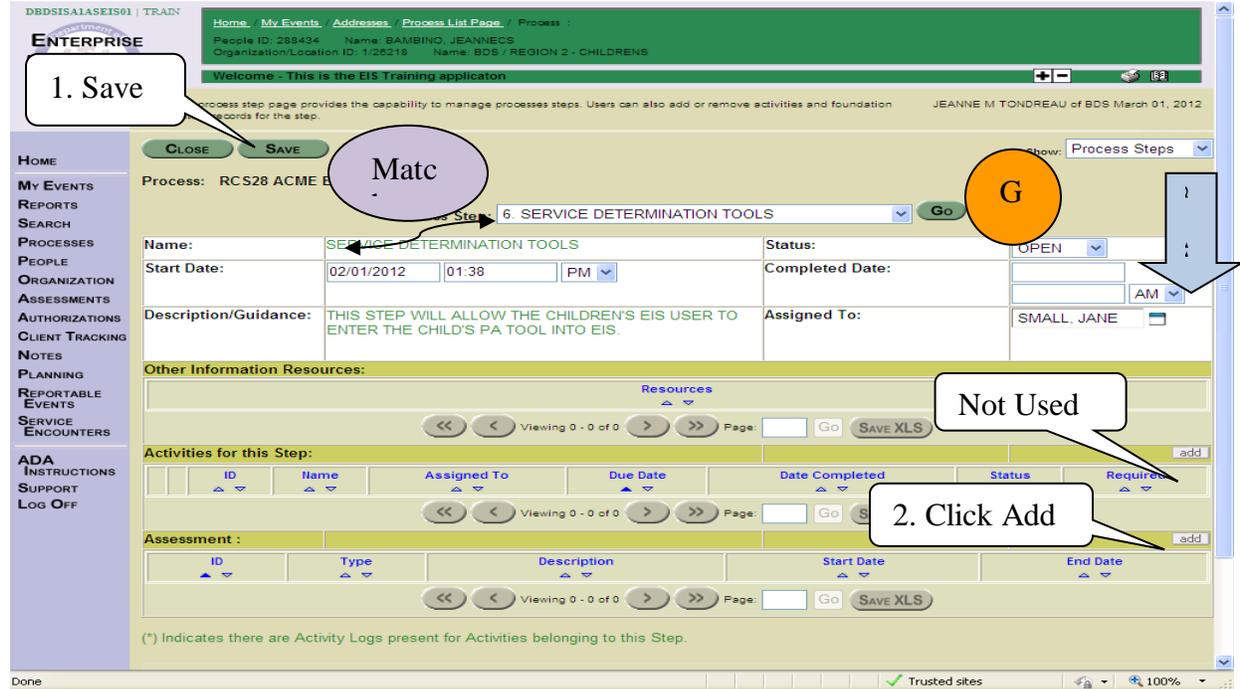


1. Click Save

Be sure that the Process Step and the Page name **Matc** (If not Click GO)

Scroll **DOWN**

2. Click Add to create CS28 Prior Authorization Tool



1. Start date- today's data entry date

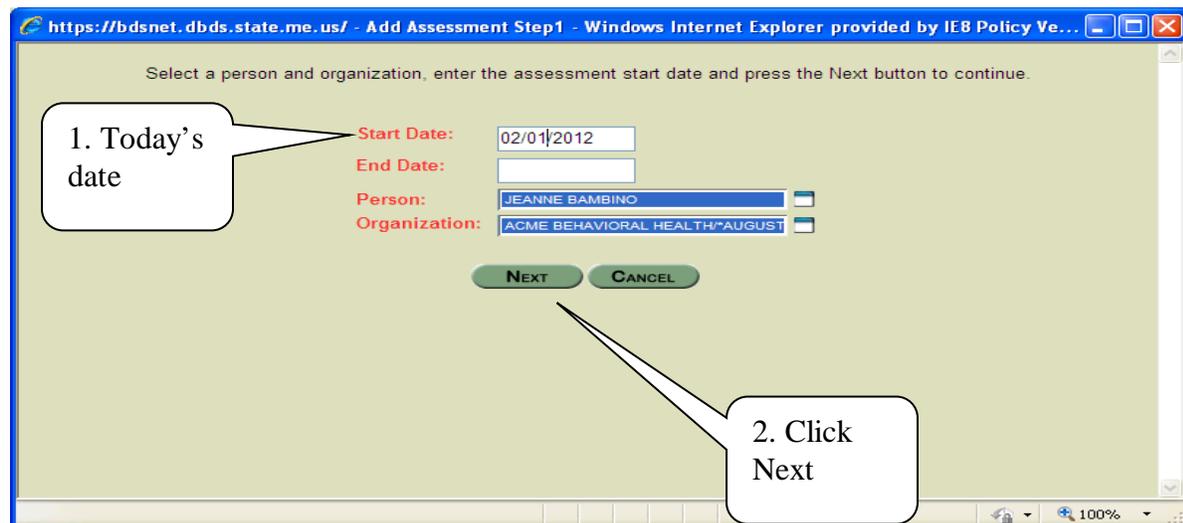
**This date must be changed** It will always default to process start date.

No end date

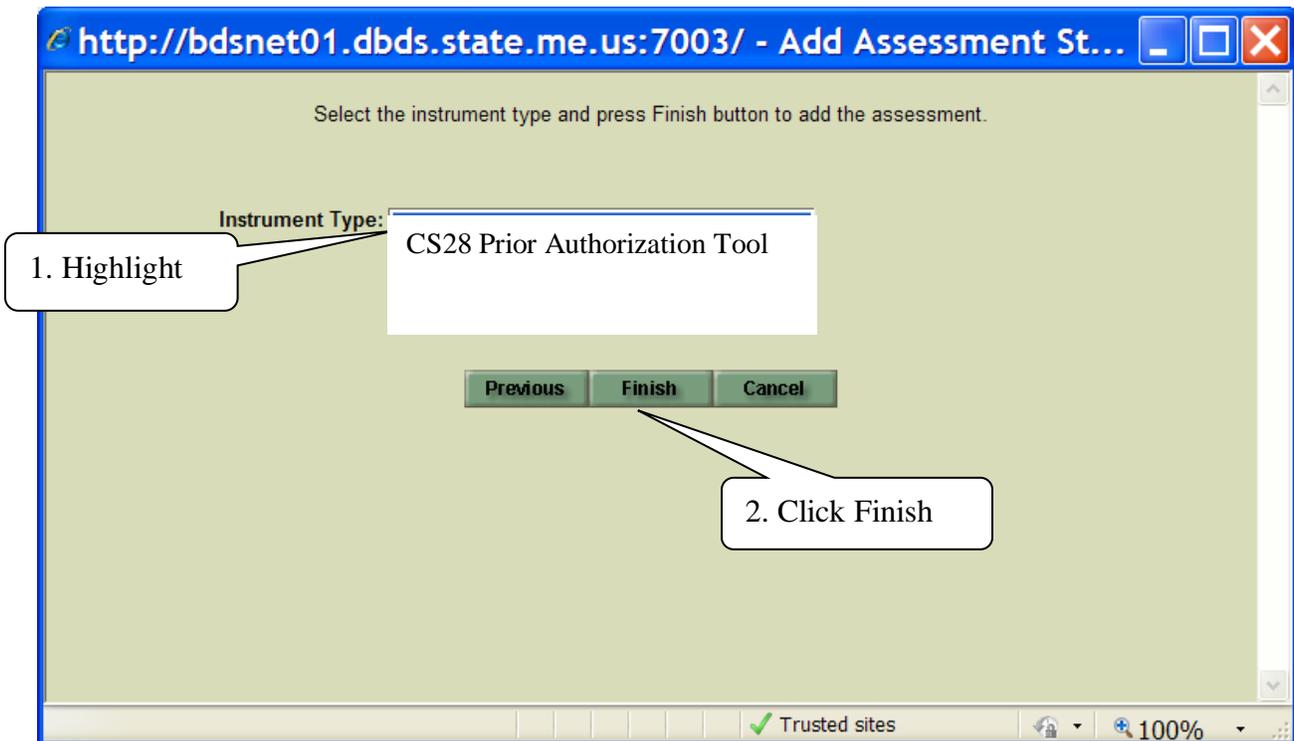
Person: Client Name

Organization: defaulted to your agency

2. Click Next

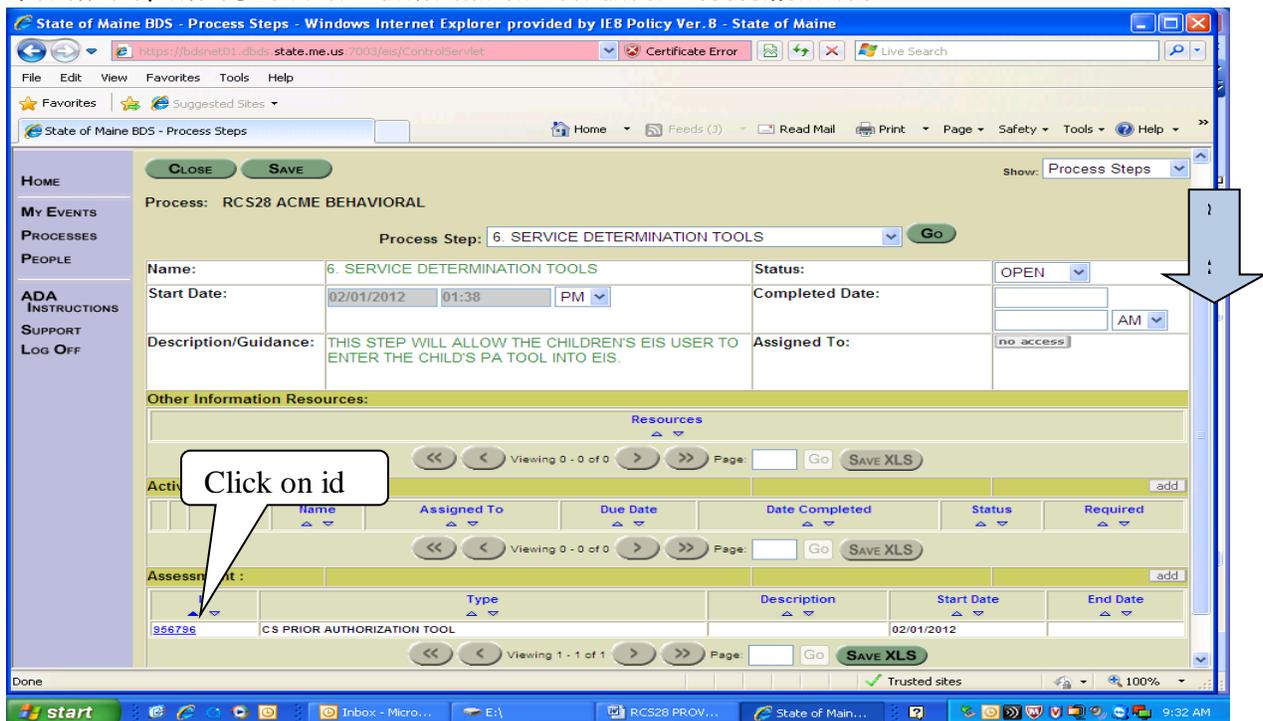


1. Highlight Instrument Type: CS28 Prior Authorization Tool
2. Click Finish

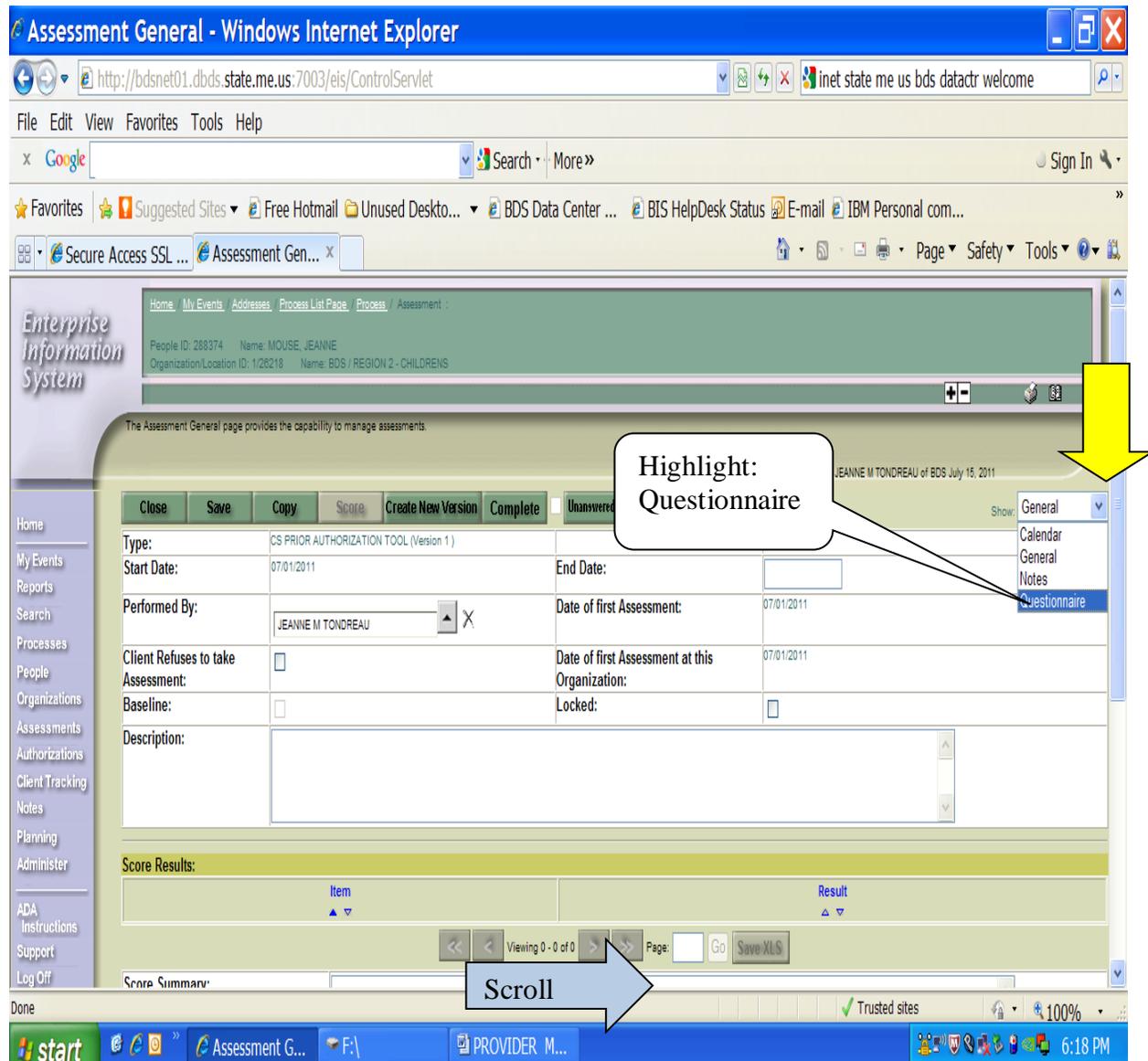


The system will bring you back to the process page  
 Scroll **DOWN**

1. Click id of the CS28 Prior Authorization Tool under Assessment tab



Assessment General Page  
 Scroll over to the **RIGHT**  
 Show Menu **DOWN** arrow  
 Highlight Questionnaire



For initial authorization on a child, you need to complete the following dimensions on the CS28 Prior Authorization Tool

Dimensions:

**PA Request**

**Comprehensive Assessment Score Sheet**

**Individual Treatment Plan OR**

**Evidence Based Specialized Individual Treatment Plan**

(To be used by OCFS approved providers for Specialized Service)

**PA Request Dimension-** provides a request for a possible total of 4 service delivery options. Each option requires a separate authorization request to be submitted. (Refer to Section 7)

A calculator is available on the CBHS website to help determine units and hours.

[www.maine.gov/dhhs/ocfs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml) (RCS28 Provider Access)

## Calculator

Section 28 Date/Units calculator			Shortened Authorization by Number of Days: 30/60/90		
Full Authorization: 180 days			Shortened Authorization by Number of Days: 30/60/90		
Start Date	Last covered day	Weekly Hours	Start Date	Last covered day	Weekly Hours
1/25/2012	7/23/2012	12	1/24/2012	3/24/2012	60.00
WEEKLY UNITS	TOTAL UNITS (to be added to procedure code)		WEEKLY UNITS	TOTAL UNITS (to be added to procedure code)	
48.00	1,235.00		60.00	515.00	
Calculator Instructions: Please use Section 28 Dates/Units calculator in order to determine the length and amount of billable units to be entered into your requested authorization in the EIS data system. You will be requesting a full authorization (180 days), or a shortened authorization based on the child's individual needs. Shortened authorizations may be needed for crisis stabilization, discharge, or providing services scheduled to end at a child's 21st birthday as examples.			Shortened Authorization by Dates		
1. Enter appropriate information into blue form cell. (specific dates, weekly requested hours or length of authorization)			Start Date	Last covered day	Weekly Hours
			10/19/2011	11/1/2011	72.00
			WEEKLY UNITS	TOTAL UNITS (to be added to procedure code)	
			72.00	134.00	

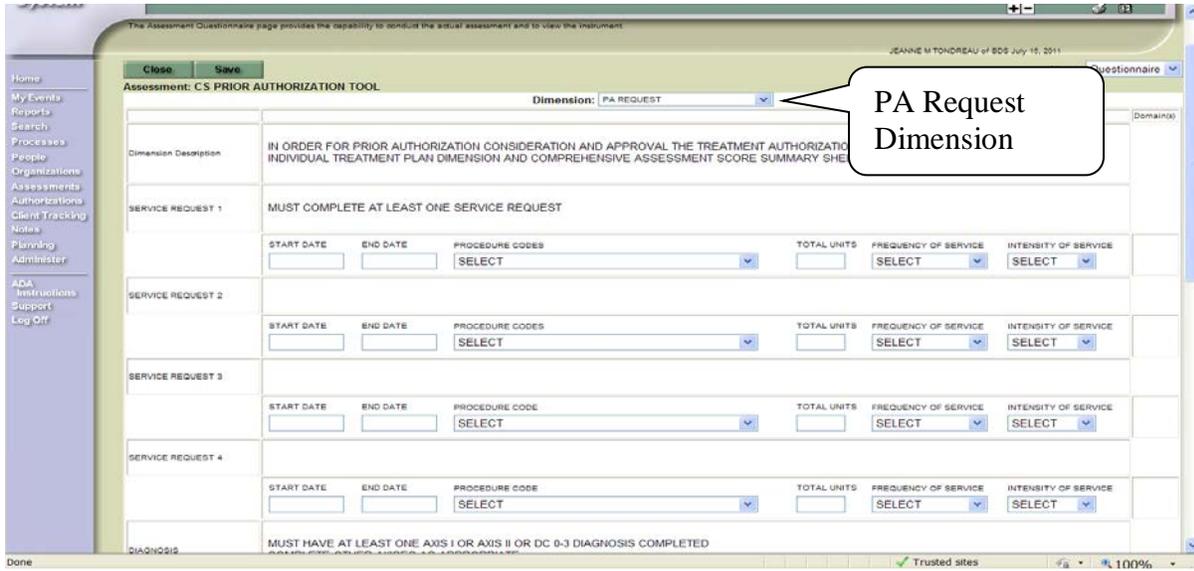
The start date of your request for initial authorization for service (Service Request 1-4) can be up to 30 days from the end date of the child's assessment authorization

Frequency of Service is a range of days per week you will be working with the family.

Intensity of service is a range of daily hours you will be working with the family.

**FYI:** Each dimension has to be independently completed and saved but all dimensions do not need to be completed concurrently.

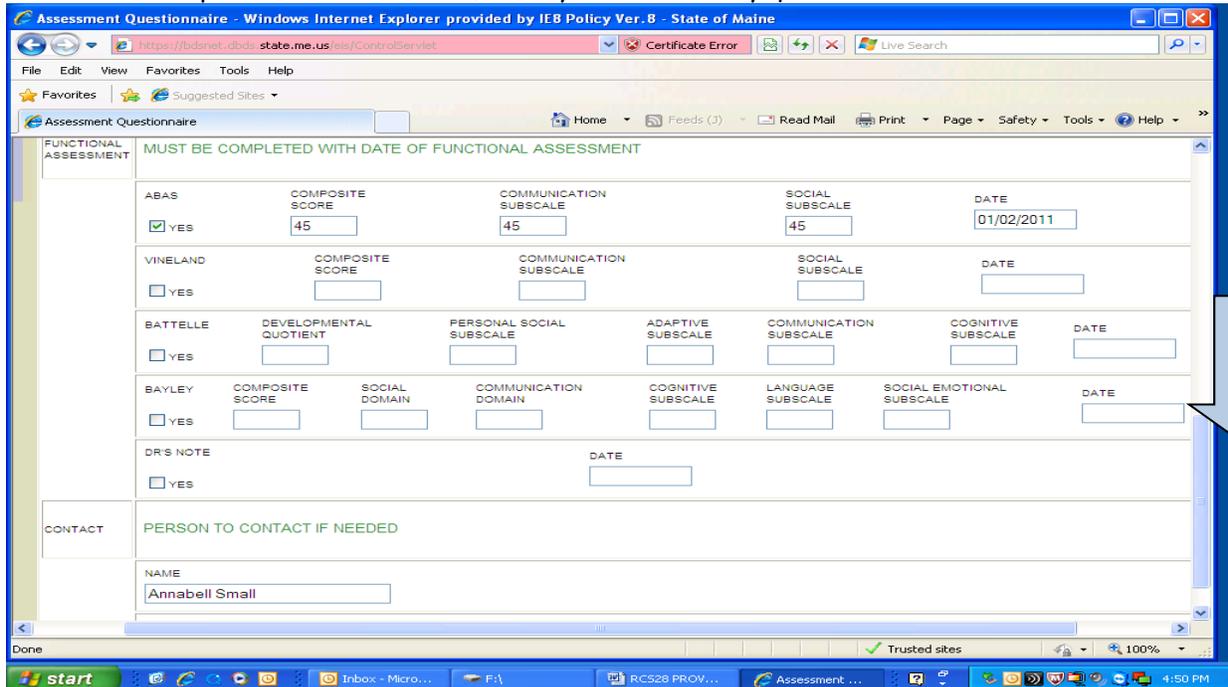
# PA Request Dimension



Scroll **DOWN**

Functional Assessment- Choose correct tool, complete the scores and the date the tool was administered. For initial prior authorization the Functional Assessment needs to be within 1 year from the request for authorization to deliver service.

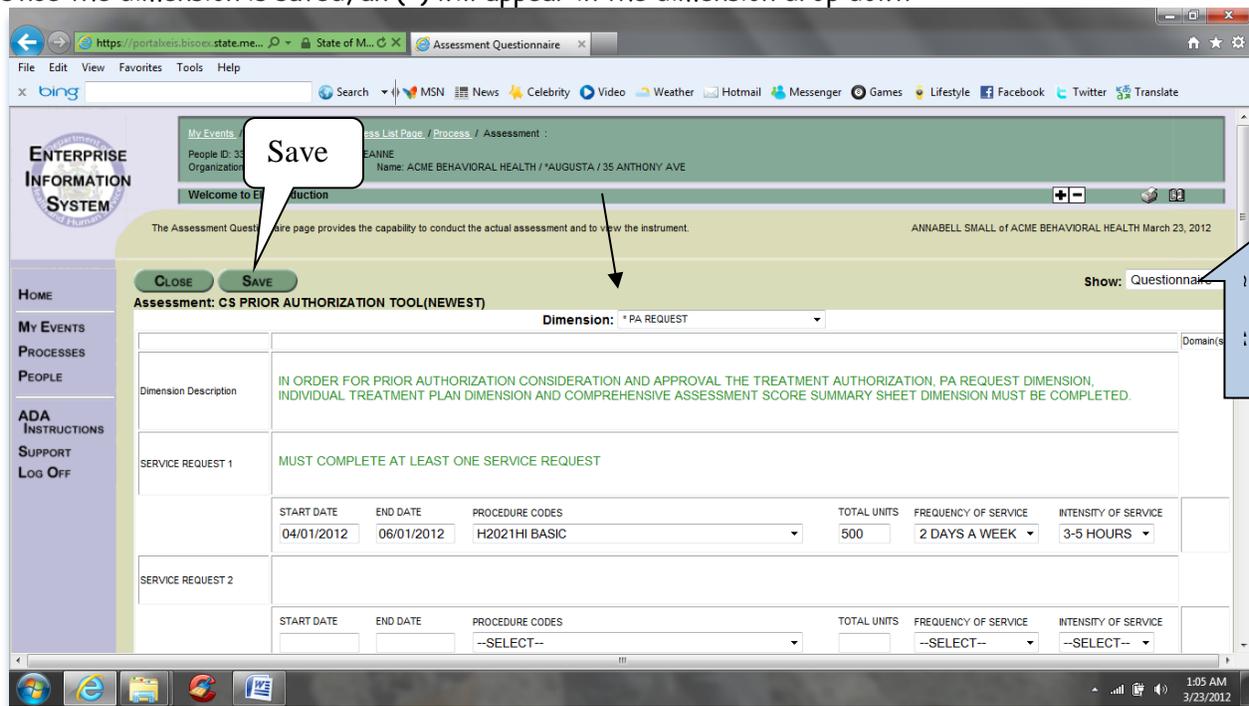
Enter a contact person for the Office, if they would have any questions.



Scroll **UP**

Click **Save**

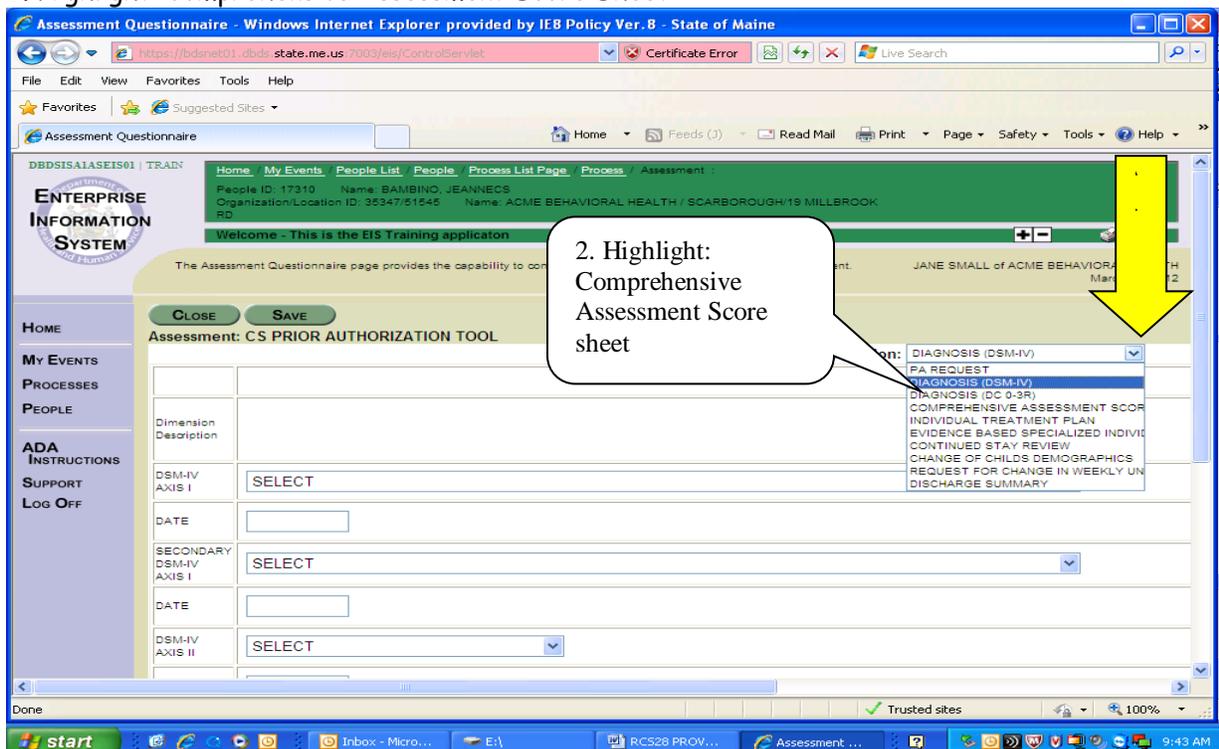
Once the dimension is saved, an (\*) will appear in the dimension drop down



Complete the Dimension for Comprehensive Assessment Score Sheet

1. Go to Dimension **DOWN** arrow

2. Highlight: Comprehensive Assessment Score Sheet



Scroll **DOWN**

1. Complete this section (If no score enter "0")

Scroll **UP**

2. Click Save.

Enterprise Information System

Home / My Events / Addresses / Process List Page / Process / Assessment

People ID: 288374 Name: MOUSE  
Organization/Location ID: 1/26218

2. Save

The Assessment Questionnaire page provides the capability to conduct the actual assessment and to view the instrument.

JEANNE M TONDREAU of BDS July 15, 2011

Close Save Show: Questionnaire

Assessment: CS PRIOR AUTHORIZATION TOOL Dimension: COMPREHENSIVE ASSESSMENT

Dimension Description	Domain(s)
IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL THE TREATMENT AUTHORIZATION, PA REQUEST DIMENSION, INDIVIDUAL TREATMENT PLAN DIMENSION AND COMPREHENSIVE ASSESSMENT SCORE SUMMARY SHEET DIMENSION MUST BE COMPLETED.	
SOCIAL FUNCTIONING	
SELF AWARENESS No Need Range 8-12 / Moderate Need Range 13-23 / High Need Range 24-30	
EMPATHY No Need Range 3-6 / Moderate Need Range 7-11 / High Need Range 12-18	
MANAGING EMOTIONS No Need Range 7-14 / Moderate Need Range 15-27 / High Need Range 28-35	
NON-VERBAL RELATIONSHIP SKILLS No Need Range 7-14 / Moderate Need Range 15-27 / High Need Range 28-35	
SOCIAL INTERACTIONS No Need Range 7-14 / Moderate Need Range 15-27 / High Need Range 28-35	
INTERPERSONAL No Need Range 9-18 / Moderate Need Range 19-35 / High Need Range 36-45	

1. Complete

Done Trusted sites 100%

You will now complete the Individual Treatment Plan electronically.

There are two dimension options for Treatment Plan submission

**Individual Treatment Plan**

Or

**Evidence Based Specialized Individual Treatment Plan**

(To be used by OCFS approved providers for Specialized service)

1. Go to Dimension **DOWN** arrow
2. Highlight: Individual Treatment Plan OR Evidence Based Specialized Individual Treatment Plan

Assessment Questionnaire - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

File Edit View Favorites Tools Help

Assessment Questionnaire

DBDSIS1A1ASEIS01 | TRAIN

Home My Events People List People Process List Page Process / Assessment :

People ID: 17310 Name: BAMBINO, JEANNES  
Organization/Location ID: 35347/51545 Name: ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD

Welcome - This is the EIS Training application

The Assessment Questionnaire page provides the capability to conduct the actual assessment and to view the instrument.

MALL of ACME BEHAVIORAL HEALTH  
March 01, 2012

HOME  
MY EVENTS  
PROCESSES  
PEOPLE  
ADA INSTRUCTIONS  
SUPPORT  
LOG OFF

Assessment: **2. Highlight: Individual Treatment Plan OR Evidence Based Specialized Individual Treatment Plan**

Dimension: COMPREHENSIVE ASSESSMENT S

- PA REQUEST
- DIAGNOSIS (DSM-IV)
- DIAGNOSIS (DC 0-3R)
- COMPREHENSIVE ASSESSMENT SCOR
- INDIVIDUAL TREATMENT PLAN**
- EVIDENCE BASED SPECIALIZED INDIV
- CONTINUED STAY REVIEW
- CHANGE OF CHILDS DEMOGRAPHICS
- REQUEST FOR CHANGE IN WEEKLY UN
- DISCHARGE SUMMARY

IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AN  
INDIVIDUAL TREATMENT PLAN DIMENSION AND COMPREH

AUTHORIZATION, PA REQUEST  
SUMMARY SHEET DIMENSION M

SOCIAL FUNCTIONING	
SELF AWARENESS	No Need Range 8-12 / Moderate Need Range 13-23 / High Need Range 24-30
EMPATHY	No Need Range 3-6 / Moderate Need Range 7-11 / High Need Range 12-18
MANAGING	No Need Range 7-14 / Moderate Need Range 15-27 / High Need Range 28-35

Done Trusted sites 100%

start | Inbox - Micro... | E:\ | RCS28 PROV... | Assessment ... | 9:45 AM

Individual Treatment Plan	Evidence Based Specialized Individual Treatment Plan
<ul style="list-style-type: none"> <li>*There is a possibility of your entry of 4 measurable long term goals.</li> <li>*Enter: Target date for each goal</li> <li>*There is a possibility of 2 Measureable Objective for each goal.</li> <li>*Enter Method for each objective completed.</li> <li>*Enter a Discharge Criteria</li> <li>*Enter the list of Individuals involved in developing the Treatment Plan</li> </ul>	<ul style="list-style-type: none"> <li>*There is a possibility of your entry of 4 measurable long term goals.</li> <li>*Enter: Target date for each goal</li> <li>*There is a possibility of 5 Measureable Objective for each goal.</li> <li>*Enter Method for each objective completed.</li> <li>*Enter a Discharge Criteria</li> <li>*Enter the list of Individuals involved in developing the Treatment Plan</li> </ul>

Scroll **DOWN**

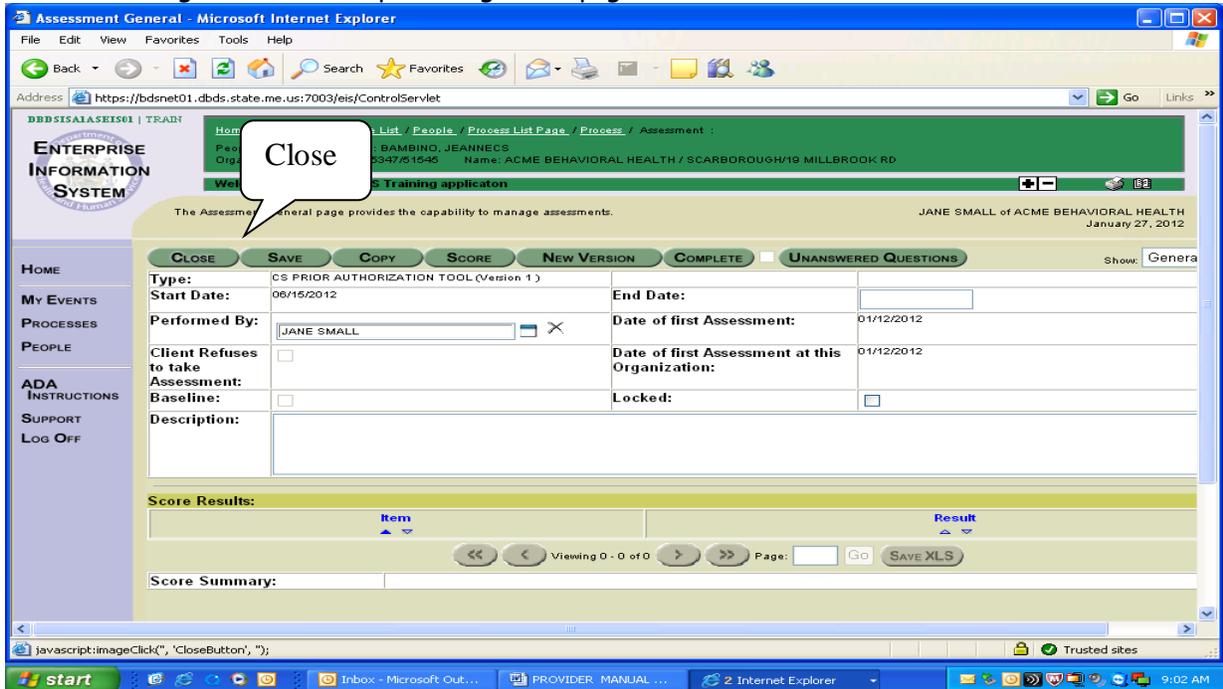
1. Choose reason you are completing/updating the Treatment Plan
2. Complete the Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan Dimension

Scroll **UP**

3. Click Save
4. Click Close
5. To Print Treatment Plan click on Printer Friendly icon (Refer to Section 6)

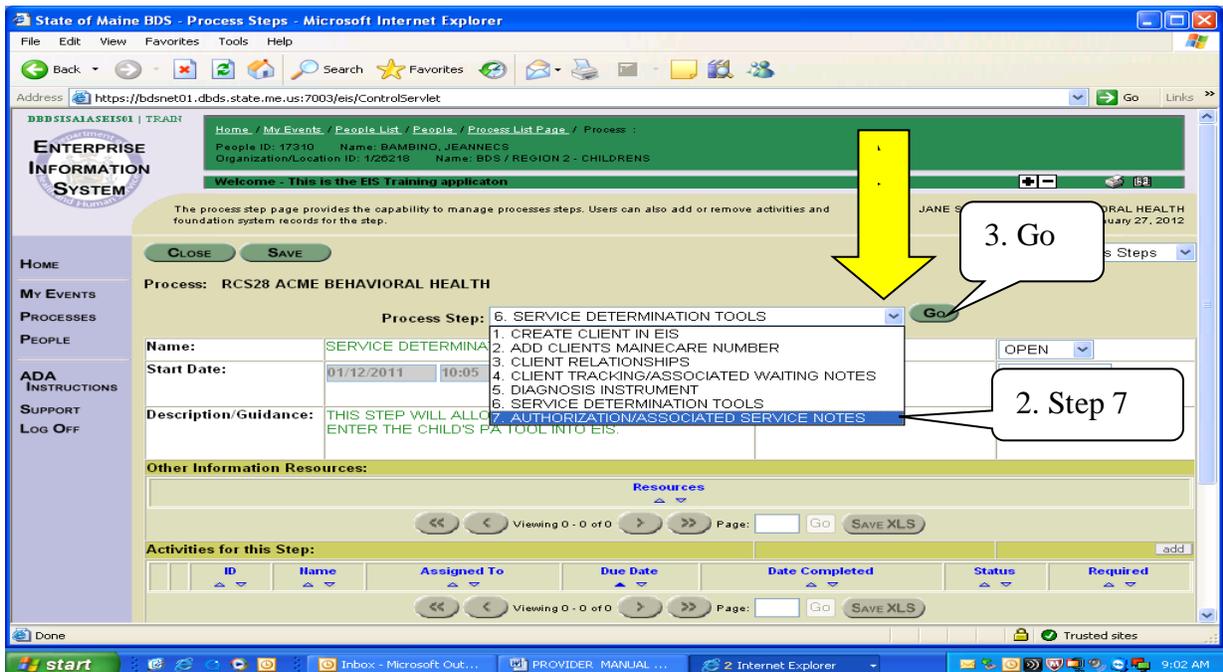
The screenshot shows a web browser window titled 'Assessment Questionnaire - Windows Internet Explorer provided by IEB Policy Ver.8 - State of Maine'. The address bar shows 'https://portalbeis.bisoex.state.me.us/eis/ControlServlet'. The page content includes a navigation menu on the left with options like 'HOME', 'MY EVENTS', 'PROCESSES', 'PEOPLE', 'ADA INSTRUCTIONS', 'SUPPORT', and 'LOG OFF'. The main area displays 'Assessment: CS28 PRIOR AUTHORIZATION TOOL' with a 'Dimension' dropdown set to 'INDIVIDUAL TREATMENT PLAN'. A table with columns for 'Dimension Description' and 'A.' is visible. A callout box labeled '1. Reason why creating the Treatment Plan "Initial Treatment Plan"' points to a dropdown menu with options: '--SELECT--', '--SELECT--', 'INITIAL TREATMENT PLAN', '90 DAY TREATMENT PLAN REVIEW', 'REQUEST FOR CHANGE IN CURRENT HOURS', 'CONTINUED STAY REVIEW', 'CHANGE IN CURRENT LEVEL OF SERVICE', and 'DISCHARGE'. Another callout labeled '2. Complete' points to the table area. A callout labeled '3. Save' points to a 'SAVE' button, and another labeled '4. Close' points to a 'CLOSE' button. A callout labeled 'Printer Friendly icon' points to a printer icon in the top right. A large blue double-headed vertical arrow is on the right side of the page.

Click Close to get back to the process general page



To enter the authorization for service proceed to Process Step 7 Authorization/Associated Service Notes

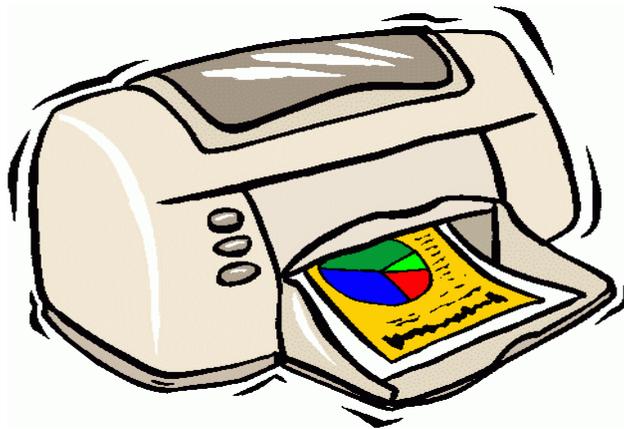
1. Go to Process Step **DOWN** arrow
2. Highlight Step 7 Authorization/Associated Service Notes
3. Click Go



Proceed to Section 7



# Section 6



## Printing the CS28 Prior Authorization Tool

Click on Icon for Printer Friendly (little printer in the upper right hand corner)

Assessment Questionnaire - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

Home / My Events / Addresses / Process List Page / Process / Assessment :

People ID: 333415 Name: BAMBINO, JEANNE  
 Organization/Location ID: 36227/57005 Name: ACME BEHAVIORAL HEALTH / \*AUGUSTA / 35 ANTHONY AVE

Welcome to EIS Production

The Assessment Questionnaire page provides the capability to conduct the actual assessment and BEANNE M TONDREAU of BDS June 05, 2012 the instrument.

HOME

My EVENTS  
 REPORTS  
 PROCESSES  
 SEARCH  
 PEOPLE  
 ORGANIZATION  
 ASSESSMENTS  
 AUTHORIZATIONS  
 CLIENT TRACKING  
 NOTES  
 PLANNING

Assessment: CS28 PRIOR AUTHORIZATION TOOL Dimension: \* PA REQUEST

Dimension Description: IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL THE TREATMENT AUTHC INDIVIDUAL TREATMENT PLAN DIMENSION AND COMPREHENSIVE ASSESSMENT SCORE SUMMA

SERVICE REQUEST 1: MUST COMPLETE AT LEAST ONE SERVICE REQUEST

START DATE	END DATE	PROCEDURE CODES	TOTAL UI
05/23/2012	10/20/2012	H2021HI BASIC	1029

Highlight the dimension page you wish to print

https://bdsnet.dbds.state.me.us/ - Print Reports - Windows Internet Explorer p...

Format: PDF(ACROBAT) Report Type: ALL Go

Name	Created Date	Last Modified	Report Type
<a href="#">Change of Childs Demographics PF - 553J</a>	04-19-2012	04-25-2012	COGNOS
<a href="#">Comprehensive Assessment Score Summary Sheet PF - 553D</a>	04-25-2012	04-25-2012	COGNOS
<a href="#">Continued Stay Review PF - 553H</a>	04-19-2012	04-20-2012	COGNOS
<a href="#">Diagnosis (DC 0-3R) PF - 553C</a>	04-25-2012	04-25-2012	COGNOS
<a href="#">Diagnosis DSM-IV PF - 553B</a>	04-19-2012	04-20-2012	COGNOS

Viewing 1 of 10 Page: 1 Go SAVE XLS

OK

Page will appear

State of Maine  
Department of Health and Human Services  
CS28 Prior Authorization Tool

Client: \_\_\_\_\_ MaineCare Id: \_\_\_\_\_ PA Tool Date: \_\_\_\_\_

**CONTINUED STAY REVIEW**

**SERVICE REQUEST 1**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 2**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 3**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 4**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**CRISIS PLAN**  
Has crisis plan been reviewed?  
Date: \_\_\_\_\_

**FUNCTIONAL ASSESSMENT**

Click Print

Click to print this PDF file or pages from it

Print

State of Maine  
Department of Health and Human Services  
CS28 Prior Authorization Tool

Client: \_\_\_\_\_ MaineCare Id: \_\_\_\_\_ PA Tool Date: \_\_\_\_\_

**CONTINUED STAY REVIEW**

**SERVICE REQUEST 1**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 2**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 3**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**SERVICE REQUEST 4**  
START DATE    END DATE    PROCEDURE CODES    TOTAL UNITS    STATUS OF UNITS    FREQUENCY OF SERVICE    INTENSITY OF SERVICE

NARRATIVE TO EXPLAIN WHY THE UNITS HAVE INCREASED, DECREASED OR REMAINED THE SAME

**CRISIS PLAN**  
Has crisis plan been reviewed?  
Date: \_\_\_\_\_

**FUNCTIONAL ASSESSMENT**

Repeat these steps for each dimension page you are printing.

# Section 7

## Creating a request for Prior Authorization



## Provider Action

If you just entered the CS28 Prior Authorization Tool and changed to Process Step 7 proceed to next page 74)

## If just signing into Sign into EIS (Refer to Section 1)

Click on Process Name highlighted in blue

The screenshot shows a web browser window titled "Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine". The address bar shows the URL "https://bdsnet.dbds.state.me.us/eis/ControlServlet". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with icons for Home, Feeds, Read Mail, Print, Page, Safety, Tools, and Help. The main content area displays the "Enterprise Information System" logo and a navigation breadcrumb: "My Events / People List / People / Process List Page :". Below this, it shows "People ID: 33530 Name: BAMBINO, JEANNE" and links for "Change People", "Change Organization", "Clear", and "Clear". A "Welcome to EIS Production" message is followed by a description: "The Process List page provides the capability for the end user to manage business processes for a person and..." and a date "June 11, 2012". A "CLOSE" button is visible. Below the description are filters for "Types: ALL" and "Group: ALL", and a "Start Date Range" field with "Listing: All" and a "Go" button. A table with the following columns is displayed: Name, Originator, Date Started, Date Completed, Current Step, and Type. The table contains one row: "RCS28 ACME BEHAVIORAL HEALTH" (highlighted in blue), JEANNE M TONDREAU, 02/15/2012, (empty), 1, CHILDRENS SUPER PROCESS. Below the table are navigation buttons (back, forward, first, last), "Viewing 1 - 1 of 1", "Page:" field, "Go" button, and "SAVE XLS" button. A callout box with the word "Click" points to the highlighted process name. The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "3:43 PM".

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

To get to Process Step 7 Authorization / Associated Service Notes  
 Click on the forward arrow (>) to get to the next page Steps 6-8.

The screenshot shows the 'Enterprise Information System' interface for the 'RCS28 PROCESS BRIDGES' process. The process is currently on step 5, 'DIAGNOSIS INSTRUMENT'. The pagination controls at the bottom of the steps table show 'Viewing 1 - 5 of 8' with a forward arrow (>) highlighted by a callout box.

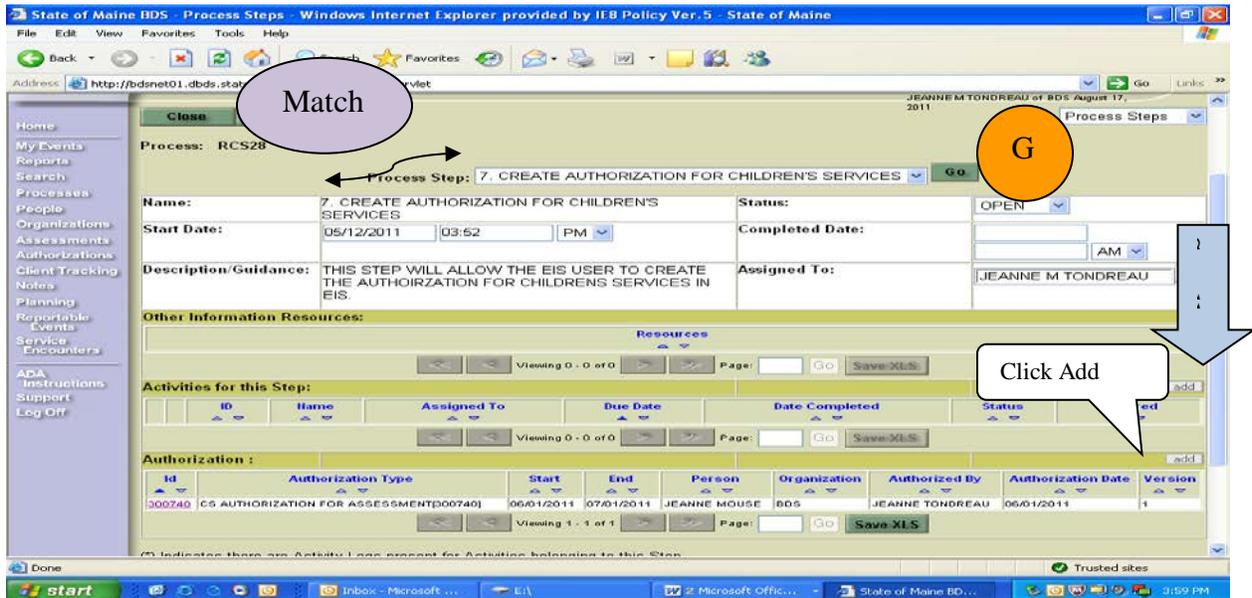
**Click on forward arrow (>)  
To get to Step 7**

Click on Step 7 Authorization /Associated Service Notes

The screenshot shows the 'Enterprise Information System' interface for the 'RCS28 PROCESS BRIDGES' process. The process is now on step 7, 'AUTHORIZATION/ASSOCIATED SERVICE NOTES'. The pagination controls at the bottom of the steps table show 'Viewing 6 - 8 of 8' and 'Page: 2'. A callout box points to step 7.

**Step 7**

Be sure that the Process Step and the Page name **Match** (If not Click GO)  
 Scroll **DOWN**  
 Click Add under Authorization

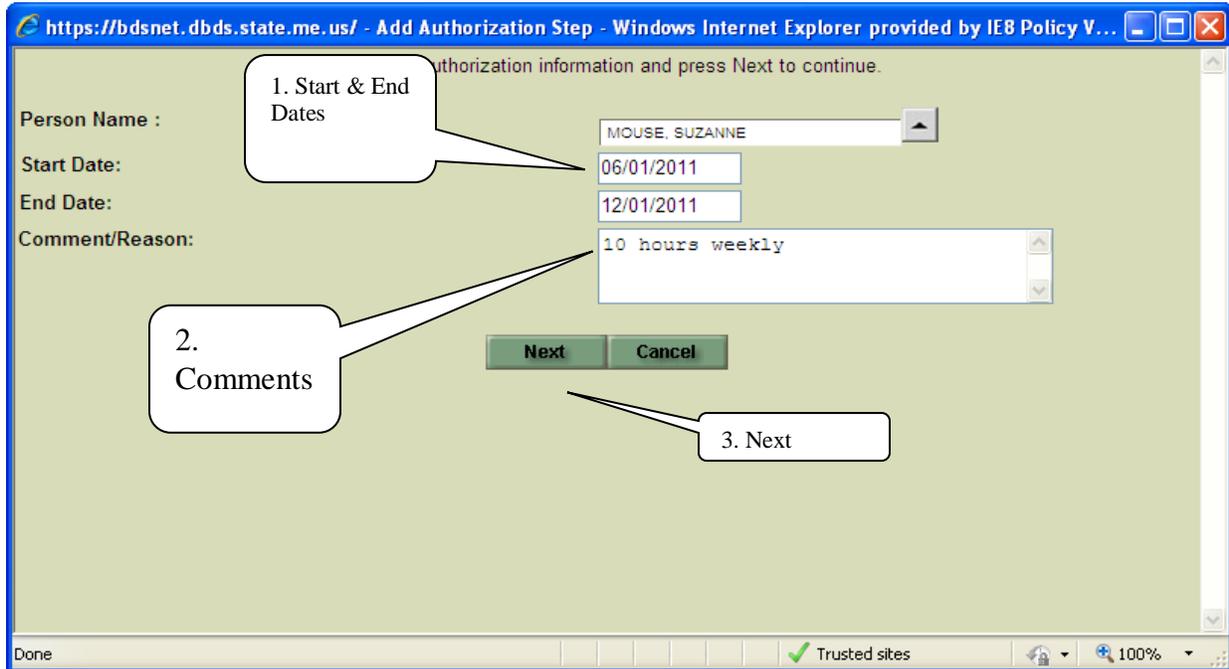


1. Start & End dates- are the dates of the requested prior authorization  
 (Duration of requested authorization must be 6 months or less. The start date of the requested initial authorization for service can be up to 30 days from the end date of the child's assessment authorization.)

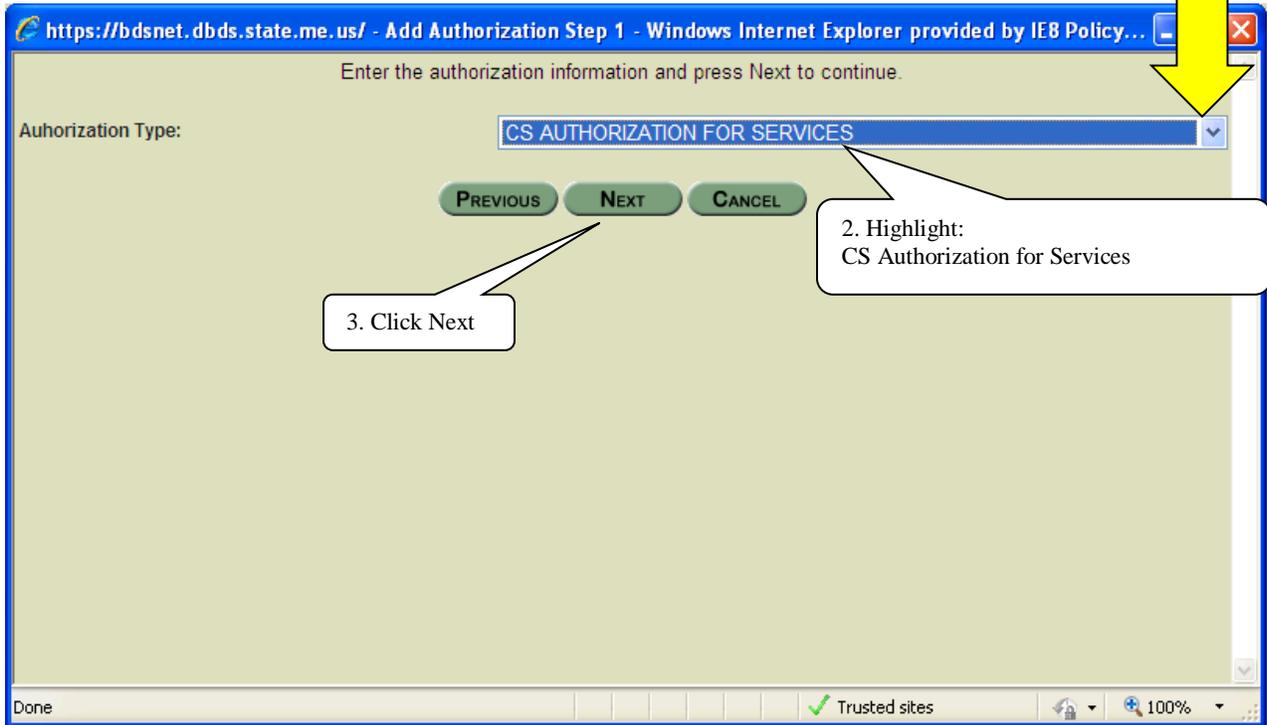
Calculator is available to determine units and hours on CBHS website

[www.maine.gov/dhhs/ocfcs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfcs/cbhs/index.shtml)

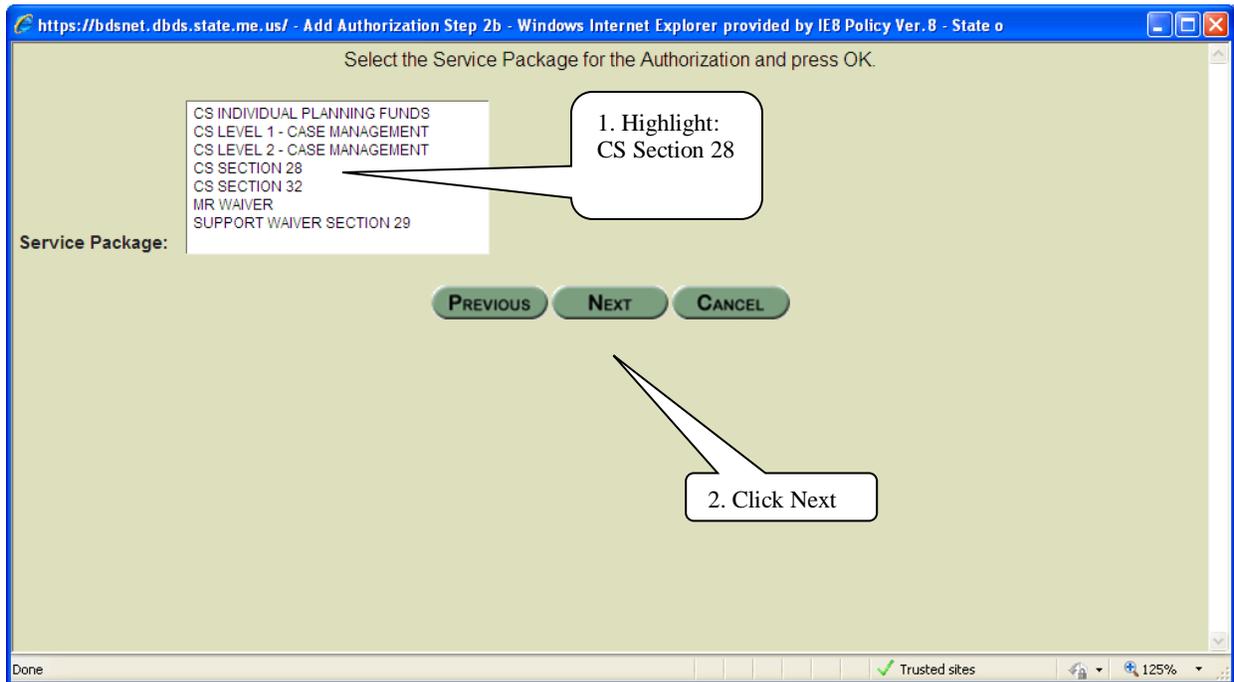
2. Comments: Enter the number of hours requested. "10 hours weekly"
3. Click Next



1. **DOWN** arrow
2. Highlight: CS Authorization for Services
3. Click Next



1. Highlight: Service Package: CS Section 28
2. Click Next



Verify that all the information entered is correct

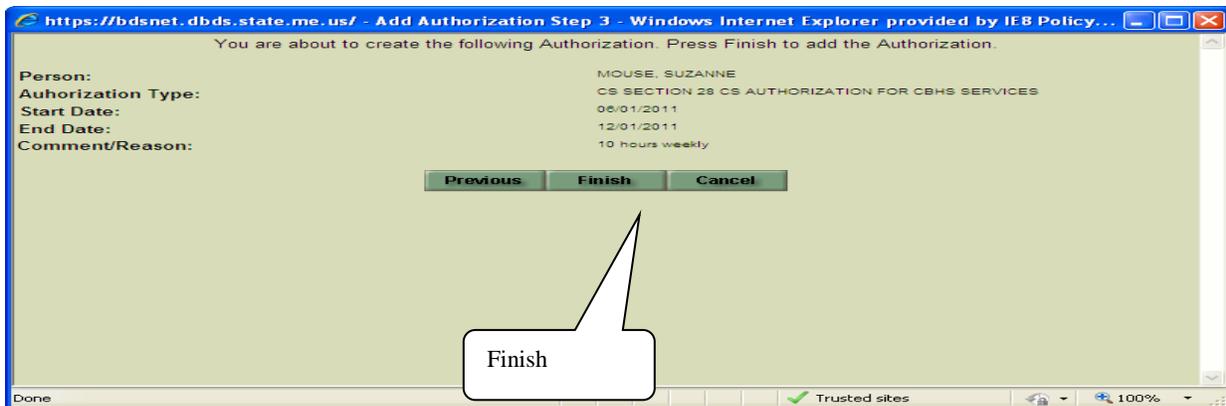
Client name

Authorization type

Dates: start and end

If you have made a data entry error click previous and correct the mistake.

Click Finish



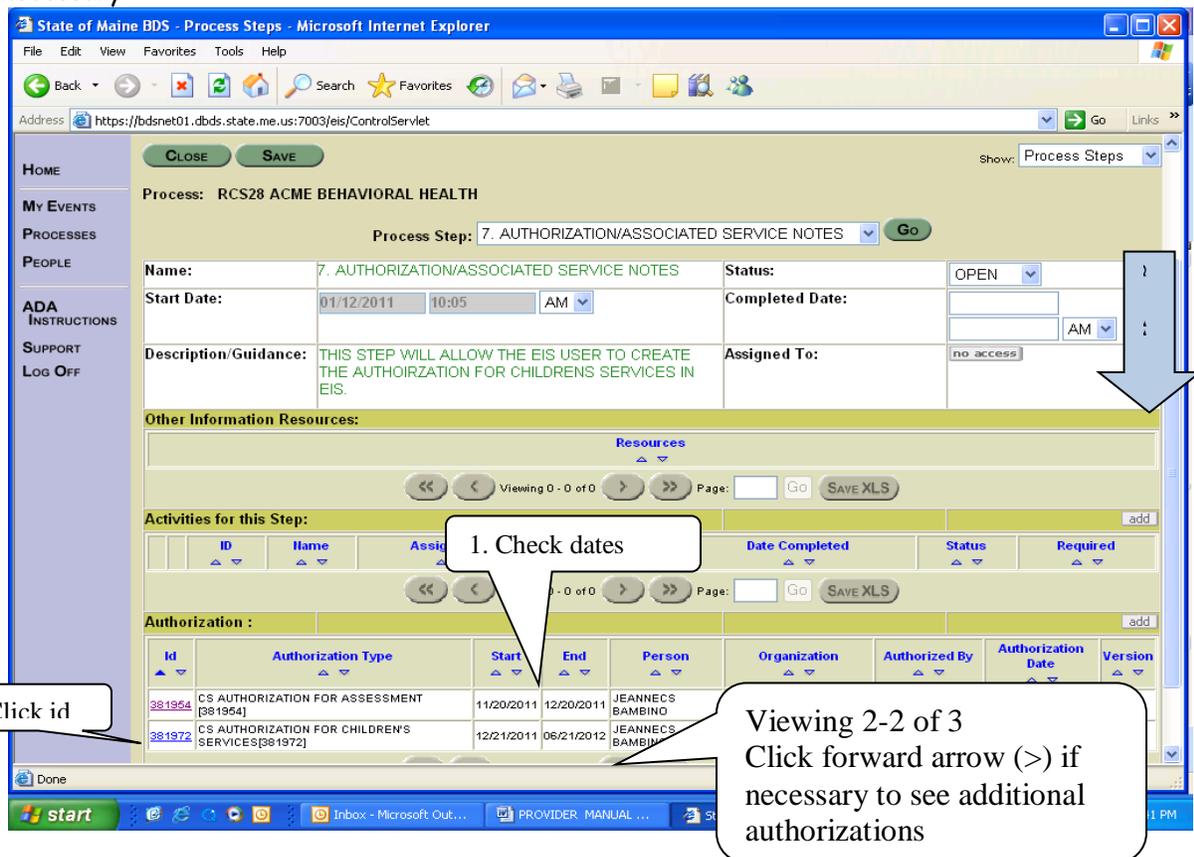
The system brings you back into the process page

Scroll **DOWN**

1. Check dates

2. Click authorization id, (Authorization Type: CS Authorization for Services)

FYI if more than 3 authorizations have been entered on this client click on the forward arrow (>), if necessary



FYI: Authorized By is defaulted to person entering the data. OCFS will change the authorized by when they approve the prior authorization.

1. Click Add Procedure Code

If a data entry error has occurred call the District Office to help correct the mistake



Each procedure code (Individual and group) needs a separate authorization. Each authorization will provide a PA number from MIHMS.

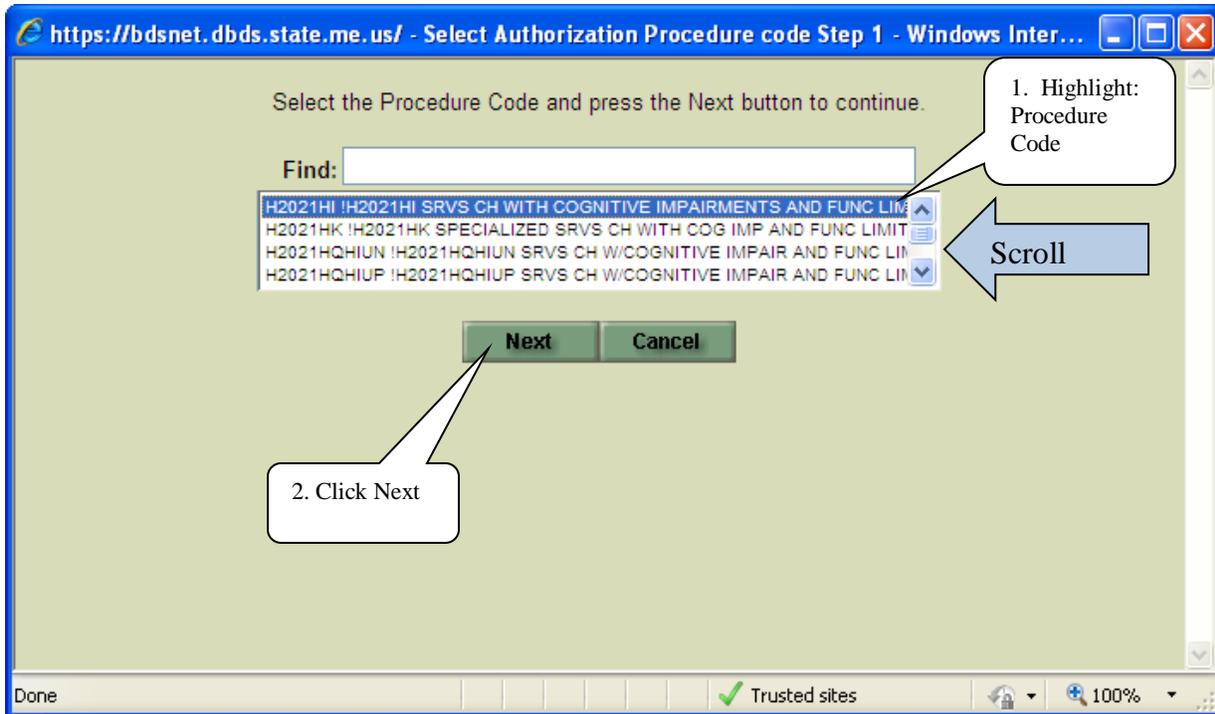
**(Repeat these steps in this Section for each procedure code)**

Procedure Codes and Explanation of benefit

Procedure Code	Title
H2021 HI	Services for Children with Cognitive impairments and functional limitations (1:1)
H2021 HQHIUN	Group 2 Patients served
H2021 HQHIUP	Group 3 Patients served
H2021 HQHIUQ	Group 4 Patients served
H2021 HK	Specialized Services for children with Cognitive Impairments and Functional Limitations (1:1)
H2021 HQHKUN	Group 2 Patients served
H2021 HQHKUP	Group 3 Patients served
H2021 HQHKUQ	Group 4 Patients served

Scroll **DOWN** to see complete list

1. Highlight Procedure Code:
2. Click Next



FYI: Per  $\frac{1}{4}$  Hour rate dollar amount is defaulted based on the procedure code chosen

1. Total Units: number of units being requested on the prior authorization  
Use calculator to determine the total units requested

The Calculator is located at [www.maine.gov/dhhs/ocfs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml)

Provider Tab - RCS28 Provider Access

2. Click Next

https://bdsnet.dbds.state.me.us/ - Select Authorization Procedure code Step 2 - Windows Inter...

Enter the Rate information and press the Next button to continue.

Procedure Code: H2021HI !H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WF

PER 1/4 HOUR: 8.94

TOTAL UNITS: 950

1. Enter Total Units

Previous Next Cancel

Click Next

Done Trusted sites 100%

1. Procedure Code Reason Code: **28 Service Authorization** for initial prior authorization  
28 Service Reauthorization is used for Continued Stay Reviews

2. Click Next

http://bdsnet01.dbds.state.me.us: 7003/ - Select Authorization Procedure code Step 3 - Windo...

Select the Reason for this Procedure Code and press the N

Procedure Code : H2021HI !H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB W

28 SERVICE AUTHORIZATION  
29 SERVICE REAUTHORIZATION  
65 ASSESSMENT AUTHORIZATION  
65 ASSESSMENT EXTENSION

1. Highlight: 28 Service Authorization

Previous Next Cancel

2. Click Next

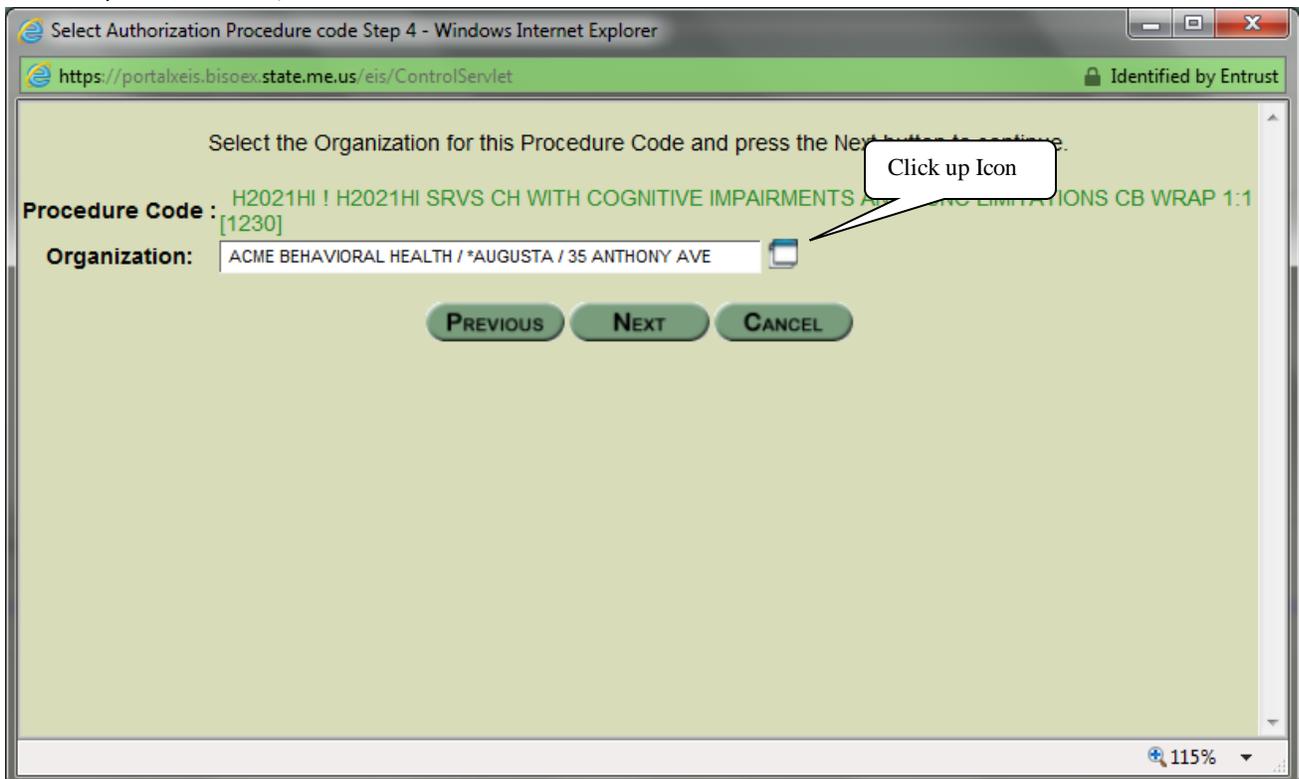
Done Trusted sites 100%

Organization is defaulted to location of signed in user. (If this is the **correct service location address** for this Prior Authorization request, Click next. **GO TO Page 82** to continue.) If this is an incorrect service location address for the child's claims, continue with the following screens.



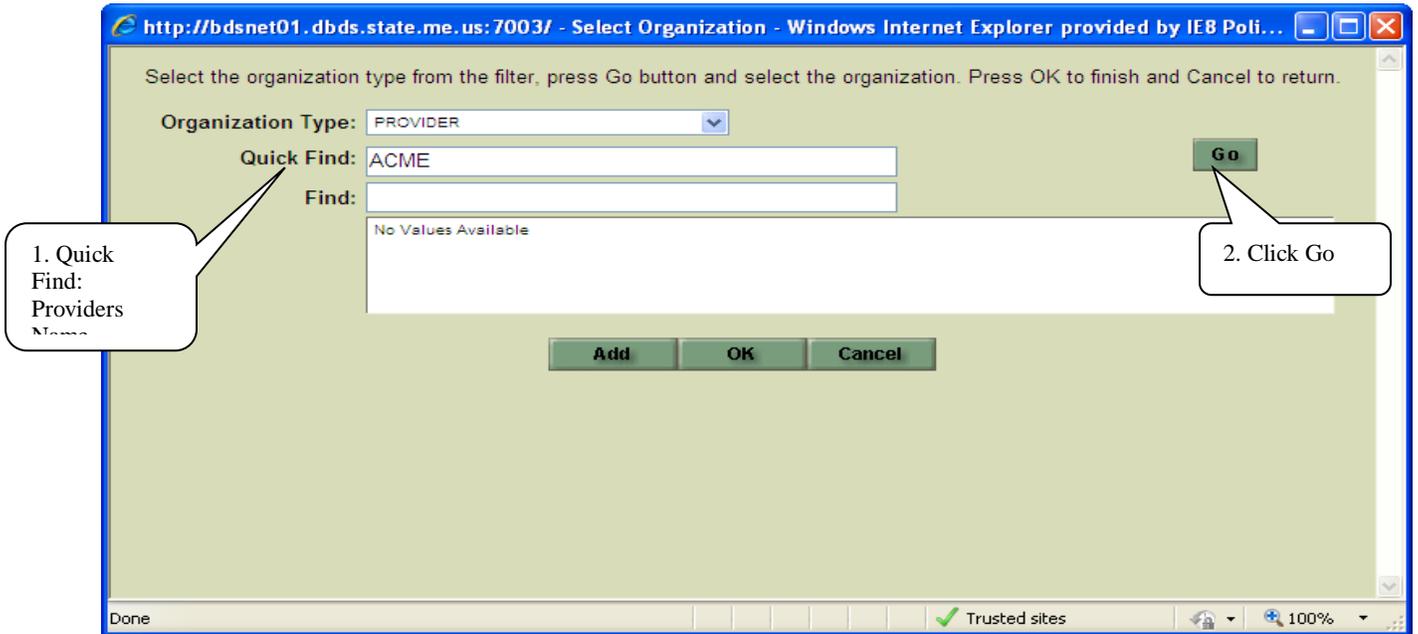
The Organization and location that appears in the dropdown must be the service location address used for the child's claims. After receiving the PA letter from MIHMS check the service location address, client info, procedure code, # of units. If any information is incorrect you will need to call the District Office to have it corrected. A new PA letter will be generated after the correction is entered.

Click on the icon to choose the service location address that has been authorized to provide RCS28 service for this client.



1. Quick Find: Provider name

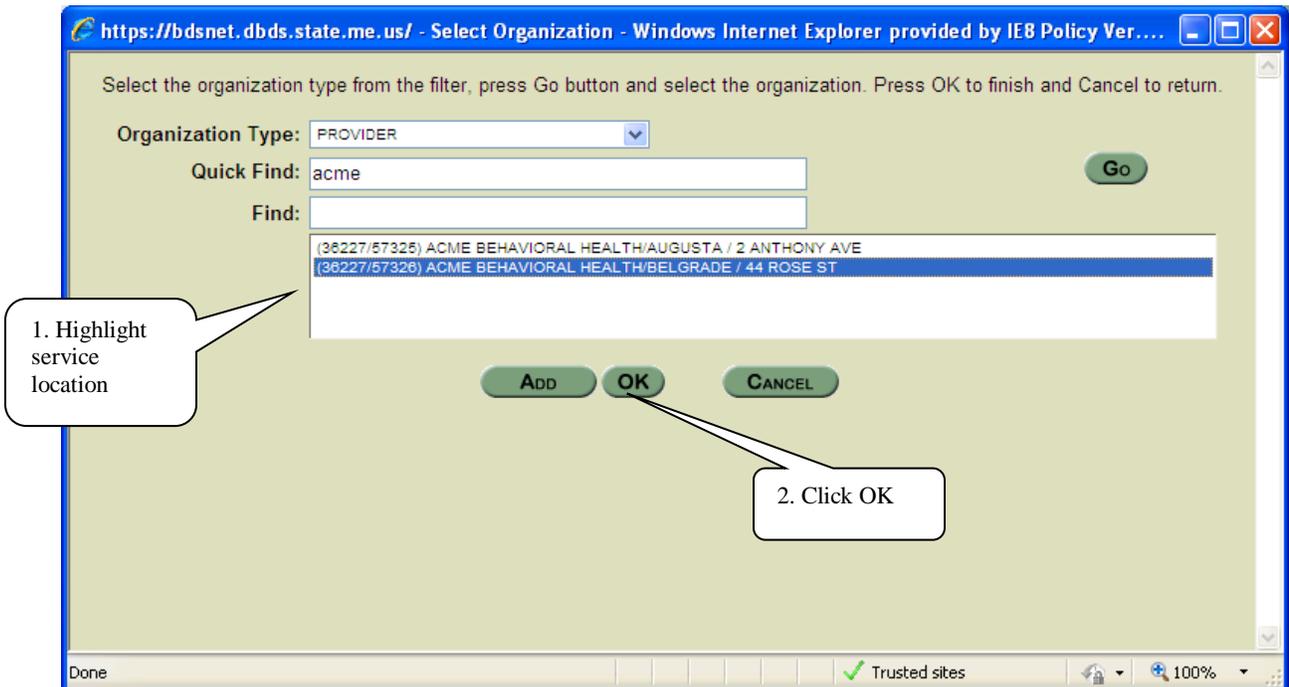
2. Click Go



1. Highlight the correct service location address

If your agency has multiple locations check that you have the correct location for the billing/claims for this client.

2. Click OK



Once you have attached the correct service location address

Click Next



Verify that all information has been entered correctly

Procedure code

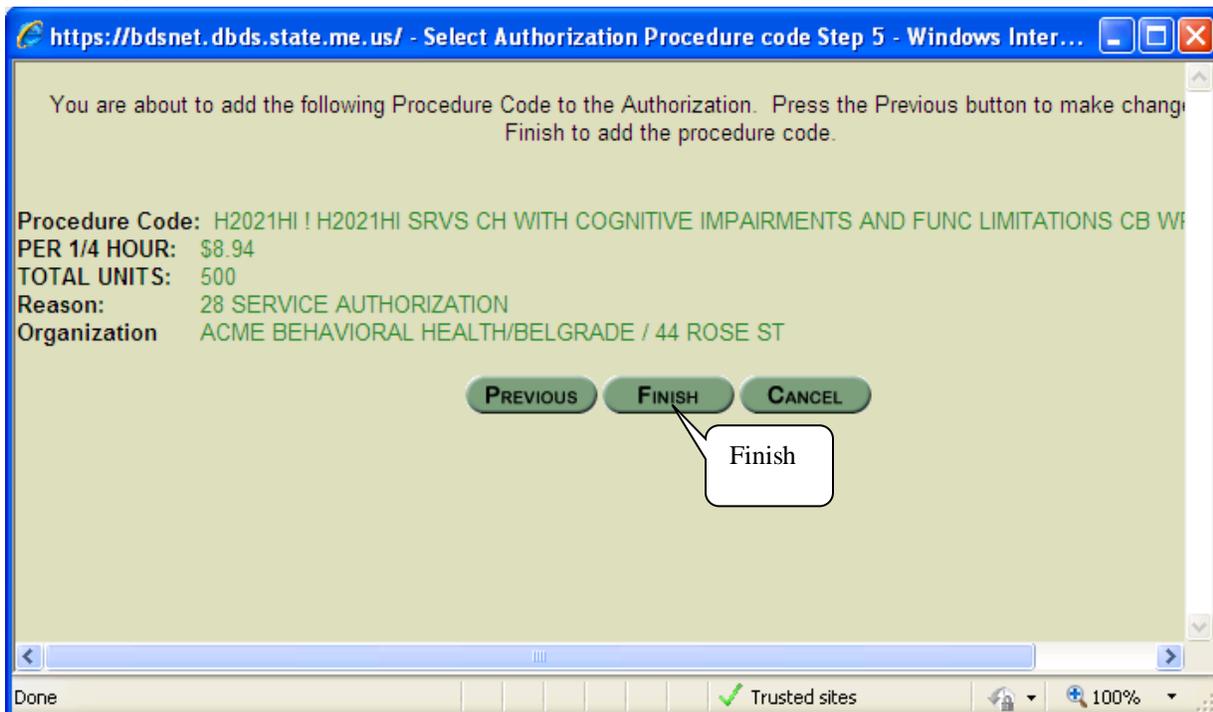
Units

28 Service Authorization for initial authorization

Service location address

If you made a data entry error click on previous and correct the mistake

Click Finish



Prior authorization has been created-

## Show Menu: Notes

Authorization General - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

Home / My Events / Addresses / Process List Page / Process :  
 People ID: 333415 Name: BAMBINO, JEANNE

Welcome to EIS Production

The authorization general page provides the capability to update authorization leave and utilization.

Buttons: CLOSE SAVE ADD PROCEDURE CODE NEW VERSION INACTIVATE

Show: General  
 General  
**Notes**

Type: CS AUTHORIZATION FOR SERVICES  
 Start Date: 05/08/2012  
 Authorized By: JESSICA WOOD  
 Review Required:   
 Reviewed By:   
 Comments / Reason: 10 hours weekly

Version no: 1  
 End Date: 11/08/2012  
 Authorization Date: 05/08/2012  
 Reviewed Date:   
 MaineCare PA Id:

CS AUTHORIZATION FOR SERVICES : CS SECTION 28 [ CS28 ]

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Pr
----------------	----------------	-----------------------	------	-----------------	-----------	----------------------	------------------------	-----------------------	----

## Click Add

Notes List - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

Home / My Events / Addresses / Process List Page / Process / Notes List :  
 People ID: 333415 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Notes List page provides the capability to manage notes for a person, provider, or both. Notes are generic records that may be attached to people and/or providers.

Buttons: CLOSE ADD

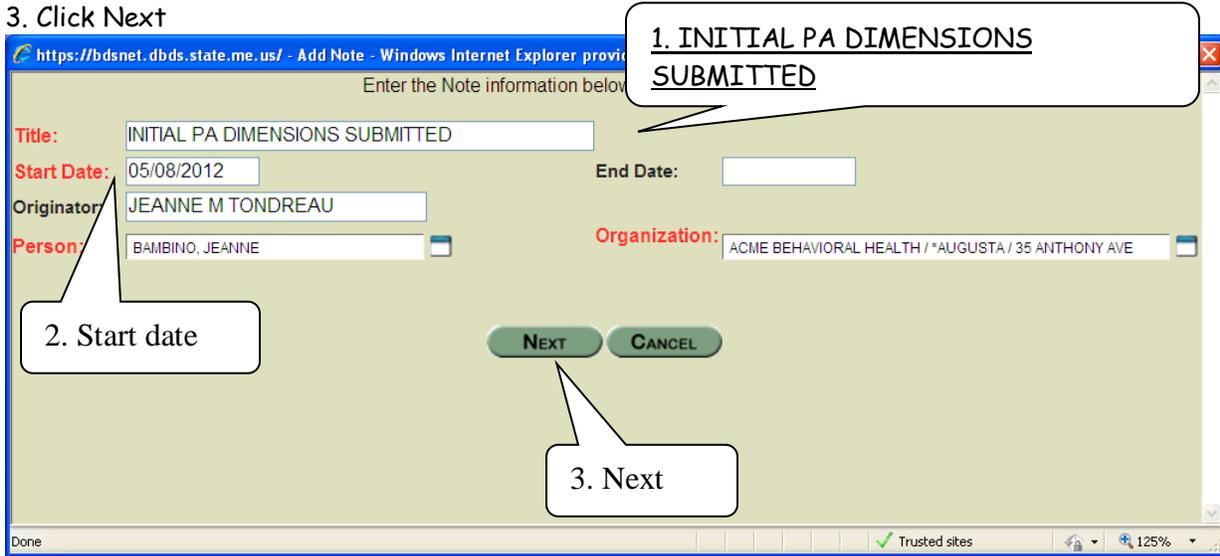
Show: General

Authorization: CS AUTHORIZATION FOR SERVICES  
 Group: All Type: All  
 to   Show Cancelled Notes Listing: All **Go**

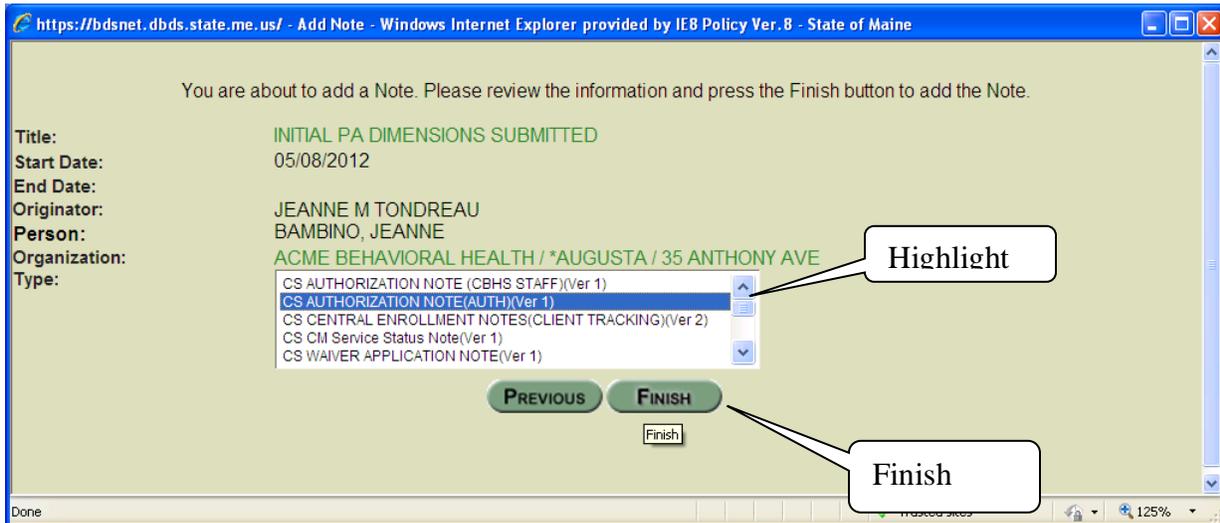
ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
----	-------	------------	----------	------------	-------------------	--------------	------	-----------	--------

Viewing 0 - 0 of 0 Page:  **Go** **SAVE XLS**

1. Note Title: **INITIAL PA DIMENSIONS SUBMITTED**
2. Start Date: Date submitted
- End date-auto populated-same as start date
3. Click Next



- Highlight: CS Authorization Note (Auth)  
Click Finish



Scroll **DOWN**

Click Status Level: Dimension submitted

Choose Reason: Initial Prior Authorization Submitted

Notes General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/bis/ControlServlet

Client Tracking

Source: CS AUTHORIZATION FOR SERVICES

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

STATUS LEVEL

- REQUEST MORE TIME FOR ASSESSMENT
- REQUESTED INFORMATION SUBMITTED
- DIMENSION SUBMITTED (Select reason below)
- SERVICE NOT INITIATED (Select reason code below)
- FULLY SERVED (Select reason code below)
- PARTIALLY SERVED (Select reason code below)
- SERVICE INTERRUPTED (Select reason code below)
- CLOSED/DISCHARGED (Select reason code below)

DIMENSION REASON CODE

Reason

--SELECT--

--SELECT--

INITIAL PRIOR AUTHORIZATION SUBMITTED

REQUEST FOR CHANGE IN HOURS SUBMITTED

CONTINUED STAY REQUEST SUBMITTED

CHANGE IN CHILDS DEMOGRAPHICS SUBMITTED

UPDATED DIAGNOSIS SUBMITTED

SERVICE NOT INITIATED REASON CODES

Scroll Up  
Click Save

The screenshot shows a web browser window titled "Notes General - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine". The address bar shows the URL "https://bdsnet.dbs.state.me.us/eis/ControlServlet". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with icons for Home, Feeds, Read Mail, Print, Page, Safety, Tools, and Help. The main content area displays the "Enterprise Information System" logo and a navigation breadcrumb: "Home / My Events / Addresses / Process List Page / Process / Notes List / Notes General". Below this, there is a "Welcome to EIS Production" message and a user profile for JEANNE M TONDREAU. The main form area contains the following fields:

- Title:** INITIAL PA DIMENSIONS SUBMITTE
- Type:** CS AUTHORIZATION NOTE(AUTH)
- Start Date:** 05/08/2012
- End Date:** 05/08/2012
- Originator:** JEANNE M TONDREAU
- Domains:** A list of domains including BEHAVIORAL CONSULTATION, COMMUNICATION, CRISIS, CULTURAL, and EDUCATION.
- Source:** CS AUTHORIZATION FOR SERVICES
- Description:** (empty field)

At the top of the form, there are buttons for "CLOSE", "SAVE", "ADD DESCRIPTION", "CANCEL NOTE", and "ADD SERVICE NOTE". A callout bubble with the word "Save" points to the "SAVE" button. The browser's status bar at the bottom shows "Done" and "Trusted sites". The Windows taskbar at the very bottom displays the Start button, several open applications (Inbox - Micro..., F:\, RCS28 PROVI..., Notes Genera...), and the system clock showing 12:54 PM on 7/1/2012.

A Tickler notification will go to the QIS assigned for their review

## To Log Off or change clients (Refer to Section 1)

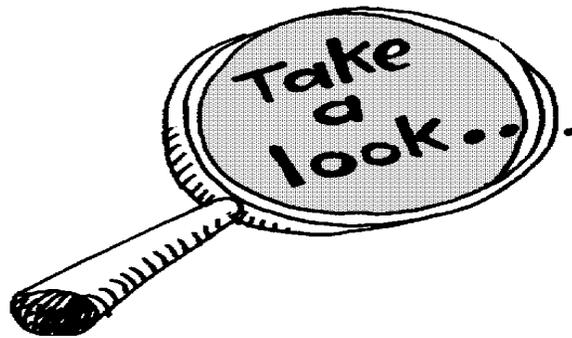


# Section 8

## OCFS Review of the Initial Prior Authorization

OCFS will receive tickler notification that the Prior Authorization and the CS 28 Prior Authorization Tool dimensions have been completed

PA Request,  
Comprehensive Assessment Score Sheet,  
Individual Treatment Plan Or  
Evidence Based Specialized Individual Treatment Plan  
(to be used by OCFS approved providers of the Specialized Service rate)



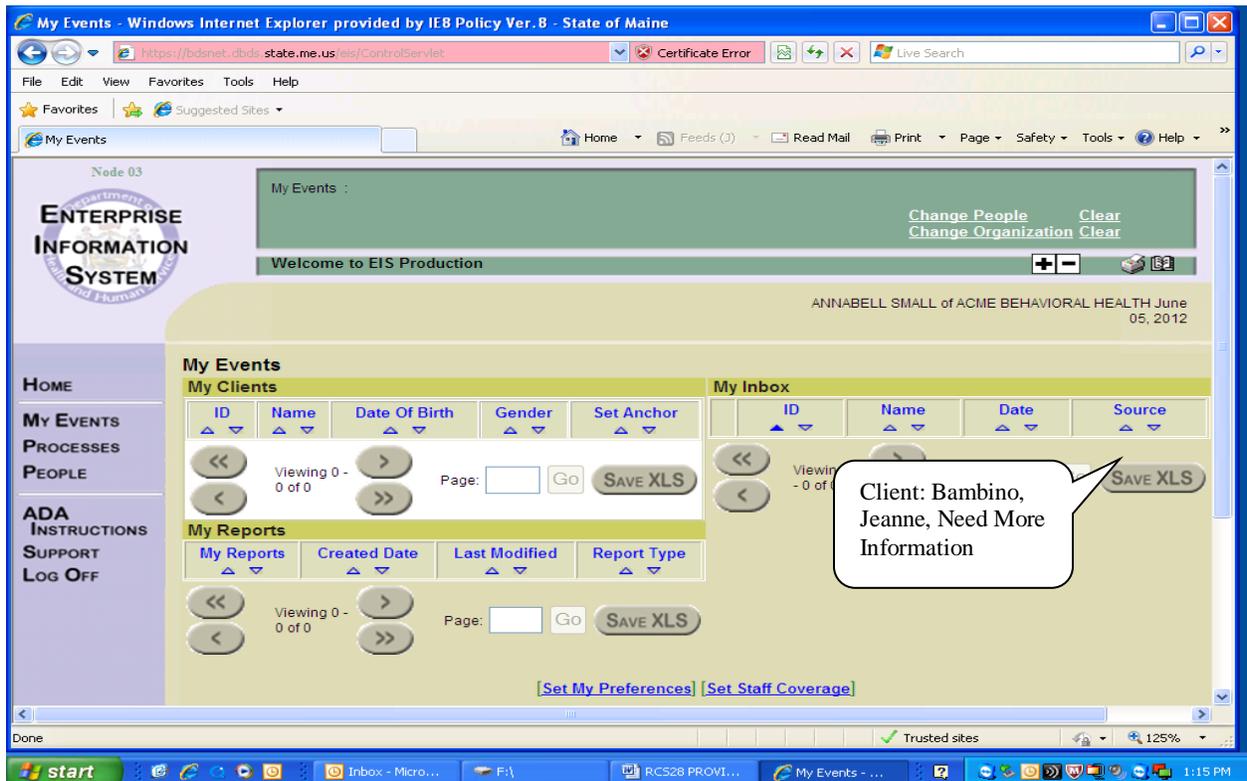
# OCFS Response OCFS Needs More Information

If OCFS requires more information to determine prior authorization, OCFS entered a note "Need More Information". You will receive a tickler notification requesting the additional information.

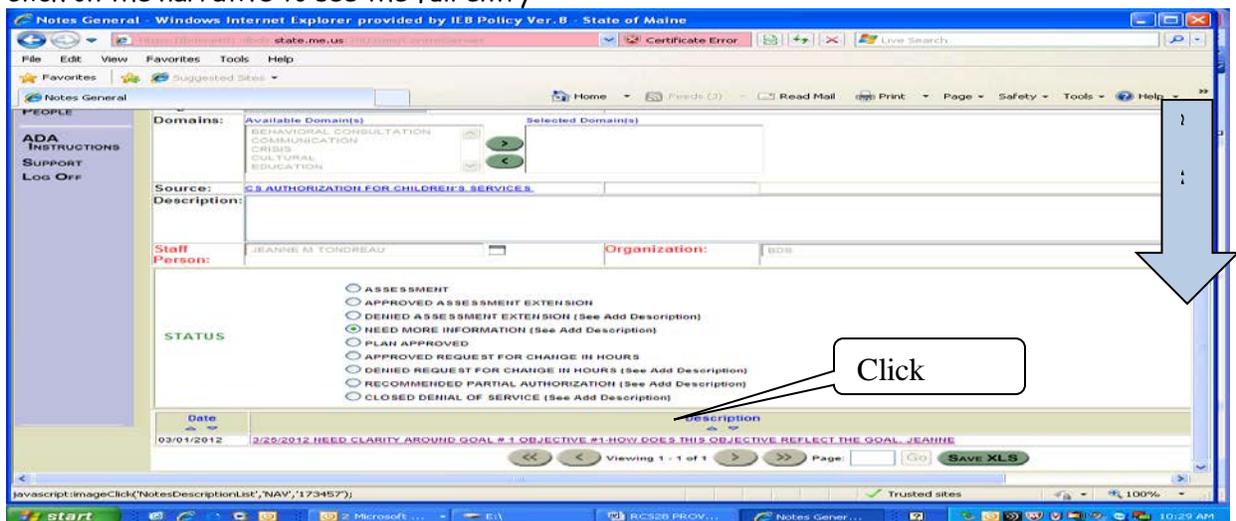
**A response to this tickler is required within 5 state business days from receipt**

Tickler My Events Page

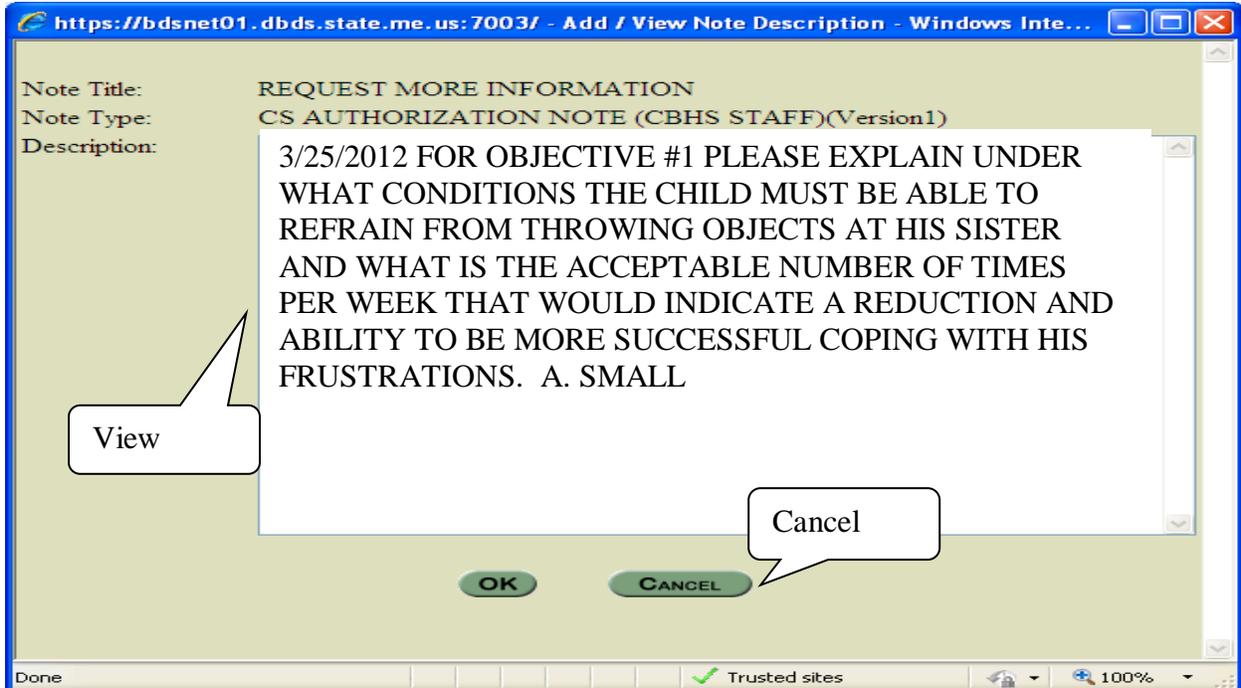
Source Go on the tickler that you wish to view the Add Description added by OCFS



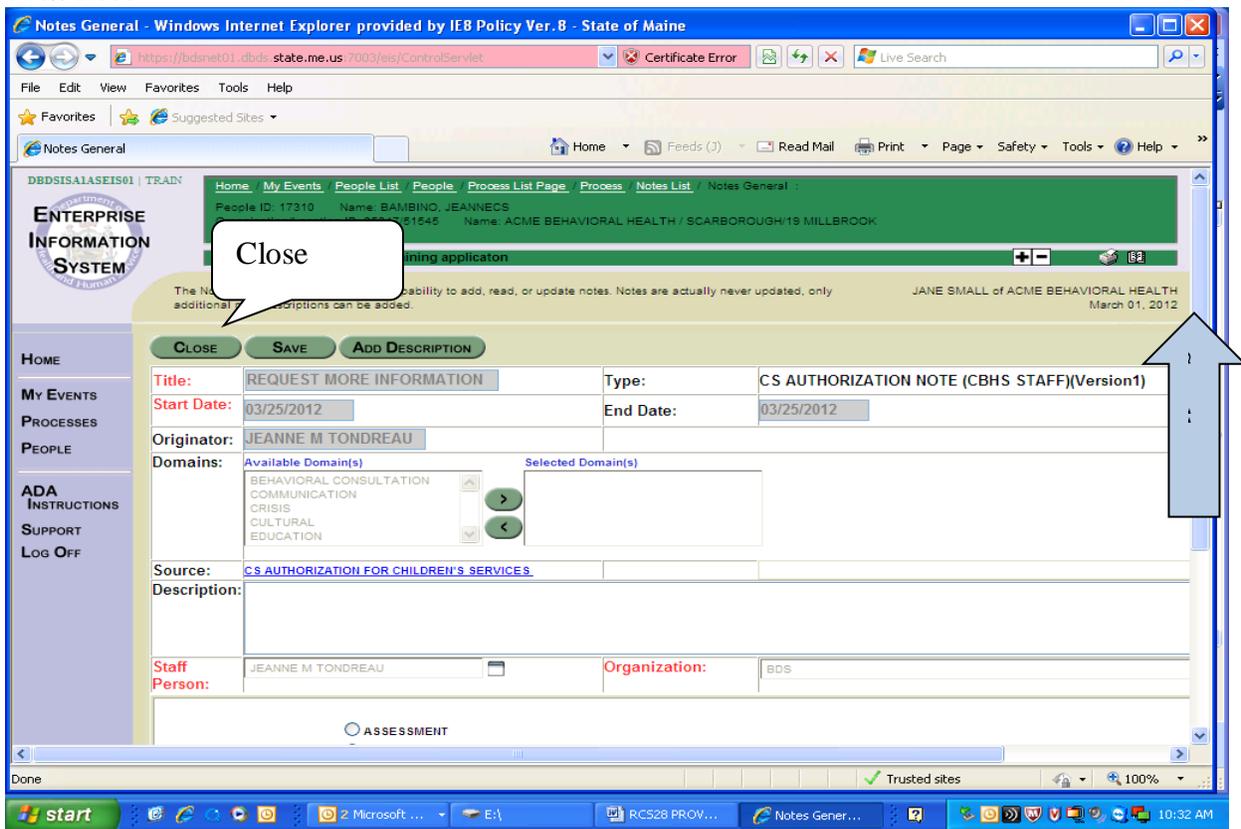
Scroll down to see the add description documenting the requested information  
Click on the narrative to see the full entry



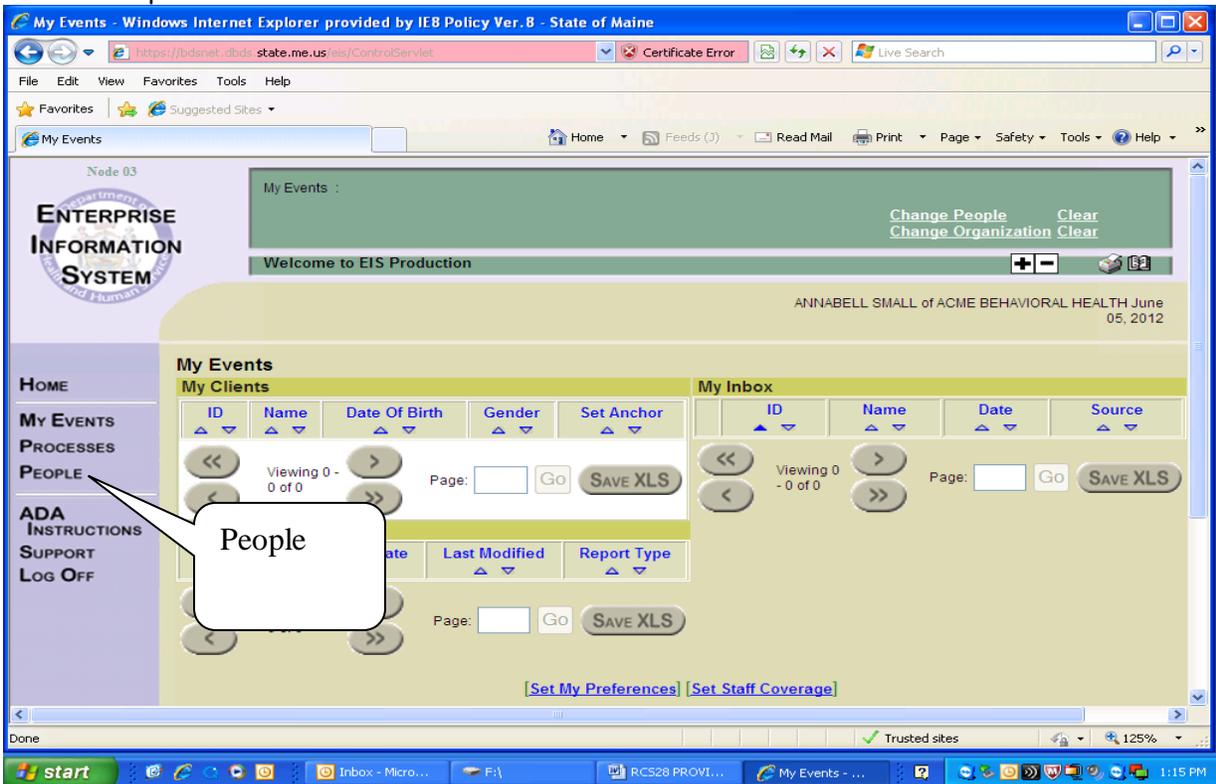
View what is requested for information to prior authorize RCS28 service.  
Click Cancel to exit



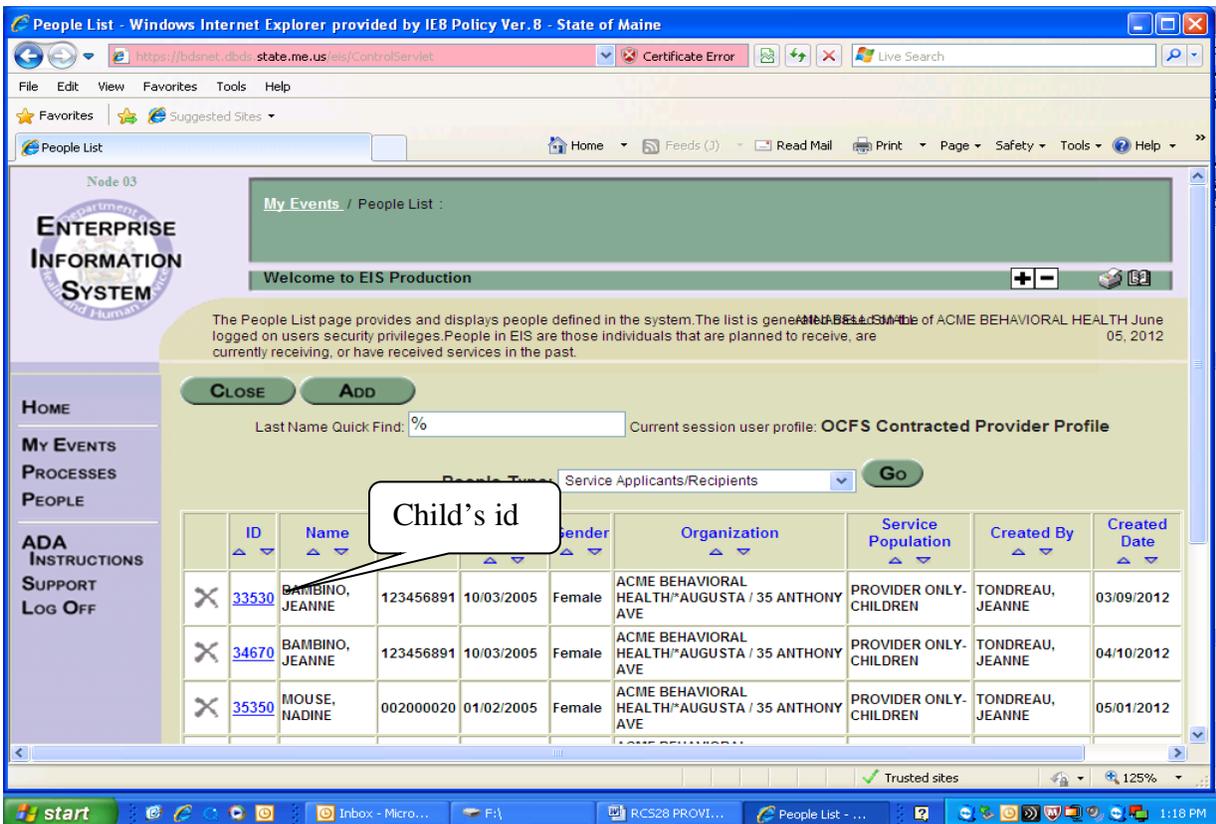
Scroll UP  
Click Close



Brings up back to the My Events page  
 Click on People to anchor on child



Click on child's id



Click on Processes

People Demographics - Windows Internet Explorer provided by IEB Policy Ver.8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

My Events / People List / People :  
 People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

Enterprise Information System

HOME  
 MY EVENTS  
**PROCESSES**  
 PEOPLE  
 ADA INSTRUCTIONS  
 SUPPORT  
 LOG OFF

First Name: JEANNE  
 Last Name: BAMBINO  
 Date of Birth: 10/03/2005  
 Gender: FEMALE  
 MaineCare ID: 12345689A  
 Primary Service Population: PROVIDER ONLY-CHILDREN

Click on Process name highlighted in blue

Process List - Windows Internet Explorer provided by IEB Policy Ver.8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

My Events / People List / People / Process List Page :  
 People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes and/or organization.

Change People Change Organization  
 Clear Clear

Enterprise Information System

HOME  
 MY EVENTS  
 PROCESSES  
 PEOPLE  
 ADA INSTRUCTIONS  
 SUPPORT  
 LOG OFF

Types: ALL Group: ALL

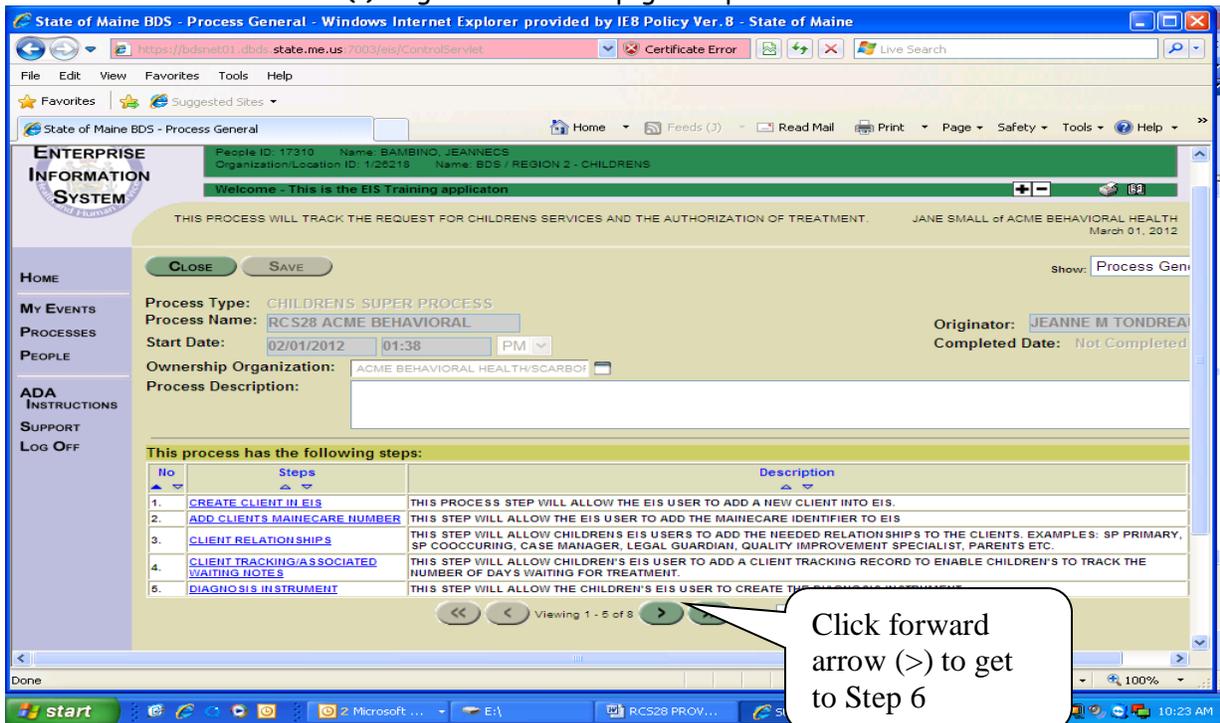
Start Date Range: To Listing: All Go

Name	Initiator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

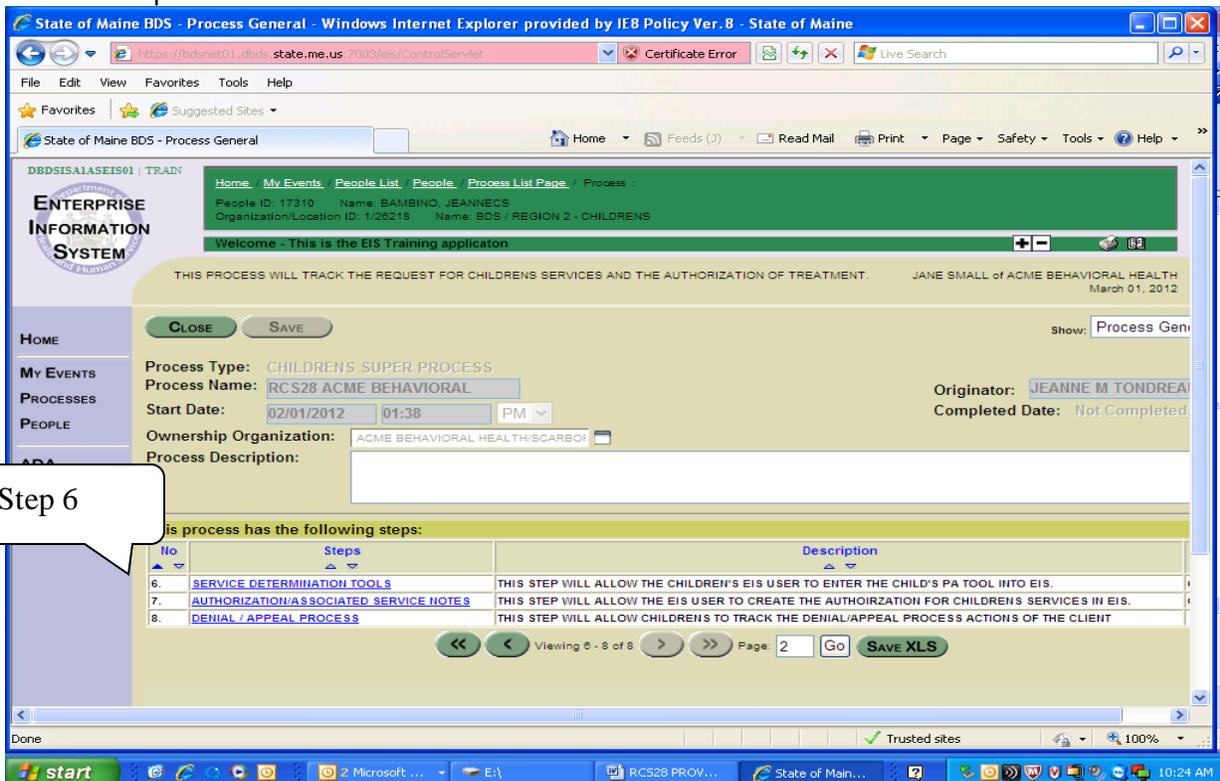
Viewing 1 - 1 of 1 Page: Go SAVE XLS

# Provider Action

To get to the Process Step 6 Service Determination Tools  
Click on the forward arrow (>) to get to the next page Step 6-8



Click on Step 6 Service Determination Tools



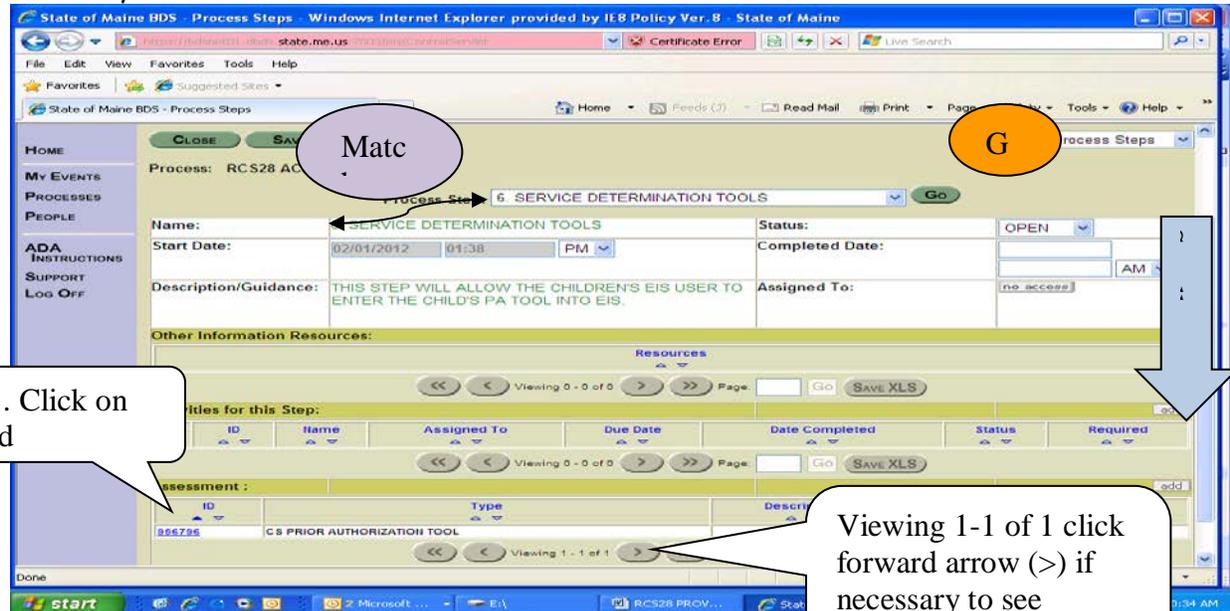
# Proceed to Update Treatment Plan

Be sure that the Process Step and the Page name **Matc** (If not Click **Go**)

Scroll **DOWN**

1. Click on CS28 Prior Authorization Tool id with no end date

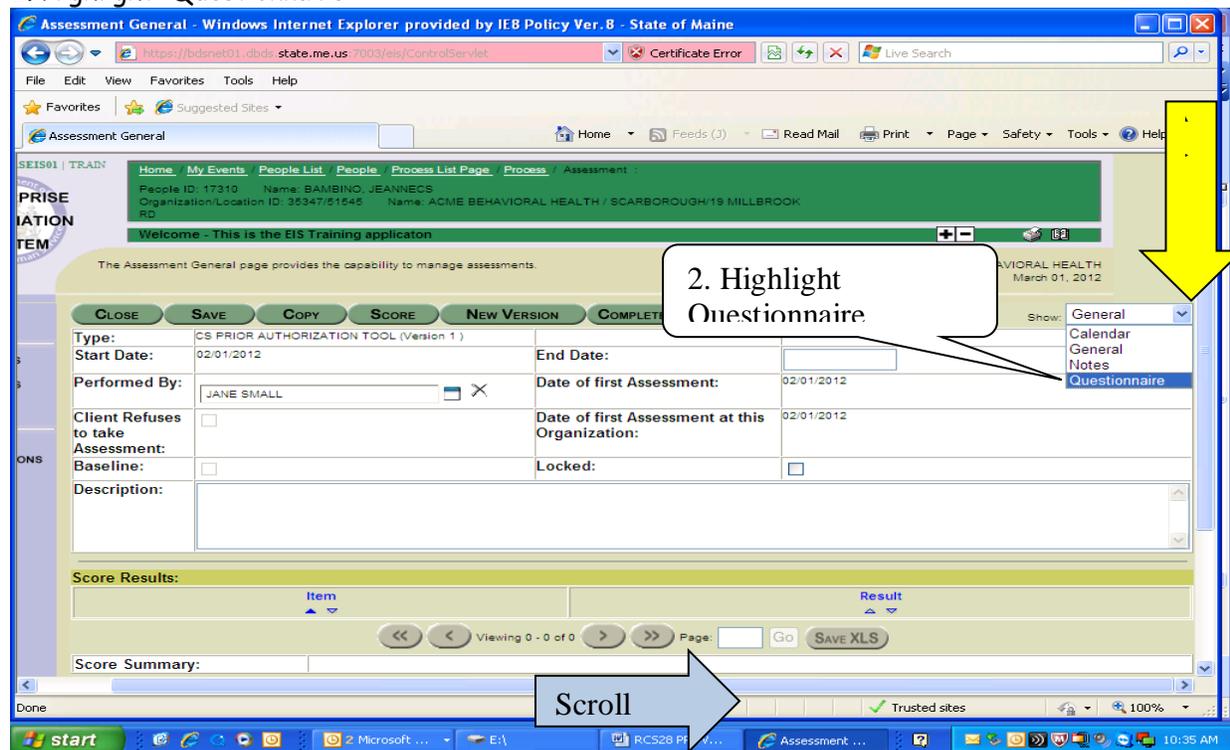
FYI if more than 3 CS28 Prior Authorization Tools have been entered click forward arrow (>), if necessary



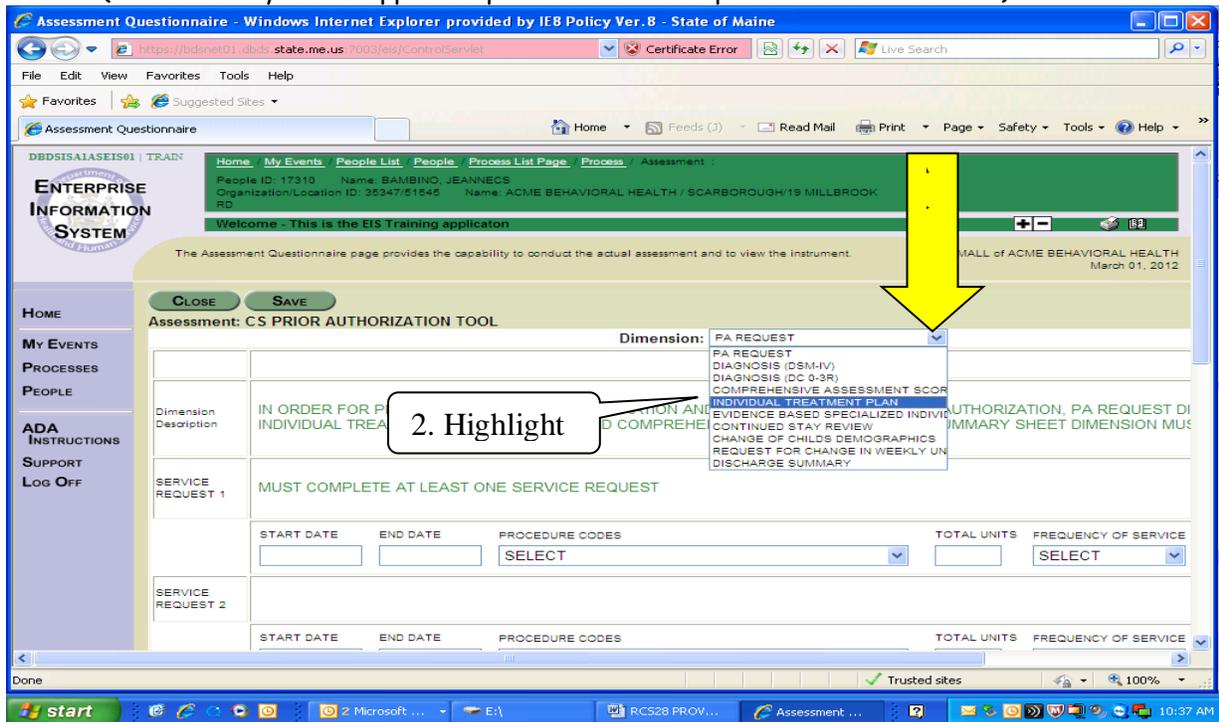
Scroll to the **RIGHT**

1. Show menu **DOWN** arrow

2. Highlight: Questionnaire



1. Go to Dimension **DOWN** arrow
2. Highlight the Dimension: Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan (to be used by OCFS approved providers of the Specialized Service rate)



When adding an update to any goal, objective or method on the treatment plan after responding to a request for more information, the standard acceptable format in each updated area will be Date: 00/00/0000 updated information, Signature Full Name

Example: Objective # 1

Child will not have the crossing guard speak to her more than 2 times weekly  
**5/10/2012 Skill that will be learn to check both ways before crossing the street. Annabell Small**

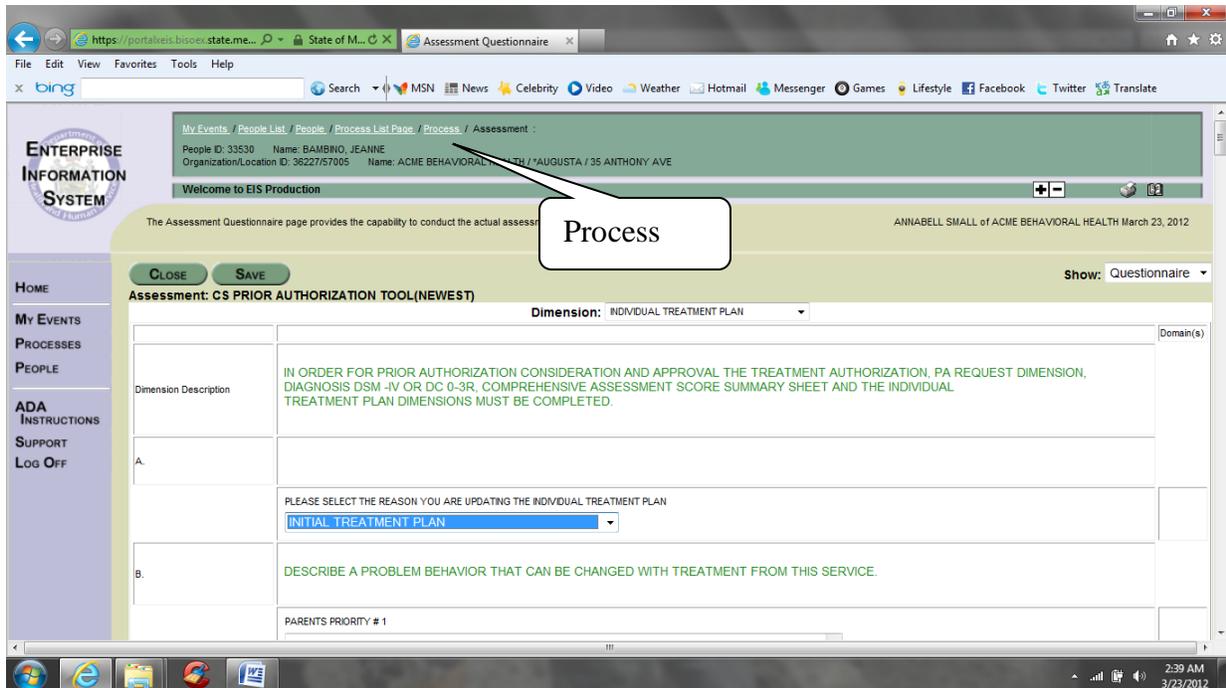
Scroll **DOWN**  
Update the information requested-

1. Update the treatment plan as requested

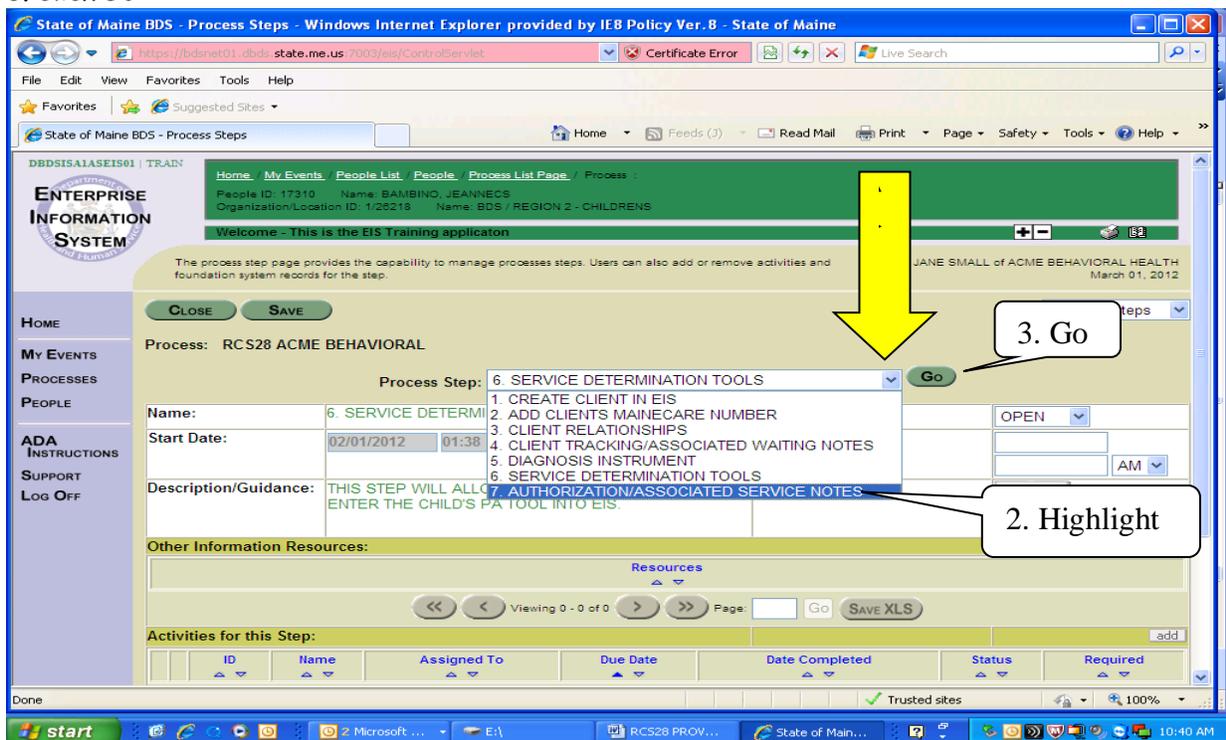
Scroll **UP**  
2. Click Save

2. Save

Click Process in the header



1. Process Step **DOWN** arrow
2. Highlight Process Step 7 Authorization/Associated Service Notes
3. Click Go



Be sure that the Process Step and the Page name  
Scroll **DOWN**

Matc

(If not Click **Go**)

1. Click on authorization id (Authorization Type: CS Authorization for Service)  
FYI if more than 3 authorizations have been entered click on forward arrow (>)

1. Click on

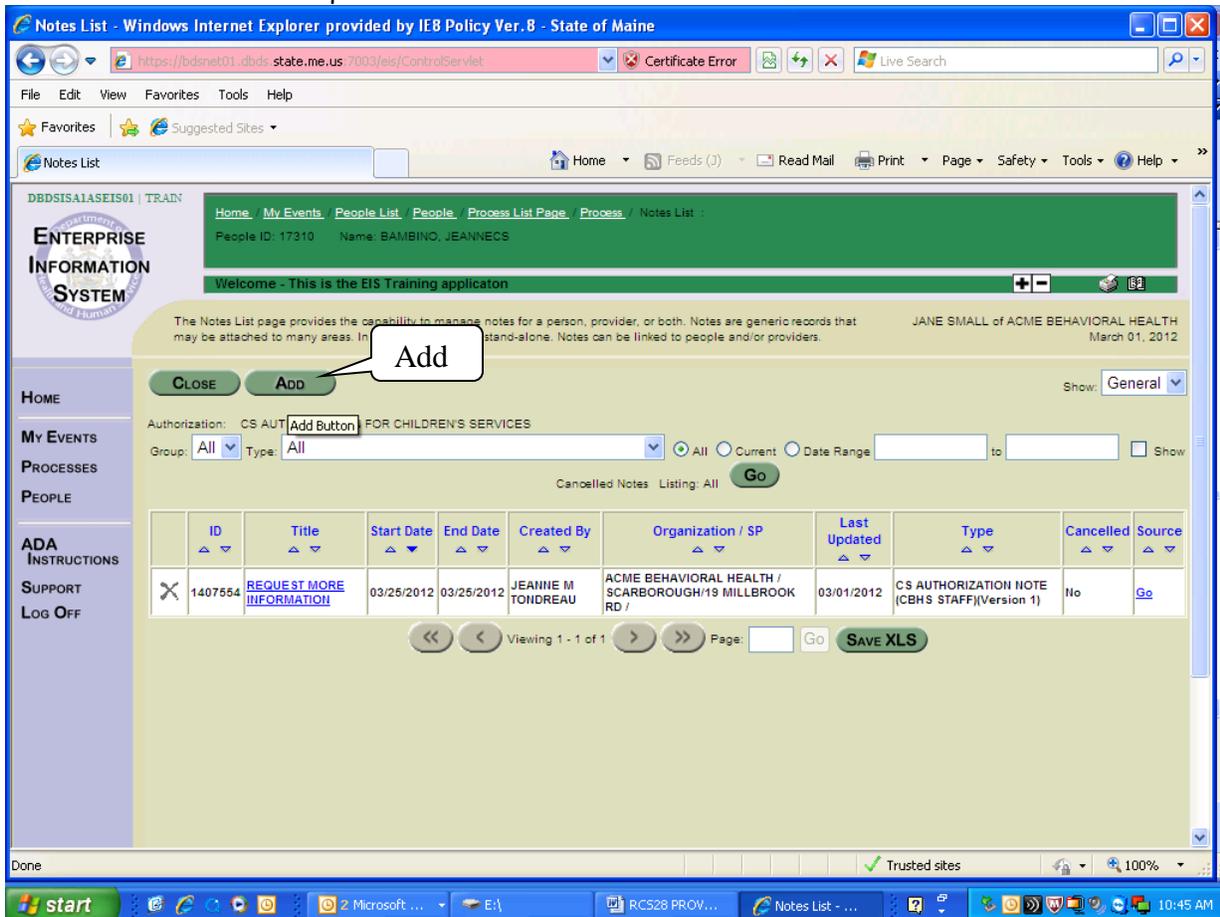
Viewing 1-2 of 2  
Click forward arrow (>) if necessary to see additional authorizations

1. Show menu **DOWN** arrow
2. Highlight: Notes

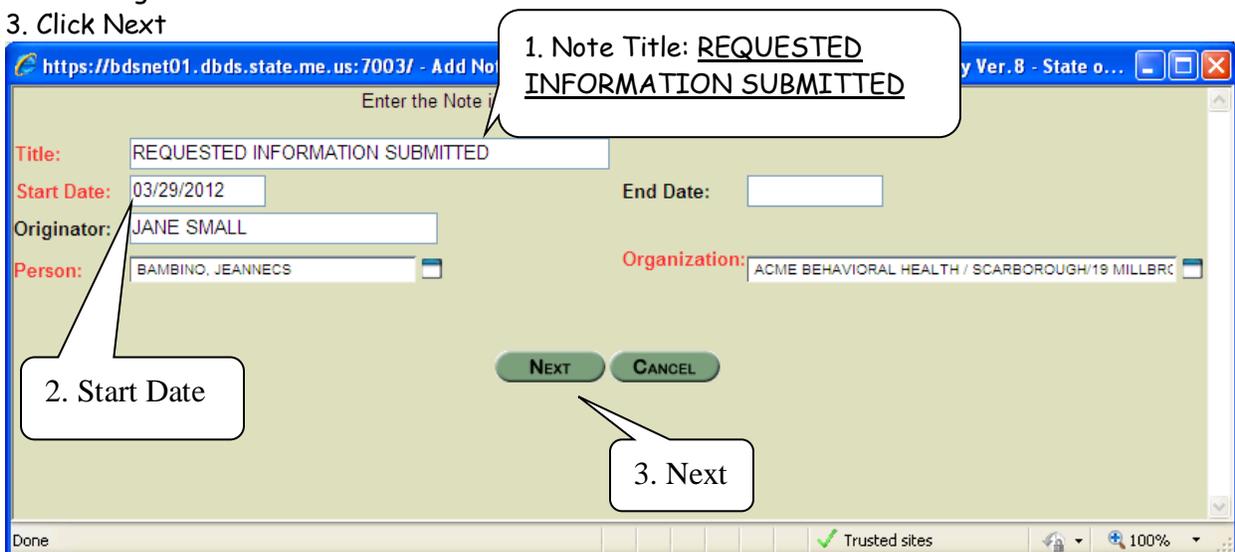
2. Notes

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(35347/51545)ACME BEHAVIORAL HEALTH/SCARBOROUGH/19 MILLBROOK RD	\$8.94	PER 1/4 HOUR	600	TOTAL UNITS	600	5364.00	28 SERVICE AUTHORIZATION

Click Add to enter the Requested Information Submitted note



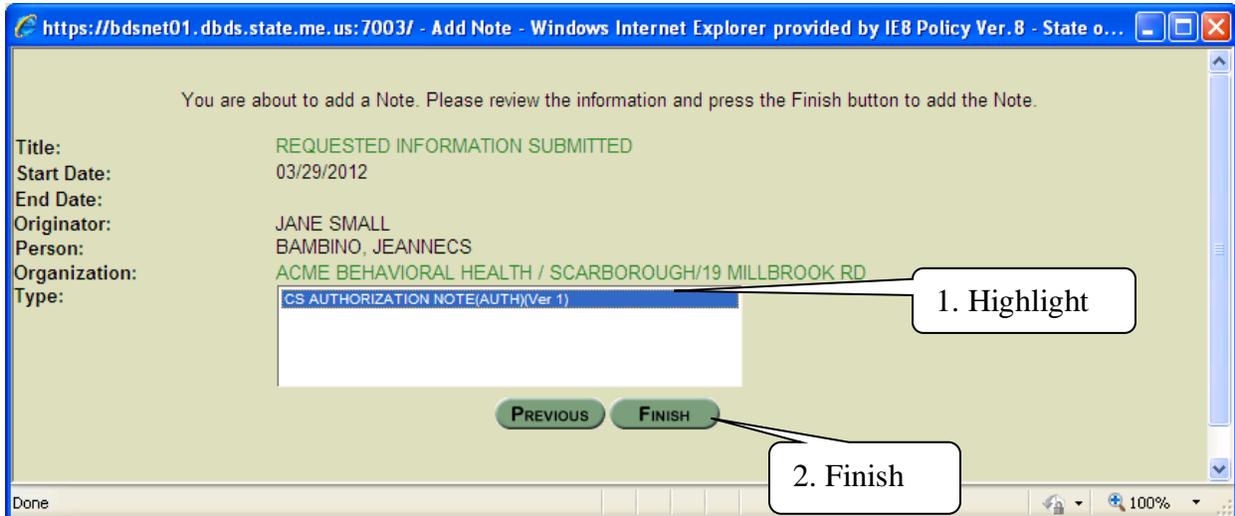
1. Note Title: REQUESTED INFORMATION SUBMITTED
2. Start Date: date you submitted the requested information  
End date defaults-same as start date  
Organization: defaulted
3. Click Next



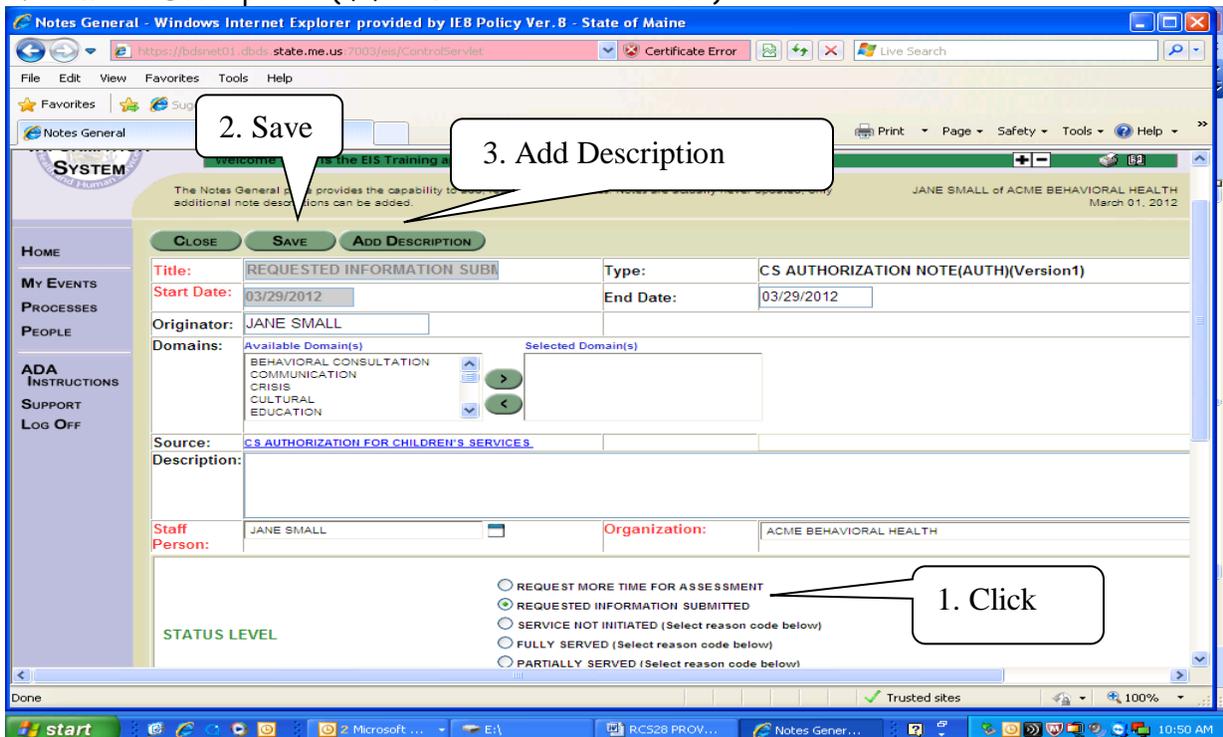
Verify that all data is correct, if a data entry error has occurred click previous and correct the mistake

Verify title and the date

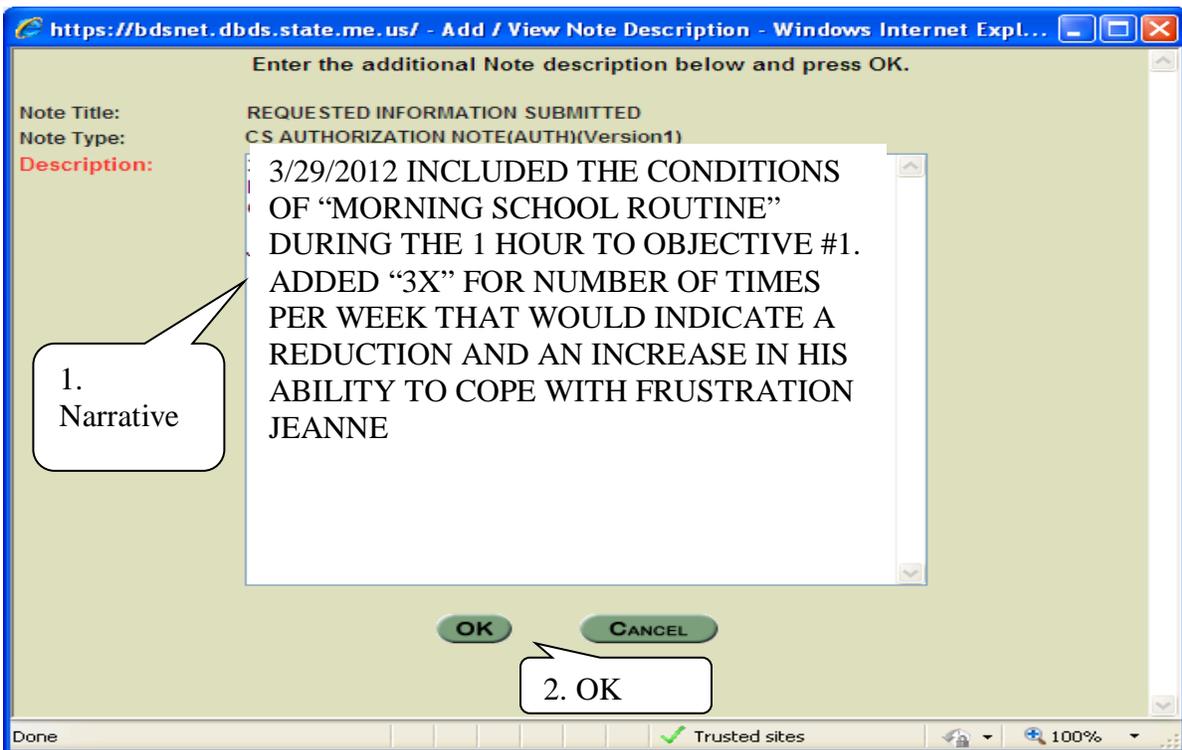
1. Highlight Note Type: CS Authorization Note
2. Click Finish



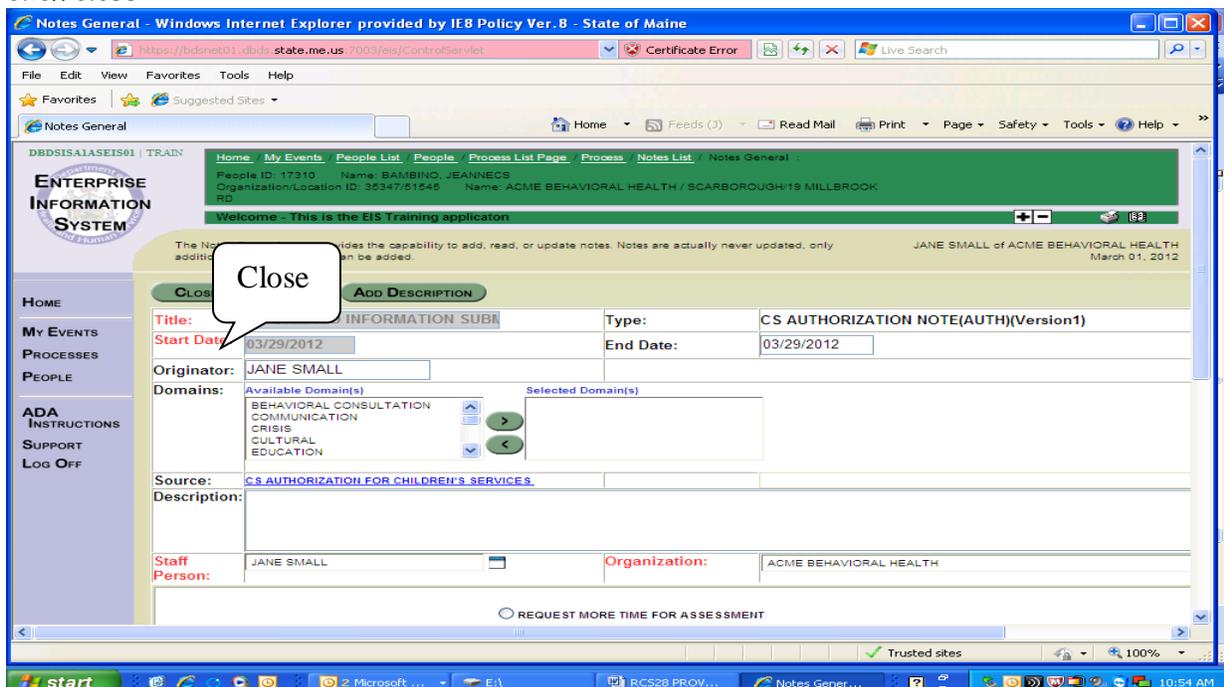
1. Click Status Level: Requested Information Submitted
2. Click Save
3. Click Add Description - (if further narrative is needed)



1. Type in additional information, explanation and/or description of information added to treatment plan to satisfy request.
2. Click Ok



Click Close



**To log off or change clients (Refer to Section 1)**

# OCFS Response Plan approved

OCFS will receive a tickler notification stating that you have updated the requested information. OCFS will review the CS28 Prior Authorization Tool, if approved you will receive a tickler notification. OCFS has added the authorized date, changed the authorized by on the authorization, and added a note stating plan approved.

Authorization will be submitted to MIHMS, PA letter generated. Check the PA Letter for accuracy.

You will now enter a status level note indicating the start date and level of service. (Refer to Section 9) A status level note must be entered within **30 days** from the end date of the assessment authorization.

**Provider Action** To enter the status level note when services begin  
**Sign into EIS (Refer to Section 1)**

Tickler My Events Page

Source Go on the tickler to view Plan approved note and add status level note.

My Events - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControServlet

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
Viewing 0 - 0 of 0				

My Reports

My Reports	Created Date	Last Modified	Report Type
Viewing 0 - 0 of 0			

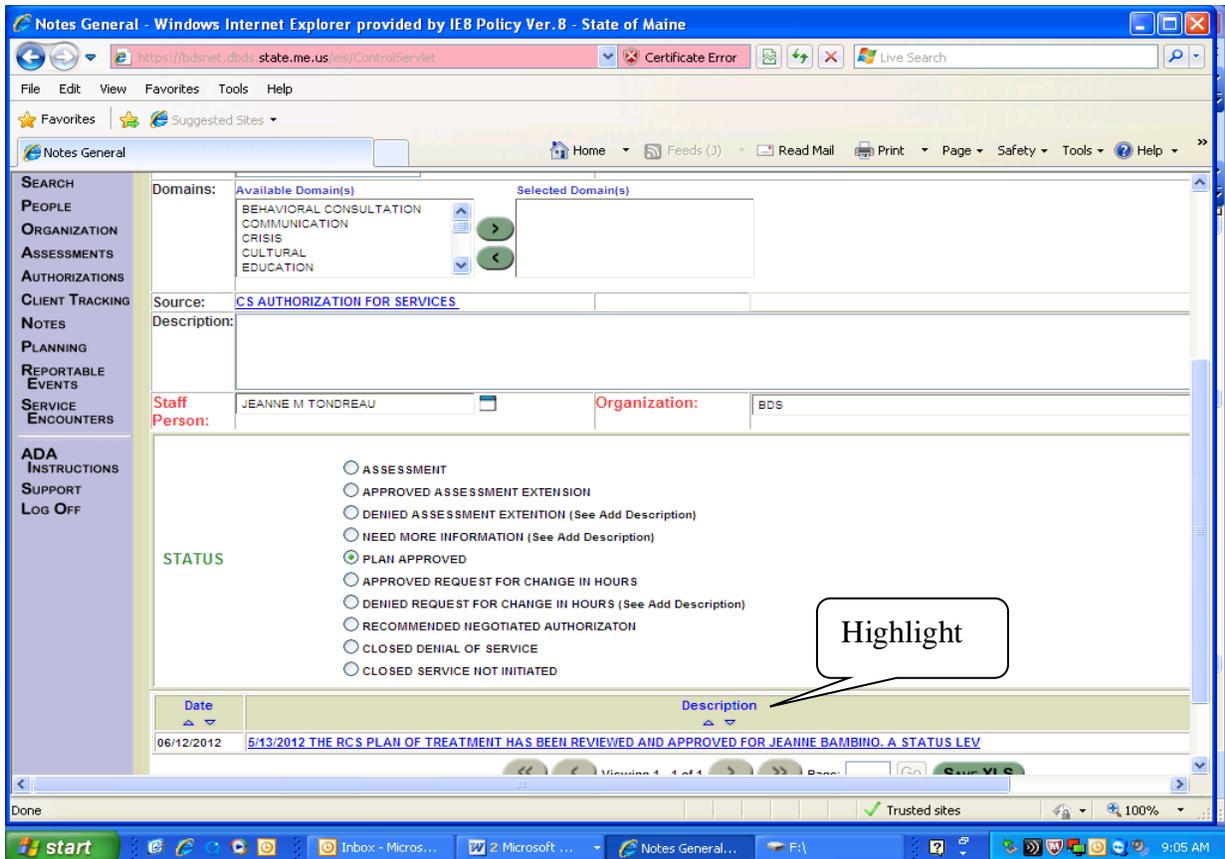
My Inbox

ID	Name	Date	Source
Viewing 0 - 0 of 0			

Client: Bambino, Jeanne, Plan Approved

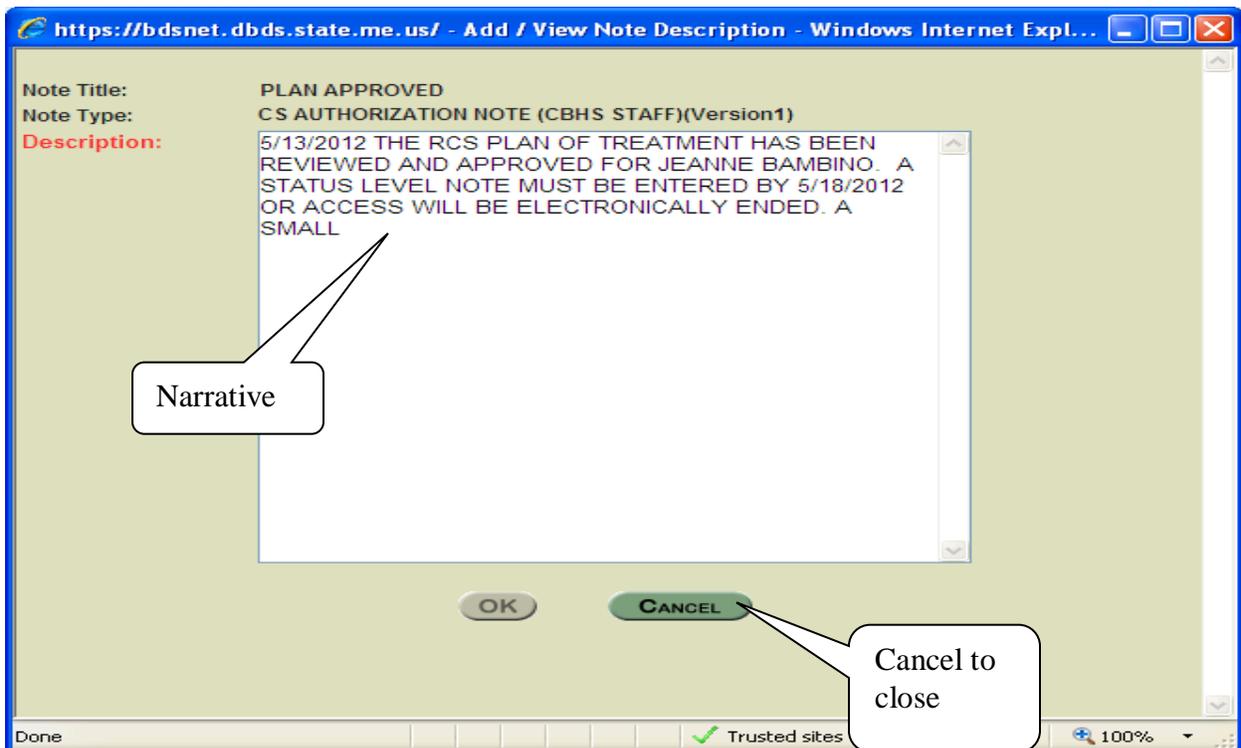
[Set My Preferences] [Set Staff Coverage]

Click on narrative to view full narrative

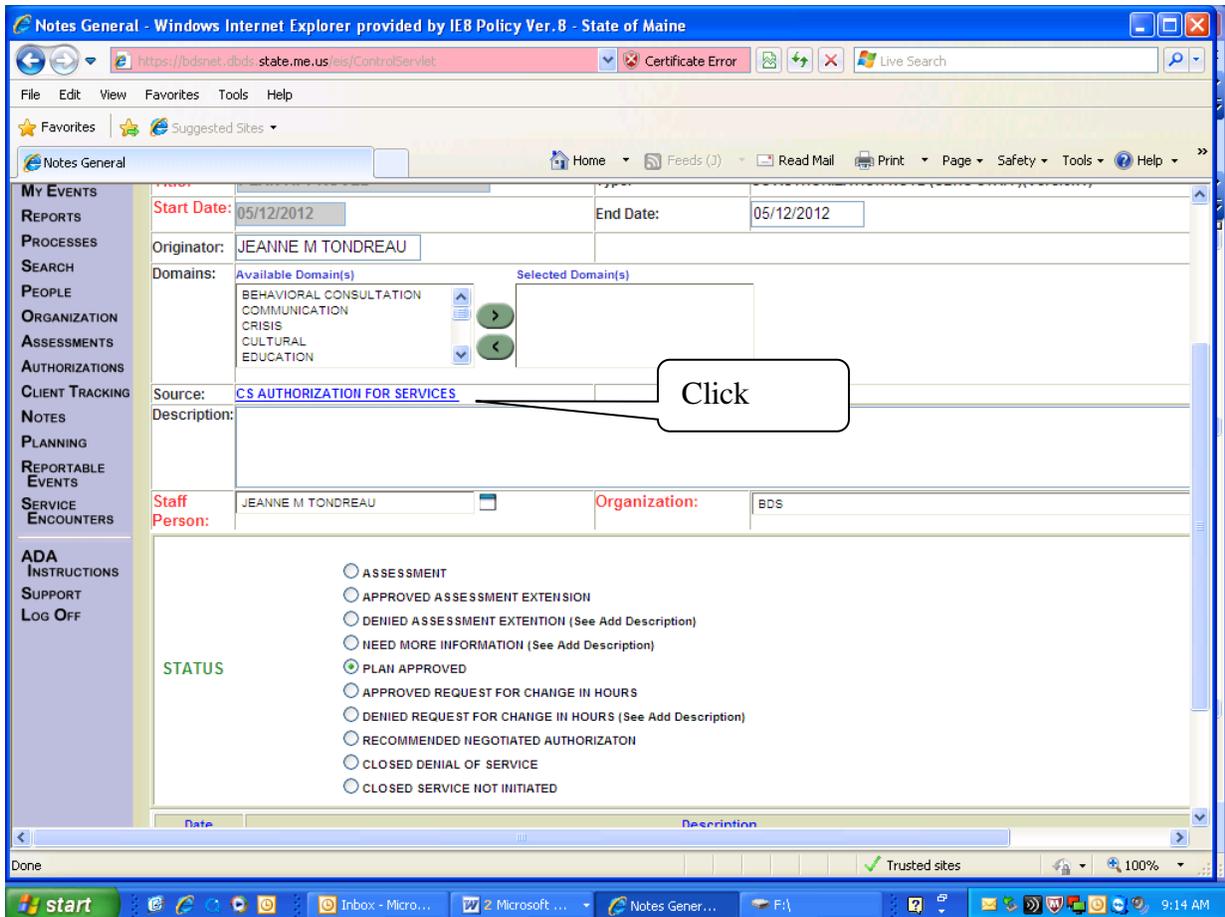


View the full narrative

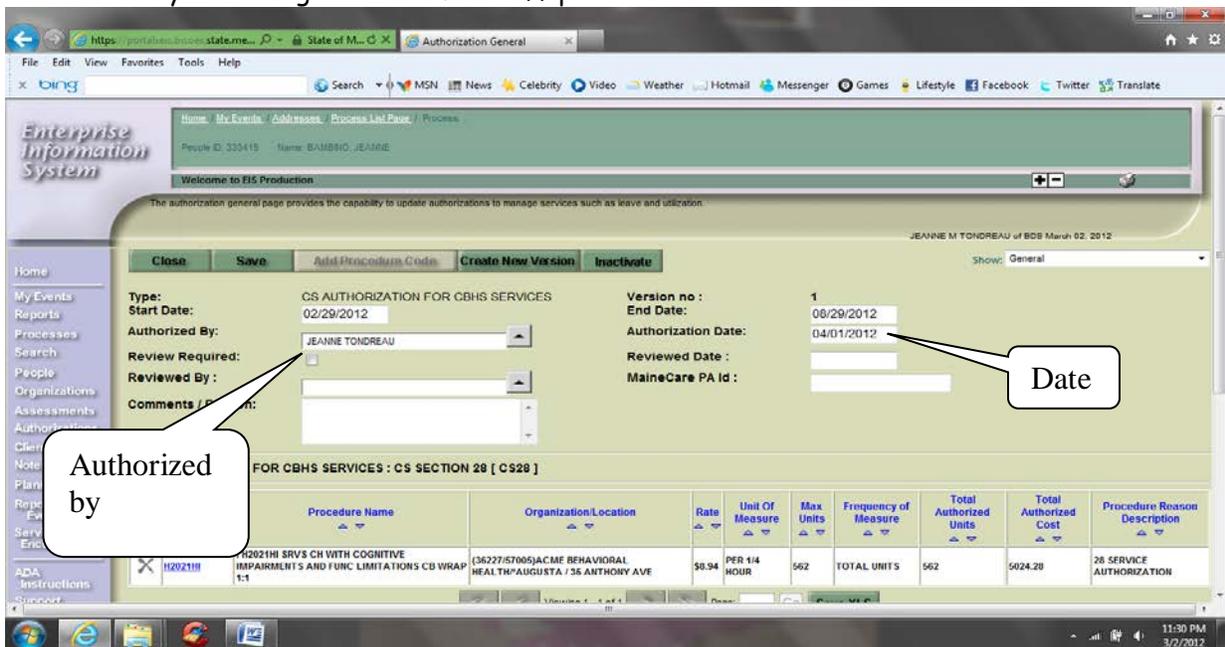
Click Cancel to close



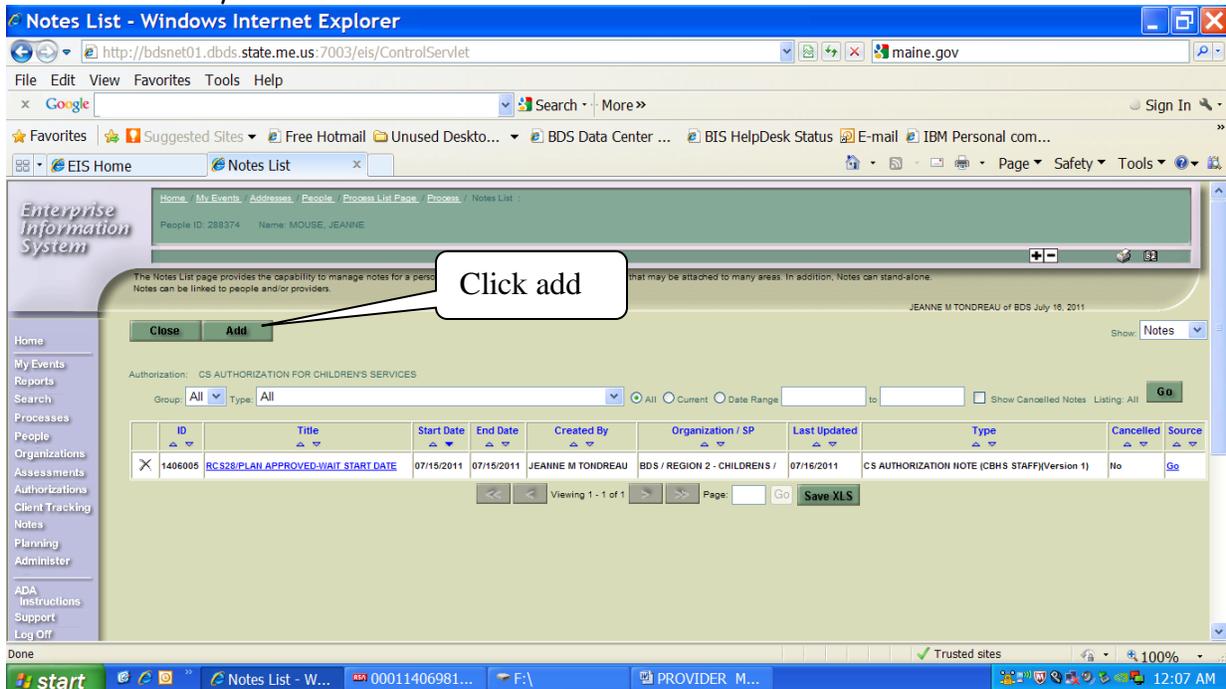
Click on CS Authorization for Services to enter status level note



Authorized date entered  
Authorized by has changed to a OCFS staff person

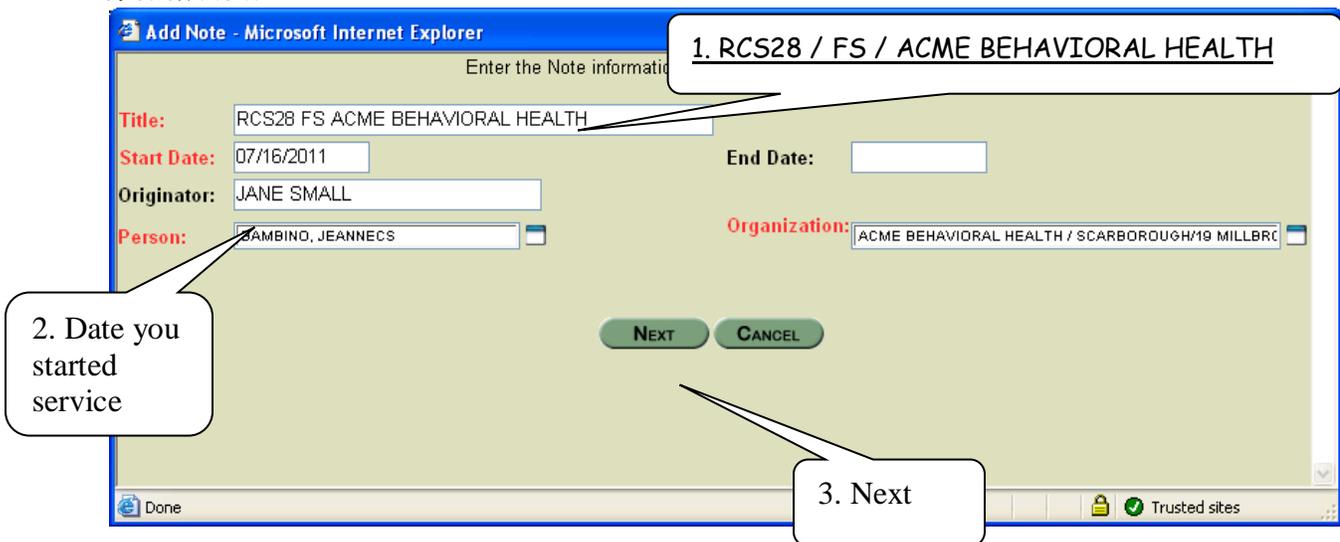


You will enter a status level note stating that the client is now being served.  
Click Add to add your status level note



FYI: When initiating the delivery of service a status level of "Service Interrupted" can not be chosen. If you are unable to begin delivery of service to the child within 30 days of the end date of the assessment authorization a "Service Not Initiated" note will be entered and child will be returned to Central Enrollment. ( See page 112)

1. Title of Note: RCS28 / FS / ACME BEHAVIORAL HEALTH Fully served
2. Start date: date you started service  
End Date will auto populate with start date  
Originator data enterer  
Organization: your agency
3. Click Next

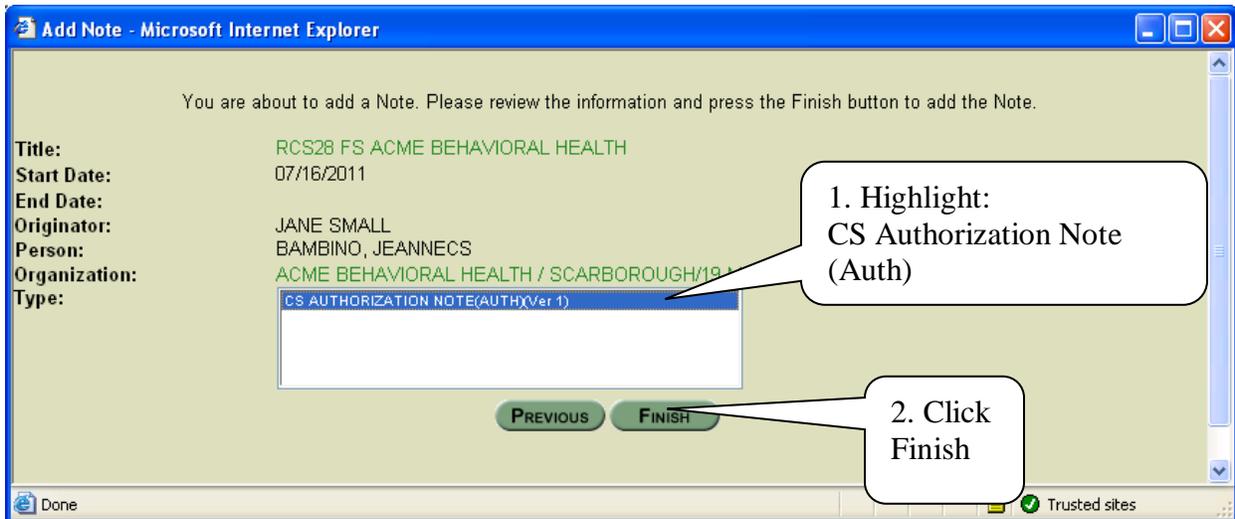


Verify that all data is correct, if a data entry error has occurred click previous and correct the mistake.

Verify title and the date

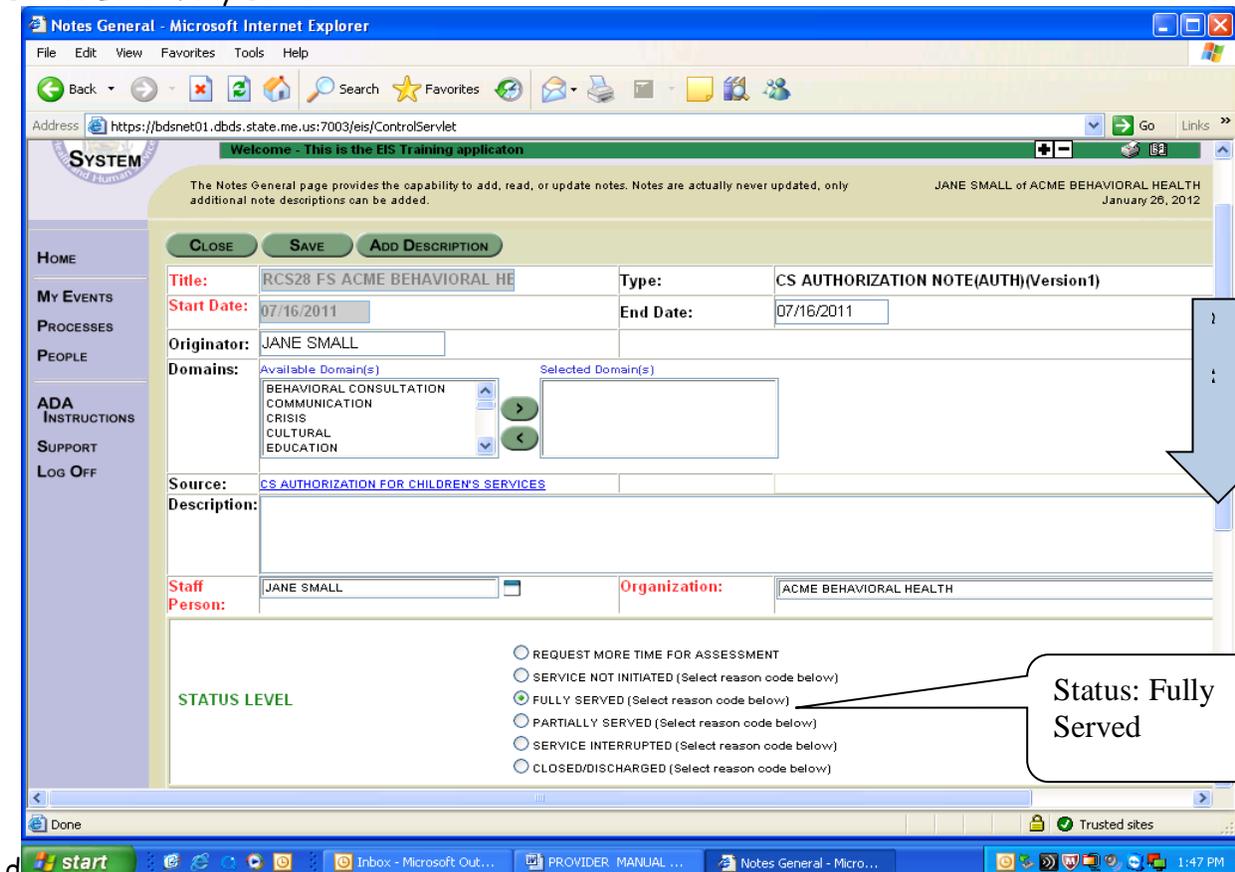
1. Highlight: Note Type: CS Authorization Note (Auth)

2. Click Finish



Scroll **DOWN**

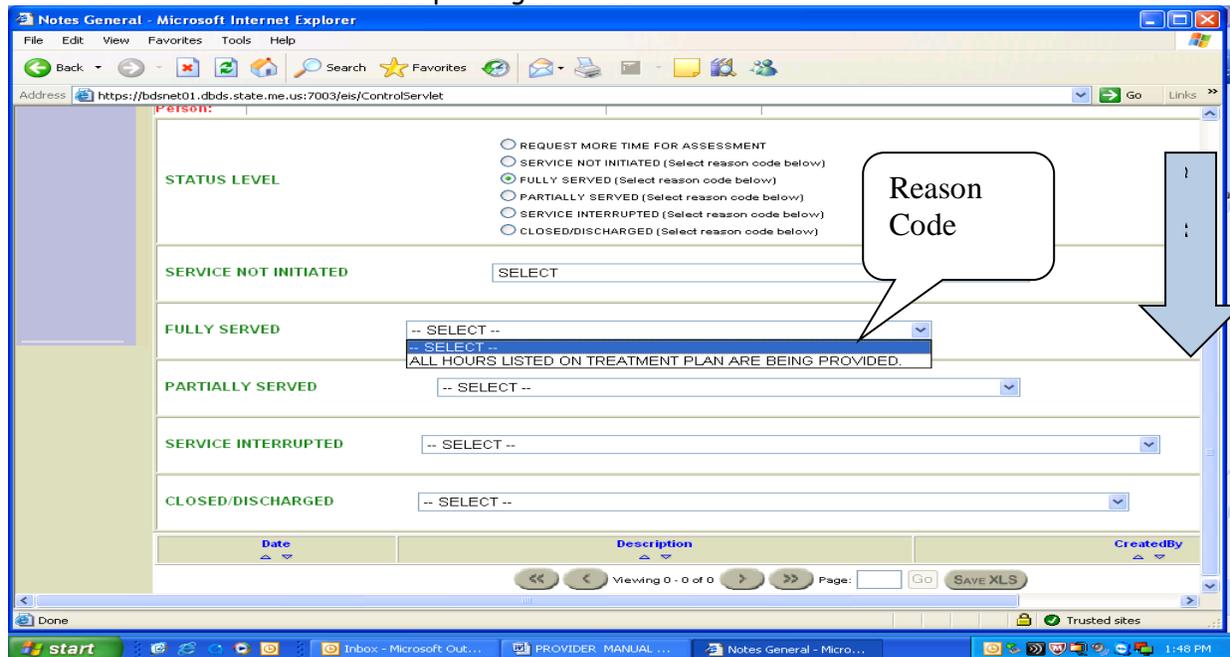
Status Level: Fully Served



Scroll **DOWN**

When entering status level notes some statuses have 2 parts, the status level and the reason code.

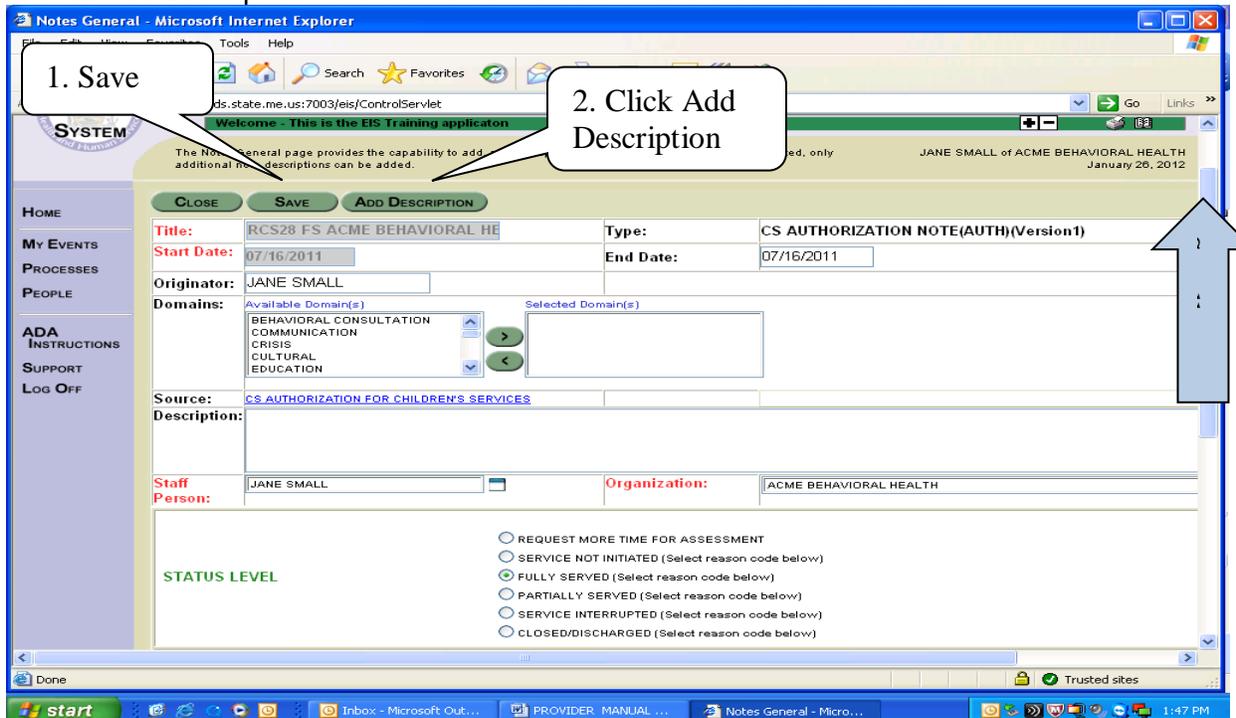
Choose Reason code for the corresponding status level



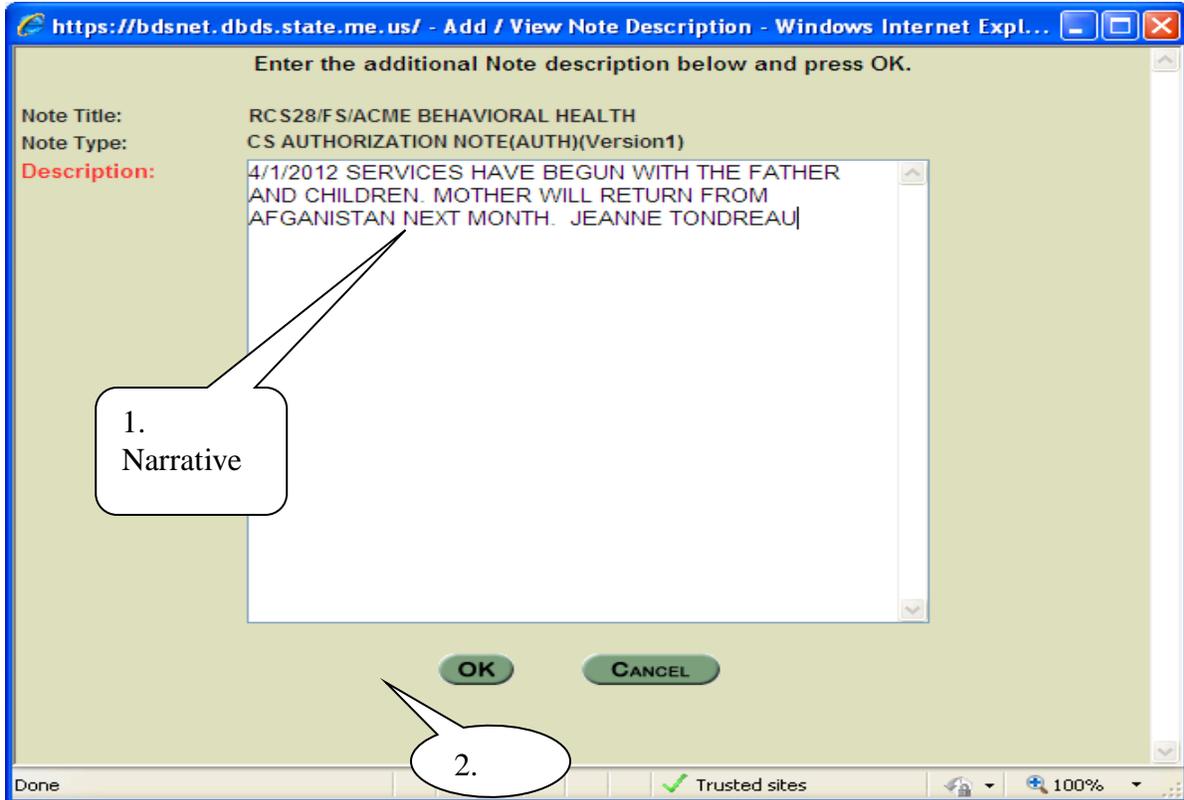
Scroll **UP**

1. Click Save

2. Click Add Description- to enter narrative about the status level entered.



1. Type in narrative
2. Click OK



**To log off or change clients (Refer to Section 1)**

## OCFS Response Recommended Negotiated Authorization

During the negotiation for authorization for services it is the intent to come to an agreement between the provider's original request and the clinically approved units to adequately meet the needs of the child and family.

Negotiation is to lead to a positive outcome when all parties, family, provider and the Department accept the approved units, avoiding the denial of service.

### Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS

My Events - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

https://bdsnet.dbd.state.me.us/eis/ControlServlet

My Events

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
----	------	---------------	--------	------------

Viewing 0 - 0 of 0

Page: [ ] Go [SAVE XLS]

My Reports

My Reports	Created Date	Last Modified	Report Type
------------	--------------	---------------	-------------

Viewing 0 - 0 of 0

Page: [ ] Go [SAVE XLS]

My Inbox

ID	Name	Date	Source
----	------	------	--------

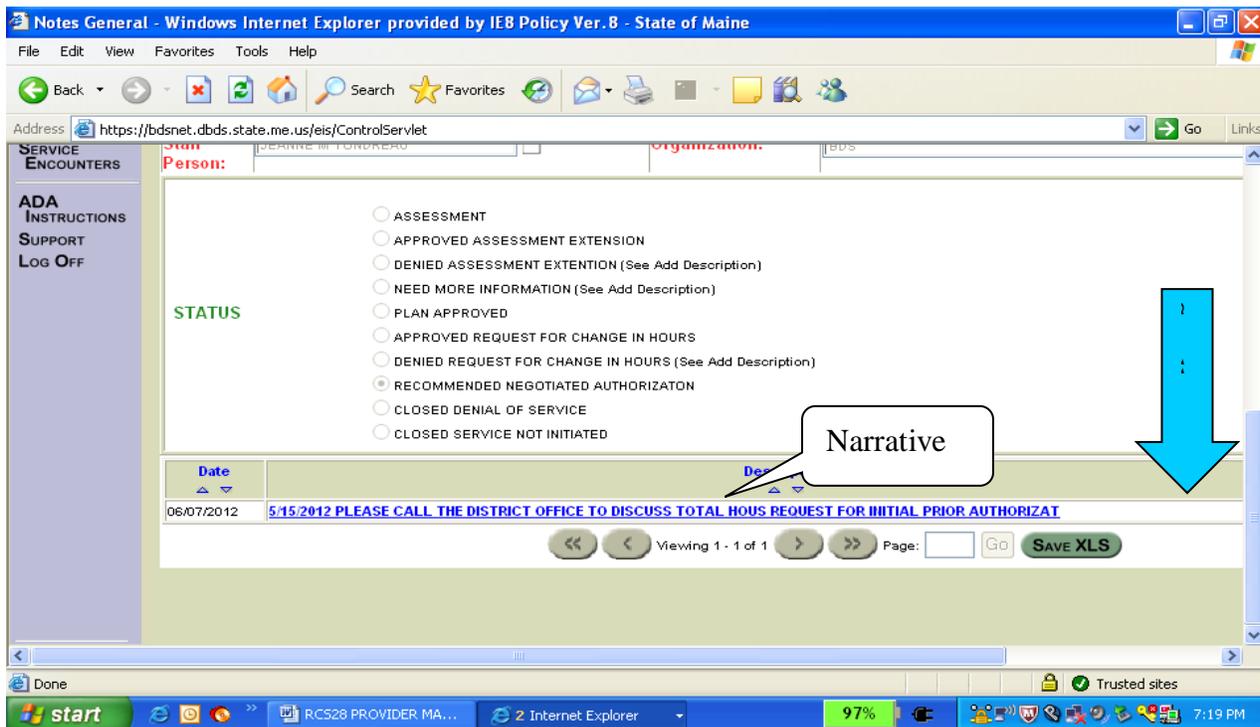
Viewing 0 - 0 of 0

Page: [ ] Go [SAVE XLS]

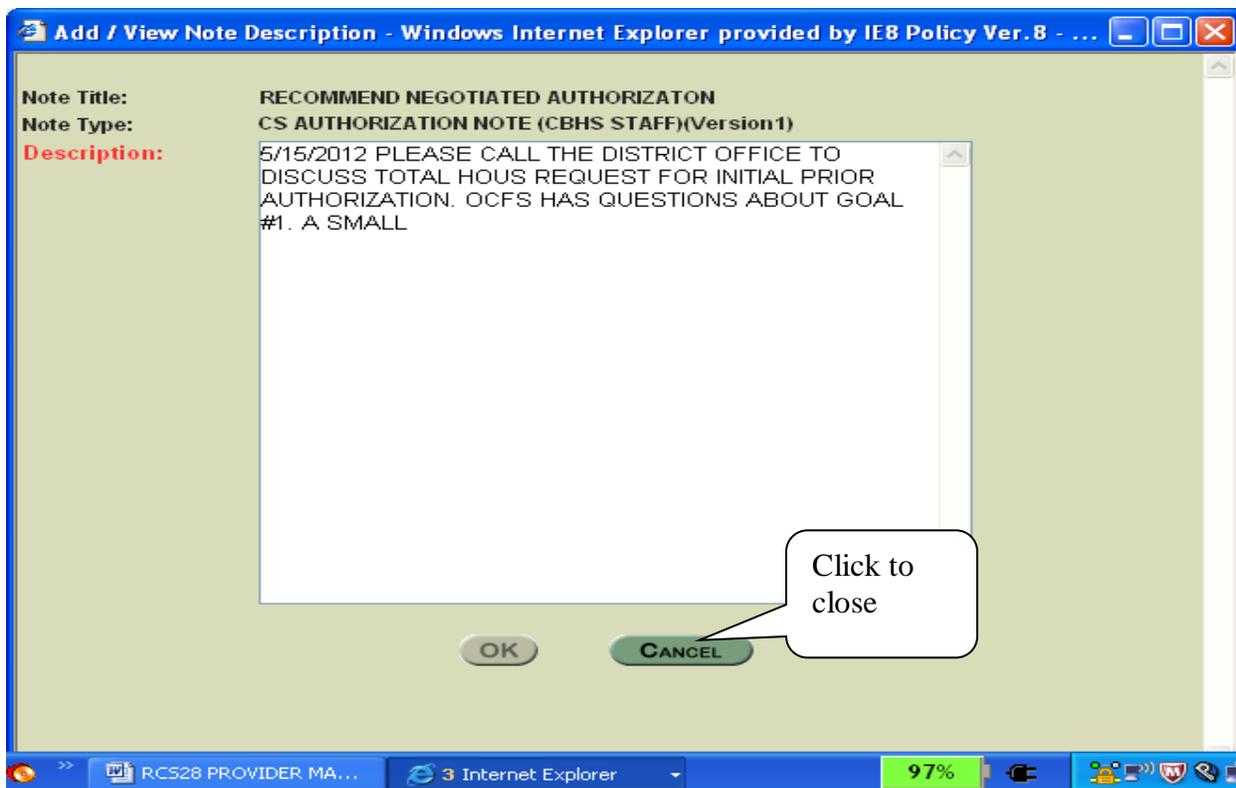
Client: Bambino, Jeanne, Recommended Negotiated Authorization

[Set My Preferences] [Set Staff Coverage]

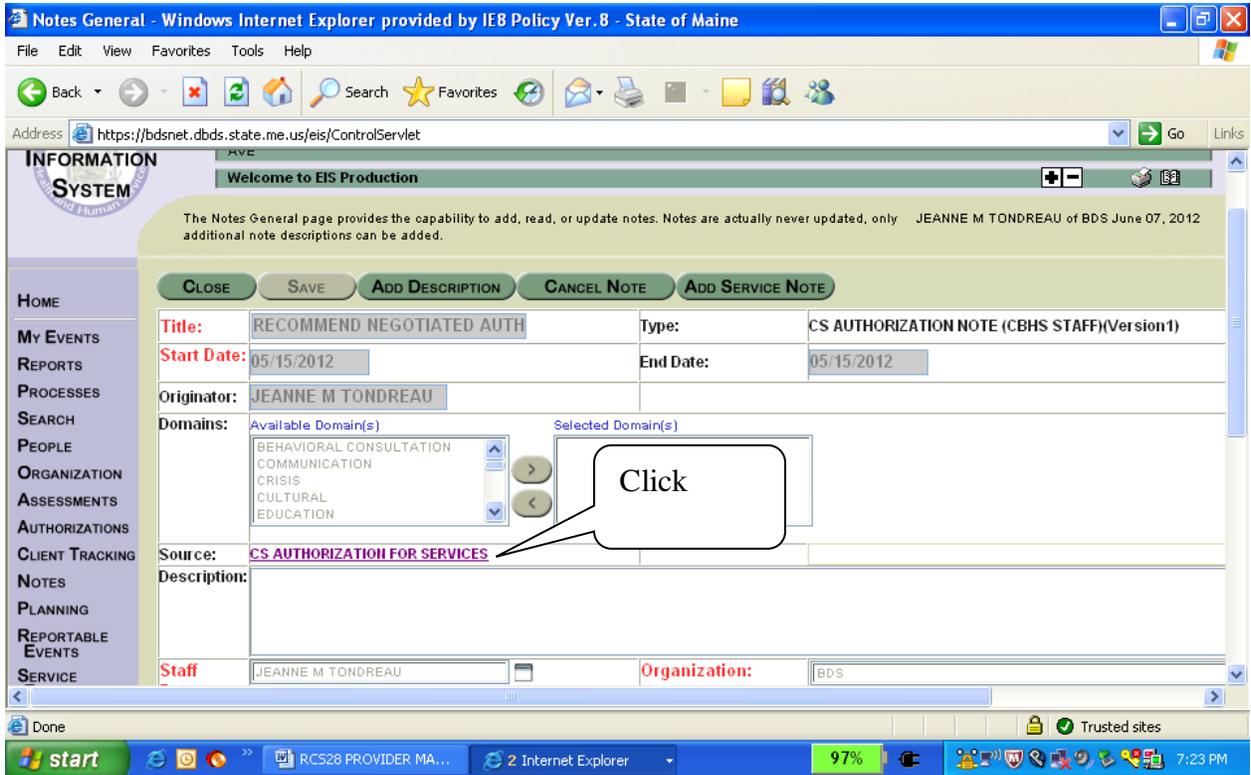
Scroll down  
Click on narrative to view full entry



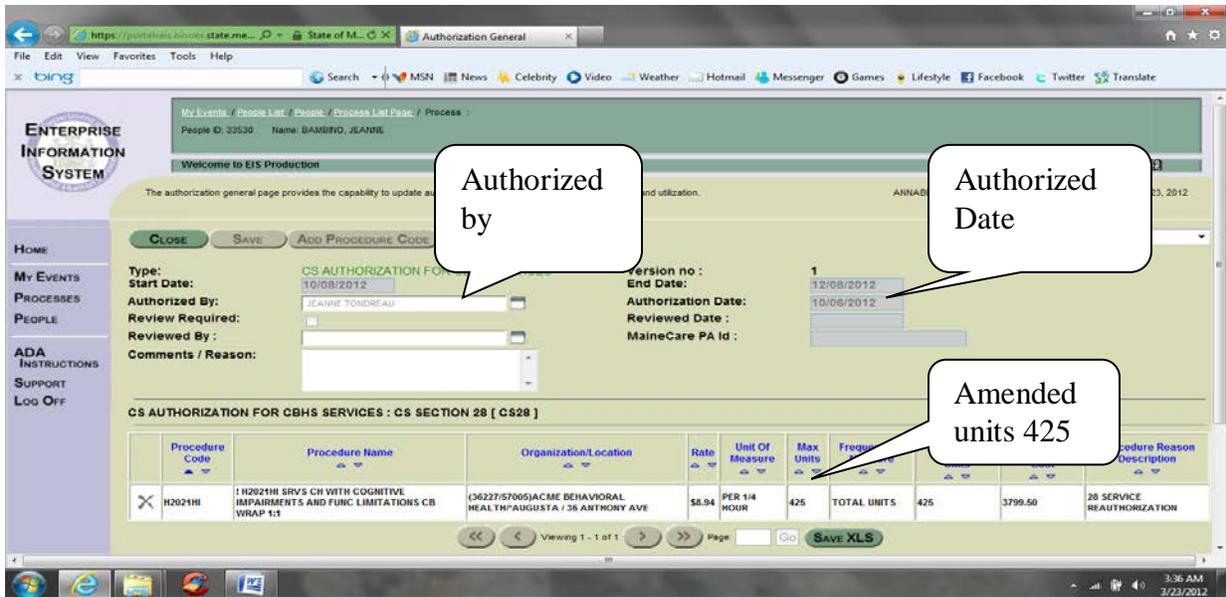
Click Cancel to close



# Click CS Authorization for Service



# Authorization after amendments agreed upon



### **Provider Action:**

Within 5 state business days from receipt of the tickler provider will call the District Office and have a discussion regarding the clinically recommended # of hours.

### **CBHS Response**

Once an agreement is made OCFS will amend the prior authorization entered by provider to reflect the negotiated units and authorize the authorization. OCFS will enter a plan approved note.

### **Provider Action**

Provider will receive Plan Approved Tickler

Provider will enter a status level note within 5 days of receipt of the tickler



## Provider Action Service Not Initiated after Plan has been approved

If for some reason after the plan has been approved and you are not delivering services for this child, you will enter a service not initiated note. Your access will be electronically ended.

It is the provider's responsibility to notify the family as well as the case manager, if receive case management services that RCS28 service will not be delivered.

### Sign into EIS (Refer to Section 1)

Click on Process name

The screenshot shows a web browser window titled "Process List - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine". The address bar shows the URL "https://hdsnet.dbs.state.me.us/eis/ControlServlet". The page content includes a navigation menu on the left with options like HOME, MY EVENTS, PROCESSES, PEOPLE, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main area displays a "Process List" for "JEANNE M TONDREAU". A table lists processes, with one entry highlighted: "RCS28 ACME BEHAVIORAL HEALTH" initiated by "JEANNE M TONDREAU" on "02/15/2012". A callout box with the text "Click" points to this process name. The table has columns for Name, Originator, Date Started, Date Completed, Current Step, and Type. Below the table are navigation controls and a "SAVE XLS" button.

Name	Originator	Date Started	Date Completed	Current Step	Type
RCS28 ACME BEHAVIORAL HEALTH	JEANNE M TONDREAU	02/15/2012		1	CHILDREN'S SUPER PROCESS

Click on the forward arrow (>) to get to the next page Steps 6-8

State of Maine BDS - Process General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet01.dhds.state.me.us:7003/eis/ControlServlet

Enterprise Information System

People ID: 17310 Name: BAMBINO, JEANNES  
Organization/Location ID: 1/25218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. JANE SMALL of ACME BEHAVIORAL HEALTH March 01, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 ACME BEHAVIORAL  
Start Date: 02/01/2012 01:38 PM  
Ownership Organization: ACME BEHAVIORAL HEALTH/SCARBO  
Process Description:

Originator: JEANNE M TONDREA  
Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/AS ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDREN'S EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDREN'S TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 8 Page: 1

Click forward arrow (>) to get to Step 7

Click on Step 7 Authorization/ Associated Service Notes

State of Maine BDS - Process General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet01.dhds.state.me.us:7003/eis/ControlServlet

Enterprise Information System

People ID: 17310 Name: BAMBINO, JEANNES  
Organization/Location ID: 1/25218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. JANE SMALL of ACME BEHAVIORAL HEALTH March 01, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 ACME BEHAVIORAL  
Start Date: 02/01/2012 01:38 PM  
Ownership Organization: ACME BEHAVIORAL HEALTH/SCARBO  
Process Description:

Originator: JEANNE M TONDREA  
Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.
8.	<a href="#">DENIAL /APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT

Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step 7

Be sure that the Process Step and Page name **Matc** (If not Click Go)

1. Check dates

2. Click on authorization id, (Authorization Type: CS Authorization for Services)

FYI if more than 3 authorizations have been entered click forward arrow (>), if necessary

State of Maine BDS - Process Steps - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

Process Step: 7. AUTHORIZATION/ASSOCIATED SERVICE NOTES **Go**

Name: AUTHORIZATION/ASSOCIATED SERVICE NOTES Status: OPEN

Start Date: 02/01/2012 01:38 PM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS. Assigned To: no access

Activities for this Step:

ID	Name	Assigned To	Date Completed	Status	Required
382132	AUTHORIZATION FOR ASSESSMENT	JEANNECS BAMBINO	02/15/2012 04/11/2012		
382284	AUTHORIZATION FOR CHILDREN'S SERVICES	JEANNECS BAMBINO	04/11/2012 09/11/2012		

Viewing 1 - 2 of 2

1. Show menu DOWN arrow

2. Highlight Notes

Authorization General - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

Enterprise Information System

Welcome - This is the EIS Training application

Type: CS AUTHORIZATION FOR CHILDREN'S SERVICES Version no:

Start Date: 04/11/2012 End Date: 09/11/2012

Authorized By: JANE SMALL Authorization Date:

Review Required: Reviewed Date:

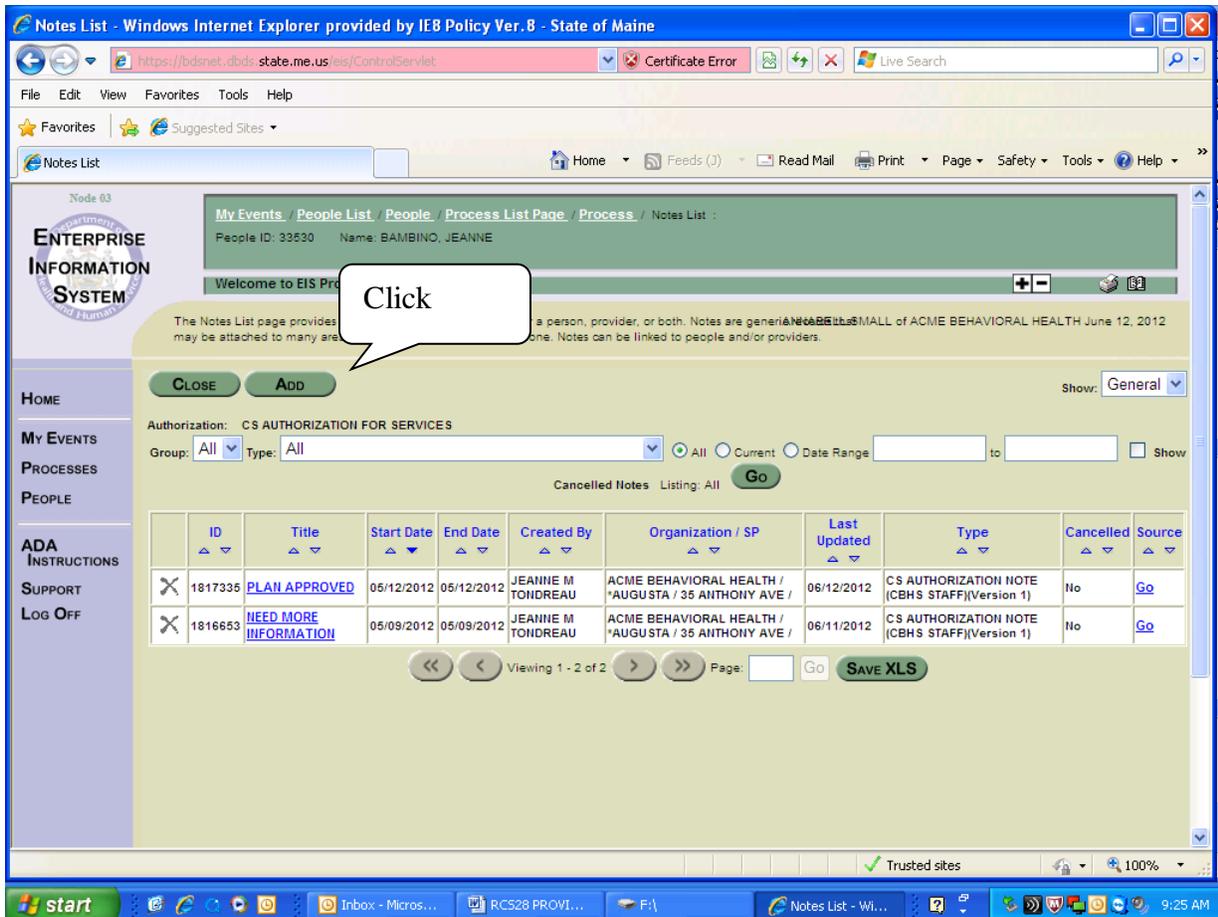
Reviewed By: MaineCare PA Id:

Comments / Reason: 10 hours weekly

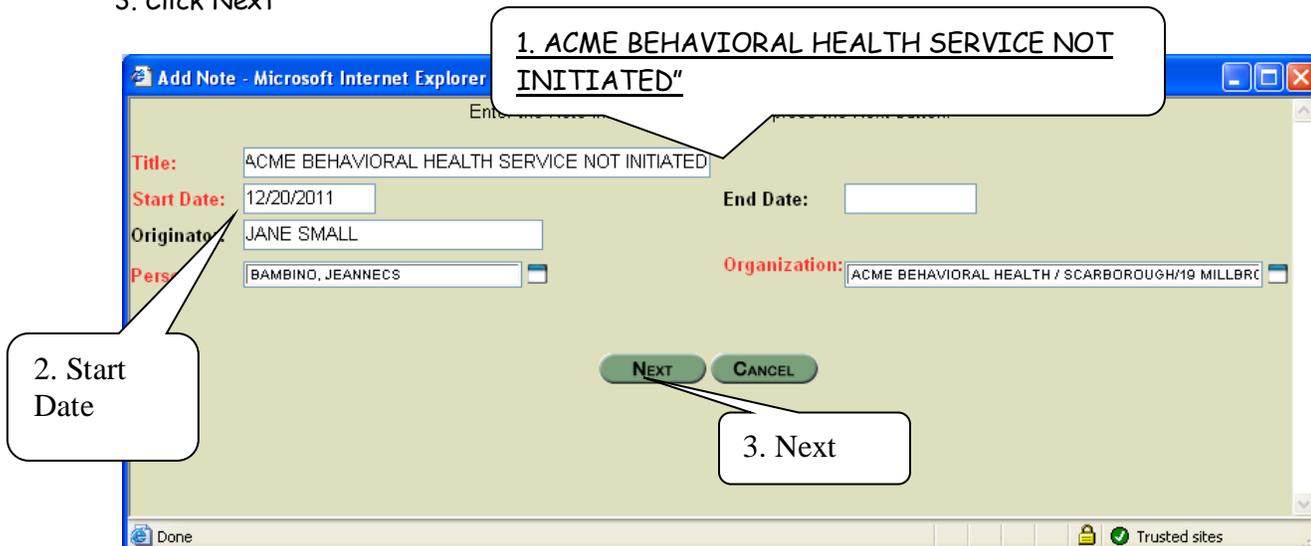
CS AUTHORIZATION FOR CHILDREN'S SERVICES : CS SECTION 28 [CS-28]

Procedure Code	Procedure Name	Organization/Location	Rate	Unit of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(35347/51545)ACME BEHAVIORAL HEALTH/SCARBOROUGH/19 MILLBROOK RD	\$8.94	PER 1/4 HOUR	600	TOTAL UNITS	600	5364.00	28 SERVICE AUTHORIZATION

Click add

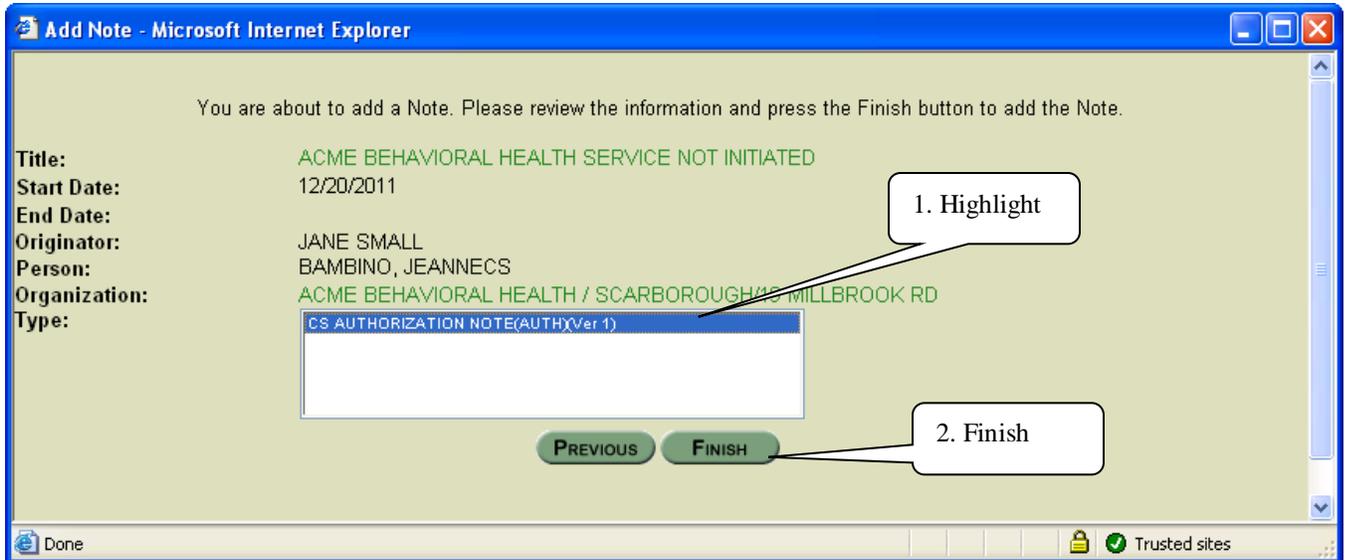


1. Title "ACME BEHAVIORAL HEALTH SERVICE NOT INITIATED"
2. Start date -this would be the date you determined you will not be delivering service to this child.  
End date will auto populated same as start date  
Originator: data enterer  
Organization defaults to you as the provider that is signed into EIS
3. Click Next

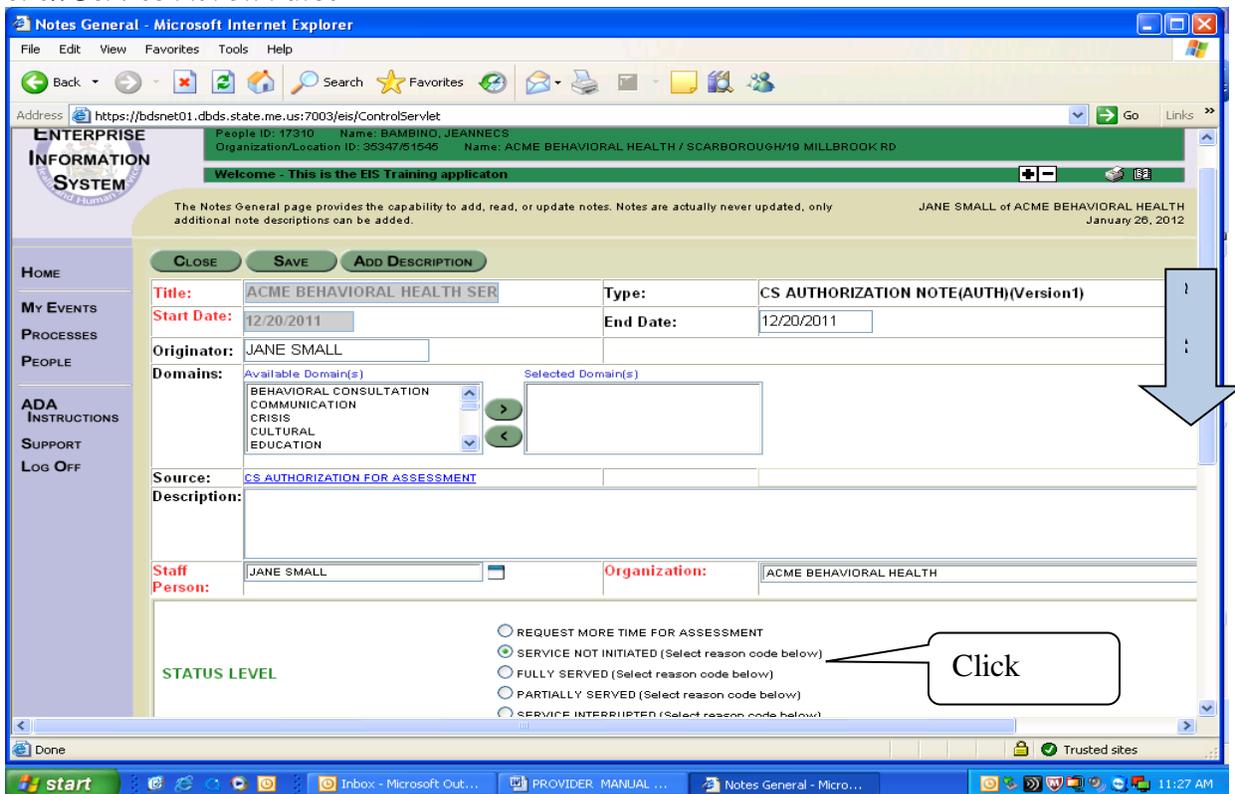


Verify that all data is correct, if a data entry error has occurred click previous and correct.  
Verify title and the date

1. Highlight CS Authorization Note (Auth)
2. Click Finish



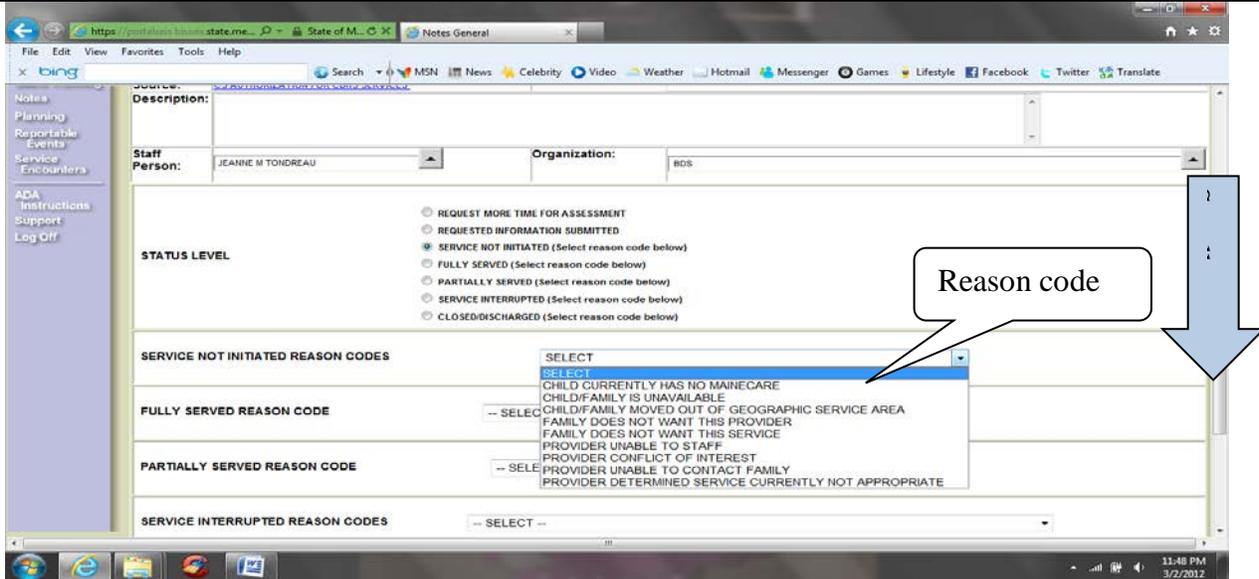
Scroll **DOWN**  
Click Service Not Initiated



Scroll **DOWN** these are the reason codes for Service Not Initiated

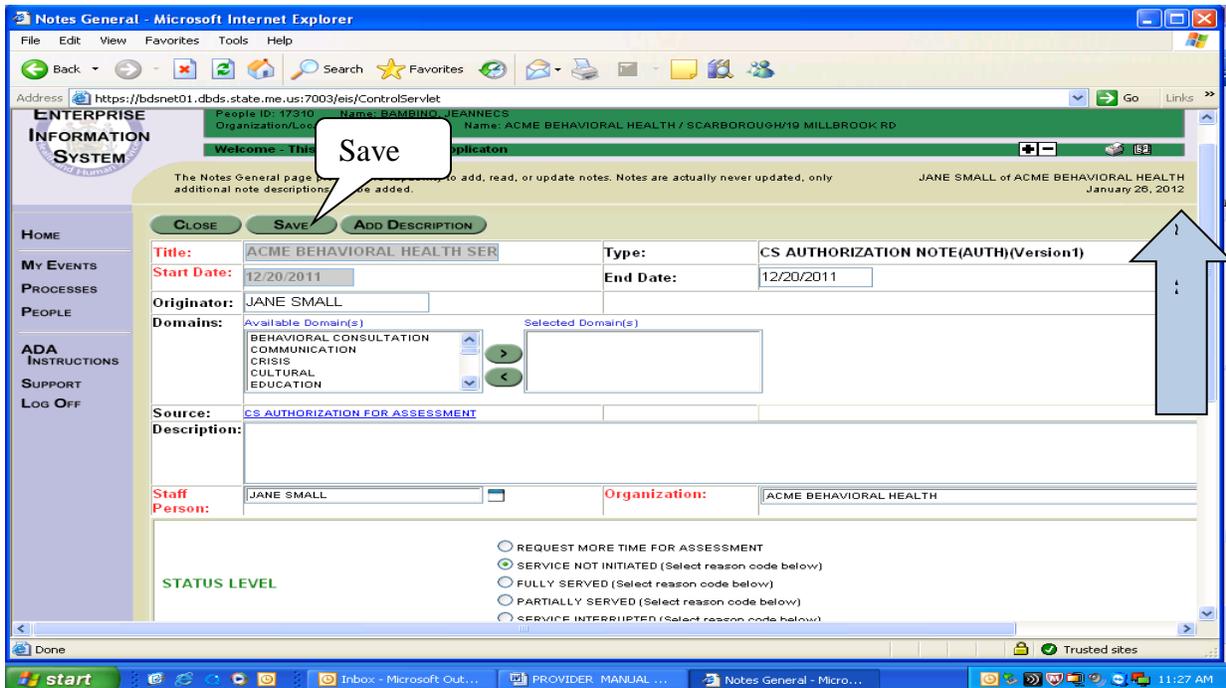
Child currently has no Mainecare	Child/family is unavailable
Child/family move out of geographic are	Family does not want this provider
Family does not want this service	Provider conflict with family'
Provider unable to contact family	Provider determined service currently not appropriate

Highlight the correct code in dropdown

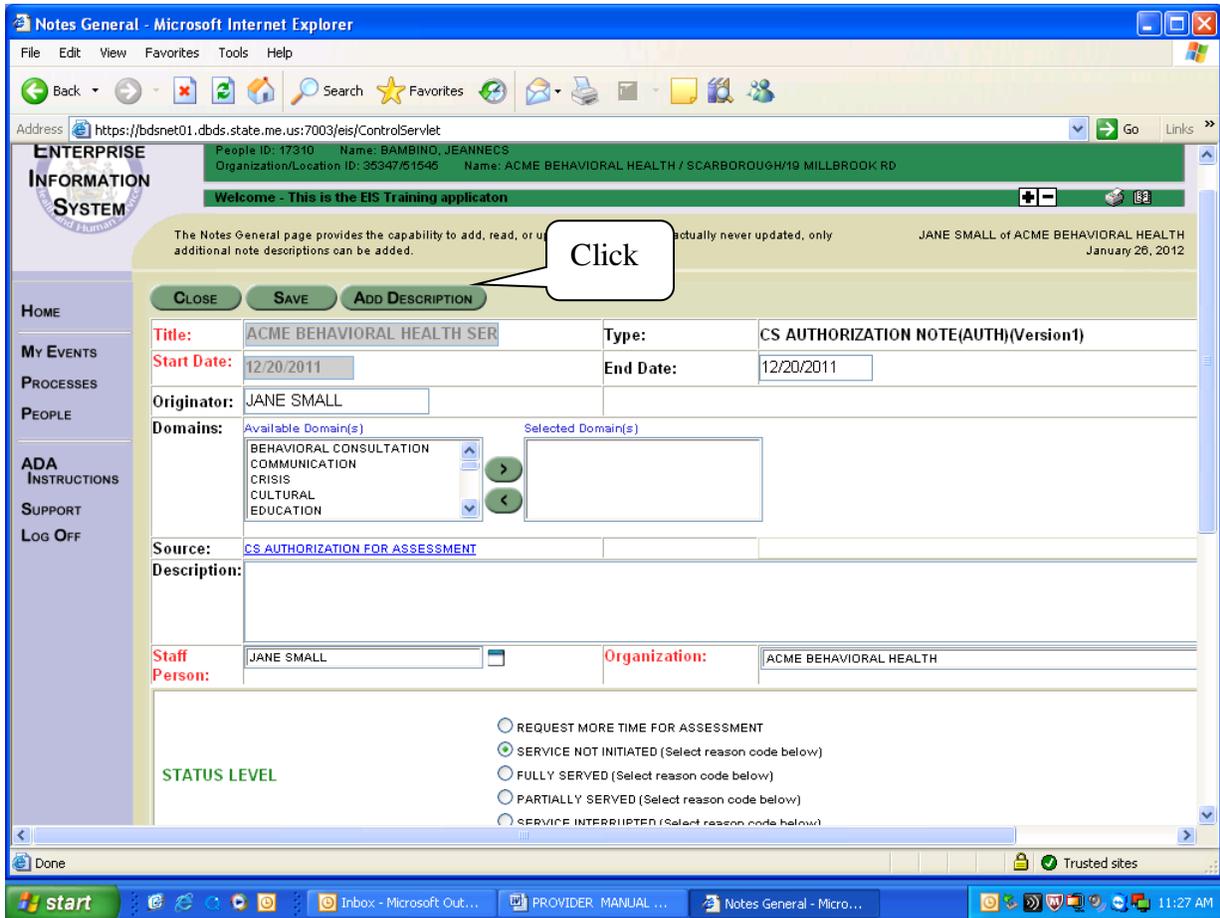


Scroll **UP**

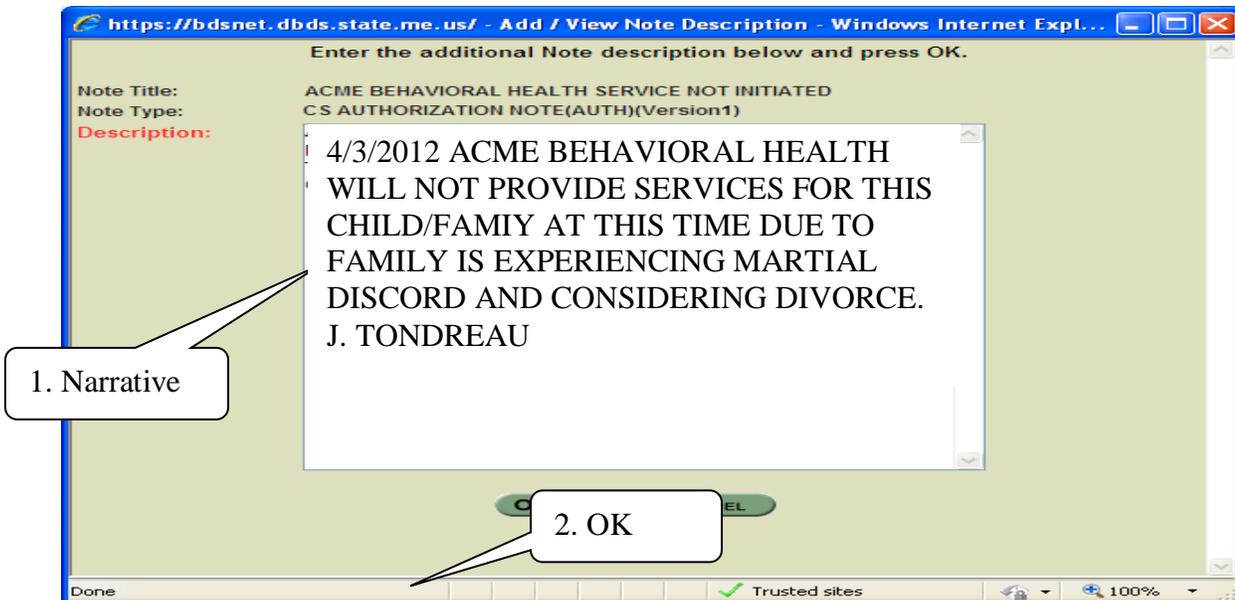
Click **Save**



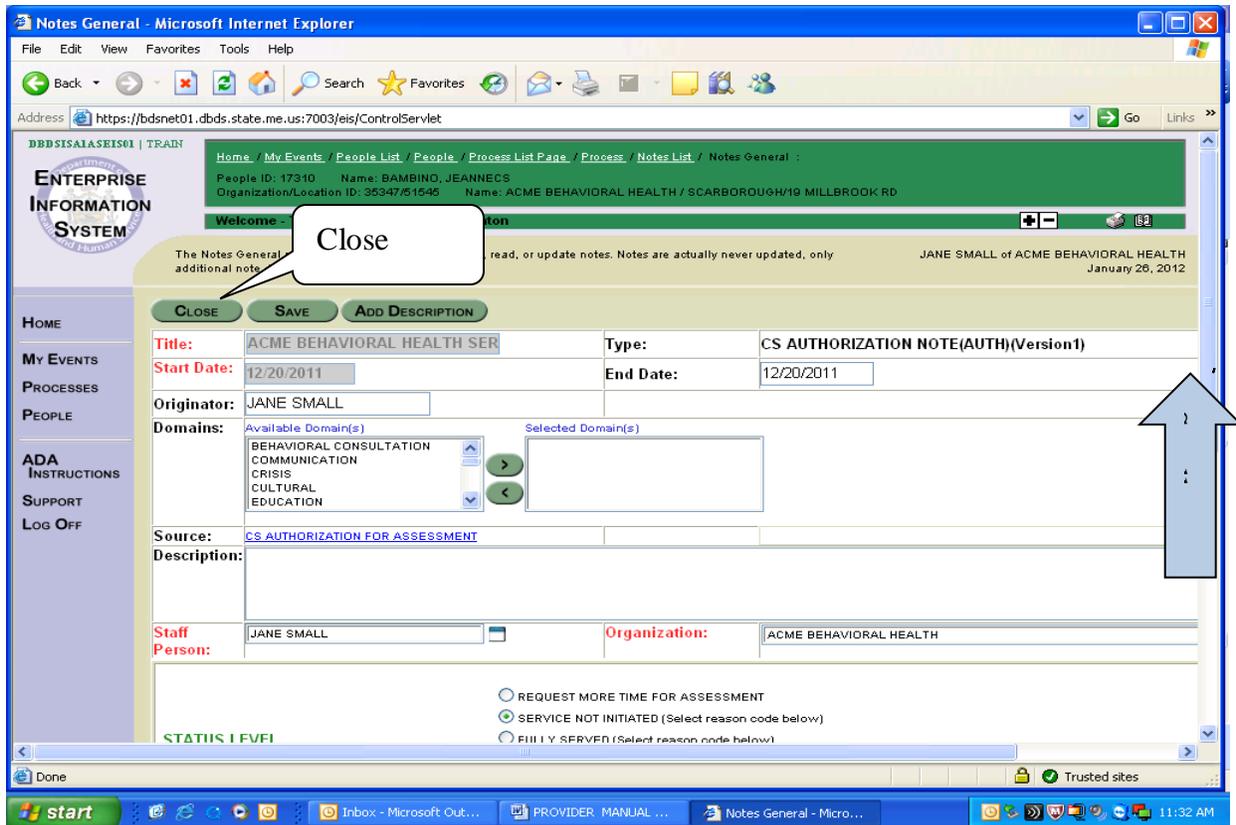
Click Add Description: It is **Mandatory** to enter an Add Description of the reason why you are unable to deliver RCS28 service.



1. Add the narrative as to why you are unable to serve the client
2. Click OK



Click Close



Your access to the child will be electronically ended.

## To log off or change clients (Refer to Section 1)

In the future if this child is reassigned to another RCS28 provider for assessment, your agency may be requested for a copy of the completed comprehensive assessment.

# OCFS Response

Denied Service Request

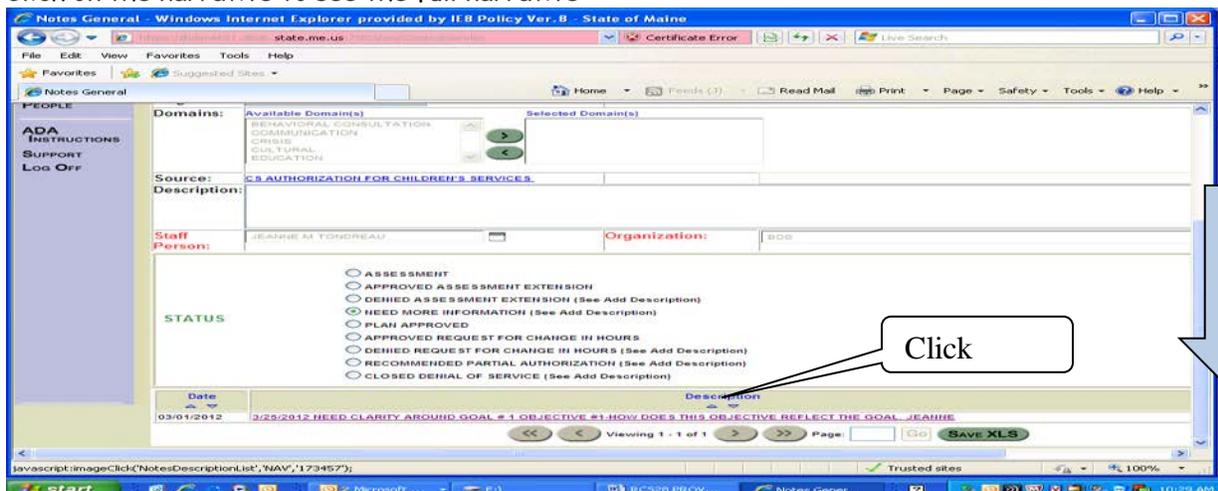
Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS



Scroll down to see the add description describing the needed information

Click on the narrative to see the full narrative



OCFS will follow the Departments due process procedures. You will receive tickler notification. Your access will be electronically ended.

## To Log off or to change clients (Refer to Section 1)

It is the provider's responsibility to notify the family as well as the case manager, if receive case management services that RCS28 service will not be delivered.

In the future if this child is reassigned to another RCS28 provider for assessment, your agency may be requested for a copy of the completed comprehensive assessment

# Section 9



## Adding status level notes

You will enter a status level note within **5 business days** when the client/family's level of service changes between Fully served, Partially served and or Service Interrupted.

**No notes within the same authorization can be dated the same date.  
End dates defaults to start date**

When entering status level notes some statuses have 2 parts, the status level and the reason code.  
Status = Level of Service

Fully Served-client receiving all hours approved on the plan

Partially Served- only receiving some of the hours approved

**Mandatory** Add Description to the note stating why client not fully served

Service Interrupted-client is not currently receiving hours

**Mandatory** Add Description to the note stating why client not receiving services.

Service Not Initiated- client is not going to receive services

**Mandatory**-Add Description to the note stating why not able to serve

# Sign into EIS (Refer to Section 1)

Click on Process Name

Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :  
People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

To get to Process Step 7 Authorization / Associated Service Notes  
 Click on the forward arrow (>) to get to the next page Steps 6-8.

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
 Organization/Location ID: 126218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD OF BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: RCS28 PROCESS BRIDGES  
 Start Date: 01/12/2011 11:18 AM  
 Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP OCCURRING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROYEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDRENS EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDRENS TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 8 Page: 1 Go SAVE XLS

Click forward arrow (>) to get to Step 7

Click on Step 7 Authorization /Associated Service Notes

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
 Organization/Location ID: 126218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD OF BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: RCS28 PROCESS BRIDGES  
 Start Date: 01/12/2011 11:18 AM  
 Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHOIRZATION FOR CHILDRENS SERVICES IN EIS.
8.	<a href="#">DENIAL / APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT

Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step 7

Check dates  
Scroll **DOWN**

FYI If more than 3 authorizations have been entered click on the forward arrow (>).

The screenshot shows a web application interface for the State of Maine BDS process. The main content area displays a form for 'AUTHORIZATION/ASSOCIATED SERVICE NOTES' with fields for Name, Start Date, Status, Description/Guidance, and Assigned To. Below the form is a table of activities for this step, which includes a sub-table for 'Authorization'. The authorization table has columns for ID, Authorization Type, Start, End, Person, Organization, Authorized By, Authorization Date, and Version. The current view shows three authorizations. A callout box labeled 'Check dates' points to a button in the activity table. Another callout box labeled 'Viewing 1-3 of 4 Click on forward arrow (>), if necessary to see additional authorizations' points to the right arrow in the pagination controls.

ID	Authorization Type	Start	End	Person	Organization	Authorized By	Authorization Date	Version
384635	CS AUTHORIZATION FOR ASSESSMENT[384635]	03/06/2012	04/16/2012	JEANNE BAMBINO	BDS	JEANNE TONDREAU	03/06/2012	1
385071	CS AUTHORIZATION FOR CBHS SERVICES[385071]	04/07/2012	10/07/2012	JEANNE BAMBINO	ACME BEHAVIORAL HEALTH	JAMES ALLEN	04/05/2012	1
385980	CS AUTHORIZATION FOR CBHS SERVICES[385980]	10/08/2012	12/08/2012	JEANNE BAMBINO	ACME BEHAVIORAL HEALTH	JEANNE TONDREAU	10/06/2012	1

Click most current Authorization id (Authorization Type: CS Authorization for Services)

The screenshot shows the same web application interface, but now displaying a single authorization record. The 'Process Step' is '7. AUTHORIZATION/ASSOCIATED SERVICE NOTES'. The authorization table now shows only one record with ID 386030. A callout box labeled 'Click on id' points to the ID field in the table. Another callout box labeled 'Viewing 4-4 of 4' points to the right arrow in the pagination controls.

ID	Authorization Type	Start	End	Person	Organization	Authorized By	Authorization Date	Version
386030	CS AUTHORIZATION FOR CBHS SERVICES[386030]	12/09/2012		JEANNE BAMBINO	ACME BEHAVIORAL HEALTH	ANNABELL SMALL		1

1. Show Menu **DOWN** Arrow
2. Highlight: Notes

The screenshot shows the 'Authorization General' page in a Windows Internet Explorer browser. The page title is 'Authorization General - Windows Internet Explorer'. The address bar shows the URL 'http://bdsnet01.dbs.state.me.us:7003/eis/ControlServlet'. The browser's address bar also shows 'maine.gov'. The page content includes a navigation menu on the left with options like 'Home', 'My Events', 'Reports', 'Search', 'Processes', 'People', 'Organizations', 'Assessments', 'Authorizations', 'Client Tracking', 'Notes', 'Planning', and 'Administrator'. The main content area displays details for a 'CS AUTHORIZATION FOR CHILDREN'S SERVICES'. A 'Show:' dropdown menu is open, and a yellow arrow points to the 'Notes' option. A callout box labeled '2. Notes' points to the 'Notes' option. The table below shows a list of authorization entries.

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
X H2021H	IH2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1-1	11/26218/BDS/REGION 2 - CHILDRENS	\$8.94	PER 1/4 HOUR	1234	TOTAL UNITS	1234	11031.96	28 SERVICE AUTHORIZATION

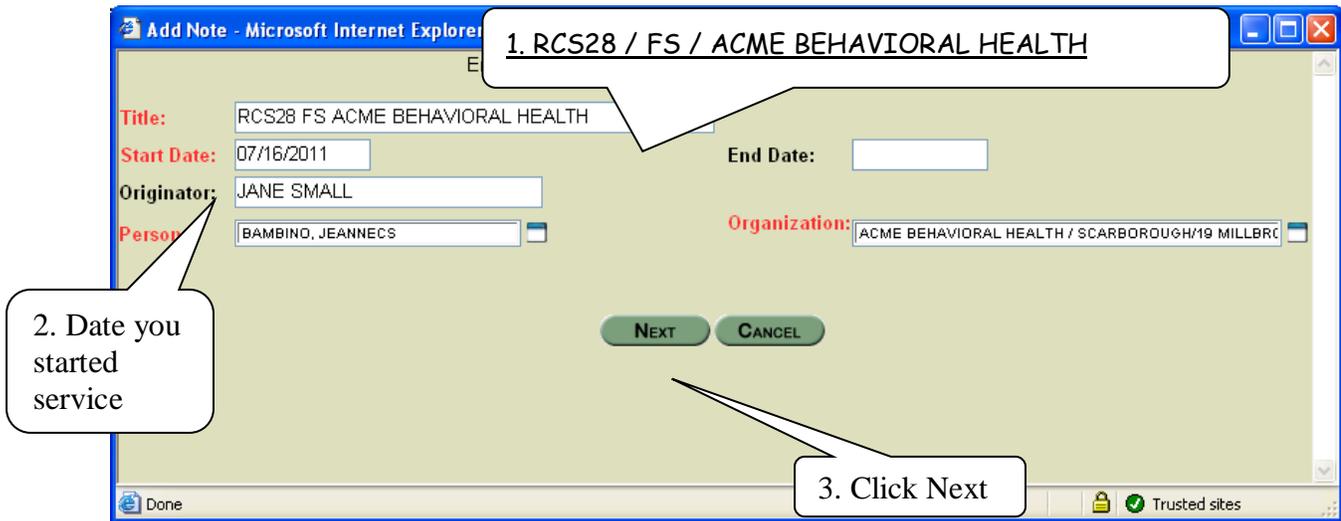
FYI: you will see the previously entered note  
Click Add to add your status level note

The screenshot shows the 'Notes List' page in a Windows Internet Explorer browser. The page title is 'Notes List - Windows Internet Explorer'. The address bar shows the URL 'http://bdsnet01.dbs.state.me.us:7003/eis/ControlServlet'. The browser's address bar also shows 'maine.gov'. The page content includes a navigation menu on the left with options like 'Home', 'My Events', 'Reports', 'Search', 'Processes', 'People', 'Organizations', 'Assessments', 'Authorizations', 'Client Tracking', 'Notes', 'Planning', and 'Administrator'. The main content area displays a list of notes. A callout box labeled 'Click add' points to the 'Add' button. The table below shows a list of notes.

ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
X 1406005	RC S28/PLAN APPROVED-WAIT START DATE	07/15/2011	07/15/2011	JEANNE M TONDREAU	BDS / REGION 2 - CHILDRENS /	07/16/2011	CS AUTHORIZATION NOTE (CBHS STAFF)(Version 1)	No	Go

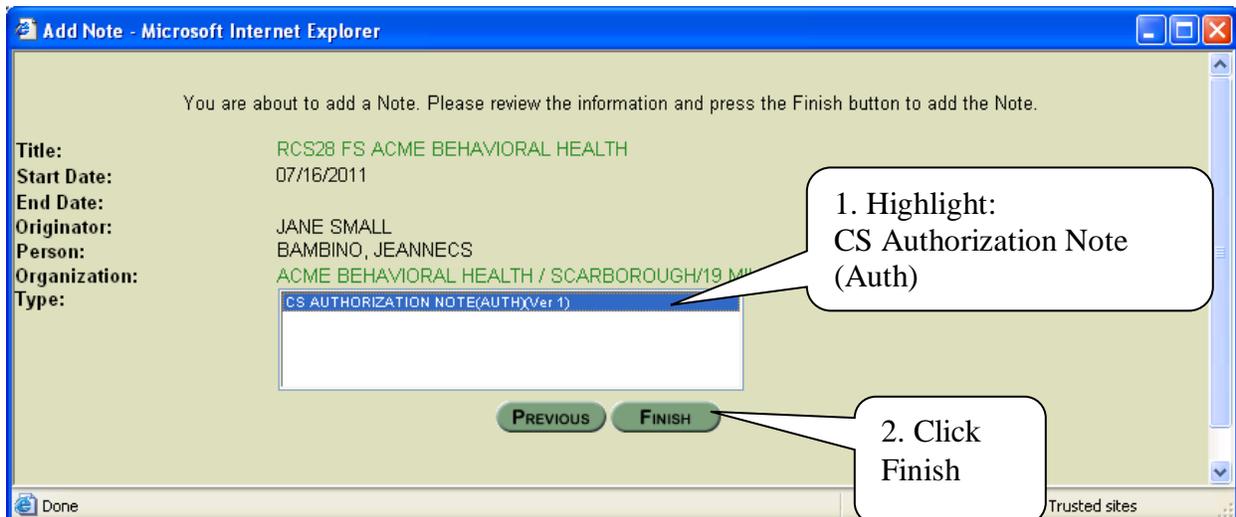
You will follow these instructions for each of the status levels

1. Title of Note: RCS28 / FS / ACME BEHAVIORAL HEALTH Fully served
2. Start date: date child is fully served  
End Date will auto populate same as start date  
Originator data enterer  
Organization: your agency
3. Click Next

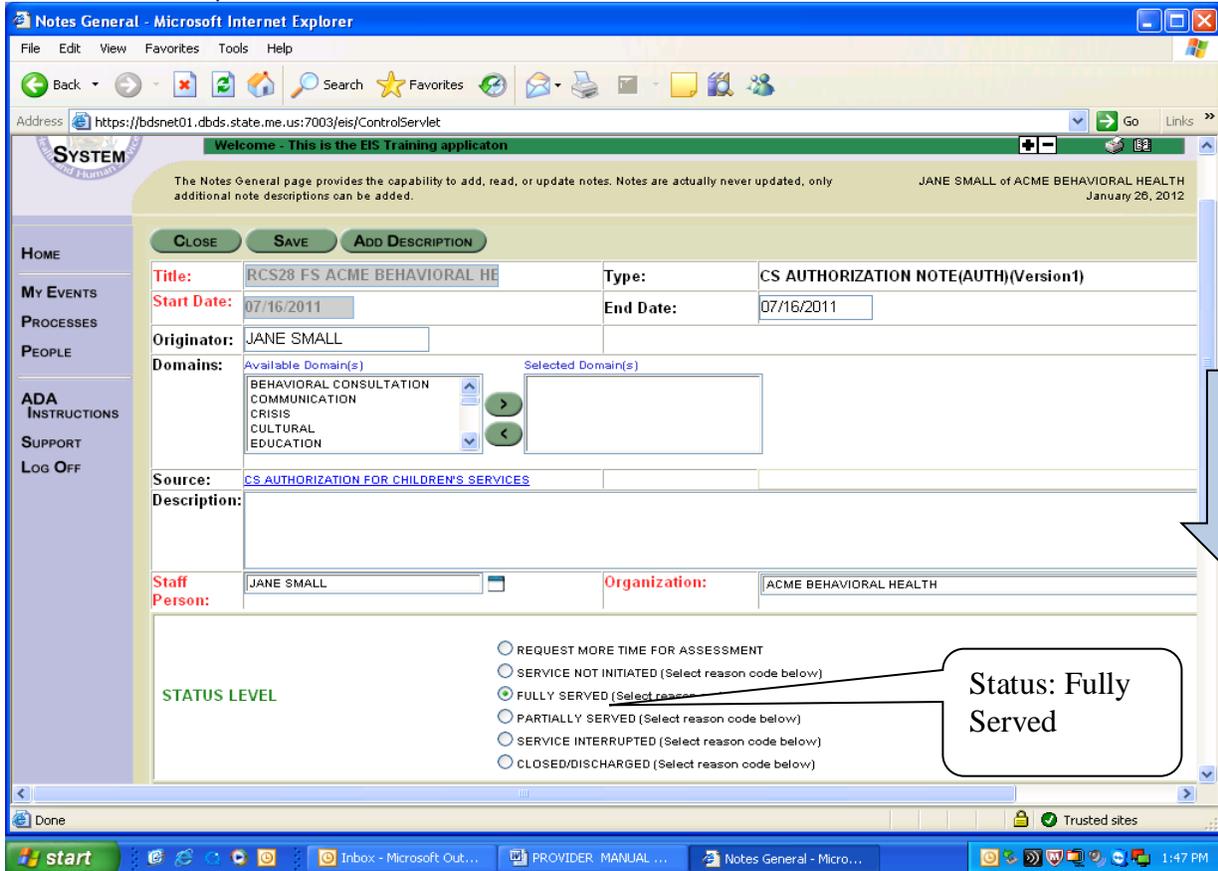


Verify that all data is correct, if a data entry error has occurred click previous and correct.  
Verify title and the date

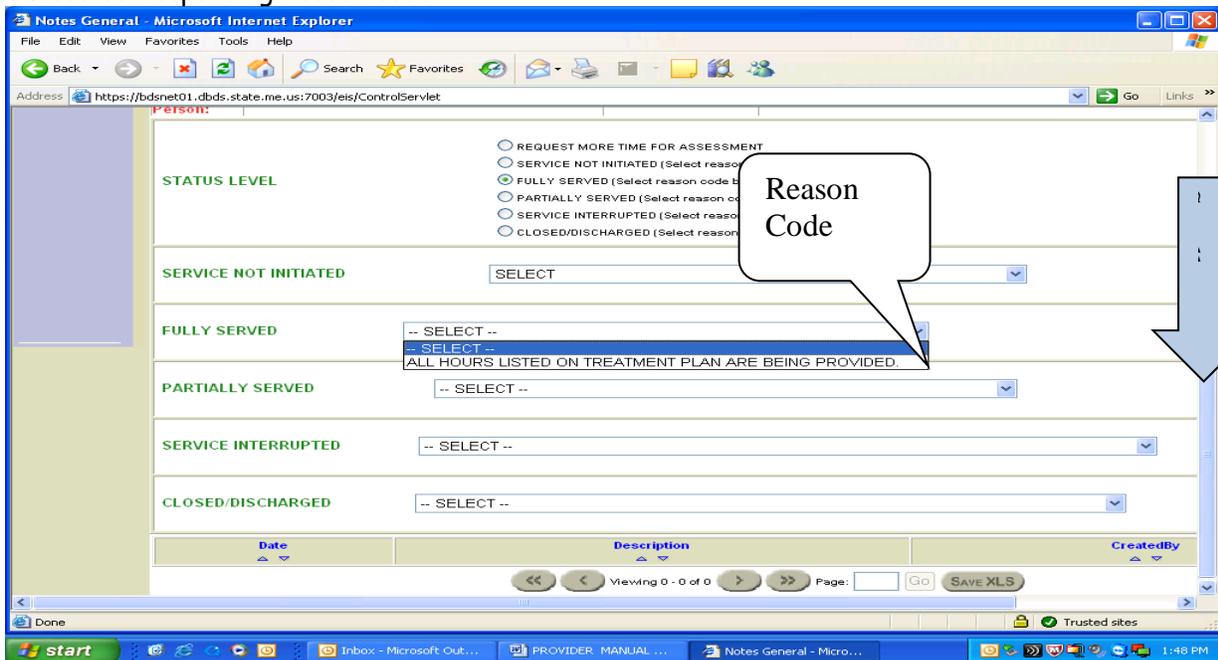
1. Highlight: Note Type: CS Authorization Note (Auth)
2. Click Finish



Scroll **DOWN**  
 Status level: Fully Served



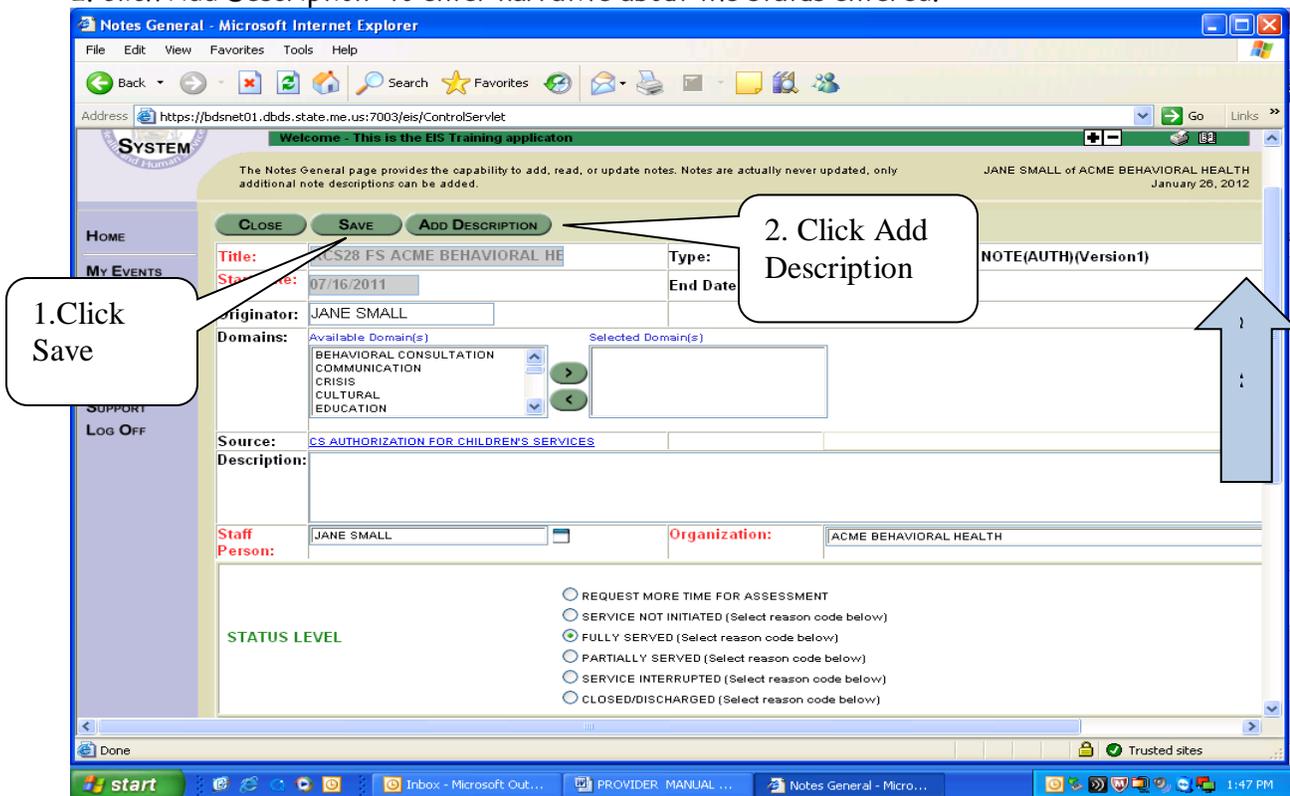
Scroll **DOWN**  
 Choose corresponding Reason code:



Scroll **UP**

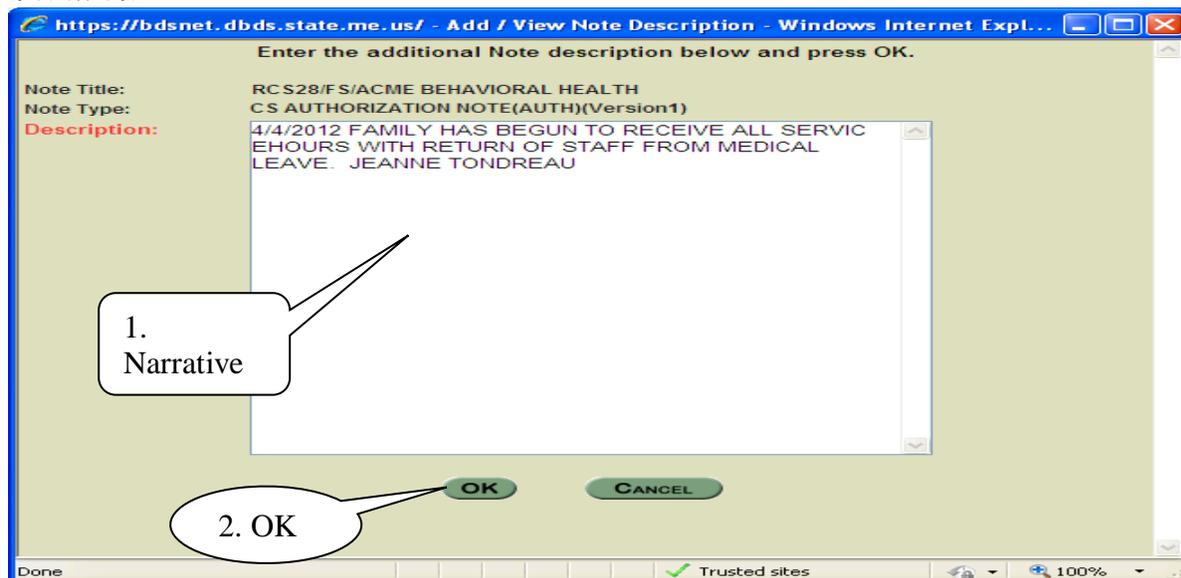
1. Click Save

2. Click Add Description- to enter narrative about the status entered.



1. Type in narrative

2. Click OK



## Click Close

Notes General - Microsoft Internet Explorer

Address: https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / Process List Page / Process / Process List Page / Process / Notes List / Notes General

Close

Welcome to the EIS Training application

The Notes General page provides the capability to add, read, or update notes. Notes are actually never updated, only additional note descriptions can be added. JANE SMALL of ACME BEHAVIORAL HEALTH January 26, 2012

**CLOSE** **SAVE** **ADD DESCRIPTION**

<b>Title:</b>	RCS28 FS ACME BEHAVIORAL HE	<b>Type:</b>	CS AUTHORIZATION NOTE(AUTH)(Version1)
<b>Start Date:</b>	07/16/2011	<b>End Date:</b>	07/16/2011
<b>Originator:</b>	JANE SMALL		
<b>Domains:</b>	Available Domain(s) BEHAVIORAL CONSULTATION COMMUNICATION CRISIS CULTURAL EDUCATION	Selected Domain(s)	
<b>Source:</b>	CS AUTHORIZATION FOR CHILDREN'S SERVICES		
<b>Description:</b>			
<b>Staff Person:</b>	JANE SMALL	<b>Organization:</b>	ACME BEHAVIORAL HEALTH

REQUEST MORE TIME FOR ASSESSMENT  
 SERVICE NOT INITIATED (Select reason code below)  
 FULLY SERVED (Select reason code below)

STATUS LEVEL

Trusted sites

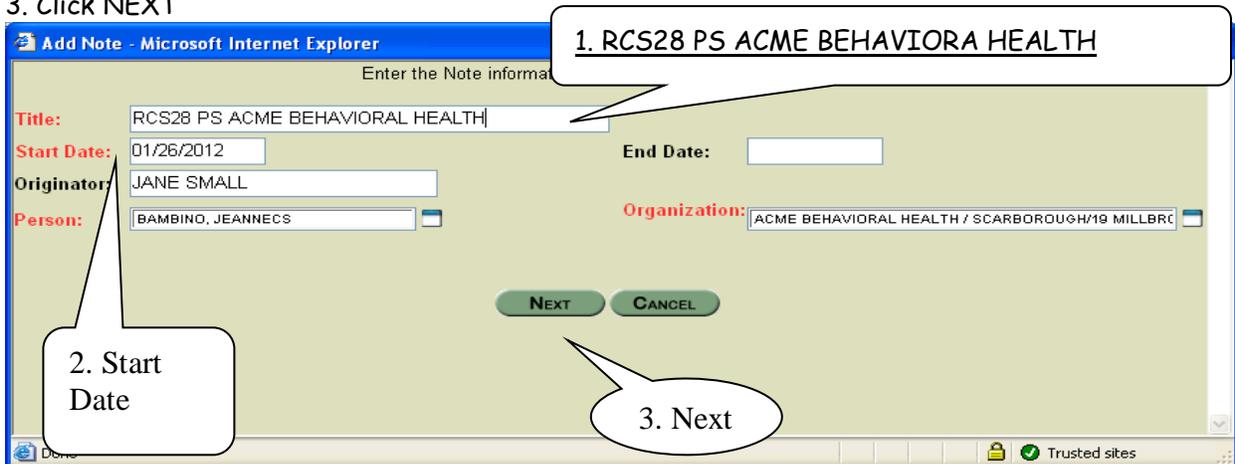
2:00 PM



# Partially Served

FYI: Provider is to use the same process they use now to determine appropriate level of service for the child.

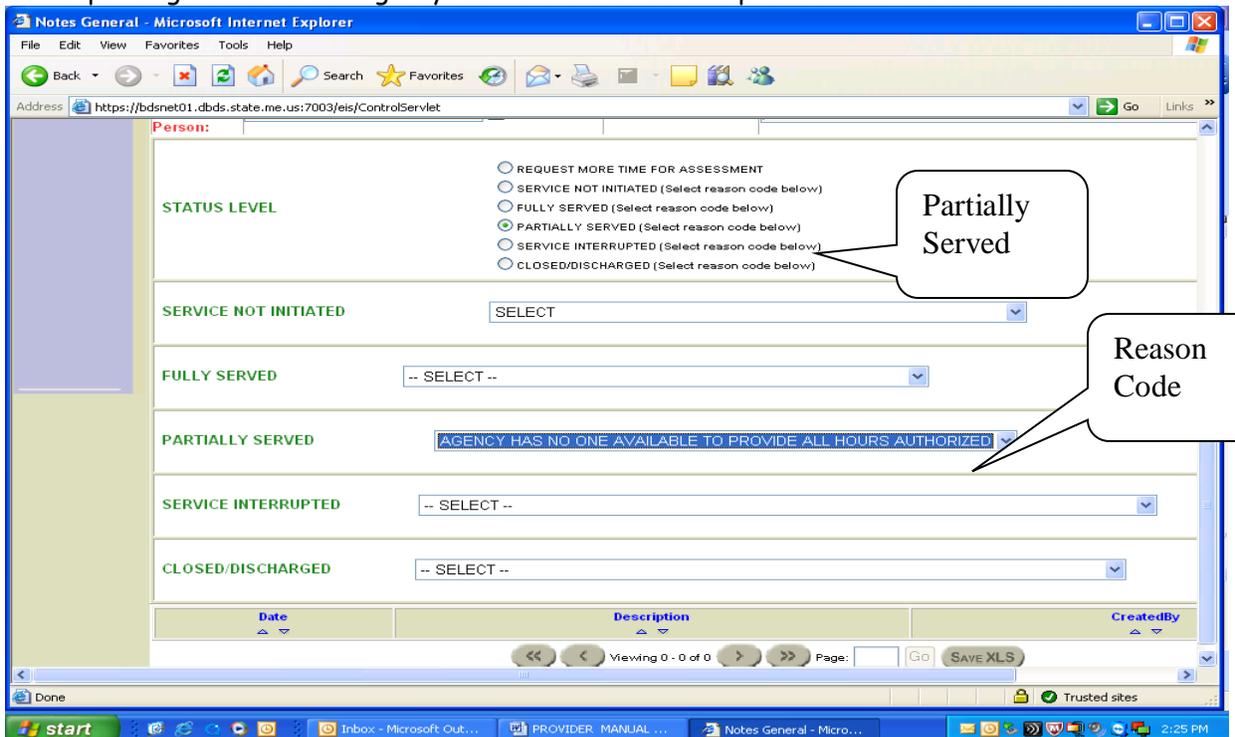
1. Note Title: RCS28 PS ACME BEHAVIORAL HEALTH
2. Start date: date client received partial service from provider  
End date defaults to start date  
Organization: Defaulted
3. Click NEXT



Scroll **DOWN**

Status level: Partially Served

Corresponding Reason code: Agency has no one available to provide all hours authorized



Scroll UP

1. Save
2. Add Description is **Mandatory**

1. Save

2. Add Description

1. Enter narrative as to why client is Partially Served.

If a child remains at a partial served status for over 30 days. It is mandatory to document on the partially served note's "Add Description" the provider's attempt to have the child fully served. If a child remains partially served for 60 days, OCFS will place the child in Central Enrollment to wait for the undeliverable hours.

2. Click Close

1. Narrative

2. OK

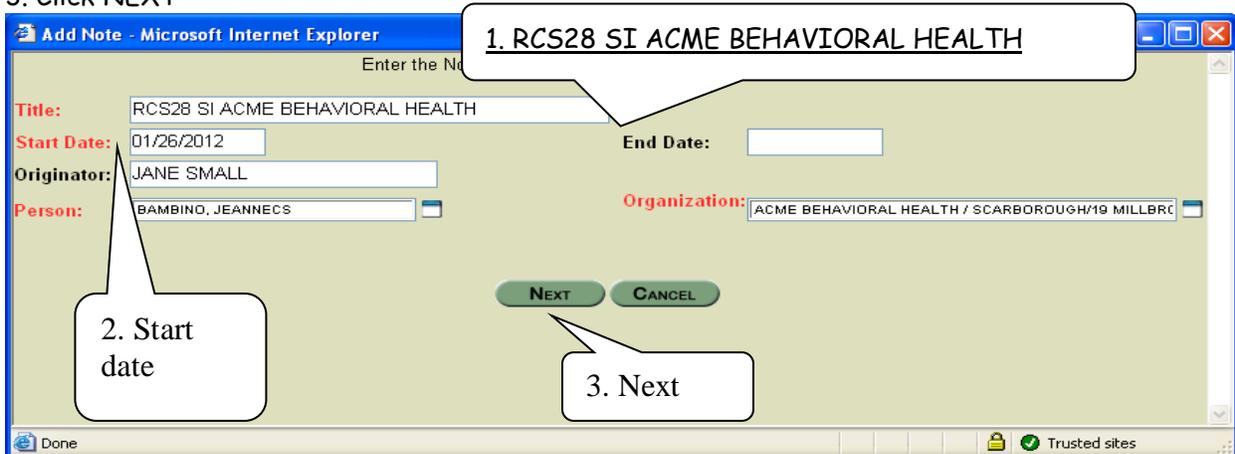
OCFS has the authority to question the number of children who are placed and remain at a partially served status. Statuses of active clients will be monitored and audited on a monthly basis. OCFS can request the use of a providers capacity for current active clients in the partially served status prior to the assignment of new clients for assessment.

**To Log Off or Change clients (Refer to Section 1)**

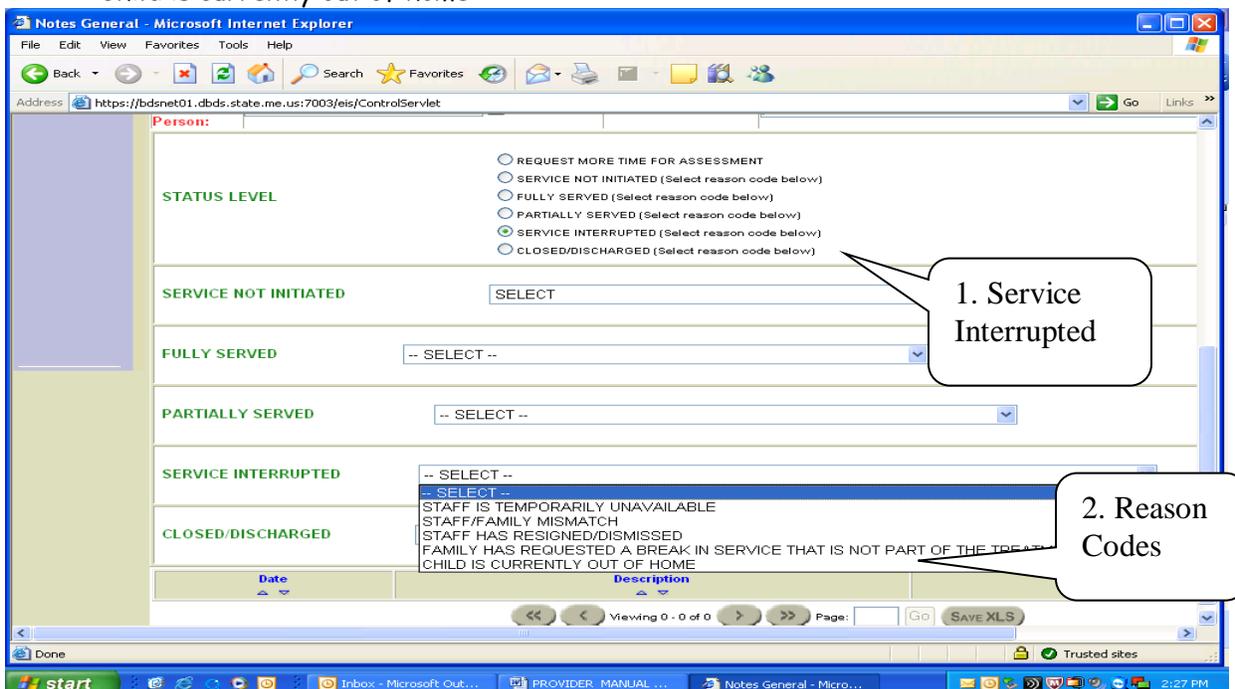
# Service Interrupted

Note Title for **Service Interrupted**

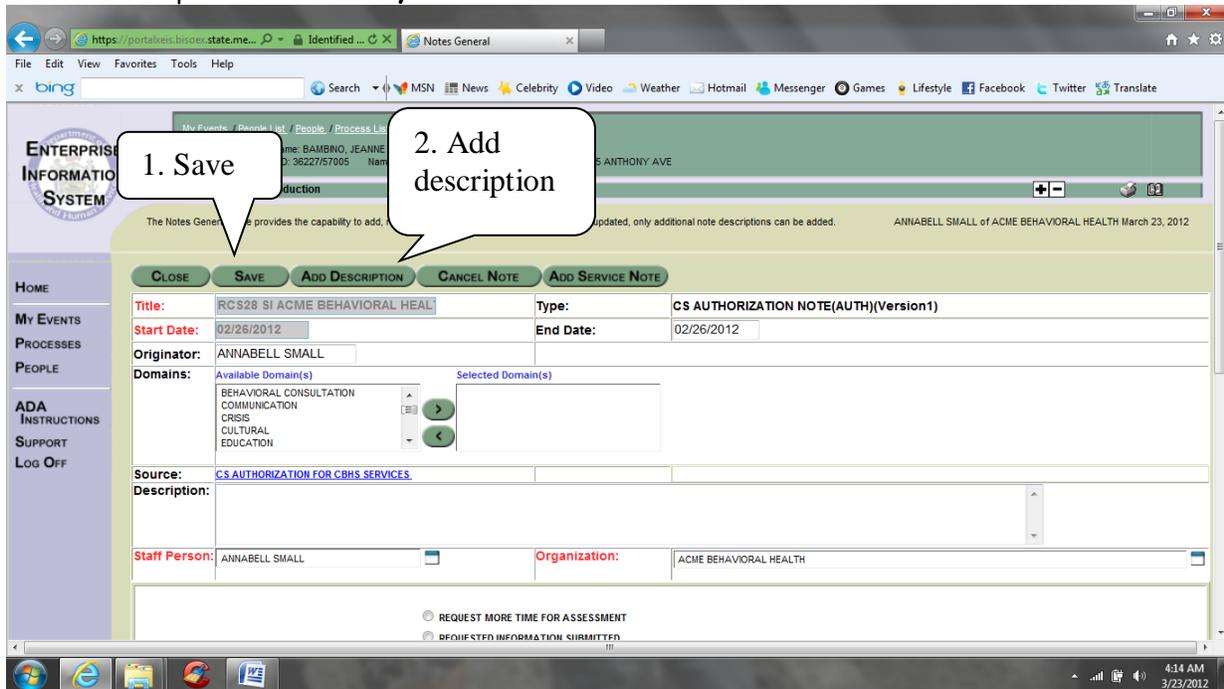
1. RCS28 SI ACME BEHAVIORAL HEALTH
2. Start date: date client's service was interrupted  
End date defaults to start date  
Organization: Defaulted
3. Click NEXT



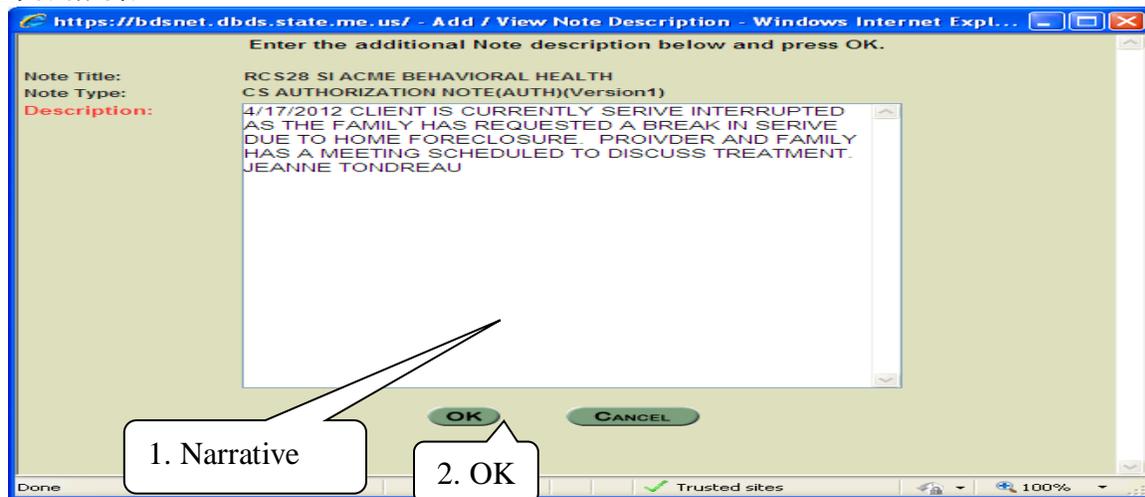
1. Status level: Service Interrupted
2. Corresponding Reason Code(s)
  - Staff is temporarily unavailable
  - Staff/family mismatch
  - Staff has resigned/dismissed
  - Family has requested a break in the service that is not part of the treatment plan
  - Child is currently out of home



1. Save
2. Add Description is **Mandatory**



1. Enter narrative about why this client is currently service interrupted.  
 If a child remains at a service interrupted served status for over 30 days. It is mandatory to document on the service interrupted note's "Add Description" the provider's attempt to have the child fully served. If a child remains service interrupted for 60 days. Providers access will be electronically ended.
2. Click OK



OCFS has the authority to question the number of children who are placed and remain at a service interrupted status. Statures of active clients will be monitored and audited on a monthly basis. OCFS can request the use of a providers capacity for current active clients in the service interrupted status prior to the assignment of new clients for assessment.

## To log off or change clients (Refer to Section 1)

# Section 10

## 90 day review of Individual Treatment Plan (Optional)



Entering a 90 day review in EIS is optional. As the provider you may choose not to electronically enter the clients 90 day review in EIS.

# Provider Action

## Sign into EIS (Refer to Section 1)

Click on Process Name

Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :

People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDREN'S SUPER PROCESS

Viewing 1 - 1 of 1 Page: Go SAVE XLS

To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to the next page Steps 6-8.

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.bdbs.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process

People ID: 17210 Name: CLIENT\_CDC  
 Organization/Location ID: 120218 Name: BDS / REGION 2 - CHILDRENS

Welcome... This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD of BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: RCS28 PROCESS BRIDGES  
 Start Date: 01/12/2011 11:18 AM  
 Ownership Organization: BRIDGES OF MAINE, LLC/PORAY ZEP  
 Process Description:

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENT'S MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIP</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COCURRING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDRENS EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDRENS TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 5 Page

Click forward arrow (>) to get to Step 6

### Step 6 Service Determination Tools

State of Maine BDS - Process General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

Address: https://bdsnet.bdbs.state.me.us/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / Addresses / Process List Page / Process

People ID: 332415 Name: BAMBINO, JEANNE  
 Organization/Location ID: 1/26218 Name: BDS / REGION 2 - CHILDRENS

Welcome to EIS Production

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. JEANNE M TONDREAU of BDS April 04, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: CH ACME BEHAVIORAL HEALTH  
 Start Date: 03/01/2012 08:24 AM  
 Ownership Organization: ACME BEHAVIORAL HEALTH\* AUGUST  
 Process Description:

Originator: JEANNE M TONDREAU  
 Completed Date: Not Completed

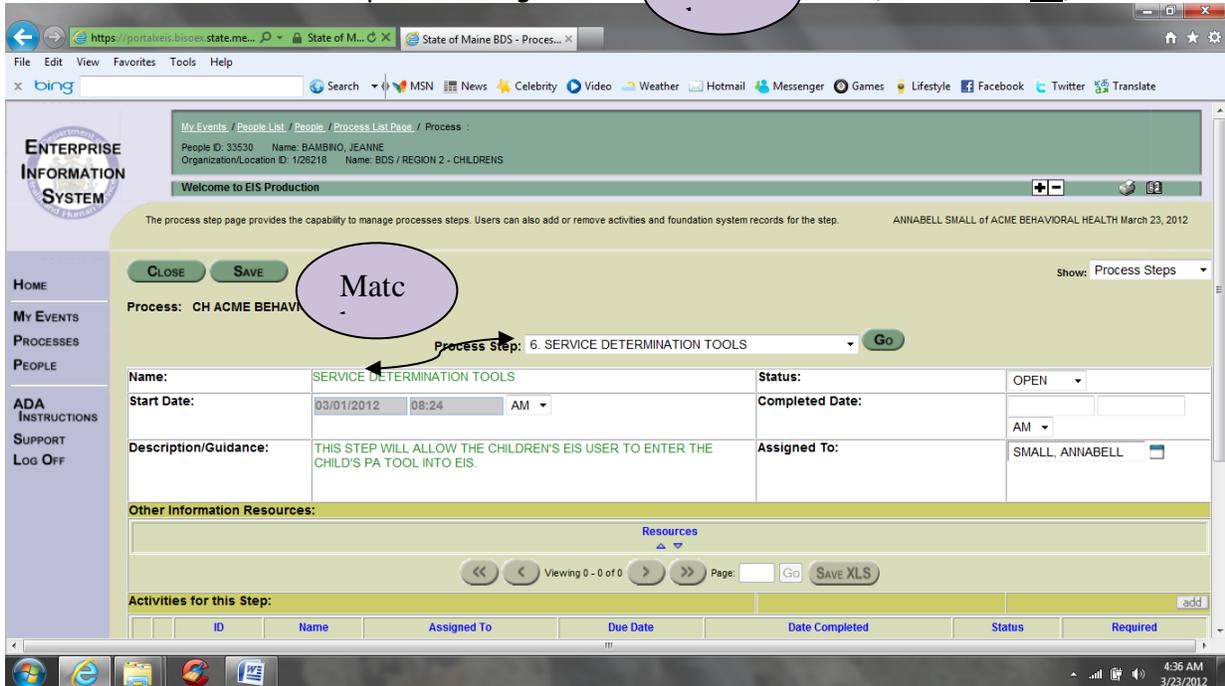
This process has the following steps:

No	Steps	Description	Stat
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.	OPE
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.	OPE
8.	<a href="#">DENIAL / APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT	

Viewing 6 - 8 of 8 Page 2 Go Save XLS

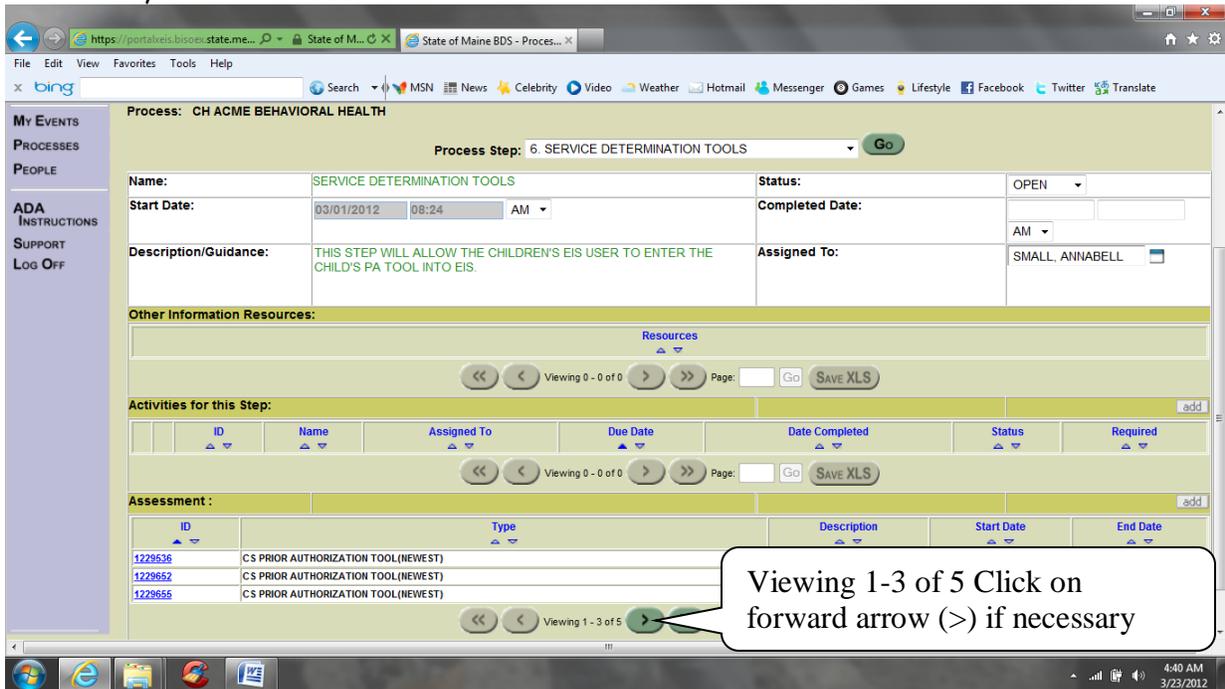
Step 6

Be sure that the Process Step and the Page name **Matc** (If not Click **Go**)



Scroll **DOWN**

FYI If more than 3 CS28 Prior Authorization Tool have been enter click on the forward arrow (>), if necessary



Scroll **DOWN**

Click on id of the CS 28 Prior Authorization Tool id with no end date,

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS Status: OPEN

Start Date: 03/01/2012 08:24 AM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Activities for this Step:

Assessment:

ID	Type	Description	Start Date	End Date
1229663	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/12/2012	10/13/2012
1229678	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/15/2012	

Click on id

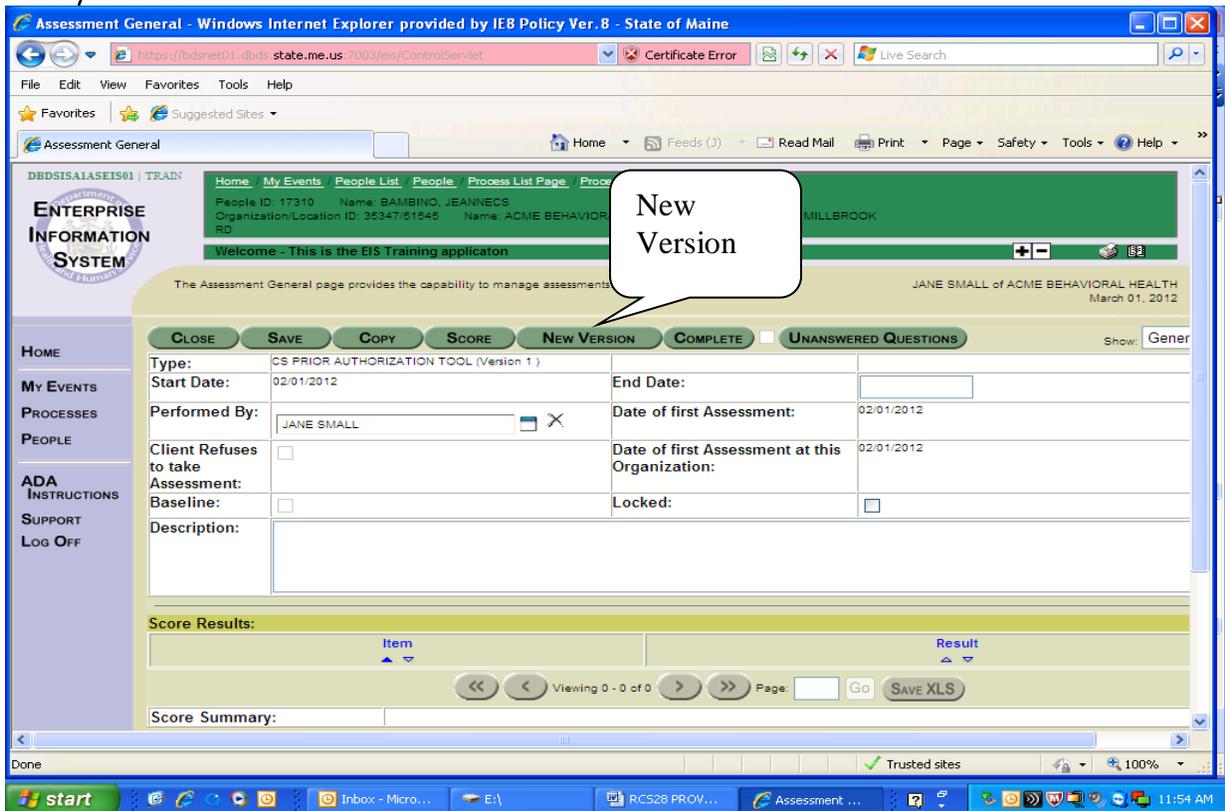
Viewing 4-5 of 5

No end date

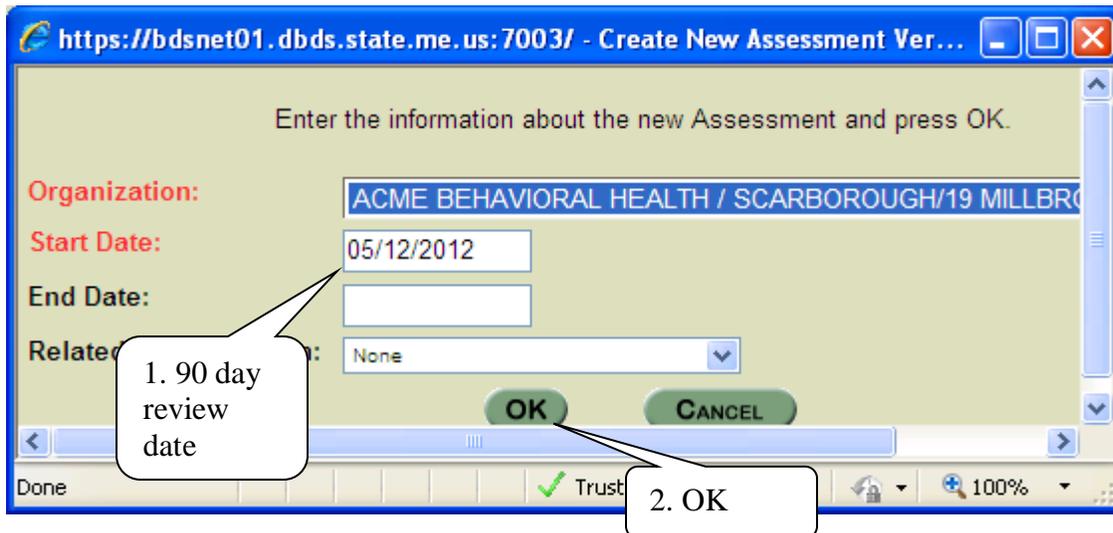
© Pamela Perry  
Acclaim Images.com  
0515-1007-1106-0605



Click New Version- this will end date the previous CS28 Prior Authorization Tool and create an exact copy of the previous Treatment Plan. You can update the Treatment Plan fields to reflect the 90 day review.



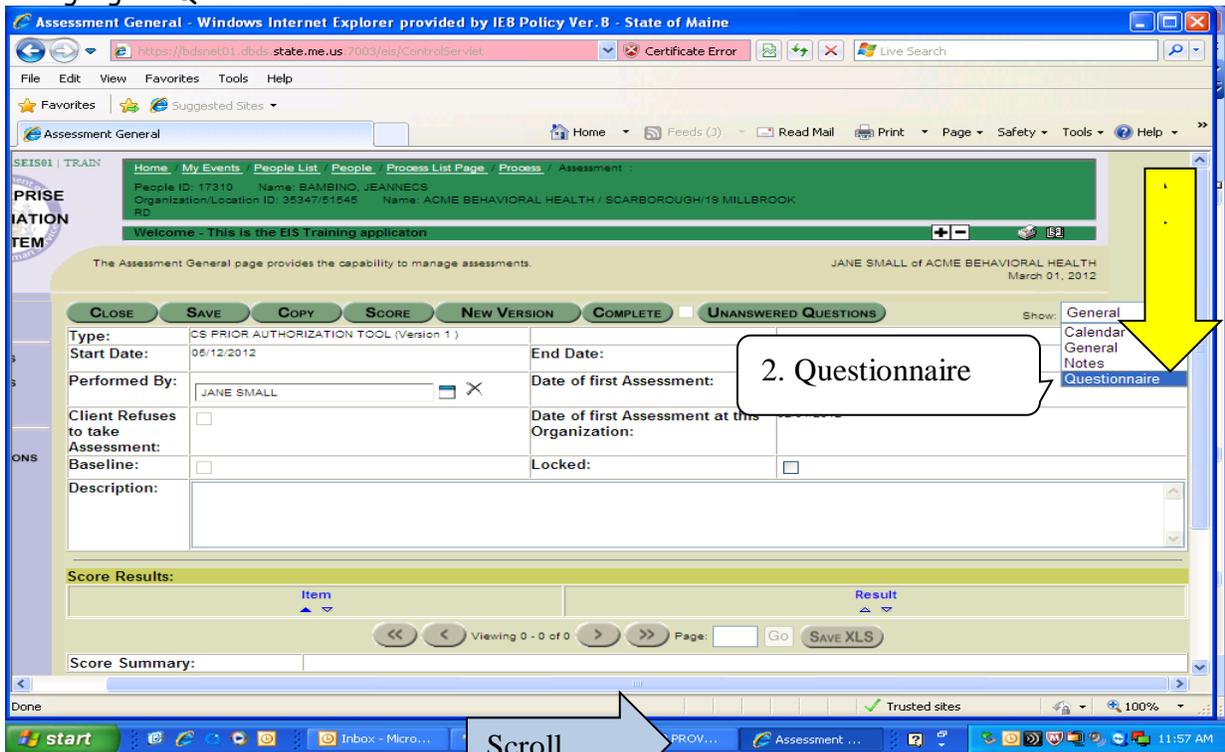
1. Start date of the 90 day review of the plan
  2. Click Ok
- End date: is blank



Scroll to the **RIGHT**

1. Show menu **DOWN** arrow

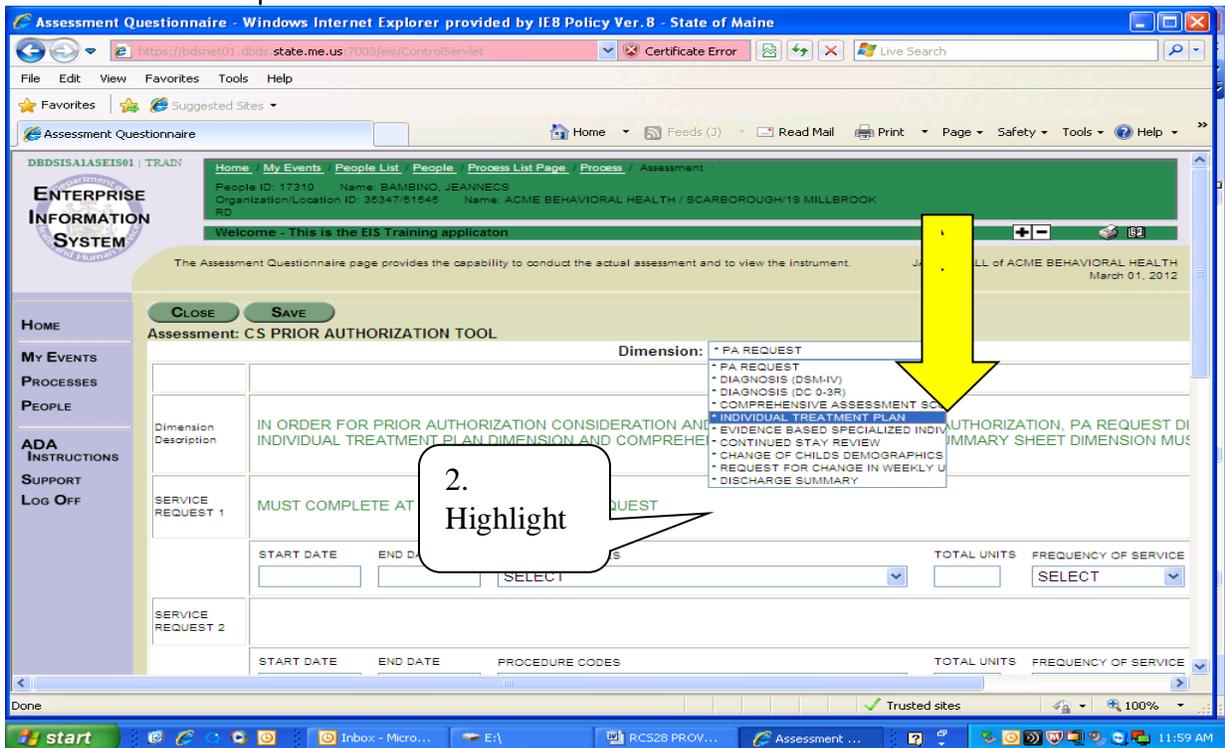
2. Highlight: Questionnaire



1. Dimension **DOWN** arrow

2. Highlight Individual Treatment Plan

or Evidence Based Specialized Individual Treatment Plan



## Highlight the reason you are updating the Treatment plan: 90 Day Treatment Plan Review

Enterprise Information System

My Events / People List / People / Process List Page / Process / Assessment

People ID: 33530 Name: BAMBINO, JEANNE  
Organization/Location ID: 3622757005 Name: ACME BEHAVIORAL HEALTH / AUGUSTA / 35 ANTHONY AVE

Welcome to EIS Production

The Assessment Questionnaire page provides the capability to conduct the actual assessment and to view the instrument. ANNIABELL SMALL OF ACME BEHAVIORAL HEALTH March 23, 2012

HOME CLOSE SAVE Show: Questionnaire

Assessment: CS PRIOR AUTHORIZATION TOOL(NEWEST) Dimension: INDIVIDUAL TREATMENT PLAN

Dimension Description	IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL THE TREATMENT AUTHORIZATION, PA REQUEST DIMENSION, DIAGNOSIS DSM -IV OR DC 0-3R, COMPREHENSIVE ASSESSMENT SCORE SUMMARY SHEET AND THE INDIVIDUAL TREATMENT PLAN DIMENSIONS MUST BE COMPLETED.
A.	PLEASE SELECT THE REASON YOU ARE UPDATING THE INDIVIDUAL TREATMENT PLAN 90 DAY TREATMENT PLAN REVIEW (optional)
B.	DESCRIBE A PROBLEM BEHAVIOR THAT CAN BE CHANGED WITH TREATMENT
PARENTS PRIORITY # 1	

Highlight 90 Day Treatment Review

You are now looking at an exact copy of the previous 90 day Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan.

Scroll **DOWN**

Update each goal, objective and method on your Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan

Assessment Questionnaire - Windows Internet Explorer provided by IEB Policy Ver.8 - State of Maine

https://bdsnet.dbsd.state.me.us/eis/ControlServlet Certificate Error Live Search

File Edit View Favorites Tools Help

Assessment Questionnaire

The Assessment Questionnaire page provides the capability to conduct the actual assessment and to view the instrument. JEANNE M TONDREAU OF BDS June 07, 2012

HOME CLOSE SAVE

Assessment: CS28 PRIOR AUTHORIZATION TOOL Dimension: INDIVIDUAL TREATMENT PLAN

Dimension Description	IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL THE TREATMENT AUTHORIZATION, PA REQUEST DIMENSION, DIAGNOSIS DSM -IV OR DC 0-3R, COMPREHENSIVE ASSESSMENT SCORE SUMMARY SHEET AND THE INDIVIDUAL TREATMENT PLAN DIMENSIONS MUST BE COMPLETED.
A.	PLEASE SELECT THE REASON YOU ARE UPDATING THE INDIVIDUAL TREATMENT PLAN 90 DAY TREATMENT PLAN REVIEW
B.	DESCRIBE A PROBLEM BEHAVIOR THAT CAN BE CHANGED WITH TREATMENT child struggles with safety in the community
PARENTS PRIORITY # 1	

Update reason

Update Treatment as needed for the 90 day review

Scroll **UP**

1. Click Save

Click on Printer Friendly Icon to print the Treatment Plan (Refer to Section 6)

The screenshot shows a web browser window displaying the Enterprise Information System. The browser address bar shows the URL <https://portals.eis.state.me...>. The page header includes the system logo and navigation links. The main content area displays an assessment form for 'CS PRIOR AUTHORIZATION TOOL(NEWEST)'. The form includes a 'SAVE' button and a 'To Print' callout. A blue arrow points to the printer icon in the top right corner.

Enterprise Information System

My Events / People List / People / Process List Page / Process / Assessment :

People ID: 33530 Name: BAMBINO, JEANNE  
Organization/Location ID: 36227/57005 Name: ACME BEHAVIORAL HEALTH / \*AUGUSTA / 35 ANTHONY AVE

Welcome to EIS Production

The Assessment Questionnaire... ANNABELL SMALL of ACME BEHAVIORAL HEALTH March 24, 2012

1. Save

To Print

HOME  
MY EVENTS  
PROCESSES  
PEOPLE  
ADA INSTRUCTIONS  
SUPPORT  
LOG OFF

Assessment: CS PRIOR AUTHORIZATION TOOL(NEWEST) Dimension: INDIVIDUAL TREATMENT PLAN

Dimension(s)
IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL THE TREATMENT AUTHORIZATION, PA REQUEST DIMENSION, DIAGNOSIS DSM -IV OR DC 0-3R, COMPREHENSIVE ASSESSMENT SCORE SUMMARY SHEET AND THE INDIVIDUAL TREATMENT PLAN DIMENSIONS MUST BE COMPLETED.
A.
PLEASE SELECT THE REASON YOU ARE UPDATING THE INDIVIDUAL TREATMENT PLAN 90 DAY TREATMENT PLAN REVIEW (optional)
B.
DESCRIBE A PROBLEM BEHAVIOR THAT CAN BE CHANGED WITH TREATMENT FROM THIS SERVICE.
PARENTS PRIORITY # 1

12:46 AM  
3/24/2012

To log off or change clients (Refer to Section 1)

# Section 11

## Request for Change in Current hours

This section instructs you how to enter a request for a change in current hours being delivered.



# Provider Action

You will need to complete the dimension "Request a Change in Current Hours" and update the treatment plan.

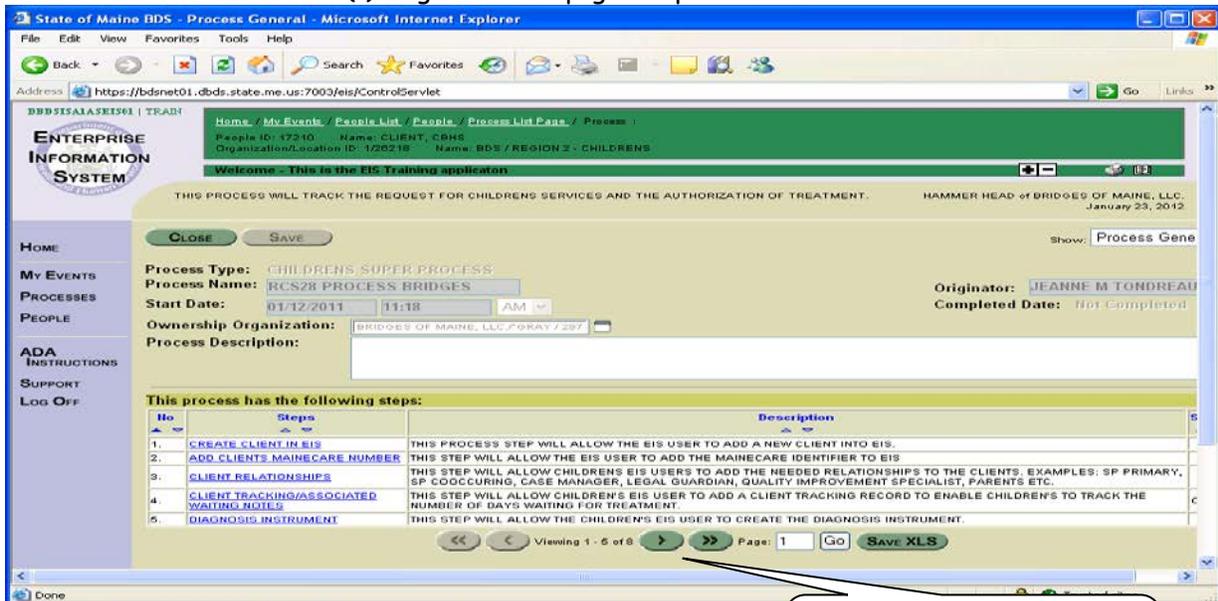
## Sign into EIS (Refer to Section 1)

Click on Process Name

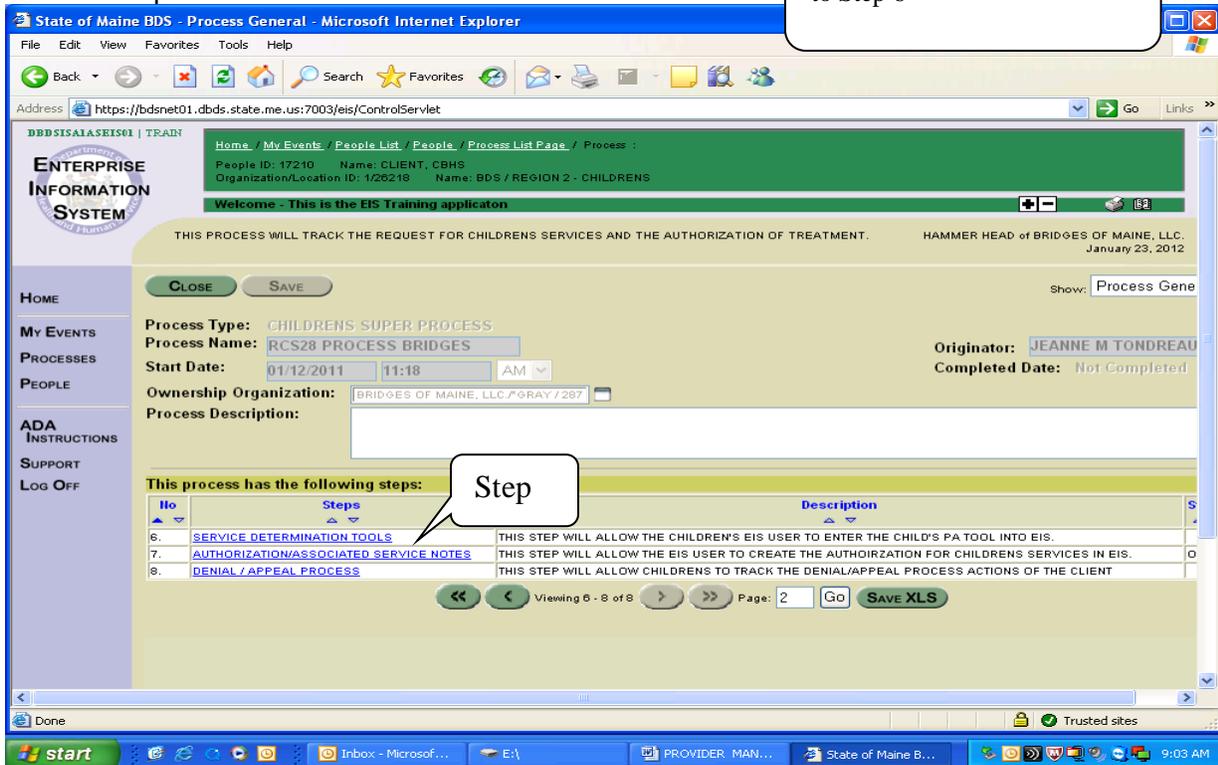
The screenshot shows a web browser window titled "Process List - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine". The address bar shows the URL "https://bdsnet.dbs.state.me.us/eis/ControlServlet". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help), a Favorites bar, and a toolbar with icons for Home, Feeds, Read Mail, Print, Page, Safety, Tools, and Help. The main content area displays the "Enterprise Information System" logo and a navigation breadcrumb: "My Events / People List / People / Process List Page :". Below this, it shows "People ID: 33530 Name: BAMBINO, JEANNE" and links for "Change People", "Change Organization", "Clear", and "Clear". A "Welcome to EIS Production" message is also present. The main section is titled "The Process List page provides the capability for the end user to manage business processes for a person and..." and includes a "CLOSE" button. There are filters for "Types: ALL" and "Group: ALL", and a "Start Date Range" field with a "Go" button. A table lists processes with columns for Name, Originator, Date Started, Date Completed, Current Step, and Type. The table contains one entry: "RCS28 ACME BEHAVIORAL HEALTH" by "JEANNE M TONDREAU" starting on "02/16/2012" at step "1" of type "CHILDRENS SUPER PROCESS". Below the table are navigation buttons (back, forward, first, last) and a "SAVE XLS" button. A callout box with the word "Click" points to the "RCS28 ACME BEHAVIORAL HEALTH" link in the table. The Windows taskbar at the bottom shows the Start button, several open applications (Inbox, RCS28 PROVI...), and the system clock at 9:40 AM.

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/16/2012		1	CHILDRENS SUPER PROCESS

To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to next page Steps 6-8.



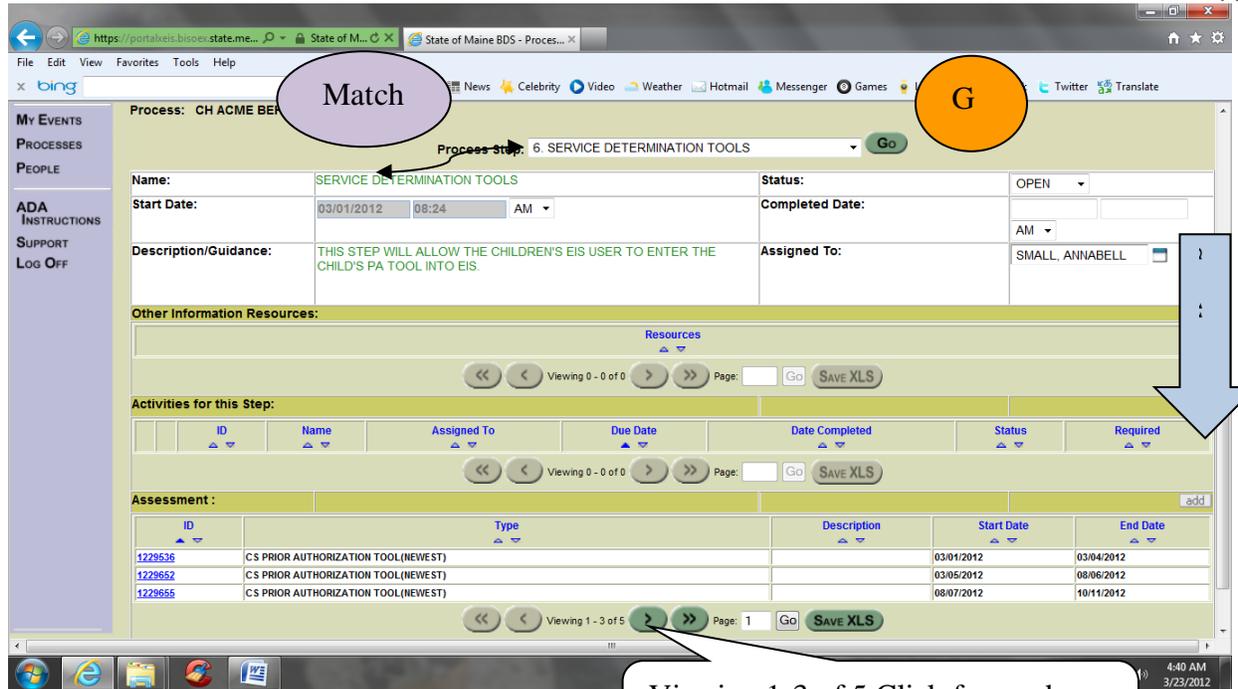
Click on Step 6 Service Determination Tool



Scroll **DOWN**

Be sure that your Process Step and the Page name **Match** (If not Click **Go**)

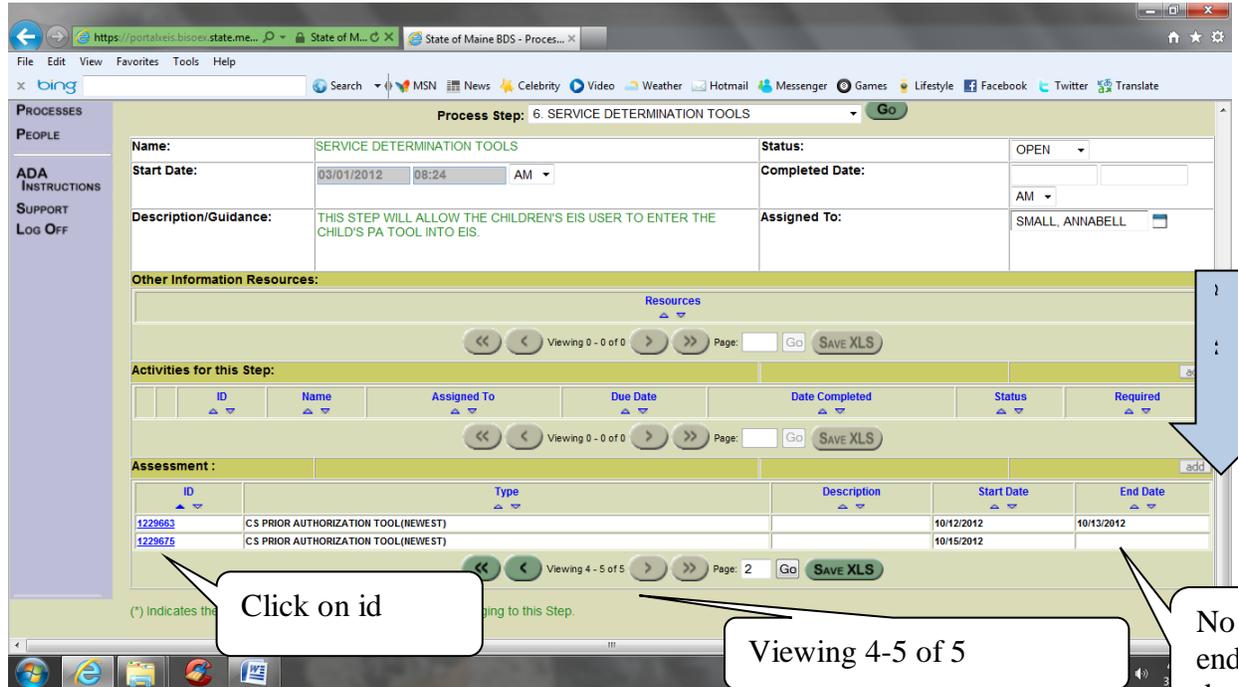
FYI If more than 3 CS28 Prior Authorization Tool have been entered click on the forward arrow (>)



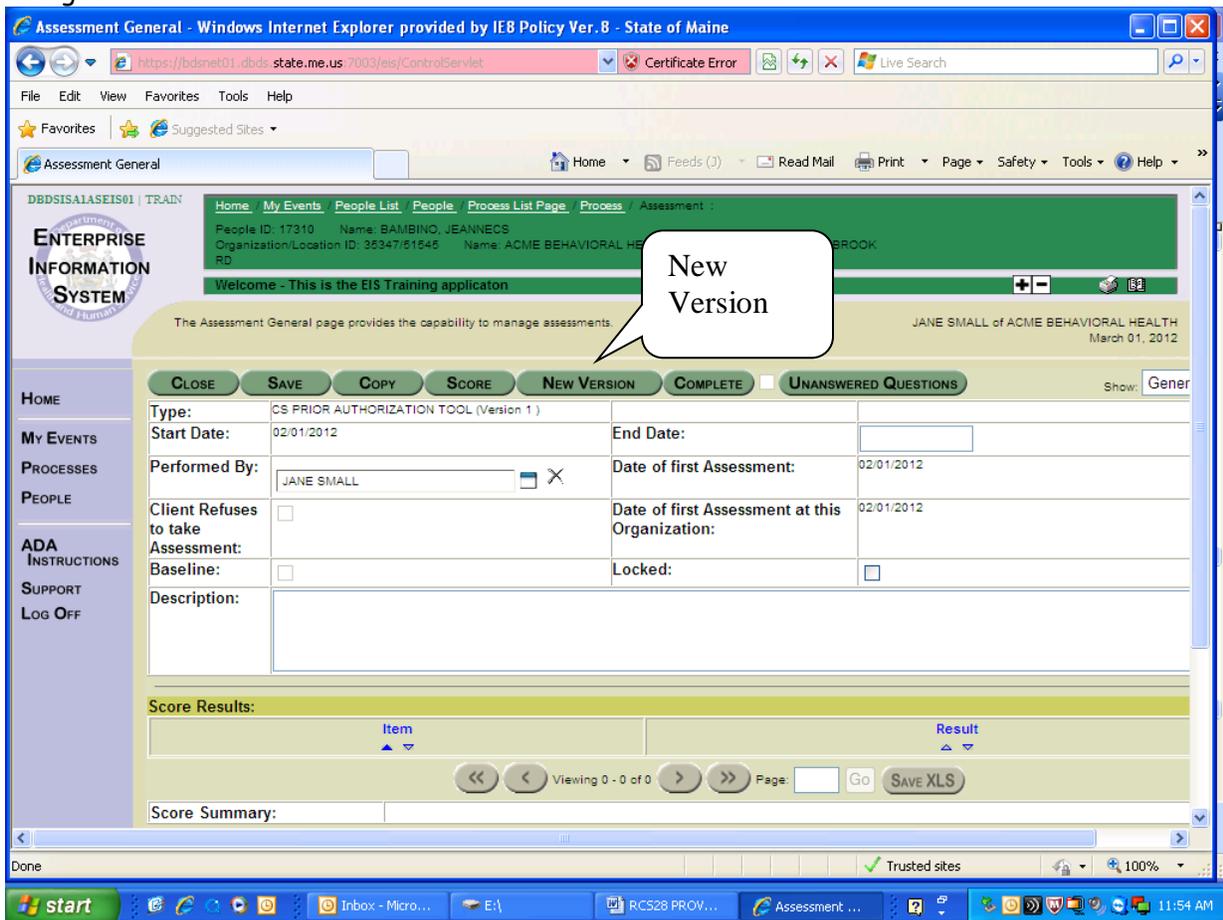
Viewing 1-3 of 5 Click forward arrow (>) if necessary

Scroll **DOWN**

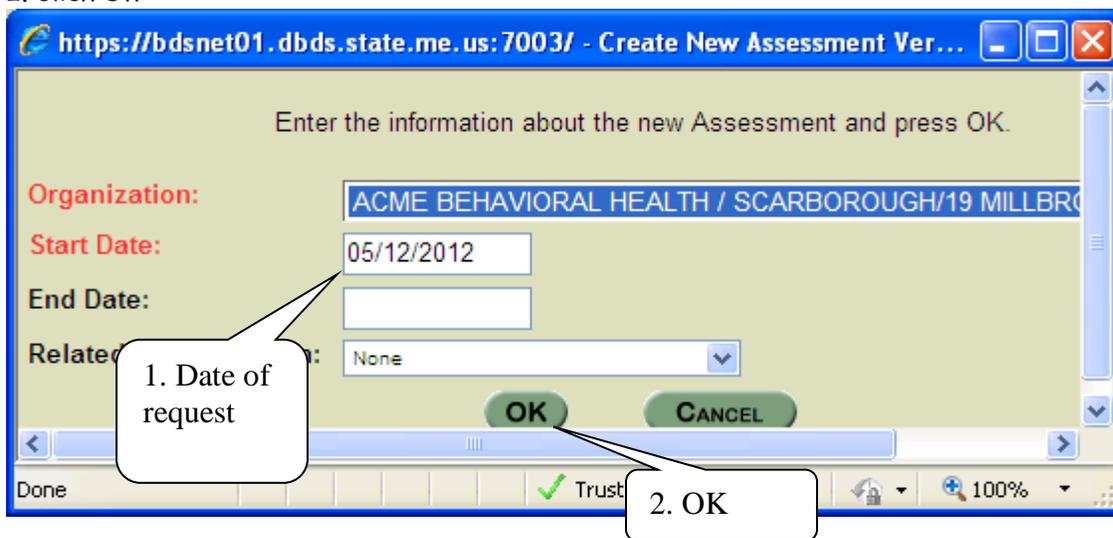
Click on CS28 Prior Authorization Tool id with no end date



Click New Version- this will end date the previous CS28 Prior Authorization Tool and create an exact copy to the new Treatment Plan. Update the treatment plan to reflect the request for change in hours



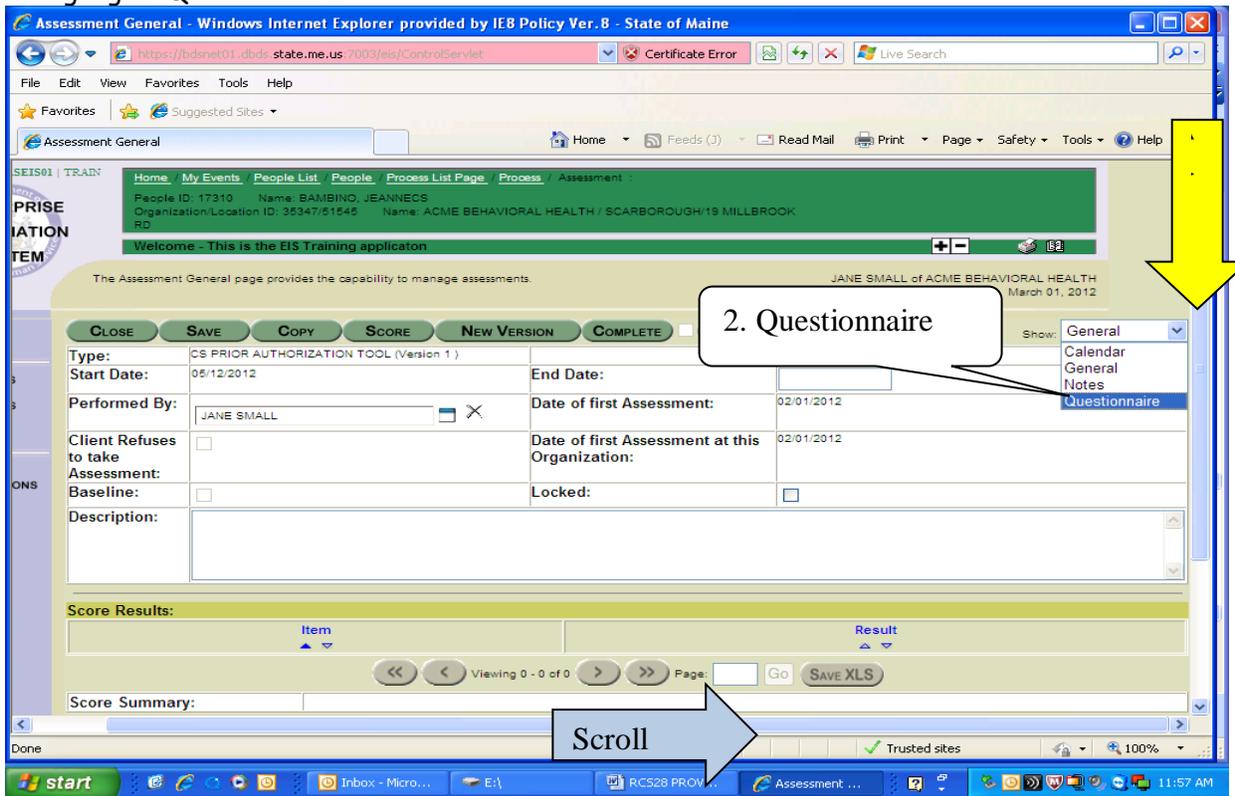
1. Start date of the Request for change in current hours
- End date is blank
2. Click Ok



Scroll to the **RIGHT**

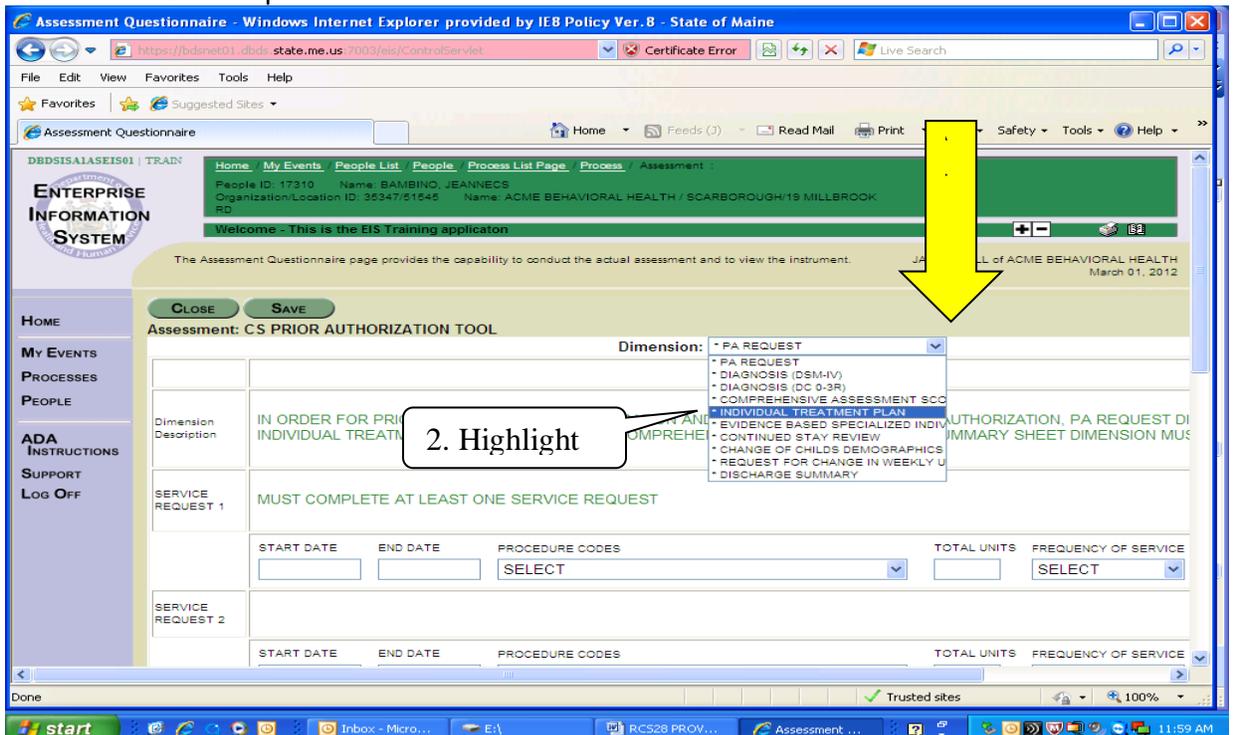
1. Show menu **DOWN** arrow

2. Highlight: Questionnaire



1. Dimension **DOWN** arrow

2. Highlight Individual Treatment Plan  
or Evidence Based Specialized Individual Treatment Plan



## Highlight the reason you are updating the Treatment plan: Request for Change in Current Hours

The screenshot shows the 'Assessment Questionnaire' page in the Enterprise Information System. The page title is 'Assessment: CS PRIOR AUTHORIZATION TOOL(NEWEST)'. The 'Dimension' is set to 'INDIVIDUAL TREATMENT PLAN'. The form contains several sections:

- Dimension Description:** IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND APPROVAL, THE FOLLOWING INFORMATION MUST BE COMPLETED. DIAGNOSIS DSM-IV OR DC 0-3R. COMPREHENSIVE ASSESSMENT. TREATMENT PLAN DIMENSIONS MUST BE COMPLETED.
- PLEASE SELECT THE REASON YOU ARE UPDATING THE INDIVIDUAL TREATMENT PLAN:** A dropdown menu is open, showing 'REQUEST FOR CHANGE IN CURRENT HOURS' as the selected option.
- DESCRIBE A PROBLEM BEHAVIOR THAT CAN BE CHANGED WITH TREATMENT FROM THIS SERVICE.**
- PARENTS PRIORITY # 1**

A callout box with the text 'Highlight: Request for Change in Current Hours' points to the selected option in the dropdown menu.

You are now looking at an exact copy of the previous 90 day or 6 month review of the Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan.

Scroll **DOWN**

Update the Individual Treatment Plan

or Evidence Based Specialize Individual Treatment Plan to reflect your request for change in hours.

The screenshot shows the 'Assessment Questionnaire' page, scrolled down. The 'Dimension' is still 'INDIVIDUAL TREATMENT PLAN'. The form contains several sections:

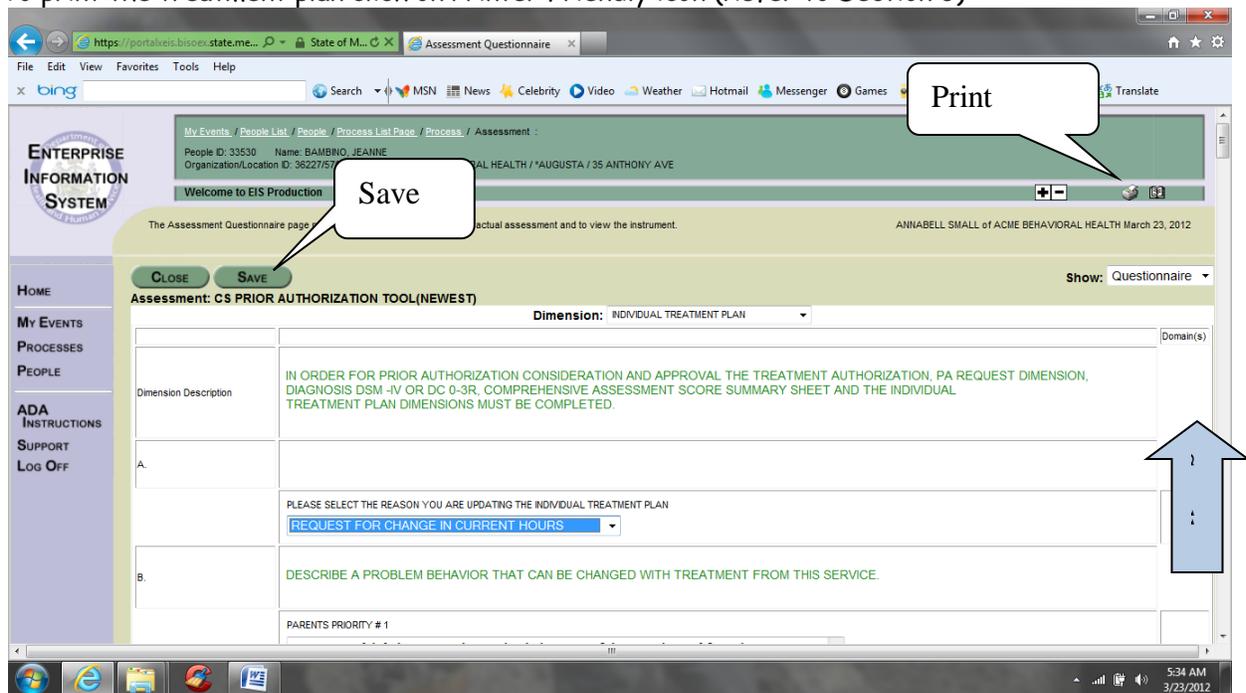
- PLEASE SELECT THE REASON YOU ARE UPDATING THE INDIVIDUAL TREATMENT PLAN:** A dropdown menu is open, showing 'REQUEST FOR CHANGE IN CURRENT HOURS' as the selected option.
- DESCRIBE A PROBLEM BEHAVIOR THAT CAN BE CHANGED WITH TREATMENT FROM THIS SERVICE.**
- PARENTS PRIORITY # 1**  
Parent would like to work on the behavior of biting himself as he is causing injury to himself
- YOU MAY HAVE AS MANY AS 4 GOALS WITH 2 OBJECTIVES PER GOAL**
- MUST HAVE AT LEAST ONE GOAL**  
To have client redirect himself to stop bitin himself

A blue arrow points down from the top right of the page. A callout box with the text 'Update to reflect the request' points to the 'REQUEST FOR CHANGE IN CURRENT HOURS' option in the dropdown menu.

Scroll **UP**

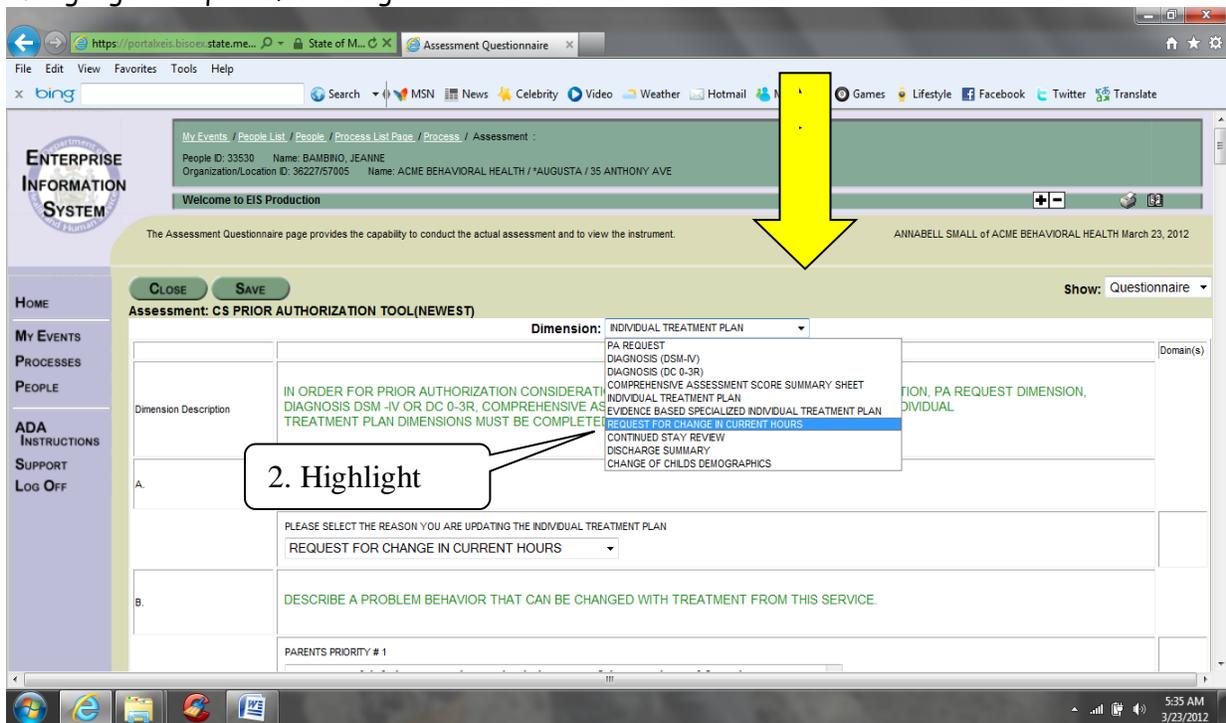
Click **Save**

To print the treatment plan click on Printer Friendly icon (Refer to Section 6)



1. Dimension **DOWN** arrow

2. Highlight: Request for change in current hours



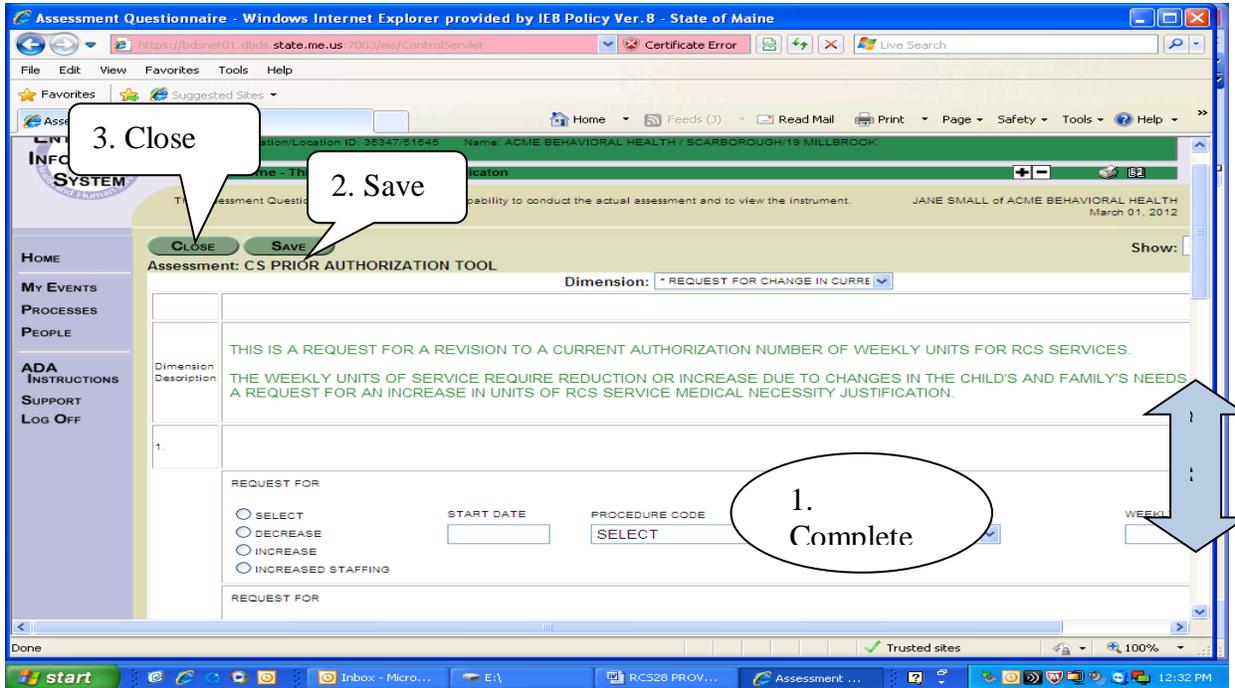
Scroll **DOWN**

1. Complete this dimension "Request for Change in Current Hours"

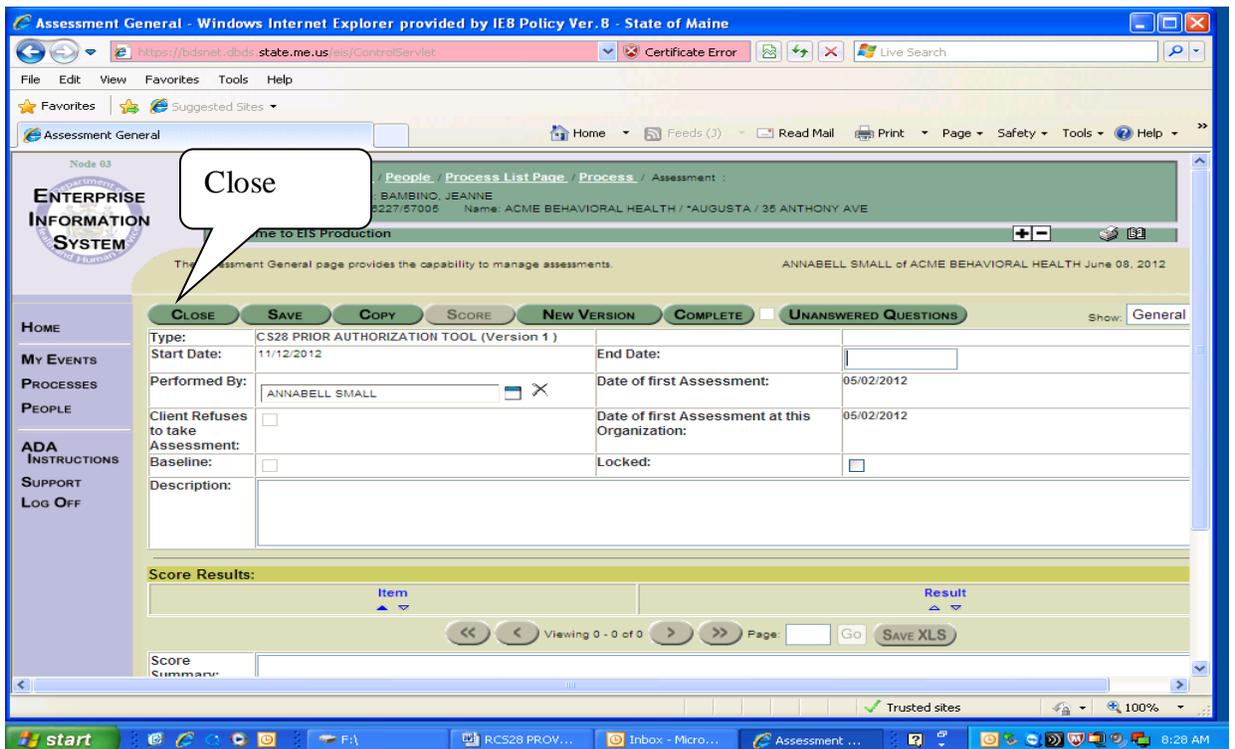
Weekly units: # of weekly units you are requesting to increase or decrease per this request

Scroll **UP**

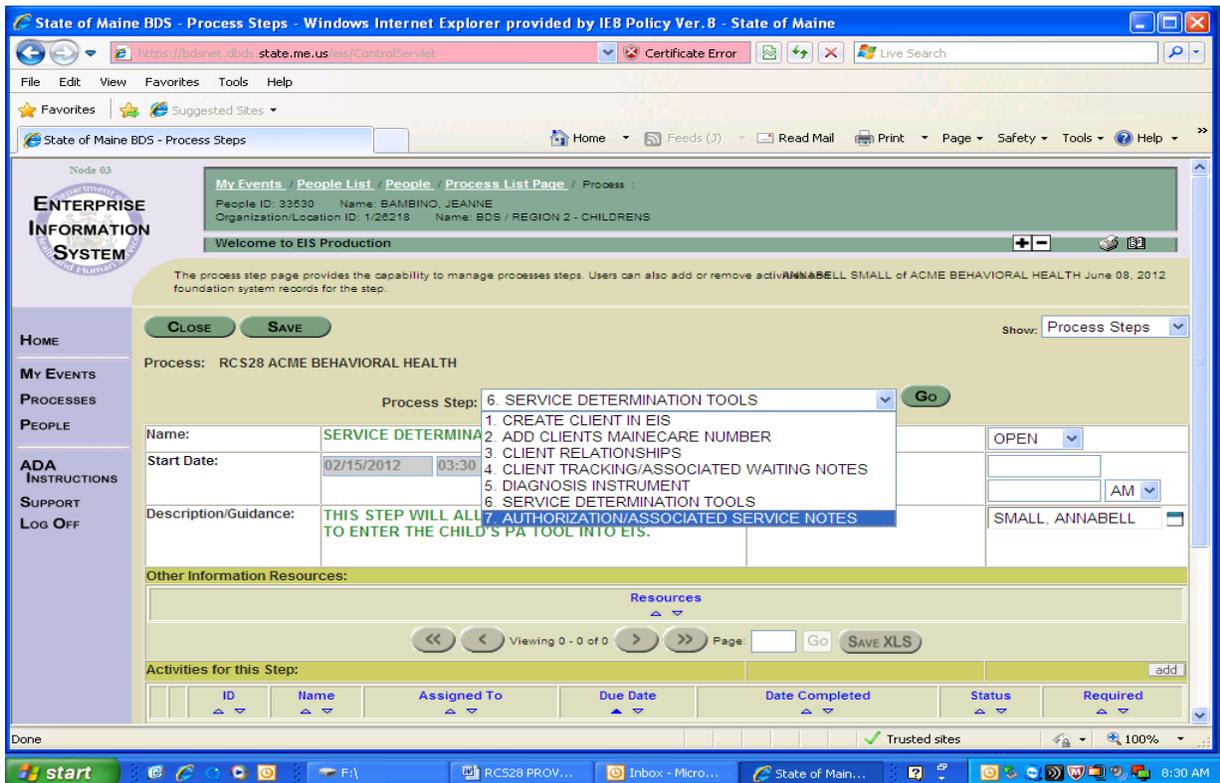
2. Click Save
3. Click Close



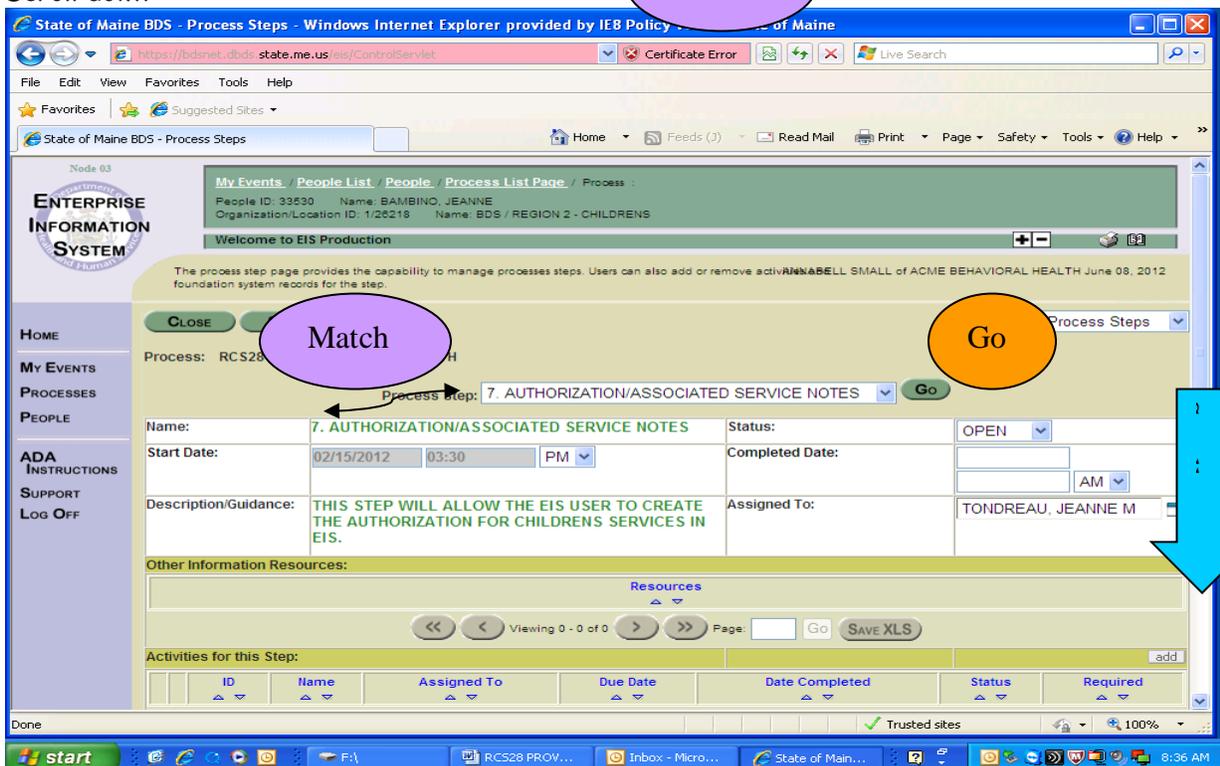
Click Close to get to process page



1. Process Step **DOWN** arrow
2. Highlight Step 7 Authorization / Associated Service Notes
3. Click



Be sure that the Process Step and the Page name Match If not Click GO  
 Scroll down



Click on id of the current authorization you are requesting change in hours on

**7. AUTHORIZATION/ASSOCIATED SERVICE NOTES**

Name: 7. AUTHORIZATION/ASSOCIATED SERVICE NOTES | Status: OPEN

Start Date: 02/15/2012 03:30 PM | Completed Date: [ ] AM

Description/Guidance: THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS. | Assigned To: TONDREAU, JEANNE M

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
393010	CS AUTHORIZATION FOR SERVICES [393010]	JEANNE BAMBINO	11/08/2012			

(\*) Indicates there are Activity Logs present for Activities belonging to this Step.

Show Menu notes

**Authorization General**

My Events / People List / People / Process List Page / Process :

People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The authorization general page provides the capability to update authorizations to manage service utilization.

Buttons: CLOSE, SAVE, ADD PROCEDURE CODE

Type: CS AUTHORIZATION FOR SERVICES | Version no: 1

Start Date: 05/08/2012 | End Date: 11/08/2012

Authorized By: JESSICA WOOD | Authorization Date: 05/08/2012

Review Required: [ ] | Reviewed Date: [ ]

Reviewed By: [ ] | MaineCare PA Id: [ ]

Comments / Reason: 10 hours weekly

CS AUTHORIZATION FOR SERVICES : CS SECTION 28 [ CS28 ]

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(36227/57005)ACME BEHAVIORAL HEALTH/AUGUSTA / 35 ANTHONY AVE	\$8.94	PER 1/4 HOUR	1029	TOTAL UNITS	1029	9199.26	28 SERVICE AUTHORIZATION

Notes

Click add

The screenshot shows the 'Notes List' page in Internet Explorer. A callout box labeled 'Add' points to the 'Add' button in the top navigation area. The page displays a table of notes with the following data:

ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
1814787	<a href="#">FS/ACME BEHAVIORAL HEALTH</a>	05/18/2012	05/18/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /		CS AUTHORIZATION NOTE (AUTH)(Version 1)	No	<a href="#">Go</a>
1814725	<a href="#">PLAN APPROVED</a>	05/16/2012	05/16/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /	06/08/2012	CS AUTHORIZATION NOTE (CBHS STAFF)(Version 1)	No	<a href="#">Go</a>
1812329	<a href="#">RECOMMEND NEGOTIATED AUTHORIZATON</a>	05/15/2012	05/15/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /	06/07/2012	CS AUTHORIZATION NOTE (CBHS STAFF)(Version 1)	No	<a href="#">Go</a>
1812202	<a href="#">INITIAL PA DIMENSIONS SUBMITTED</a>	05/08/2012	05/08/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /		CS AUTHORIZATION NOTE (AUTH)(Version 1)	No	<a href="#">Go</a>
1814554	<a href="#">APPROVED ASSESSMENT EXTENSION</a>	04/26/2012	04/26/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / *AUGUSTA / 35 ANTHONY AVE /	06/07/2012	CS AUTHORIZATION NOTE (CBHS STAFF)(Version 1)	No	<a href="#">Go</a>
	<a href="#">NFFD MORF</a>			JEANNE M	ACME BEHAVIORAL		CS AUTHORIZATION NOTE		

Note Title: **CHANGE IN HOURS DIMENSION SUBMITTED**

Start date: date of request

Click Next

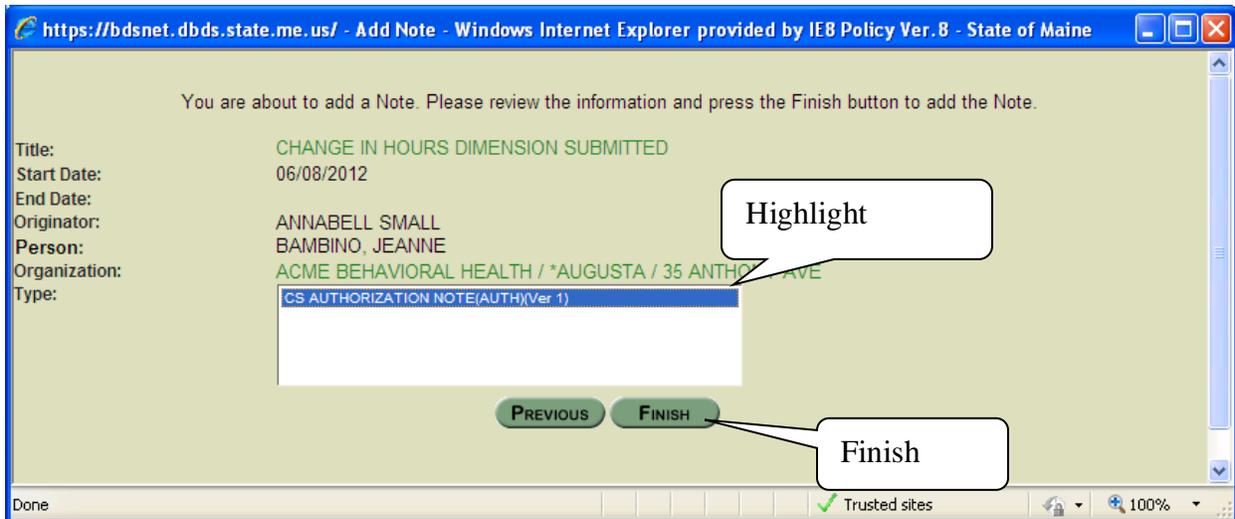
The screenshot shows the 'Add Note' form. Callouts indicate the 'Start date' field and the 'Next' button. The form contains the following information:

- Title: CHANGE IN HOURS DIMENSION SUBMITTED
- Start Date: 06/08/2012
- End Date: (empty)
- Originator: ANNABELL SMALL
- Person: BAMBINO, JEANNE
- Organization: ACME BEHAVIORAL HEALTH / \*AUGUSTA / 35 ANTHONY AVE

Buttons: NEXT, CANCEL

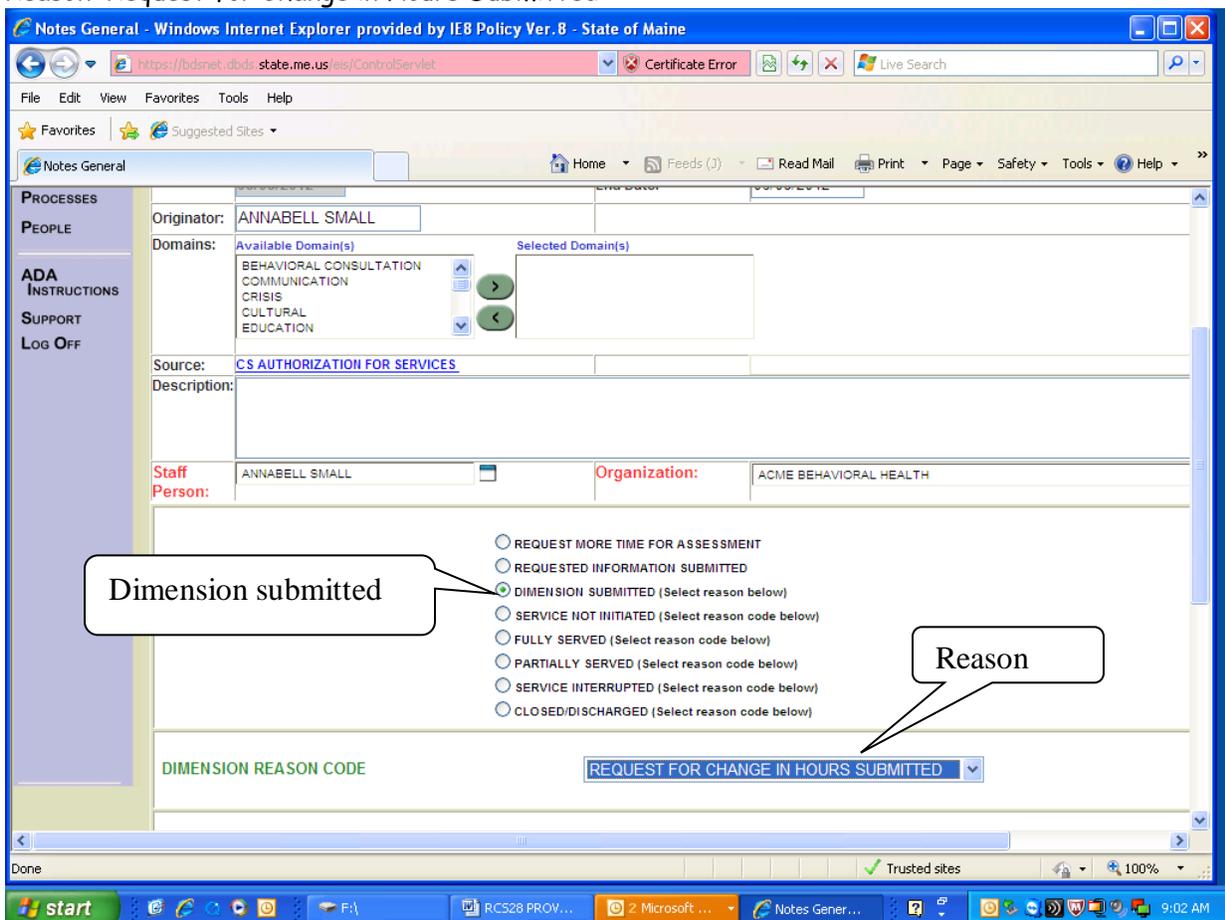
Highlight: CS Authorization Note

Click Finish



Click Status Level: Dimension Submitted

Reason: Request for Change in Hours Submitted



Scroll Up  
 Click Save  
 Click Add Description (If further explanation is needed)

A tickler notification will go to the assigned QIS notifying them of the Request for Change in Current Hours.

## To Log off or change clients (Refer to Section 1)



OCFS will receive notification that a Request for change in current hours has been submitted and the request will be reviewed.

## OCFS Response OCFS needs more information

OCFS will review the request for a change in current hours. If more information is required for determination of approval, you will receive a tickler notification requesting the information needed. You will view what information is needed on the note Need More Information entered by CHBS staff.

You will have 5 state business days to respond to the request for more information. If no response the request for change in hours will be denied, an Administrative Denial letter will be sent.

## Provider Action

Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS

Node 03

ENTERPRISE INFORMATION SYSTEM

My Events :

Change People Clear  
Change Organization Clear

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

HOME  
MY EVENTS  
PROCESSES  
PEOPLE  
ADA INSTRUCTIONS  
SUPPORT  
LOG OFF

**My Events**

**My Clients**

ID	Name	Date Of Birth	Gender	Set Anchor
<<	Viewing 0 - 0 of 0	>>	Page: <input type="text"/> Go	SAVE XLS

**My Reports**

My Reports	Created Date	Last Modified	Report Type
<<	Viewing 0 - 0 of 0	>>	Page: <input type="text"/> Go

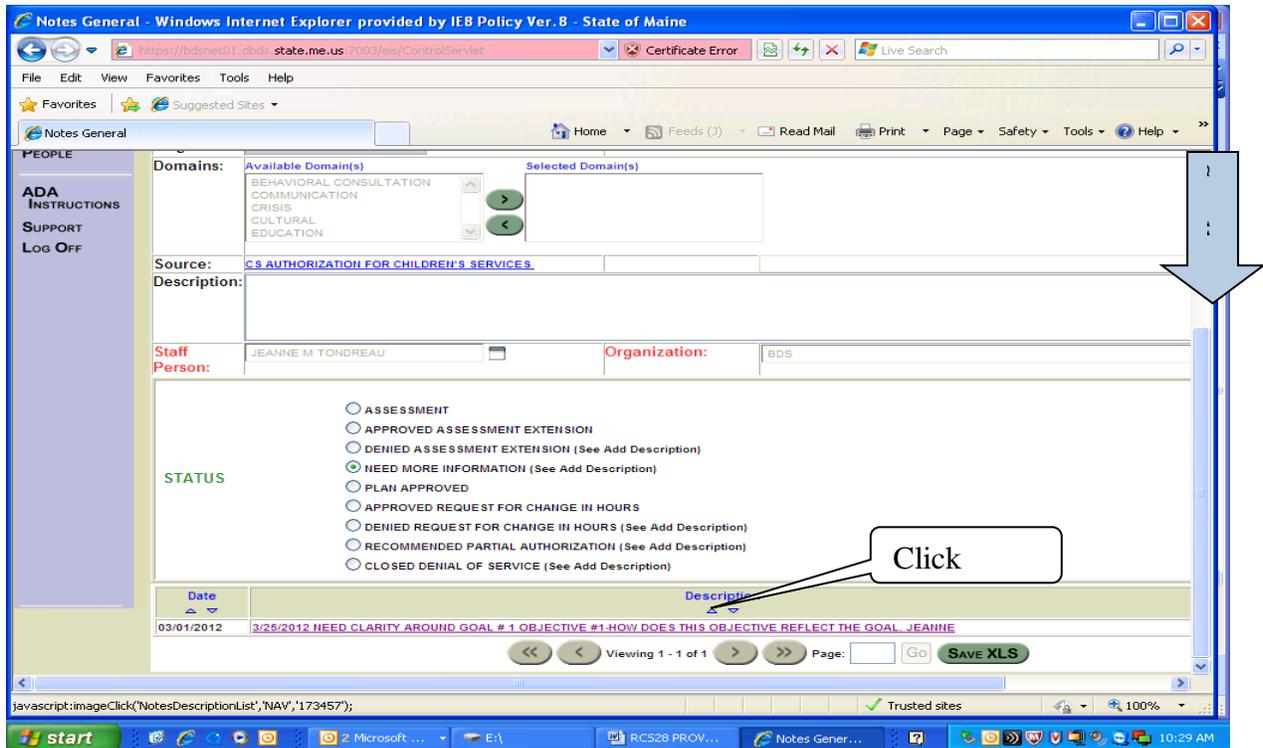
Client: Bambino, Jeanne, Need More Information

SAVE XLS

[Set My Preferences] [Set Staff Coverage]

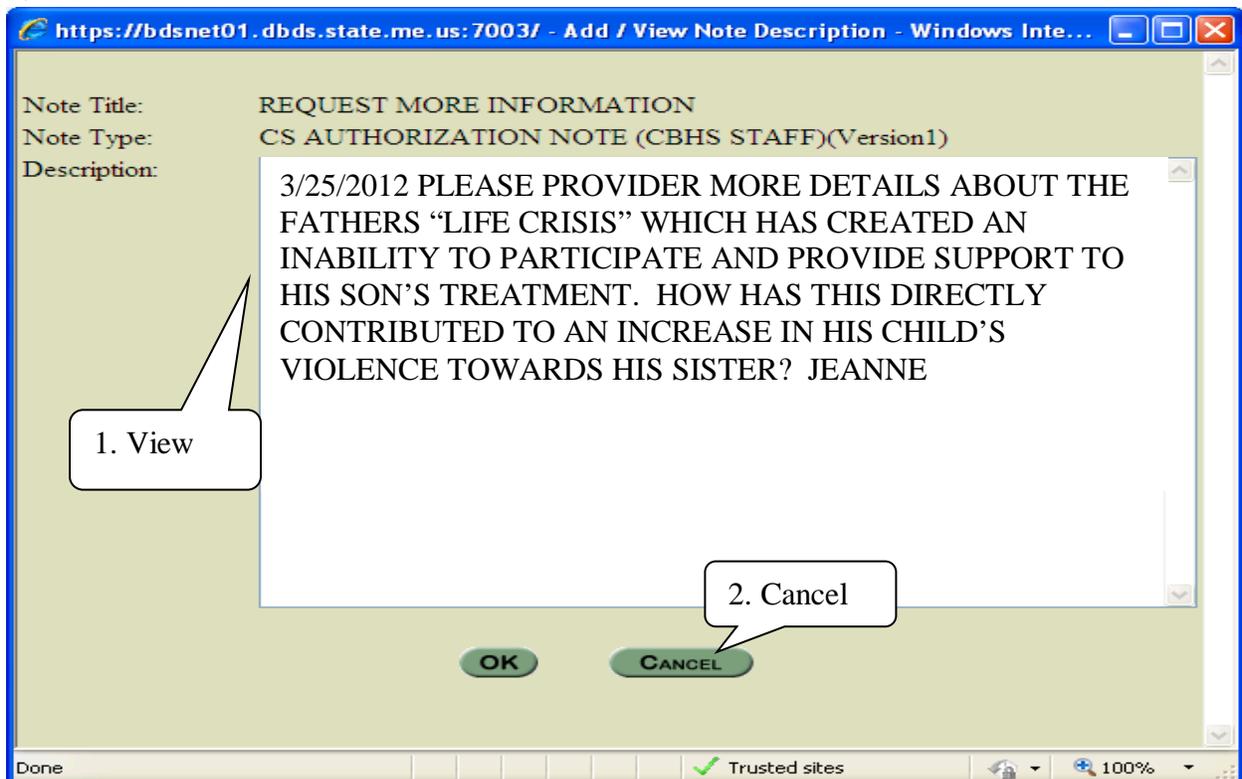
Scroll **DOWN**

Click on the narrative to see the full narrative



1. View what is needed for information

2. Click Cancel to exit



## Click Close

The screenshot shows the 'Notes General' page in Internet Explorer. The browser title is 'Notes General - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine'. The address bar shows 'https://bdsnet01.bdbs.state.me.us:7003/eis/ControlServlet'. The page content includes a sidebar with 'HOME', 'My EVENTS', 'PROCESSES', 'PEOPLE', 'ADA INSTRUCTIONS', 'SUPPORT', and 'LOG OFF'. The main area has a header with 'Home My Events People List People Process List Page Process Notes List Notes General'. Below this is a form for a note. A callout box labeled 'Close' points to the 'CLOSE' button. The form fields include: Title: REQUEST MORE INFORMATION; Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1); Start Date: 03/25/2012; End Date: 03/25/2012; Originator: JEANNE M TONDREAU; Domains: BEHAVIORAL CONSULTATION, COMMUNICATION, CRISIS, CULTURAL, EDUCATION; Source: CS AUTHORIZATION FOR CHILDREN'S SERVICES; Description: (empty); Staff Person: JEANNE M TONDREAU; Organization: BDS.

## Click on People

The screenshot shows the 'My Events' page in Internet Explorer. The browser title is 'My Events - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine'. The address bar shows 'https://bdsnet.bdbs.state.me.us/eis/ControlServlet'. The page content includes a sidebar with 'HOME', 'My EVENTS', 'PROCESSES', 'PEOPLE', 'ADA INSTRUCTIONS', 'SUPPORT', and 'LOG OFF'. The main area has a header with 'Node 03 My Events :'. Below this is a form for 'My Events'. A callout box labeled 'Click' points to the 'PEOPLE' link in the sidebar. The main area contains sections for 'My Clients' and 'My Reports'. The 'My Clients' section has a table with columns: ID, Name, Date Of Birth, Gender, Set Anchor. The 'My Reports' section has a table with columns: My Reports, Created Date, Last Modified, Report Type. The 'My Clients' table shows one row: ID: 467825, Name: BAMBINO, JEANNE, Need More Information 11-JUN-12, Date: 06/11/2012, Source: Go. The 'My Reports' table shows one row: My Reports, Created Date, Last Modified, Report Type.

## Click on People id

People List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

My Events / People List

Welcome to EIS Production

The People List page provides and displays people defined in the system. The list is generated based on the **ANNABELL SMALL** of ACME BEHAVIORAL HEALTH June 12, 2012 security privileges. People in EIS are those individuals that are planned to receive, are currently receiving, or have received services in the past.

Current session user profile: OCFS Contracted Provider Profile

People Type: Service Applicants/Recipients

ID	First Name	Last Name	SSN	Date of Birth	Gender	Organization	Service Population	Created By	Created Date
33530	BAMBINO, JEANNE		123456891	10/03/2005	Female	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	TONDREAU, JEANNE	03/09/2012
34670	BAMBINO, JEANNE		123456891	10/03/2005	Female	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	TONDREAU, JEANNE	04/10/2012
35350	MOUSE, NADINE		002000020	01/02/2005	Female	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	TONDREAU, JEANNE	05/01/2012
35791	BAMBINO, NADINE		002000020	01/02/2005	Female	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	WOOD, JESSICA	05/16/2012
35351	MOUSE, MICHAEL		003020123	02/15/2001	Male	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	TONDREAU, JEANNE	05/01/2012
35790	BAMBINO, MICHAEL		003020123	02/15/2001	Male	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	DEMERCHANT, JUDY	05/16/2012
35352	MOUSE, CHERYL		004011111	03/06/2002	Female	ACME BEHAVIORAL HEALTH^AUGUSTA / 35 ANTHONY AVE	PROVIDER ONLY-CHILDREN	TONDREAU, JEANNE	05/01/2012

Viewing 1 - 7 of 7

SAVE XLS

## Click on Processes

People Demographics - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

My Events / People List / People

People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 12, 2012

First Name: JEANNE

Last Name: BAMBINO

Date of Birth: 10/03/2005

Gender: FEMALE

Main ID: 12345689A

Primary Service Population: PROVIDER ONLY-CHILDREN

Click on Process Name highlight in blue

Process List - Windows Internet Explorer provided by IEB Policy Ver.8 - State of Maine

https://bdsnet.dbs.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :  
People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Click

Name	Originator	Date Started	Date Completed	Current Step	Type
RCS28 ACME BEHAVIORAL HEALTH	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

Viewing 1 - 1 of 1 Page: 1 Go SAVE XLS

Process General Page to get to Process Step 6 Service Determination Tool  
1. Click on the forward arrow (>) to get to the next page Steps 6-8.

State of Maine DDS - Process General - Microsoft Internet Explorer

https://bdsnet01.dbs.state.me.us:7003/eis/ControlServlet

Enterprise Information System

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD of BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 PROCESS BRIDGES  
Start Date: 01/12/2011 11:10 AM  
Ownership Organization: BRIDGES OF MAINE, LLC/GRAY/287  
Process Description:

This process has the following steps:

No	Steps	Description
1.	CREATE CLIENT IN EIS	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	ADD CLIENTS MAINECARE NUMBER	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	CLIENT RELATIONSHIPS	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	CLIENT TRACKING/ASSOCIATED WAITING NOTES	THIS STEP WILL ALLOW CHILDRENS EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDRENS TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	DIAGNOSIS INSTRUMENT	THIS STEP WILL ALLOW THE CHILDRENS EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

Viewing 1 - 5 of 5 Page: 1 Go SAVE XLS

1. Click forward arrow (>) to Step 6

## Click on Step 6 Service Determination Tool

State of Maine BDS - Process General - Microsoft Internet Explorer

Address: https://bdsnet01.dbsd.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

Home / My Events / People List / People / Process List Page / Process :

People ID: 17210 Name: CLIENT, CBHS  
Organization/Location ID: 1/20218 Name: BDS / REGION 2 - CHILDRENS

Welcome - This is the EIS Training application

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. HAMMER HEAD OF BRIDGES OF MAINE, LLC. January 23, 2012

Process Type: CHILDRENS SUPER PROCESS  
Process Name: RCS28 PROCESS BRIDGES  
Start Date: 01/12/2011 11:18 AM  
Ownership Organization: BRIDGES OF MAINE, LLC / GRAY / 287  
Originator: JEANNE M TONDREAU  
Completed Date: Not Completed

This process has the following steps:

No	Steps	Description
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.
8.	<a href="#">DENIAL /APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT

Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step 6

Match

Be sure that the Process step and the Page name match

(If not Click **GO**)

FYI: If more than 3 CS28 Prior Authorization Tools have been entered click on forward arrow (>)

State of Maine BDS - Process General

Process: CH ACME BE...

Process Step: 6. SERVICE DETERMINATION TOOLS Go

Name: SERVICE DETERMINATION TOOLS Status: OPEN

Start Date: 03/01/2012 08:24 AM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229536	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229552	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229555	CS PRIOR AUTHORIZATION TOOL (NEWEST)					

Viewing 1 - 3 of 5 Page: Go SAVE XLS

Match

Viewing 1-3 of 5 Click on forward arrow (>), if necessary to see additional CS28 Prior Authorization Tools

Scroll **DOWN**

Click in id of CS28 Prior Authorization Tool with no end date

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS Status: OPEN

Start Date: 03/01/2012 08:24 AM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Activities for this Step:

Assessment:

ID	Type	Description	Start Date	End Date
1229663	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/12/2012	10/13/2012
1229678	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/15/2012	

Click on id

Viewing 4-5 of 5

No end date

Scroll to the **RIGHT**

1. Show menu **DOWN** arrow
2. Highlight: Questionnaire

Enterprise Information System

Assessment General

2. Questionnaire

Close Save Copy Score Create New Version Complete Unanswered Ques

Type: CS PRIOR AUTHORIZATION TOOL (NEWEST) (Version 1)

Start Date: 01/01/2012 End Date:

Performed By: JEANNE M TONDREAU Date of first Assessment: 01/01/2012

Client Refuses to take Assessment: [ ] Date of first Assessment at this Organization: 01/01/2012

Baseline: [ ] Locked: [ ]

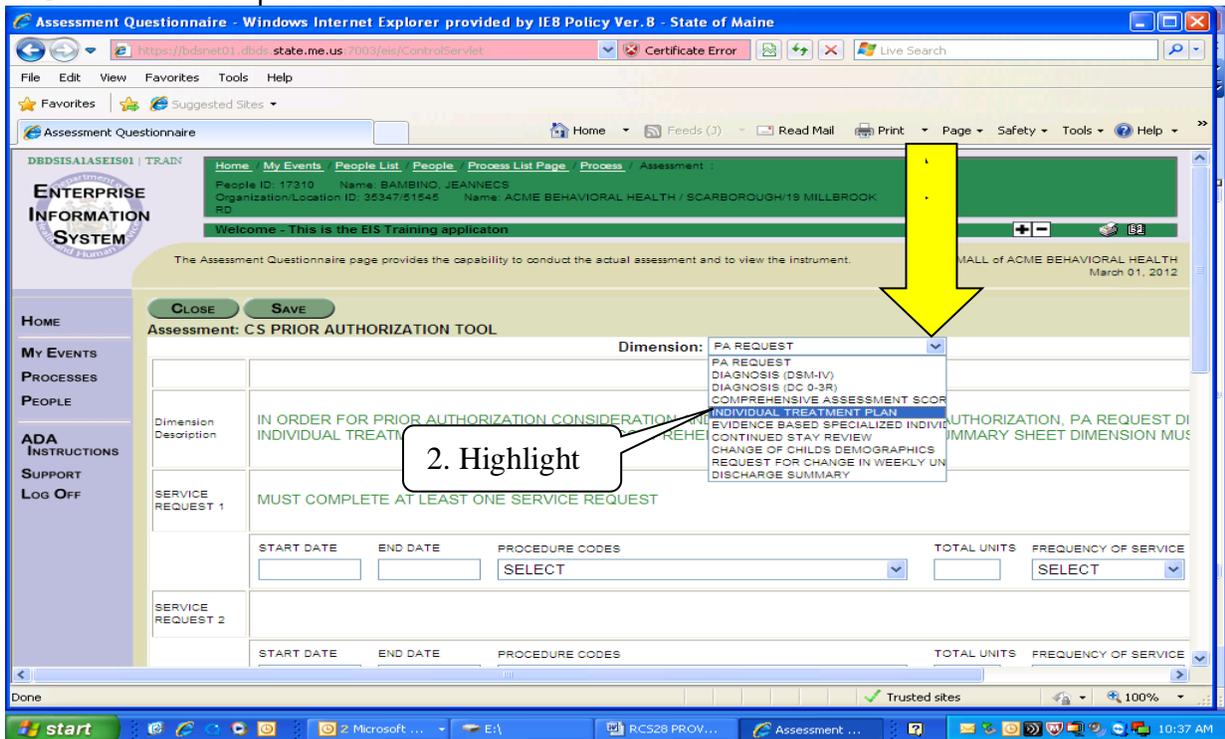
Description:

Score Results:

Score Summary:

Scroll

1. Dimension **DOWN** arrow
2. Highlight Dimension Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan

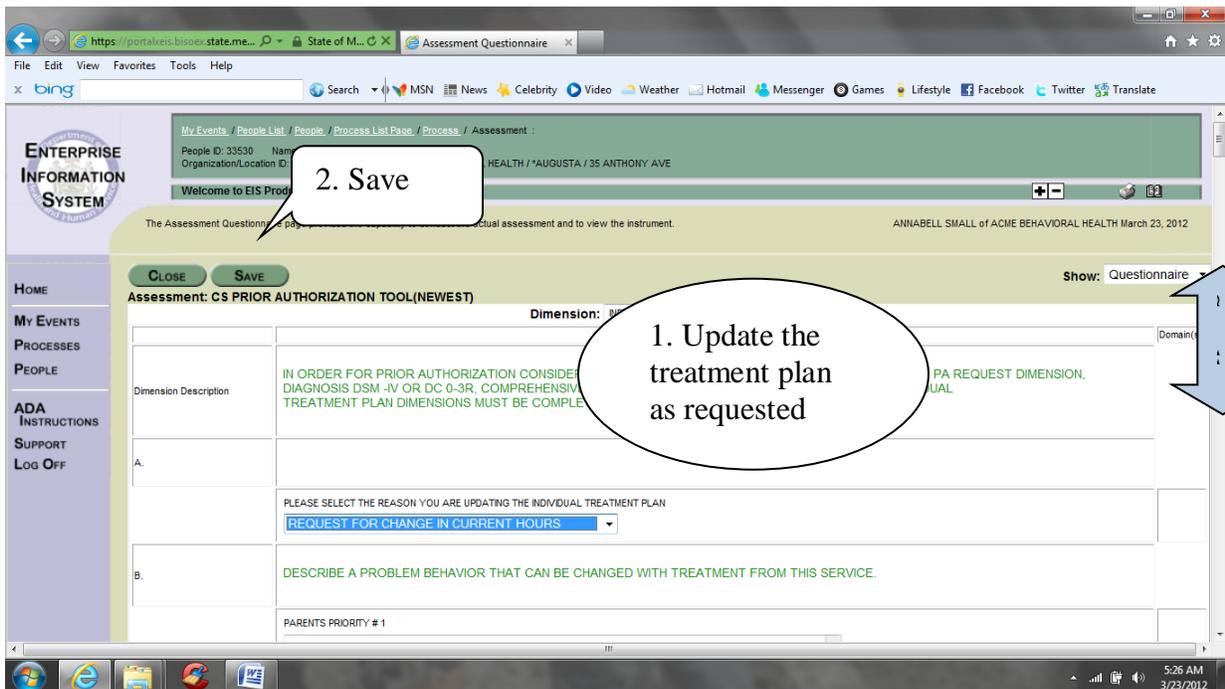


Scroll **DOWN**

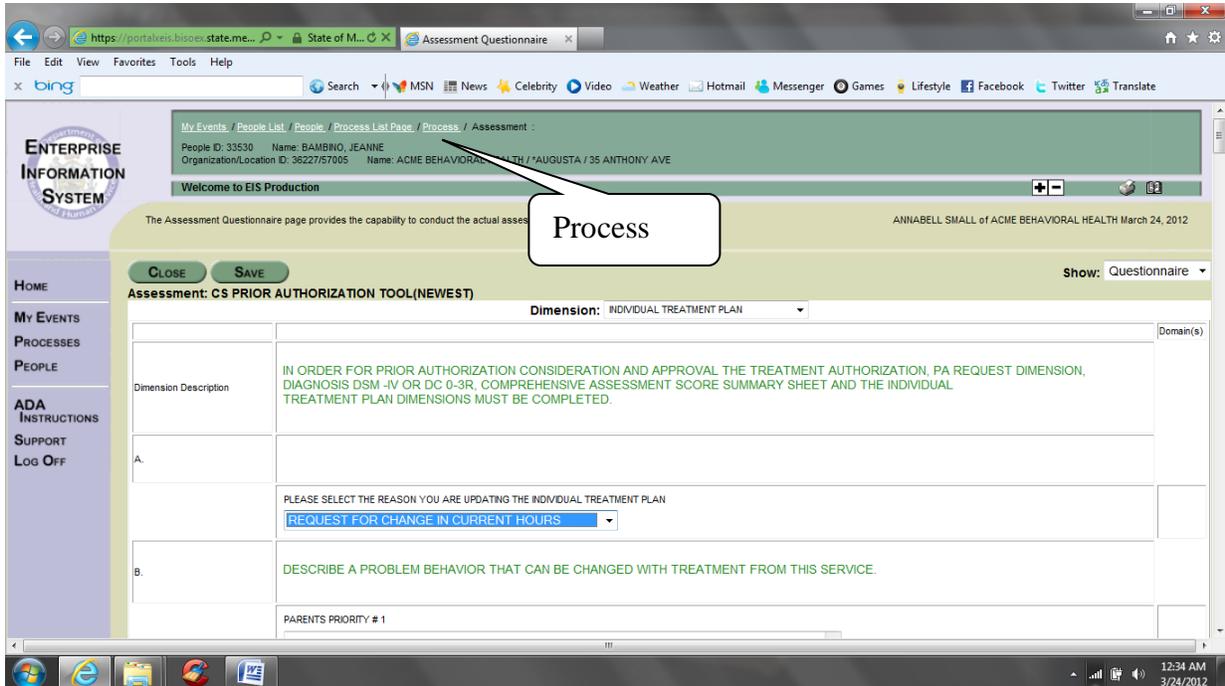
1. Update the requested information in order for OCFs to approve the Change in hours requested.

Scroll **UP**

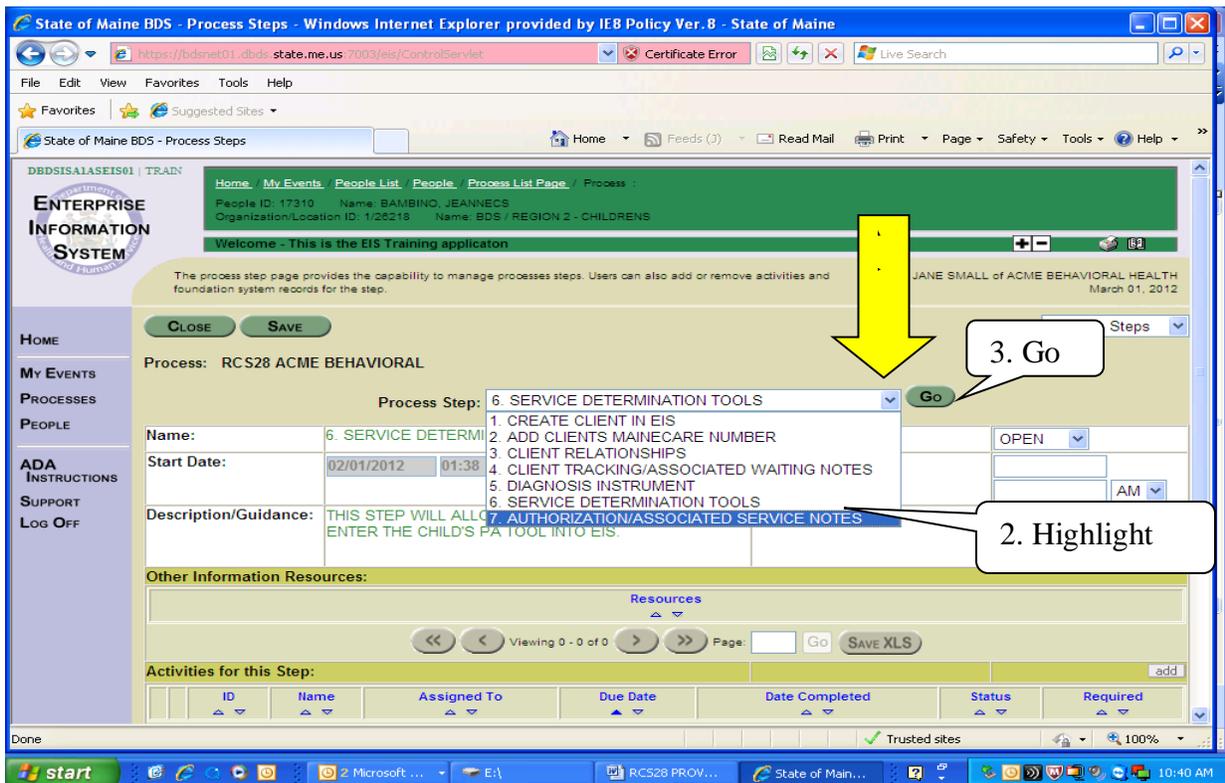
2. Click Save



Click Process in the header



1. Process Step DOWN arrow
2. Highlight Step 7 Authorization / Associated Service Notes
3. Click Go



Be sure that the Process step and the Page name match (If not Click GO)

FYI If more than 3 Authorization have been entered click on the forward arrow (>)

Process: RCS28 ACME BEHAVIORAL

Process Step: 7. AUTHORIZATION/ASSOCIATED SERVICE NOTES **Go**

Name: 7. AUTHORIZATION/ASSOCIATED SERVICE NOTES Status: OPEN

Start Date: 02/01/2012 01:38 PM Completed Date: [ ] AM

Description/Guidance: THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS. Assigned To: no access

Other Information Resources:

Resources

Activities for this Step:

Auth	Name	Assigned To	Due Date	Date Completed	Status	Required
382	CS AUTHORIZATION FOR ASSESSMENT [382132]		02/15/2012 04/10/2012			
382	CS AUTHORIZATION FOR CHILDREN'S SERVICES [382294]		04/11/2012 09/11/2012			

Viewing 1 - 2 of 2

1. Show menu DOWN arrow
2. Highlight: Notes

Authorization General

DBDSIS1A1ASEIS01 | TRAIN

ENTERPRISE INFORMATION SYSTEM

Home My Events People List People Process List Page Process

People ID: 17310 Name: BAMBINO, JEANNECS

Welcome - This is the EIS Training application

The authorization general page provides the capability to update authorizations to manage services such as leave and utilization. JANE SMALL of ACME BEHAVIORAL HEALTH/SCARBOROUGH/19 MILLBROOK RD March 01, 2012

CLOSE SAVE ADD PROCEDURE CODE Show: General

Type: CS AUTHORIZATION FOR CHILDREN'S SERVICES Version: [ ]

Start Date: 04/11/2012 End Date: [ ]

Authorized By: JANE SMALL Authorization Date: [ ]

Review Required: [ ] Reviewed Date: [ ]

Reviewed By: [ ] MaineCare PA Id: [ ]

Comments / Reason: 10 hours weekly

CS AUTHORIZATION FOR CHILDREN'S SERVICES : CS SECTION 28 [ CS-28 ]

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
X H2021HI	! H2021HI SRV'S CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(35347/51545)ACME BEHAVIORAL HEALTH/SCARBOROUGH/19 MILLBROOK RD	\$8.94	PER 1/4 HOUR	600	TOTAL UNITS	600	5364.00	28 SERVICE AUTHORIZATION

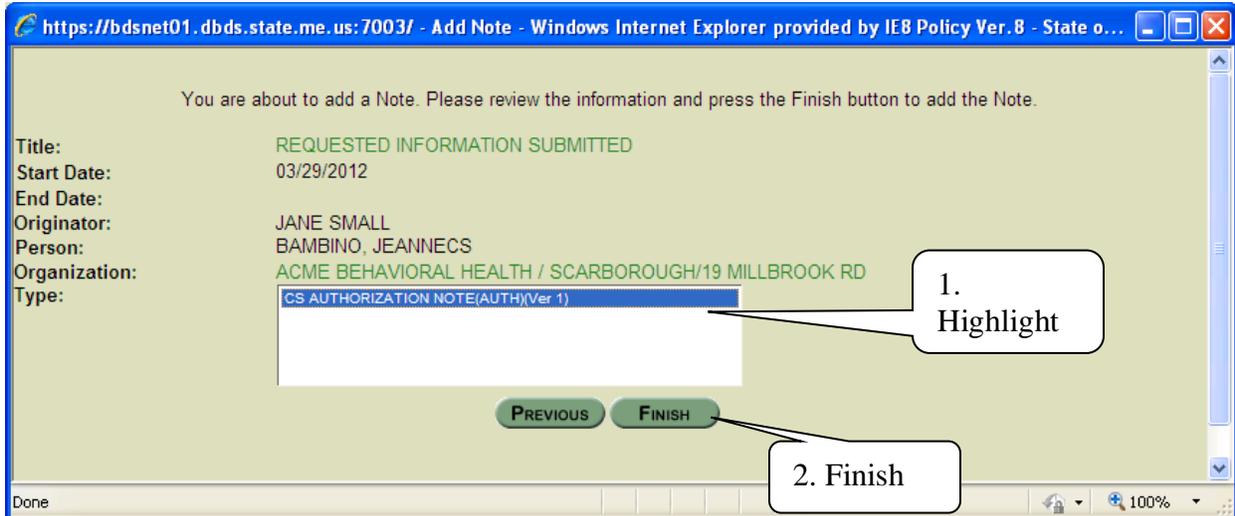
Viewing 1 - 1 of 1

## Click Add

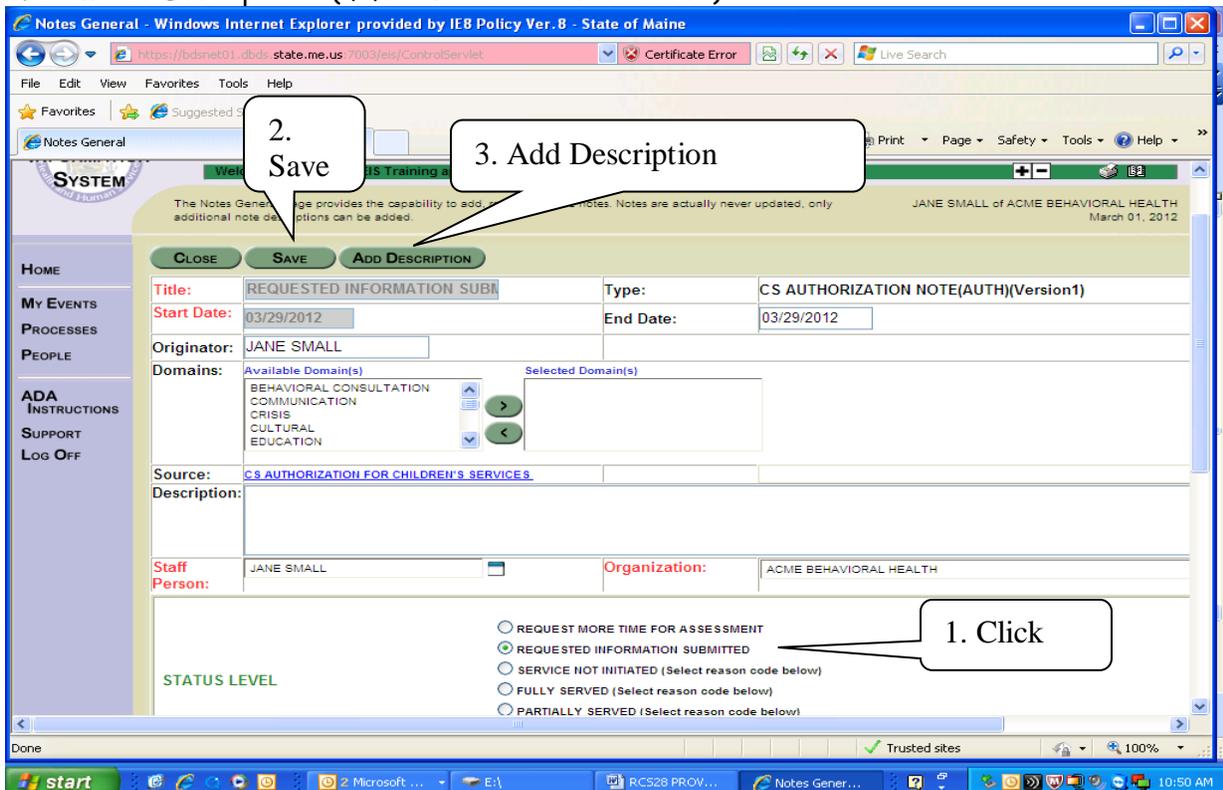
1. Note Title: REQUESTED INFORMATION SUBMITTED
2. Start Date: date you submitted the requested information  
End date defaults as the start date  
Organization: defaulted
3. Click Next

Verify that you have entered correctly, if a data entry error was made click previous to correct the mistake

1. Highlight Note Type: Cs Authorization Note(Auth)
2. Click Finish



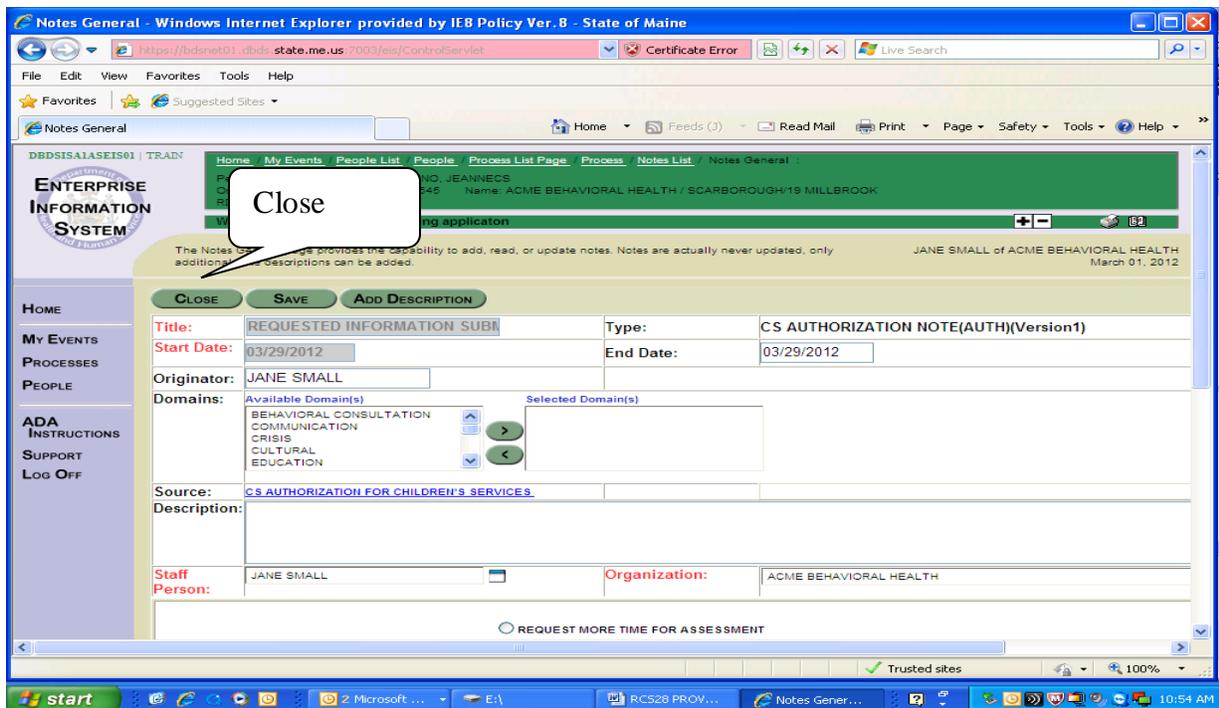
1. Click Status level: Requested Information Submitted
2. Click Save
3. Click Add Description - (if further narrative is needed)



1. Type in additional information
2. Click Ok



Click Close



To log off or change clients (Refer to Section 1)

## OCFS Response Approved Request for Change in Current Hours

OCFS will receive a tickler notification stating that you have updated the requested information and will review the CS28 Prior Authorization Tool. If approved, you will receive a tickler notification stating that the request for a change in current hours is approved.

You will have 5 state business days to add a status level note to the current authorization, stating you are fully serving this child with the newly approved hours.

### Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS

My Events - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

**My Events**

**My Clients**

ID	Name	Date Of Birth	Gender	Set Anchor
<<	Viewing 0 - 0 of 0	>>	Page: <input type="text"/> Go	SAVE XLS

Client: Bambino, Jeanne, Approved Request for Change in Hours

SAVE XLS

**My Reports**

My Reports	Created Date	Last Modified	Report Type
<<	Viewing 0 - 0 of 0	>>	Page: <input type="text"/> Go

[Set My Preferences] [Set Staff Coverage]

Click on the narrative to view full entry

Notes General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

File Edit View Favorites Tools Help

Notes General

SEARCH  
PEOPLE  
ORGANIZATION  
ASSESSMENTS  
AUTHORIZATIONS  
CLIENT TRACKING  
NOTES  
PLANNING  
REPORTABLE EVENTS  
SERVICE ENCOUNTERS

ADA INSTRUCTIONS  
SUPPORT  
LOG OFF

Domains: Available Domain(s) Selected Domain(s)

BEHAVIORAL CONSULTATION  
COMMUNICATION  
CRISIS  
CULTURAL  
EDUCATION

Source: CS AUTHORIZATION FOR SERVICES

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

STATUS

- ASSESSMENT
- APPROVED ASSESSMENT EXTENSION
- DENIED ASSESSMENT EXTENTION (See Add Description)
- NEED MORE INFORMATION (See Add Description)
- PLAN APPROVED
- APPROVED REQUEST FOR CHANGE IN HOURS
- DENIED REQUEST FOR CHANGE IN HOURS (See Add Description)
- RECOMMENDED NEGOTIATED AUTHORIZATON
- CLOSED DENIAL OF SERVICE
- CLOSED SERVICE NOT INITIATED

Date	Description
06/08/2012	<a href="#">6/8/2012 THE REQUEST FOR CHANGE III THE HOURS OII THE CURRENT RCS AUTHORIZATION HAS BEEN REVIEWED AND</a>

Viewing 1 - 1 of 1 Page: Save XLS

View the full narrative

Click Cancel to close

https://bdsnet.dbds.state.me.us/ - Add / View Note Description - Windows Internet Expl...

Note Title: APPROVED REQUEST FOR CHANGE IN HOURS

Note Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1)

Description: 6/8/2012 THE REQUEST FOR CHANGE IN THE HOURS ON THE CURRENT RCS AUTHORIZATION HAS BEEN REVIEWED AND APPROVED. PROCEED TO STEP 7 OF THE CHILDREN'S SUPER PROCESS TO VIEW THE RCS AUTHORIZATION FOR JEANNE BAMBINO. A SMALL

OK CANCEL

Click on CS Authorization for services to view amended authorization and to enter status note

OCFS has adjusted the current authorization with the approved units.  
 You will use the same PA # from MIHMS for that authorization.  
 Show Menu notes to enter status note

Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Total Authorized Cost	Procedure Reason Description
H2021HI	1 H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(36227/57005)ACME BEHAVIORAL HEALTH/AUGUSTA / 35 ANTHONY AVE	\$8.94	PER 1/4 HOUR	1029	9199.26	28 SERVICE AUTHORIZATION

## Provider Action

You must enter a status level note stating that the client is now being fully served at the newly approved hours. (See Manual Section 9) to add status note

**To log off or change clients (Refer to Section 1)**



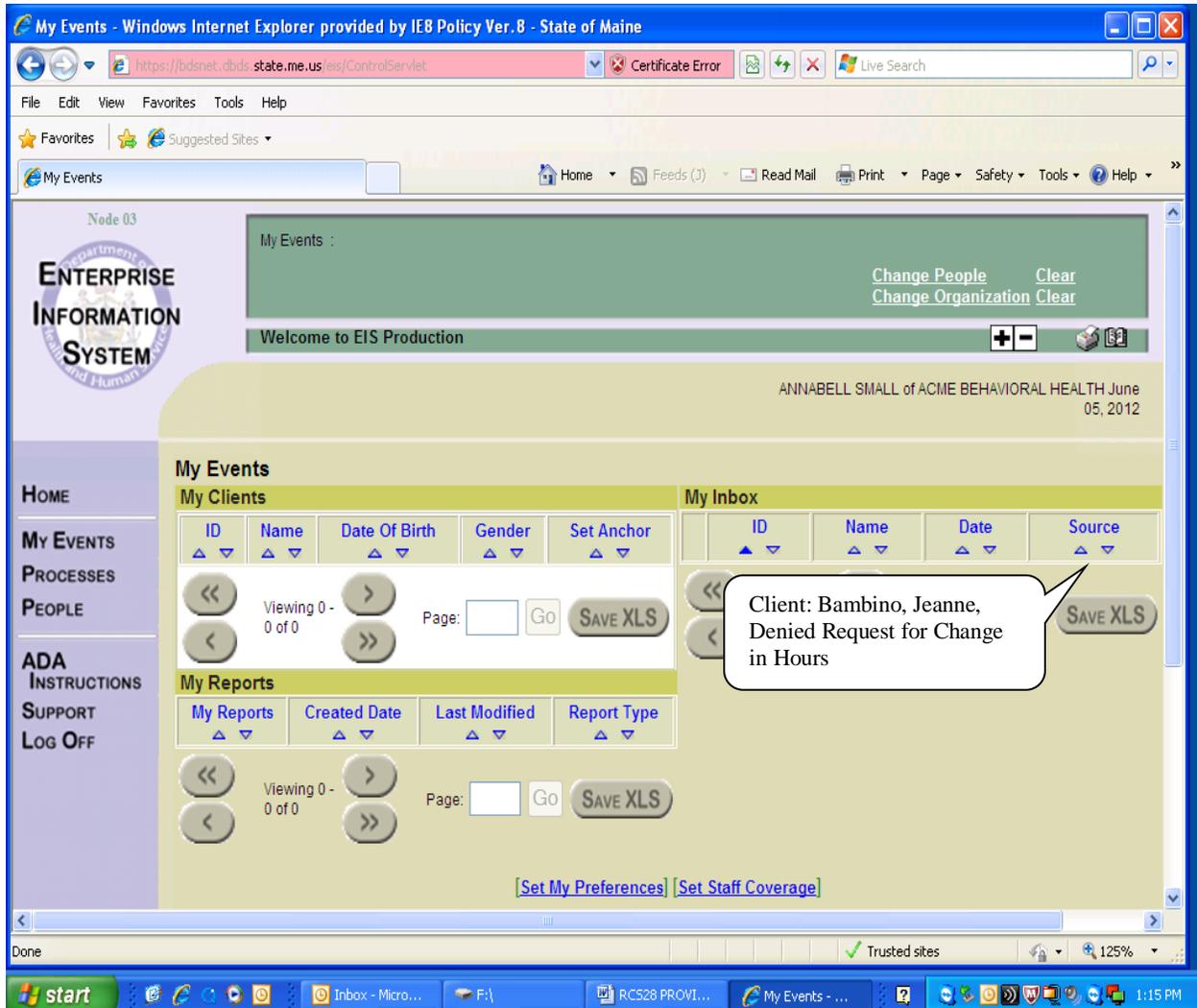
# OCFS Response

## Denial of request for change in current hours

A tickler notification to provider that the request was denied will be sent. Provider will continue with the current authorized amount of hours.

### Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS



Scroll down to view narrative

OUTREACH SAFETY

Source: [CS AUTHORIZATION FOR CBHS SERVICES](#)

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

STATUS

- ASSESSMENT
- APPROVED ASSESSMENT EXTENSION
- DENIED ASSESSMENT EXTENTION (See Add Description)
- NEED MORE INFORMATION (See Add Description)
- PLAN APPROVED
- APPROVED REQUEST FOR CHANGE IN HOURS
- DENIED REQUEST FOR CHANGE IN HOURS (See Add Description)
- RECOMMENDED PARTIAL AUTHORIZATION
- CLOSED DENIAL OF SERVICE

Date	Description	CreatedBy
03/03/2012	<a href="#">7/5/2012 DENIED REQUEST DUE TO CHILD CAN BE MANAGED WITH MORE NATURAL SUPPORTS FROM EXTENDED FAMILY.</a>	JEANNE M TONDREAU

Viewing 1 - 1 of 1 Page:  Go

1. View narrative
2. Click cancel to exit

Note Title: DENIED REQUEST FOR CHANGE HOURS

Note Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1)

Description: 7/5/2012 DENIED REQUEST PLEASE ATTEMPT TO ACCESS MORE NATURAL SUPPORTS FROM EXTENDED FAMILY AND COMMUNITY TO COVER AFTER SCHOOL HOURS UNTIL MOTHER RETURNS HOME FROM ADULT EDUCATION. JEANNE

1. Narrative

2. Cancel

Brings you back to the note

Enterprise Information System

Home / My Events / Addresses / Authorization List / Notes List / Notes General

People ID: 333415 Name: BAIRDNO, JEANNE  
Organization/Location ID: 36227/57005 Name: ACME BEHAVIORAL HEALTH / \*AUGUSTA / 35 ANTHONY AVE

Welcome to EIS Production

The Notes General page provides the capability to add, read, or update notes. Notes are actually never updated, only additional note descriptions can be added. JEANNE M TONDREAU of BDS March 24, 2012

Buttons: CLOSE, SAVE, ADD DESCRIPTION, CANCEL NOTE, ADD SERVICE NOTE

Title: DENIED REQUEST FOR CHANGE IN Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1)

Start Date: 03/24/2012 End Date: 03/24/2012

Originator: JEANNE M TONDREAU

Domains: Available Domain(s): BEHAVIORAL CONSULTATION, COMMUNICATION, CRISIS, CULTURAL, EDUCATION. Selected Domain(s):

Source: CS AUTHORIZATION FOR CBHS SERVICES

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

Radio buttons: ASSESSMENT, APPROVED ASSESSMENT EXTENSION

## Provider Action

Provider will continue services with the original authorized number of units.

**To log off or change clients (Refer to Section 1)**



# Section 12

## Continued Stay Review



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**A request for continued service for a child must be submitted 10 days prior to the end date of a child's current authorization, a delay in submitting a request for continued service may result in nonpayment between authorizations.**

# Provider Action

## Sign into EIS (Refer to Section 1)

Click on Process Name highlighted in blue

Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

File Edit View Favorites Tools Help

Process List

My Events / People List / People / Process List Page :

People ID: 33530 Name: BAMBINO, JEANNE

Change People Clear  
Change Organization Clear

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

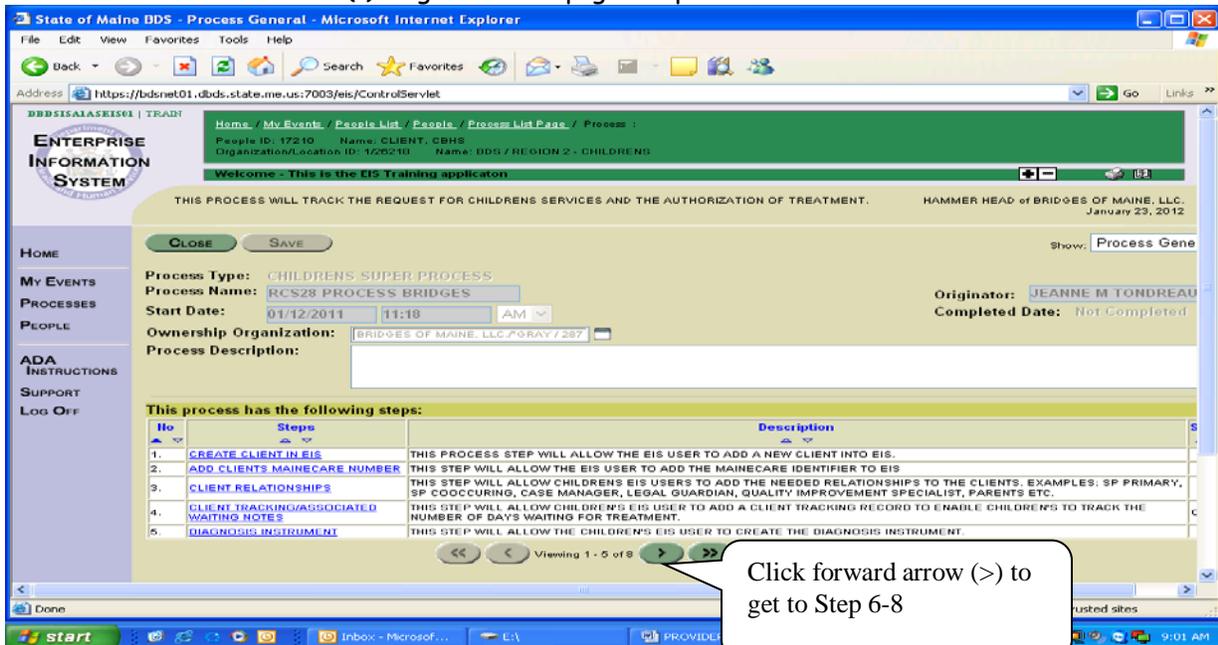
Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDREN'S SUPER PROCESS

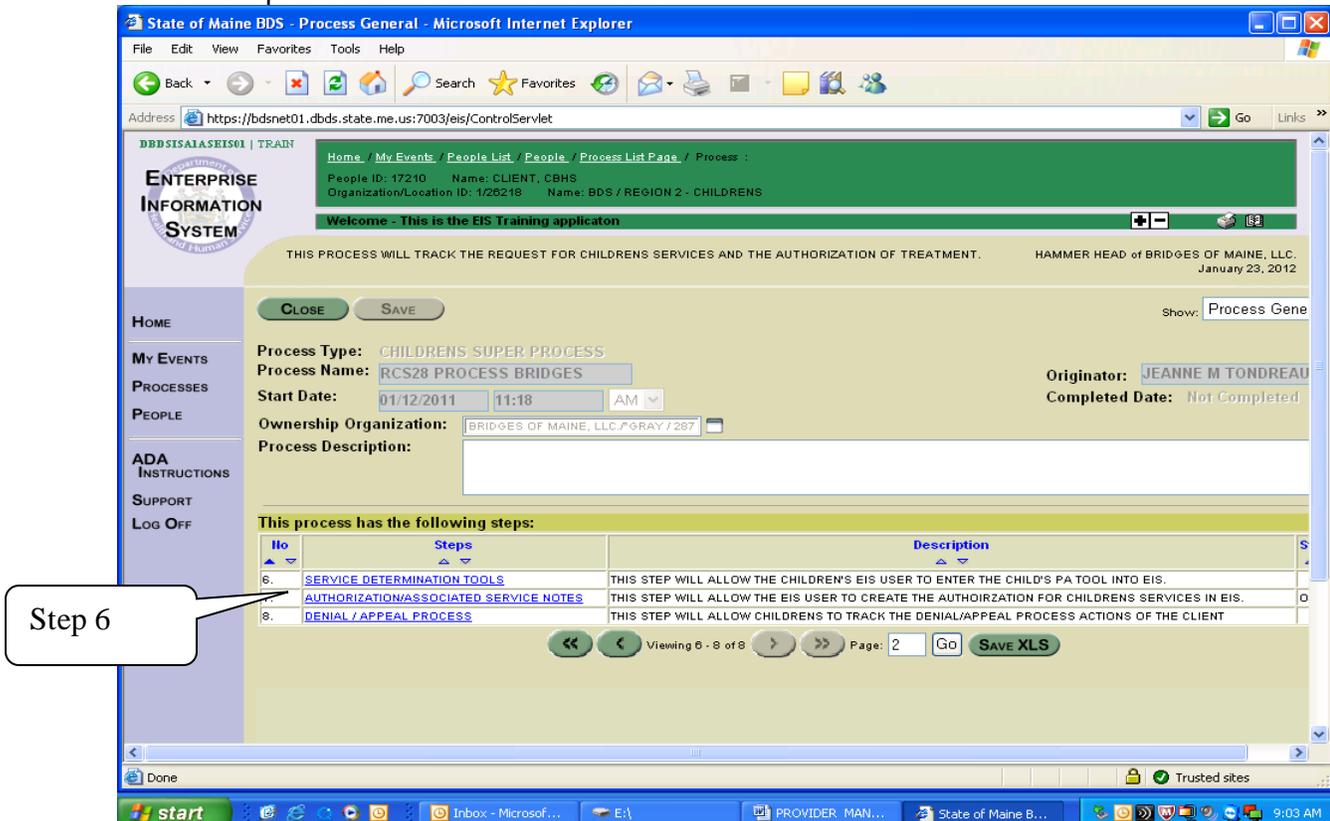
Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to next page Steps 6-8.



Click on Step 6 Service Determination Tools



Be sure that the Process Step and the page name **Matc** (If not click GO)

FYI If more than 3 CS28 Prior Authorization Tools have been entered click on forward arrow (>)

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS

Status: OPEN

Start Date: 03/01/2012 08:24 AM

Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.

Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229636	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229652	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229655	CS PRIOR AUTHORIZATION TOOL (NEWEST)					

Assessment:

ID	Type	Description	Start Date	End Date
1229636	CS PRIOR AUTHORIZATION TOOL (NEWEST)			
1229652	CS PRIOR AUTHORIZATION TOOL (NEWEST)			
1229655	CS PRIOR AUTHORIZATION TOOL (NEWEST)			

Click id of the CS28 Prior Authorization Tool with no end date.

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS

Status: OPEN

Start Date: 03/01/2012 08:24 AM

Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.

Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229636	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229652	CS PRIOR AUTHORIZATION TOOL (NEWEST)					
1229675	CS PRIOR AUTHORIZATION TOOL (NEWEST)					

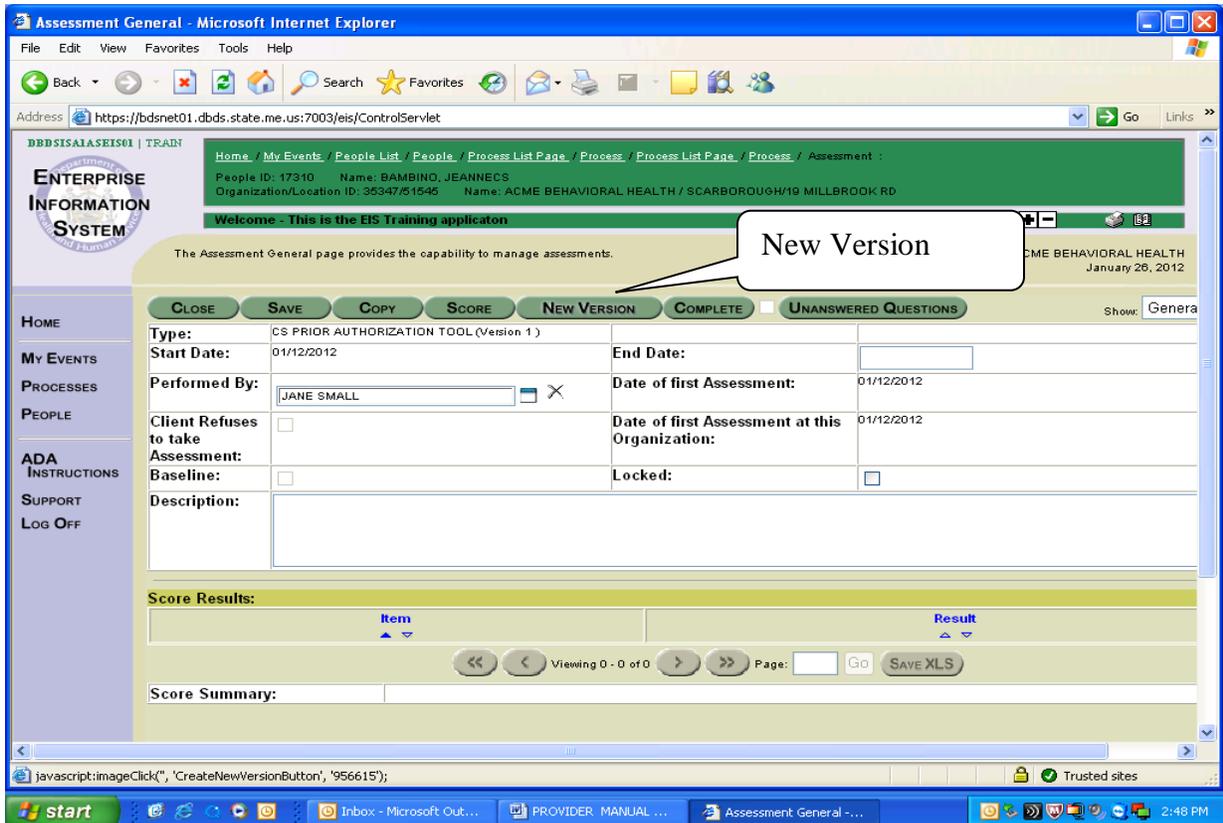
Assessment:

ID	Type	Description	Start Date	End Date
1229636	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/12/2012	10/13/2012
1229675	CS PRIOR AUTHORIZATION TOOL (NEWEST)		10/15/2012	

You will need to reversion the CS28 Prior Authorization Tool

- Update the Individual Treatment Plan or Evidence Based Specialized ITP
- Update the Comprehensive Summary Sheet and Narrative
- Complete the Dimension "Continued Stay Review"

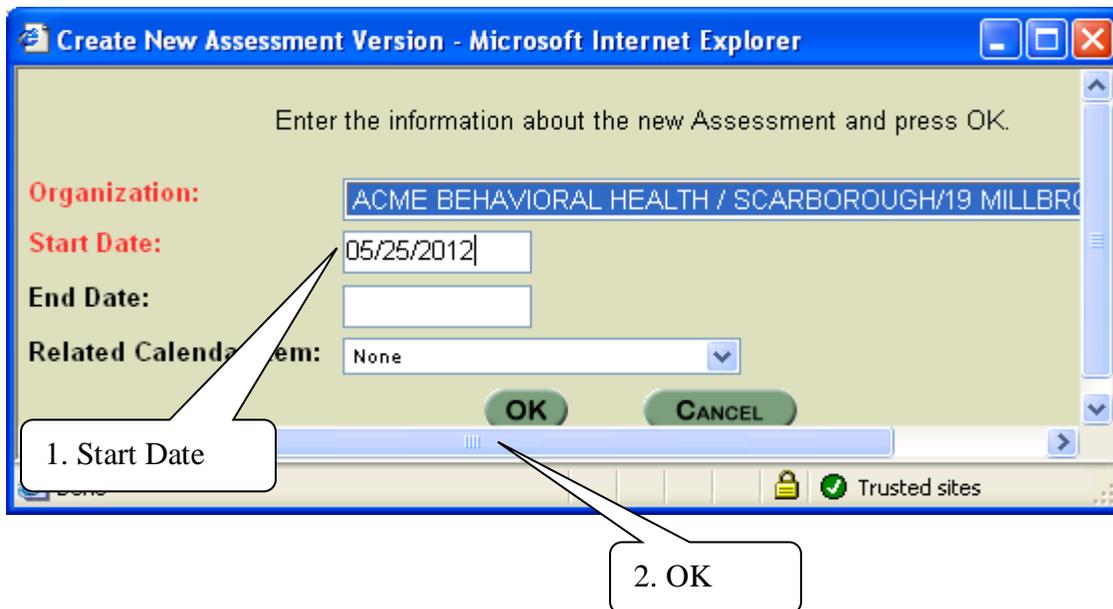
Click New Version



1. Start Date of data entry

2. Click OK

End date is blank



Scroll to the **RIGHT**

1. Show Menu **DOWN** arrow

2. Highlight Questionnaire

Assessment General - Windows Internet Explorer

http://bdsnet01.dbsd.state.me.us:7003/eis/ControlServlet

Enterprise Information System

People ID: 288374 Name: MOUSE, JEANNE  
Organization/Location ID: 126218 Name: BDS / REGION 2 - CHILDRENS

The Assessment General page provides the capability to manage assessments.

JEANNE M TONDREAU of BDS July 15, 2011

Close Save Copy Score Create New Version Complete Unanswered Questions

Type: CS PRIOR AUTHORIZATION TOOL (Version 1)

Start Date: 07/01/2011 End Date:

Performed By: JEANNE M TONDREAU Date of first Assessment: 2. Questionnaire

Client Refuses to take Assessment:  Date of first Assessment at this Organization: 07/01/2011

Baseline:  Locked:

Description:

Score Results:

Item Result

Score Summary: Viewing 9 of 9 Go Save XLS

Scroll

1. Dimension **DOWN** arrow

2. Highlight Continued Stay Review

Assessment Questionnaire - Microsoft Internet Explorer

https://bdsnet01.dbsd.state.me.us:7003/eis/ControlServlet

ENTERPRISE INFORMATION SYSTEM

People ID: 17310 Name: BAMBINO, JEANNECS  
Organization/Location ID: 35347/51545 Name: ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD

Welcome - This is the EIS Training application

The Assessment Questionnaire page provides the capability to conduct the actual assessment and to view the instrument.

JANICE MULL of ACME BEHAVIORAL HEALTH January 26, 2012

CLOSE SAVE

Assessment: CS PRIOR AUTHORIZATION TOOL

Dimension: \* PA REQUEST

- \* PA REQUEST
- \* DIAGNOSIS (DSM-IV)
- \* DIAGNOSIS (DC 0-3R)
- \* COMPREHENSIVE ASSESSMENT SCORING SHEET DIMENSION MUST
- \* INDIVIDUAL TREATMENT PLAN
- \* CONTINUED STAY REVIEW
- \* CHANGE OF STATUS (DEMOGRAPHIC INFORMATION) DIMENSION MUST
- \* REQUEST FOR CHANGE IN WEEKLY VISITS
- \* DISCHARGE SUMMARY

IN ORDER FOR PRIOR AUTHORIZATION CONSIDERATION AND COMPREHENSIVE ASSESSMENT SCORING SHEET DIMENSION MUST

SERVICE REQUEST 1: MUST COMPLETE AT LEAST ONE SERVICE REQUEST

SERVICE REQUEST 2: MUST COMPLETE AT LEAST ONE SERVICE REQUEST

START DATE END DATE PROCEDURE CODES TOTAL UNITS FREQUENCY OF SERVICE

START DATE END DATE PROCEDURE CODES TOTAL UNITS FREQUENCY OF SERVICE

Scroll **DOWN**

1. Complete Dimension: Continued Stay Review

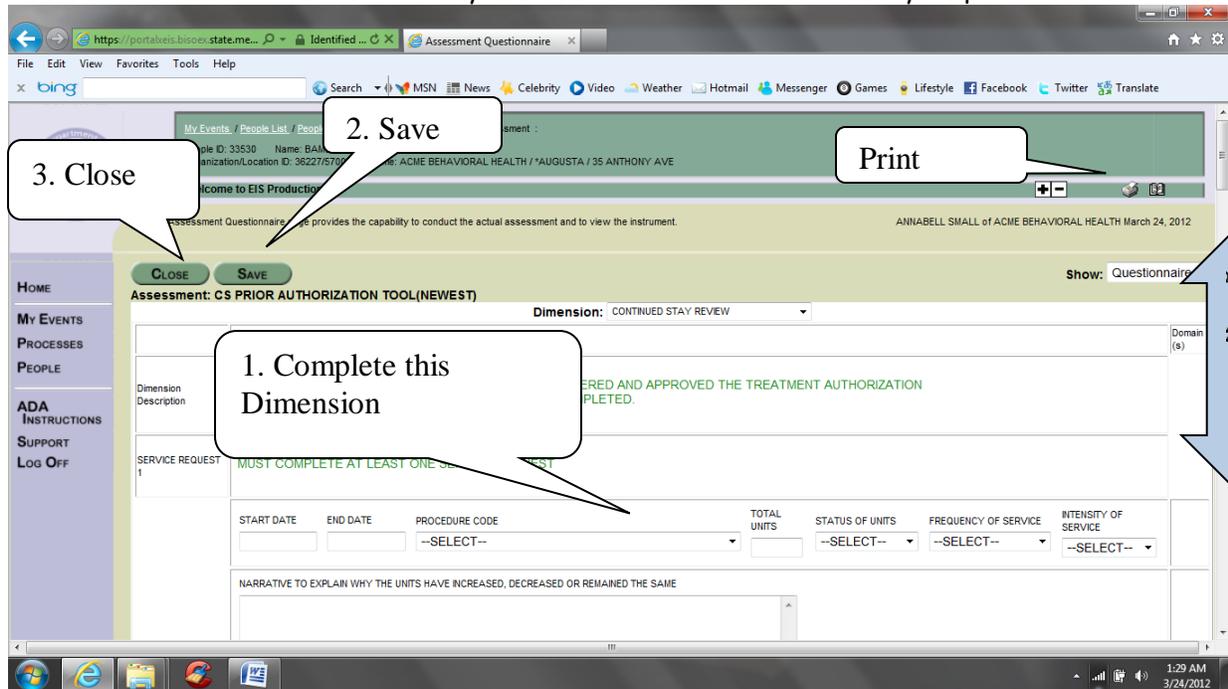
Scroll **UP**

2. Click Save

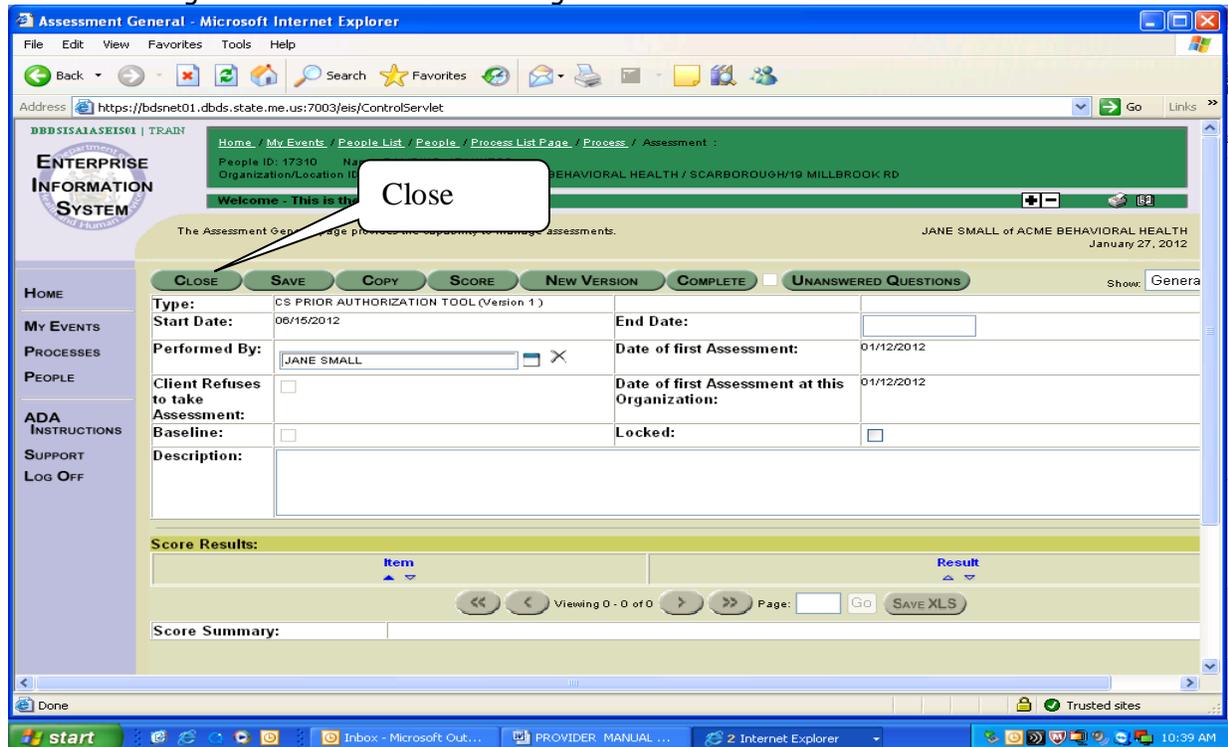
3. Click Close

To Print Click on the Printer Friendly icon (Refer to Section 6)

FYI: Functional Assessment within 2 years of the current Continued Stay Request.



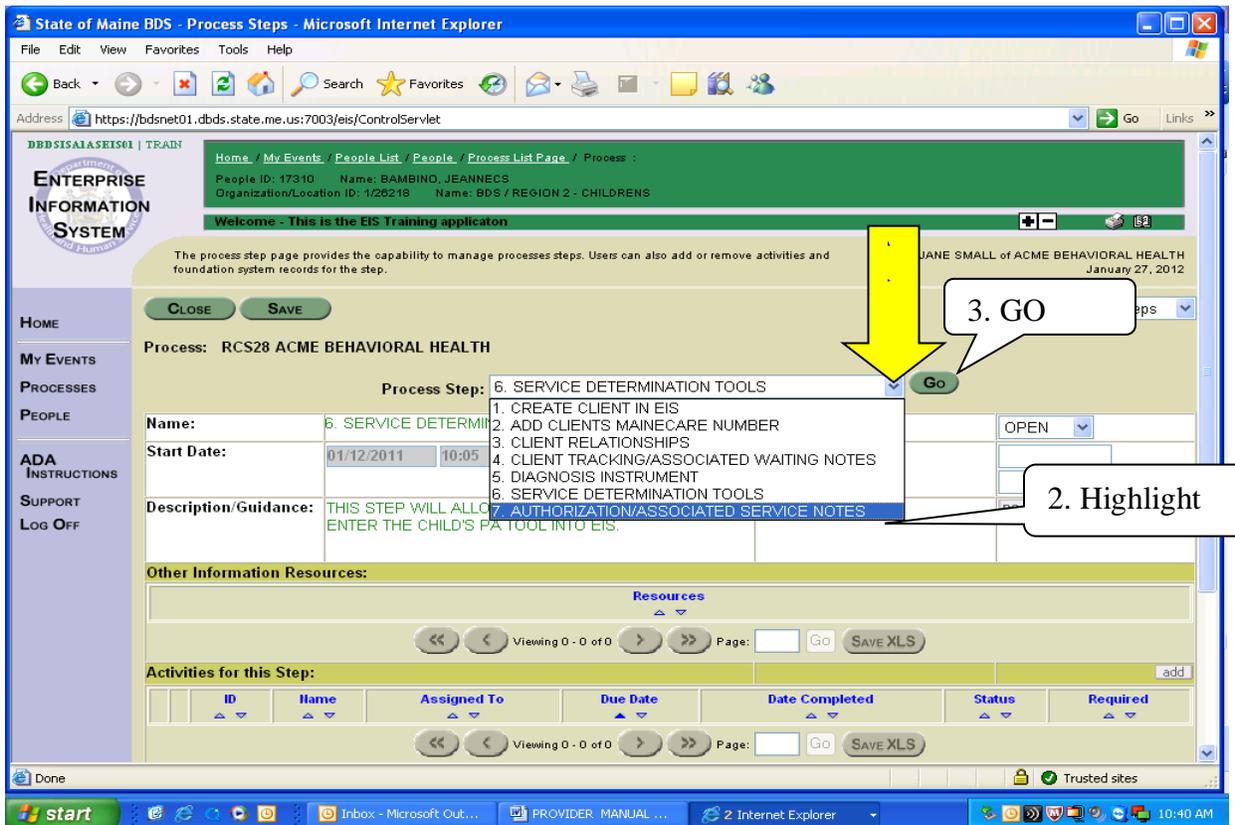
Click Close-to get to the Process General Page



Go to Process Step **DOWN** Arrow

1. Highlight Step 7 Authorization / Associated Service Notes

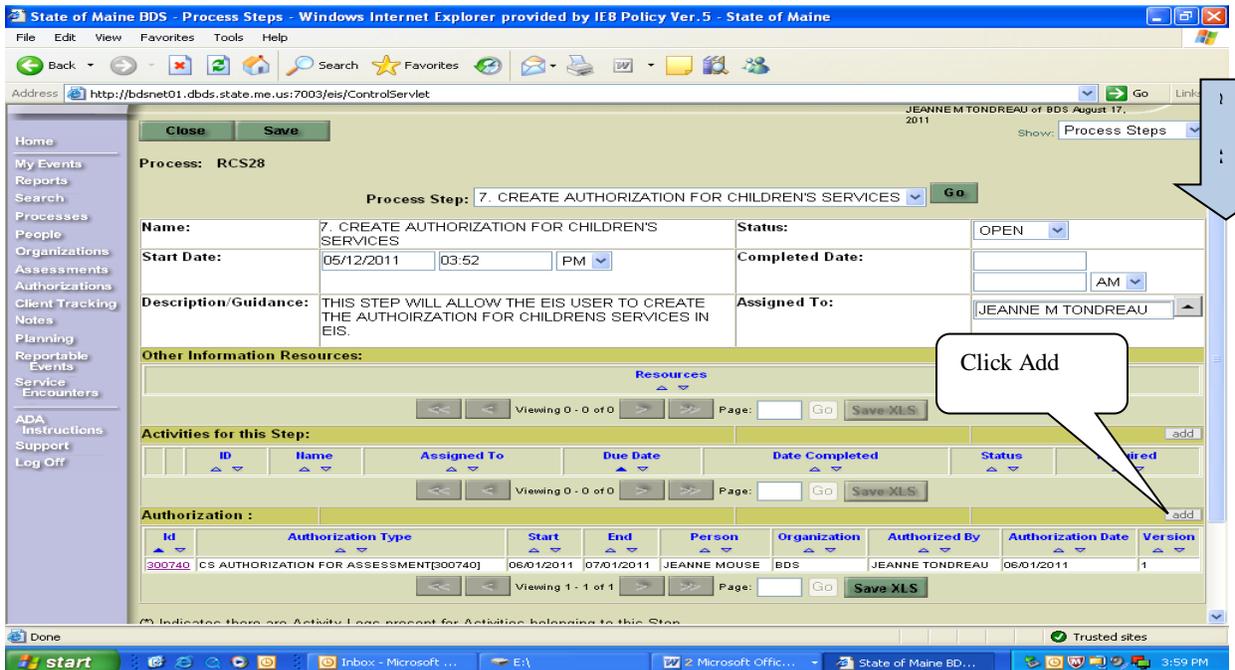
2. Click Go



You will need to enter a prior authorization on Step 7 Authorization/Associated Service Notes

Scroll **DOWN**

Click Add under Authorization



1. Start date & End dates- are the dates of the requested CSR authorization

(Maximum of 6 month duration) A calculator is available at [www.maine.gov/dhhs/ocfs/cbhs/index.shtml](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtml) to help determine calculation of units and hours. (RCS28 Provider Access link)

2. Comments: enter the number of hours requested. "10 hours weekly"

The 8 units/2 hours for supporting the updating of the child's service assessment will be added to the # of units requested on every 6 month CSR.

The calculator available on the website will automatically add the 8 units in. See calculator.

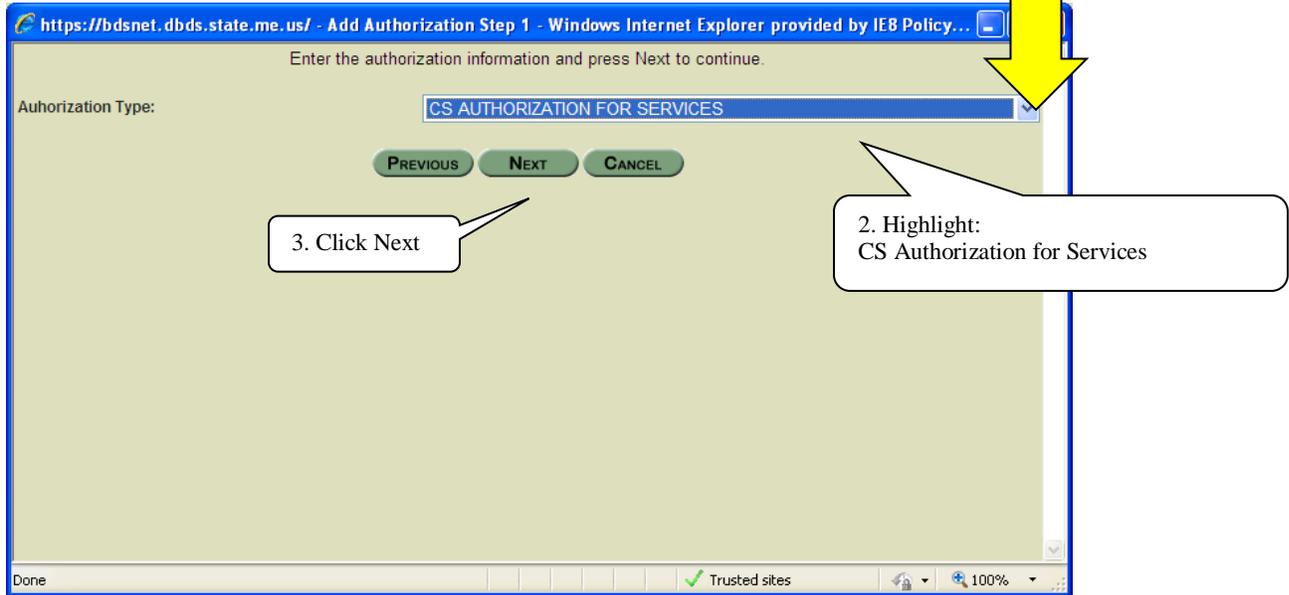
3. Click Next

The screenshot shows a web browser window with the URL <https://bdsnet.dbds.state.me.us/>. The page title is "Add Authorization Step - Windows Internet Explorer provided by IE8 Policy V...". The main heading is "Enter the Authorization information and press Next to continue." The form contains the following fields and callouts:

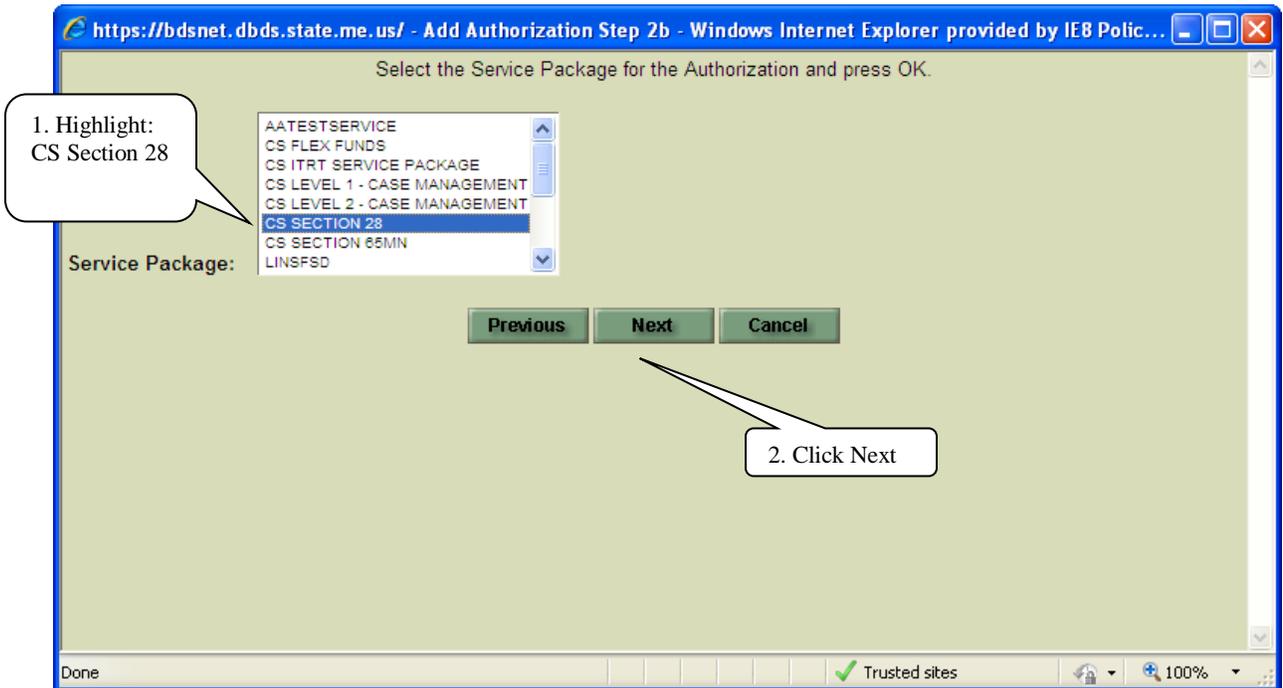
- Person Name :** A dropdown menu showing "MOUSE, SUZANNE". A callout box labeled "1. Start and End Dates" points to this field.
- Start Date:** A text input field containing "06/01/2011".
- End Date:** A text input field containing "12/01/2011".
- Comment/Reason:** A text area containing "10 hours weekly" and "Annual 8 units added". A callout box labeled "2. Comment" points to this field.
- Next** and **Cancel** buttons. A callout box labeled "3. Next" points to the "Next" button.

The browser's status bar at the bottom shows "Done", "Trusted sites", and "100%".

1. Click **DOWN** arrow
2. Highlight: CS Authorization for Services
3. Click Next

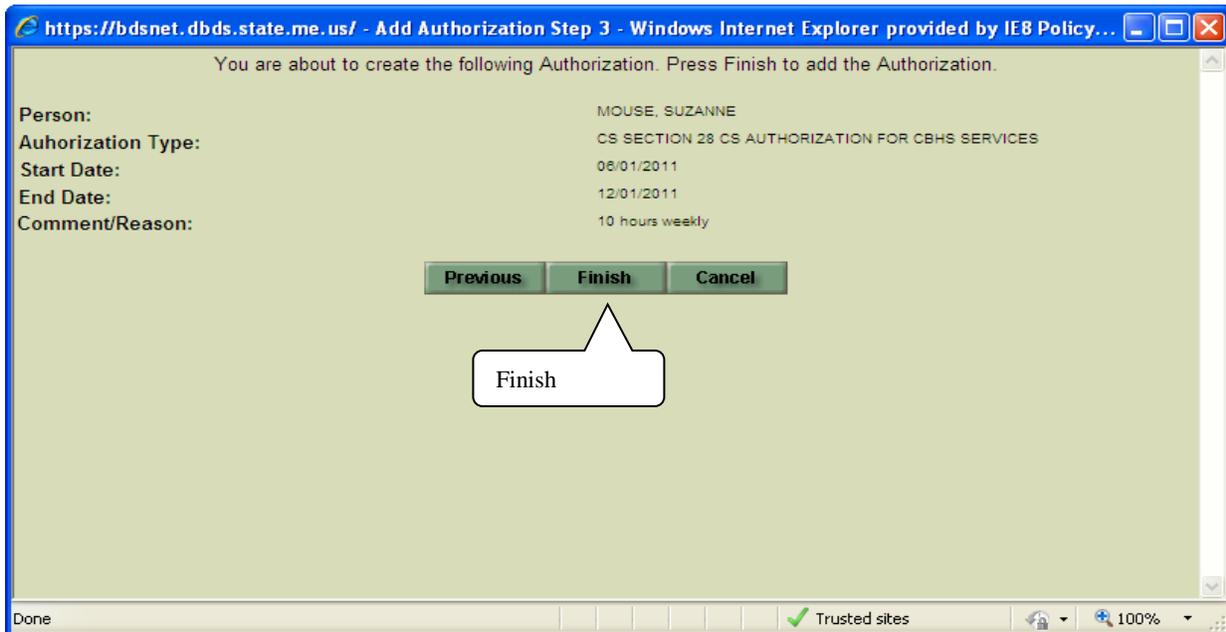


1. Highlight the Service Package: CS Section 28
2. Click Next



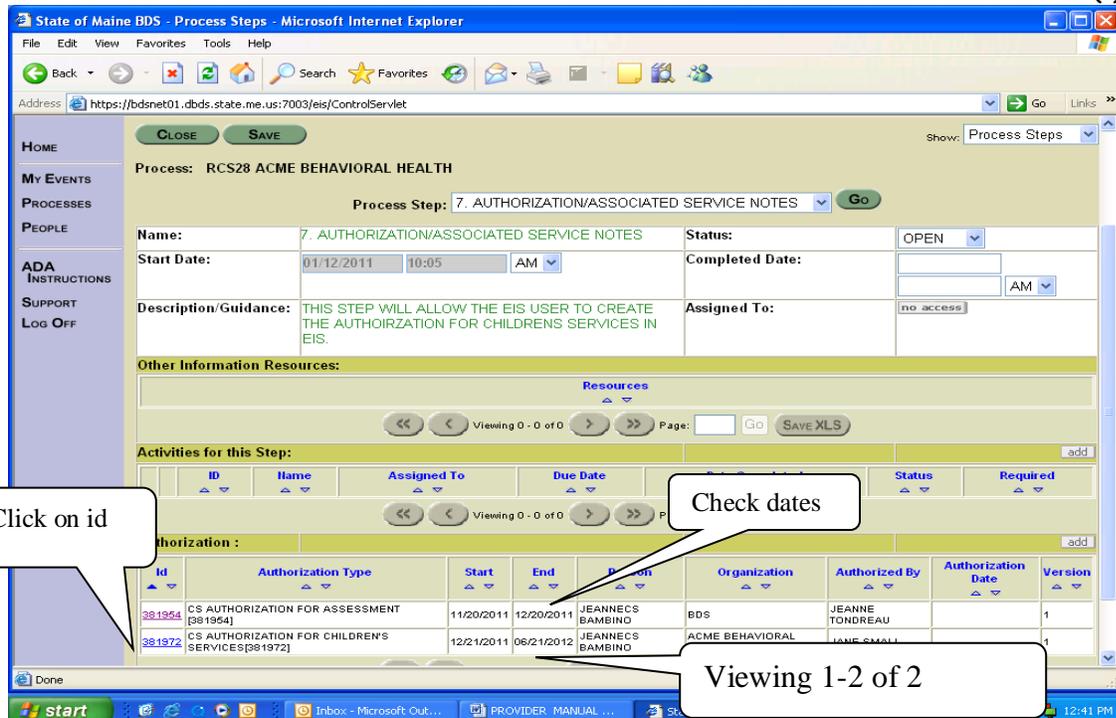
Verify that all data is correct, if a data entry error has occurred, click on previous to correct the mistake

Click Finish



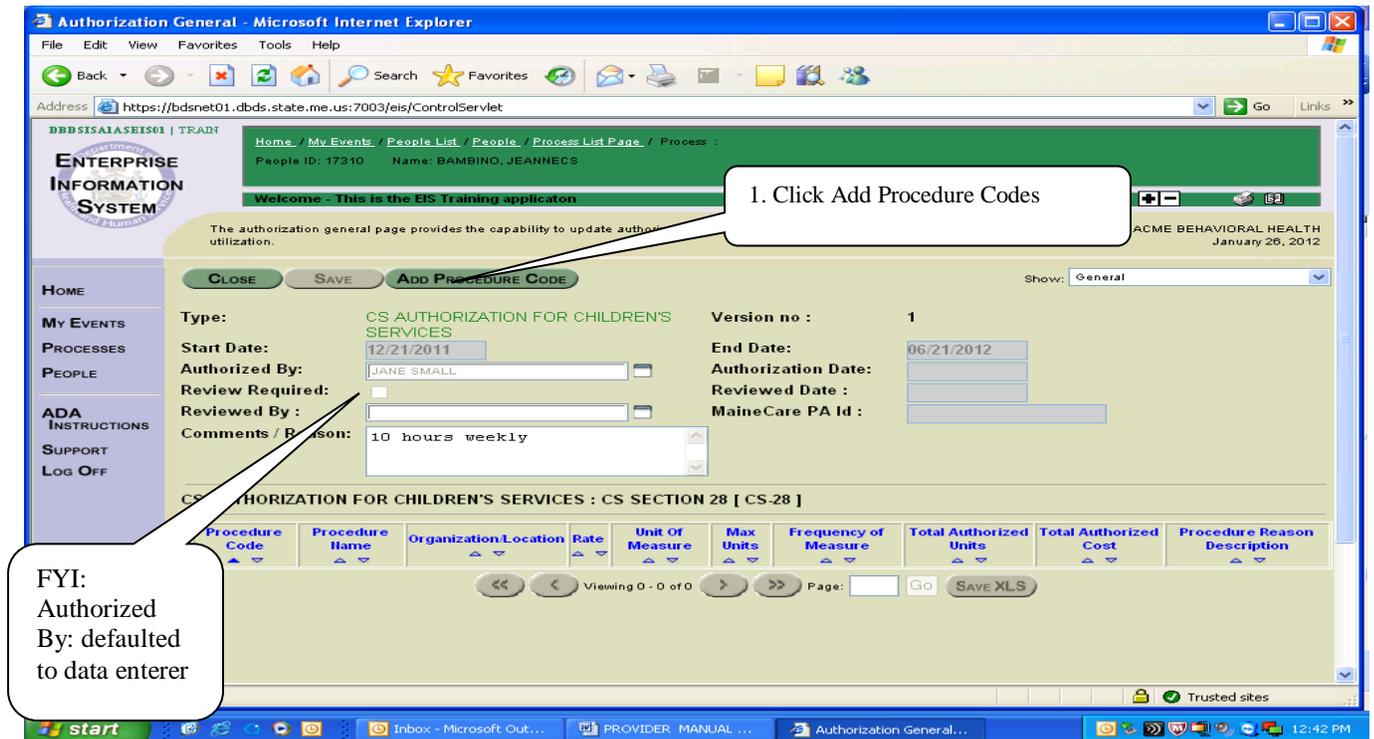
The system brings you back into the process. Click on the CS Authorization for Services for Continued Stay you have just entered- check the accuracy of the dates

FYI If more than 3 authorizations have been entered on this client click forward arrow (>)



FYI: Authorized By is defaulted to person entering data. OCFS will change the name of the staff upon approval

1. Click Add Procedure Code



Each procedure code (Individual and group) need a separate authorization.  
**(Repeat these steps in this section for each procedure code)**

Procedure Codes and Explanation of benefit

Procedure Code	Title
H2021 HI	Services for Children with Cognitive impairments and functional limitations (1:1)
H2021 HQHIUN	Group 2 Patients served
H2021 HQHIUP	Group 3 Patients served
H2021 HQHIUQ	Group 4 Patients served
H2021 HK	Specialized Services for children with Cognitive Impairments and Functional Limitations (1:1)
H2021 HQHKUN	Group 2 Patients served
H2021 HQHKUP	Group 3 Patients served
H2021 HQHKUQ	Group 4 Patients served

Scroll **DOWN** to see complete list of procedure codes

1. Highlight Procedure Code: That is being requested for treatment services.

1. Click Next



FYI: Per  $\frac{1}{4}$  Hour dollar rate is defaulted based on the procedure code chosen

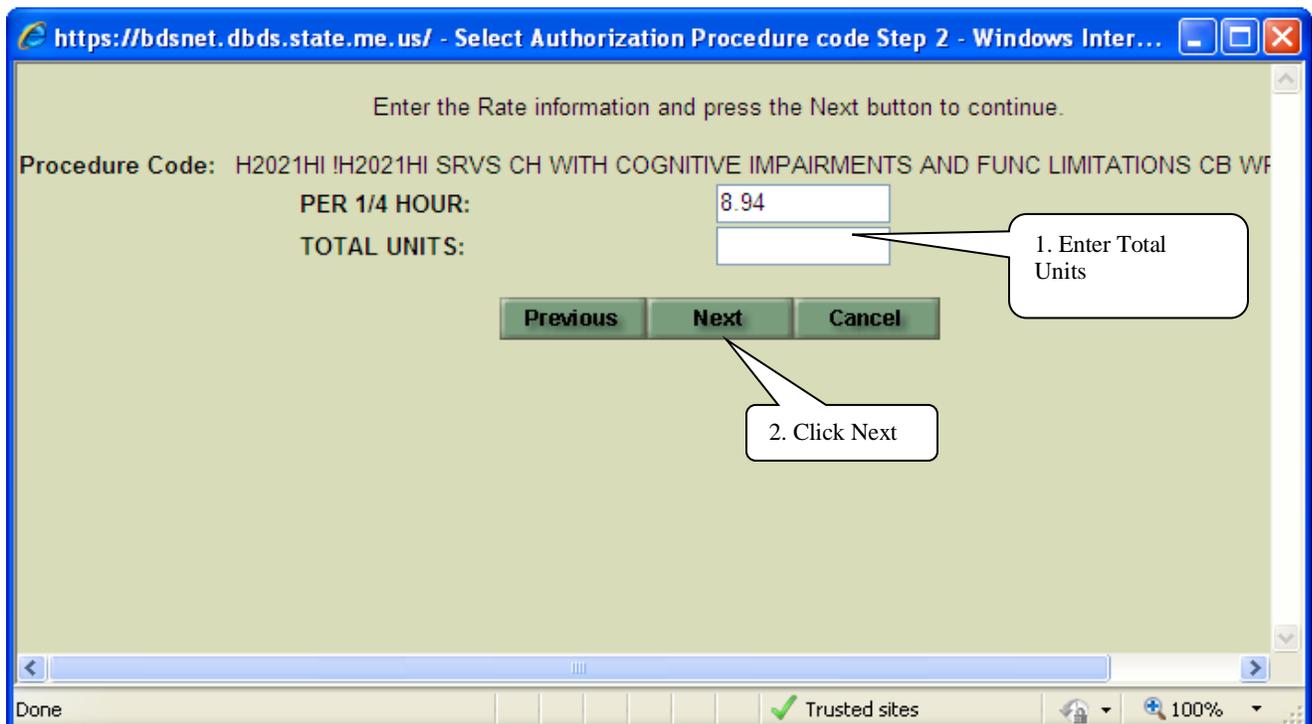
1. Total Units: number of units being requested on the prior authorization

Use calculator to determine the total units requested

You can access the calculator on the CBHS website at

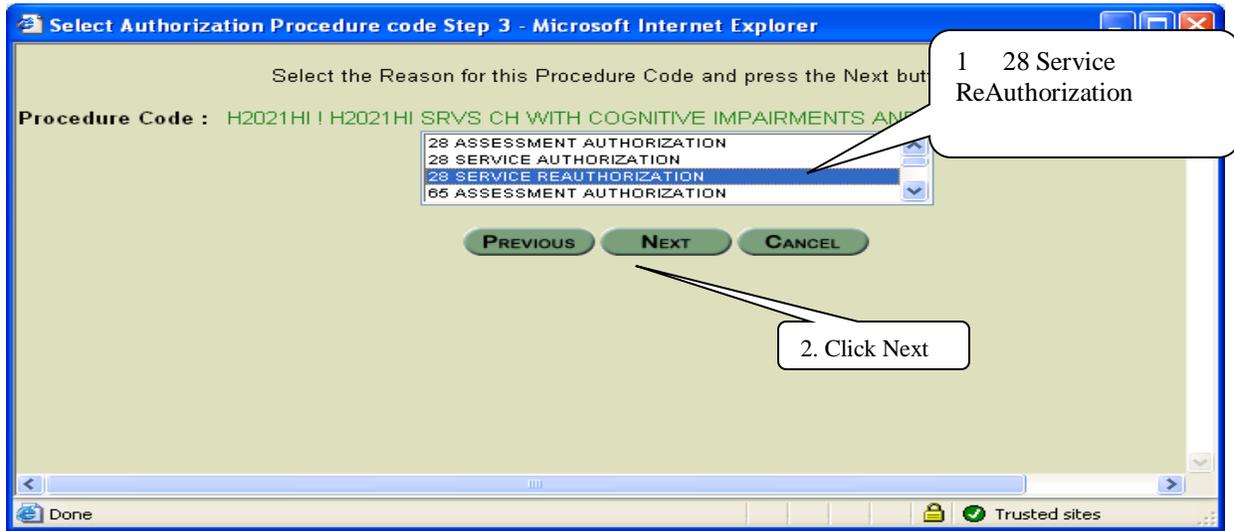
[www.maine.gov/dhhs/ocfs/cbhs/index.shtm](http://www.maine.gov/dhhs/ocfs/cbhs/index.shtm) (RCS28 Provider Access link)

2. Click Next

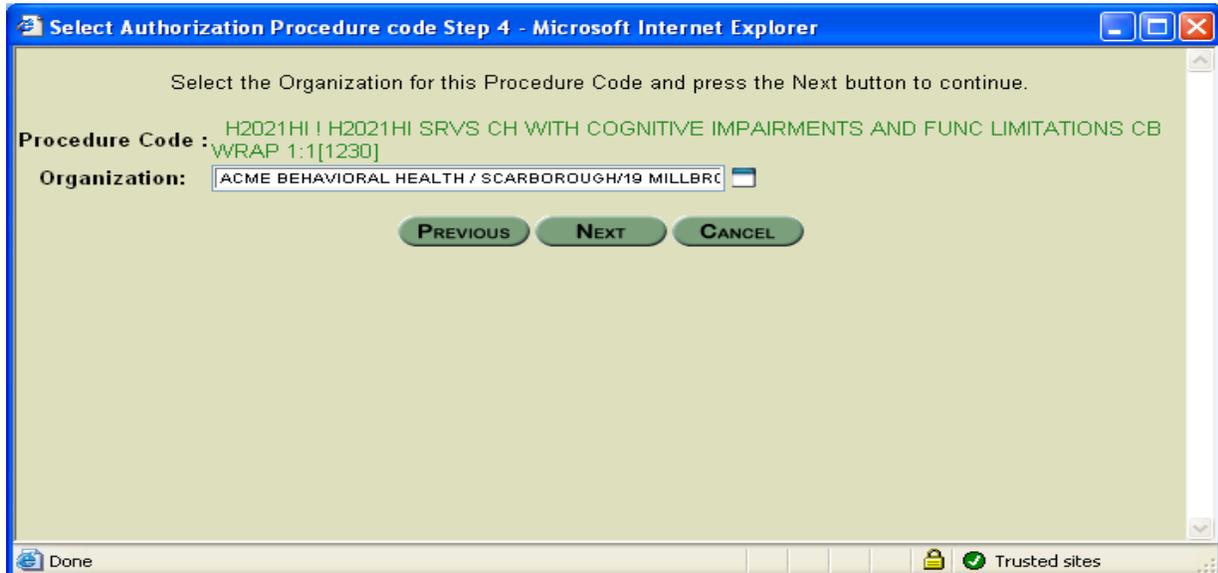


1. Highlight: 28 Service ReAuthorization (used to Continued Stay Reviews)

2. Click Next

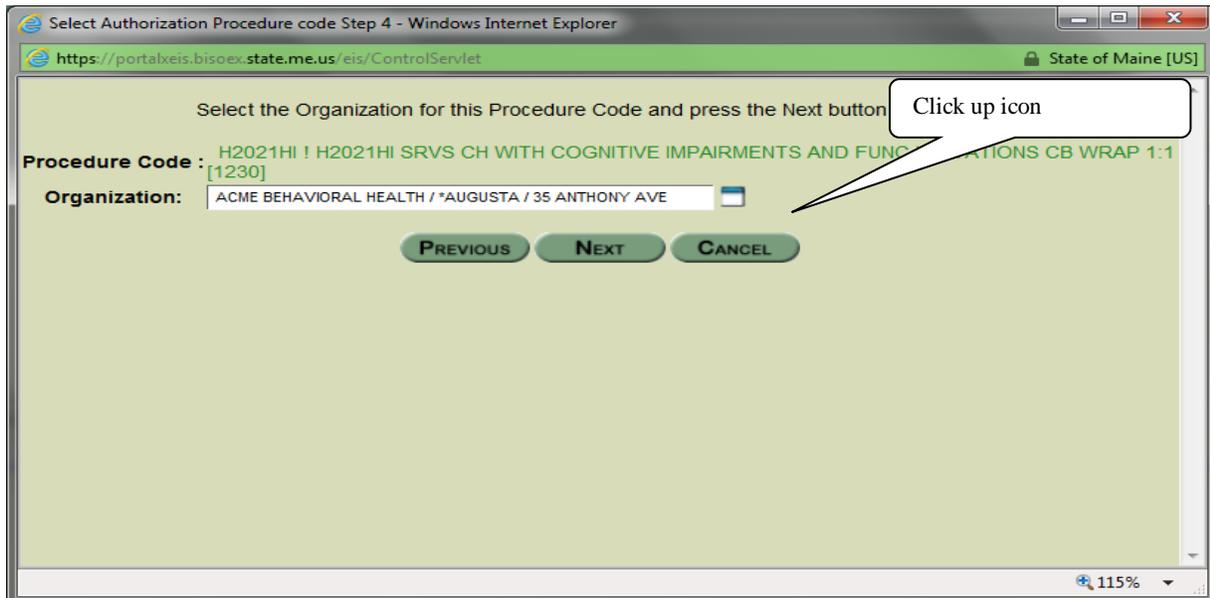


Organization is defaulted to location of signed in user. (If this is the correct service location address for this Prior Authorization request, Click next, **GO TO** Page 192 to continue) If this is an incorrect service location address for the child's claim, continue with the following screens.



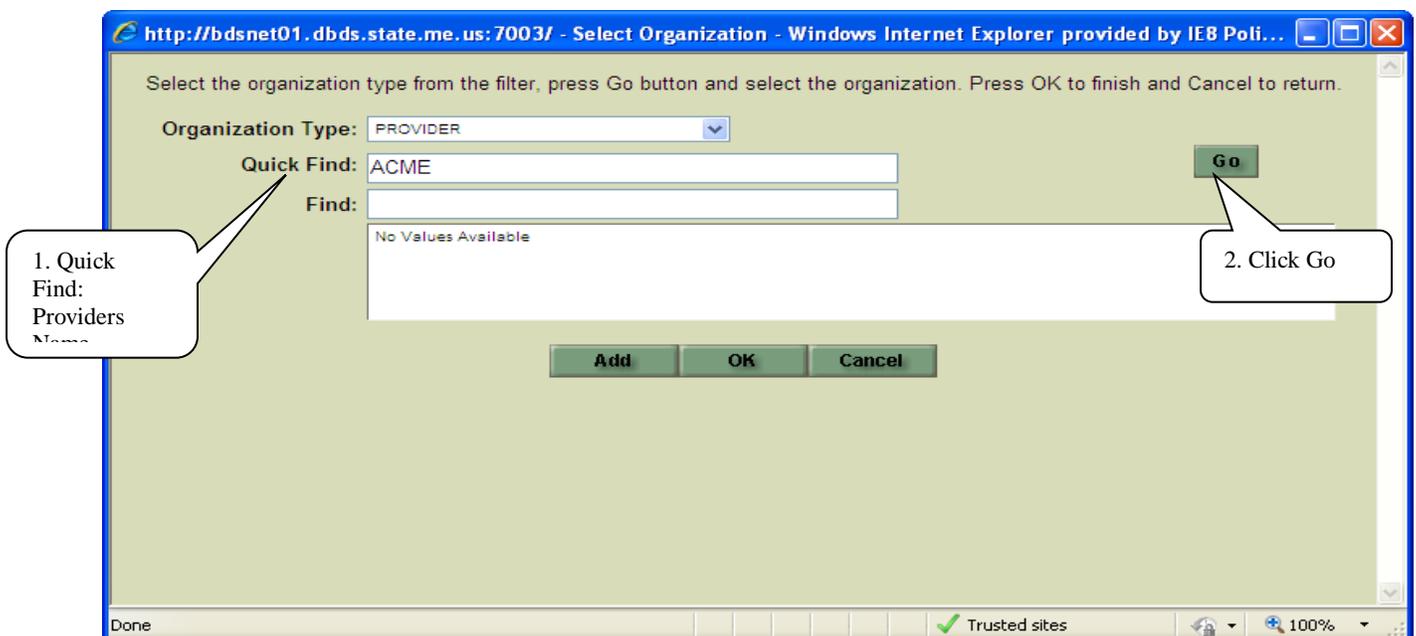
The organization and location that appears in the dropdown must be the billing location used for the child's claims

Click on the icon to choose the service location that has been authorized to provide RCS28 service for this client.



The Organization and location that appears in the dropdown must be the service location address used for the child's claims. After receiving the PA letter from MIHMS check the service location address, client info, procedure code, # of units. If any information is incorrect you will need to call the District Office to have it corrected. A new PA letter will be generated after the correction is entered.

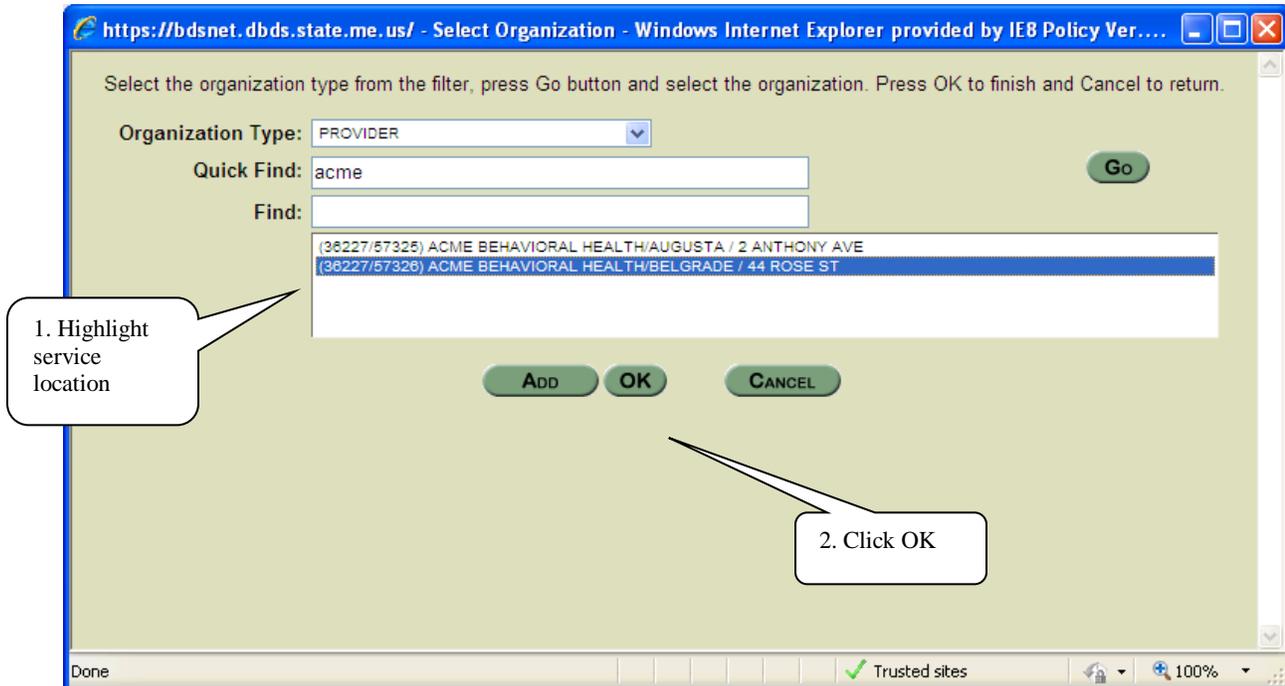
1. Quick Find: Provider name/ chose the service location that the billing (NPI+3) will come from.
2. Click Go



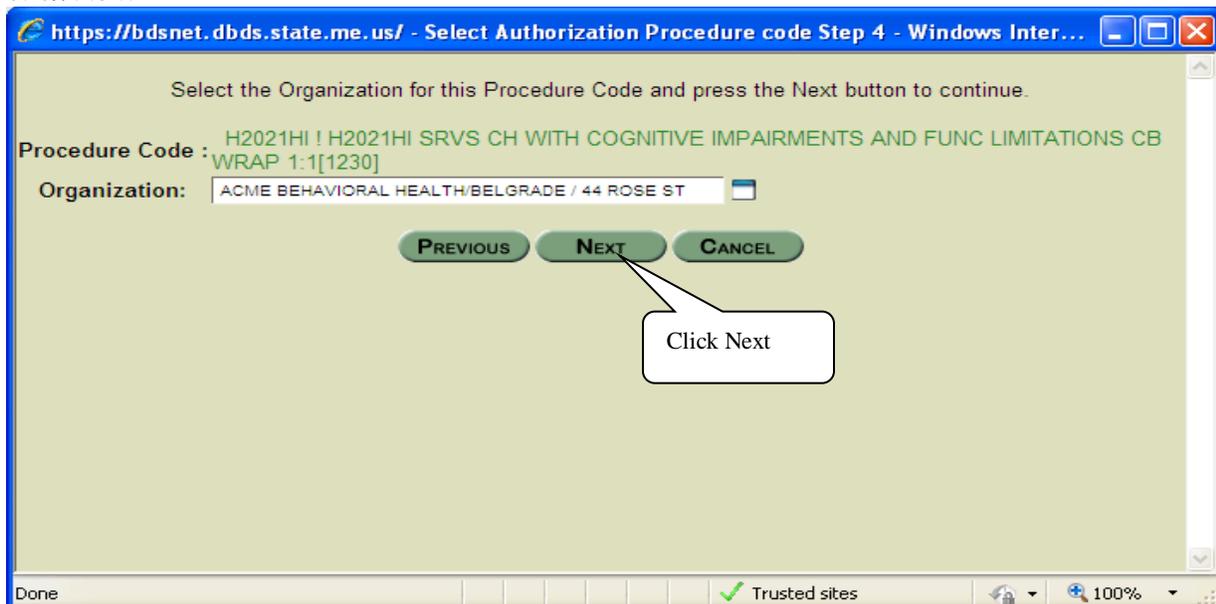
1. Highlight the correct service location

If your agency has multiple locations be sure that you have the correct service location for the billing/claims for this client

2. Click OK



Once you have attached the correct service location address  
Click Next



Verify that all information has been entered correctly

Procedure code

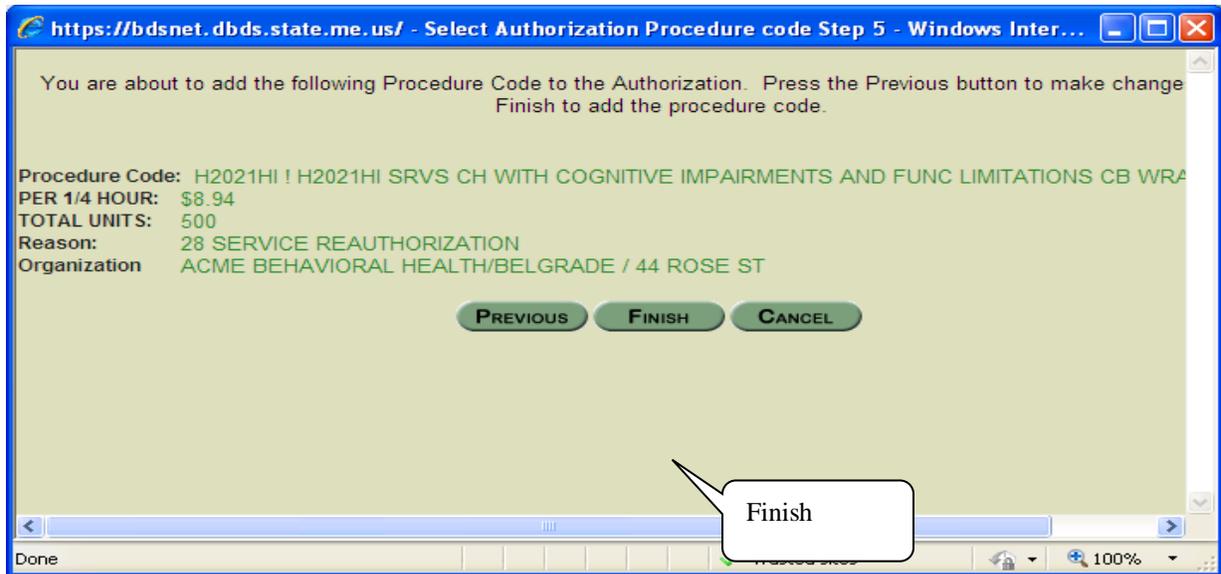
Units

28 Service ReAuthorization for Continued Stay request

Service location address

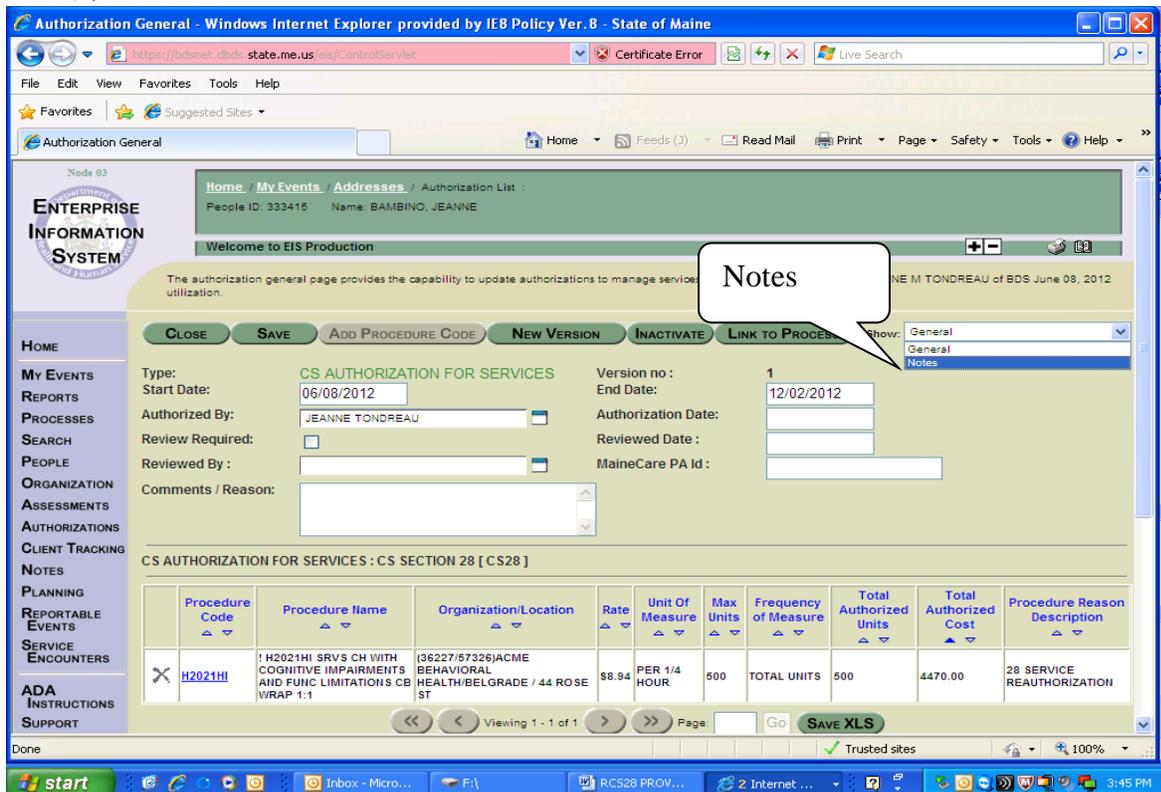
If you made a data entry error click on previous and correct the mistake

Click Finish

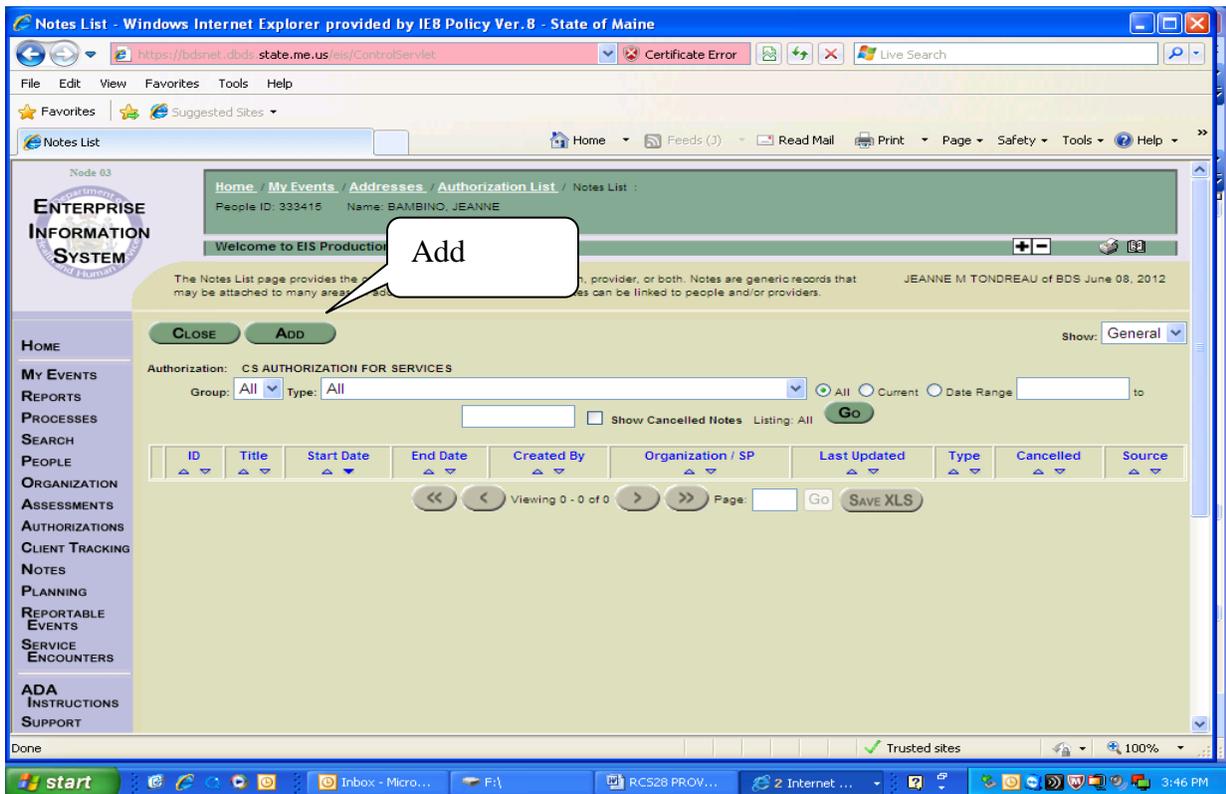


Prior authorization has been created-

Show Menu Notes



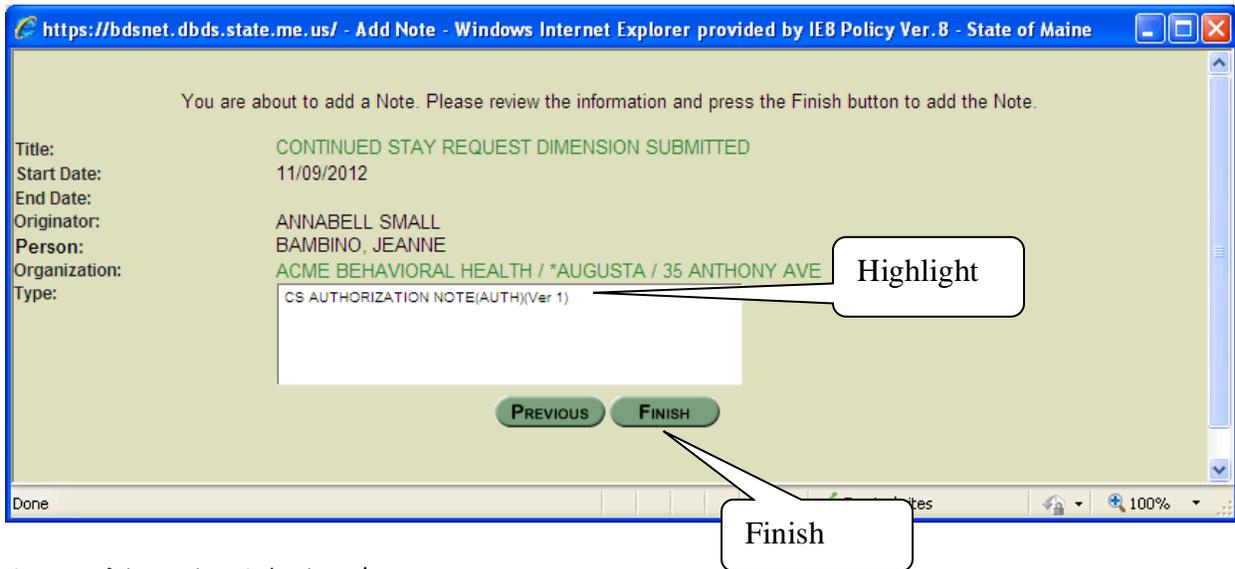
Click Add



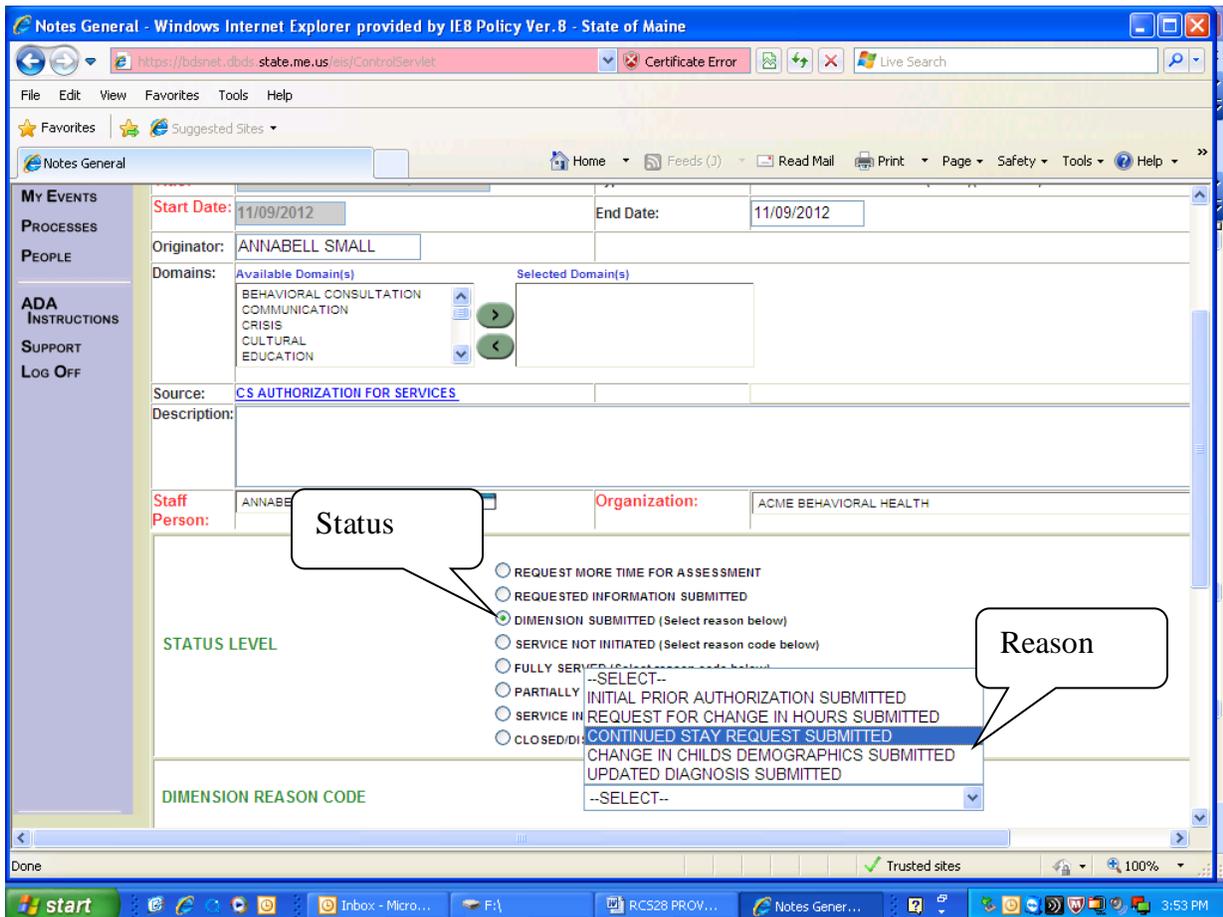
Note Title: CONTINUED STAY DIMENSION SUBMITTED  
 Start Date; date of request  
 Click Next



Highlight: CS Authorization Note  
Click Finish



Status: Dimension Submitted  
Reason: Continued Stay Request Submitted  
Click Save



Scroll UP  
Click Save  
Click Add Description if more explanation is needed.

The screenshot shows the 'Notes General' page in Internet Explorer. The browser address bar shows 'https://bdsnet.dbds.state.me.us/eis/ControlServlet'. The page title is 'Notes General'. The breadcrumb trail is 'My Events / People List / People / Process List Page / Process / Notes List / Notes General'. The page content includes a form for adding a note. A callout bubble with the word 'Save' points to the 'SAVE' button. The form fields are as follows:

Title:	CONTINUED STAY REQUEST DIMI	Type:	CS AUTHORIZATION NOTE(AUTH)(Version1)
Start Date:	11/09/2012	End Date:	11/09/2012
Originator:	ANNABELL SMALL		
Domains:	Available Domain(s): BEHAVIORAL CONSULTATION COMMUNICATION CRISIS CULTURAL EDUCATION	Selected Domain(s):	
Source:	CS AUTHORIZATION FOR SERVICES		
Description:			
Staff Person:	ANNABELL SMALL	Organization:	ACME BEHAVIORAL HEALTH

At the bottom of the form, there is a radio button labeled 'REQUEST MORE TIME FOR ASSESSMENT'.

To log off or change clients (Refer to Section 1)



## OCFS Response *OCFS needs more information*

OCFS will receive tickler notification that the CS28 Prior Authorization Tool with the Continued Stay Review, the Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan has been completed. OCFS will review the submission.

Upon reviewing it is determined that more information is needed to authorize the continued stay request.

If a response to this request for more information has not been received within 5 state business days the continuation of service will be denied. Provider's access will be electronically ended.

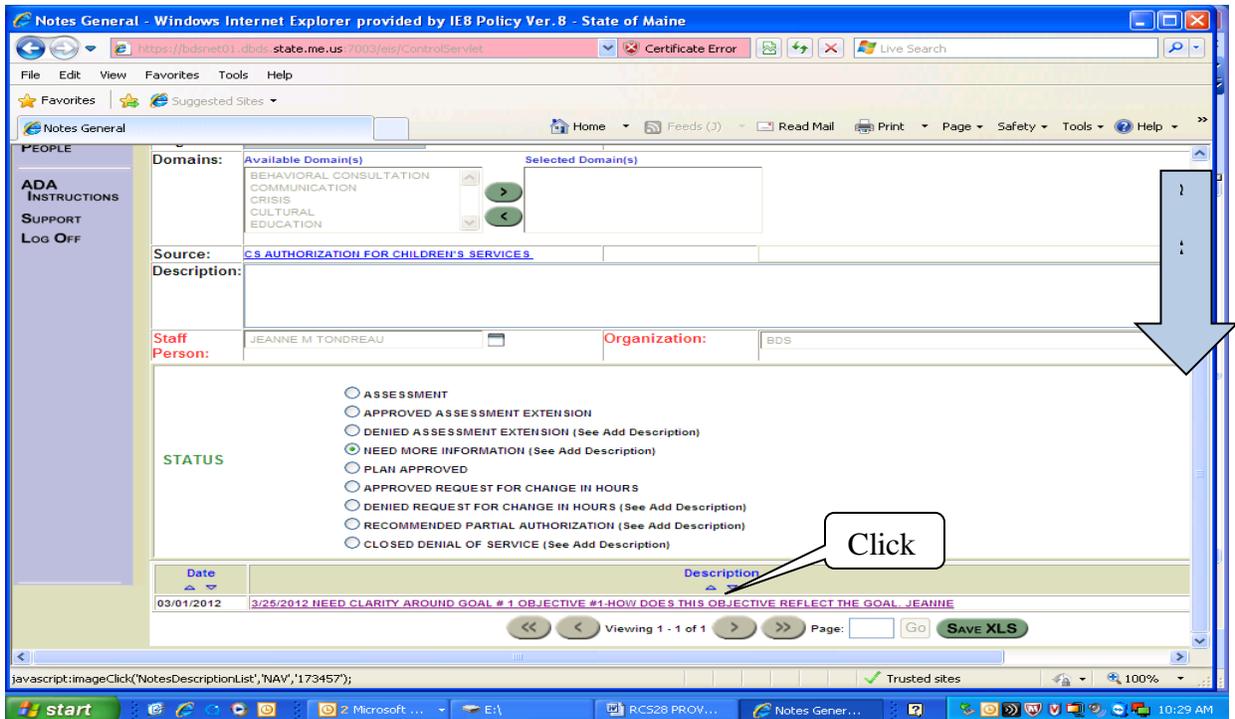
An Administrative Denial letter will be sent.

### Tickler My Events Page

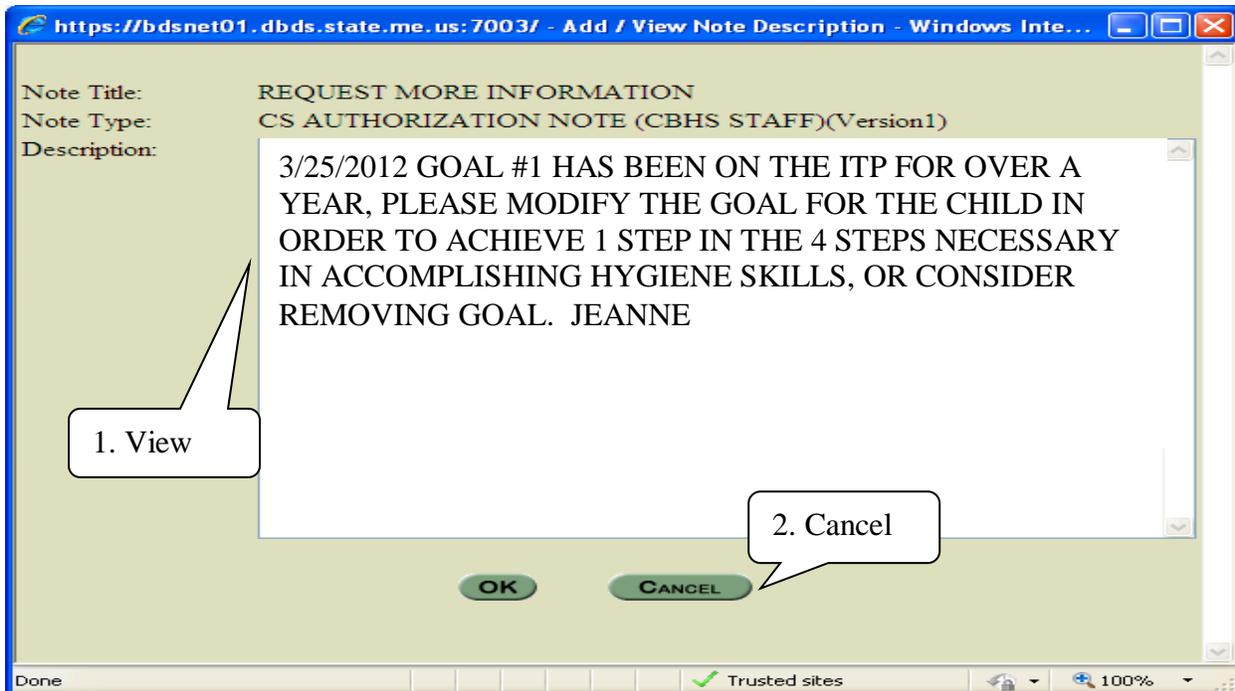
Source Go on the tickler that you wish to view the Add Description added by OCFS

The screenshot shows a web browser window titled "My Events - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine". The address bar shows the URL "https://bdsnet.dbds.state.me.us/eis/ControlServlet". The page content includes a navigation menu on the left with options like HOME, MY EVENTS, PROCESSES, PEOPLE, ADA, INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area is titled "My Events" and contains two tables: "My Clients" and "My Reports". The "My Clients" table has columns for ID, Name, Date Of Birth, Gender, and Set Anchor. It shows a single entry with a callout box containing the text "Client: Bambino, Jeanne, Need More Information". The "My Reports" table has columns for My Reports, Created Date, Last Modified, and Report Type. The page also includes a "Welcome to EIS Production" message and a "Certificate Error" warning in the browser's address bar.

Scroll **DOWN** to see the add description describing the needed information  
Click on the narrative to see the full narrative



1. View what is needed for information
2. Click Cancel—to exit



Click Close

Notes General - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine

https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

File Edit View Favorites Tools Help

Notes General Home Feeds (1) Read Mail Print Page Safety Tools Help

DBDSISALASEIS01 | TRAN

ENTERPRISE INFORMATION SYSTEM

Home My Events People List People Process List Page Process Notes List Notes General

Close

Requesting application

The Notes List page provides the capability to add, read, or update notes. Notes are actually never updated, only additional descriptions can be added.

JANE SMALL of ACME BEHAVIORAL HEALTH  
March 01, 2012

CLOSE SAVE ADD DESCRIPTION

Title: REQUEST MORE INFORMATION Type: CS AUTHORIZATION NOTE (CBHS STAFF)(Version1)

Start Date: 03/25/2012 End Date: 03/25/2012

Originator: JEANNE M TONDREAU

Domains: Available Domain(s) Selected Domain(s)

BEHAVIORAL CONSULTATION  
COMMUNICATION  
CRISIS  
CULTURAL  
EDUCATION

Source: CS AUTHORIZATION FOR CHILDREN'S SERVICES

Description:

Staff Person: JEANNE M TONDREAU Organization: BDS

ASSESSMENT

Done Trusted sites 100%

start 2 Microsoft... E:\ RCS28 PROV... Notes Gener... 10:32 AM



# Provider Action

## Sign into EIS (Refer to Section 1)

Click on Process Name highlighted in blue

Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbs.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page / People List / People / Process List Page :

People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

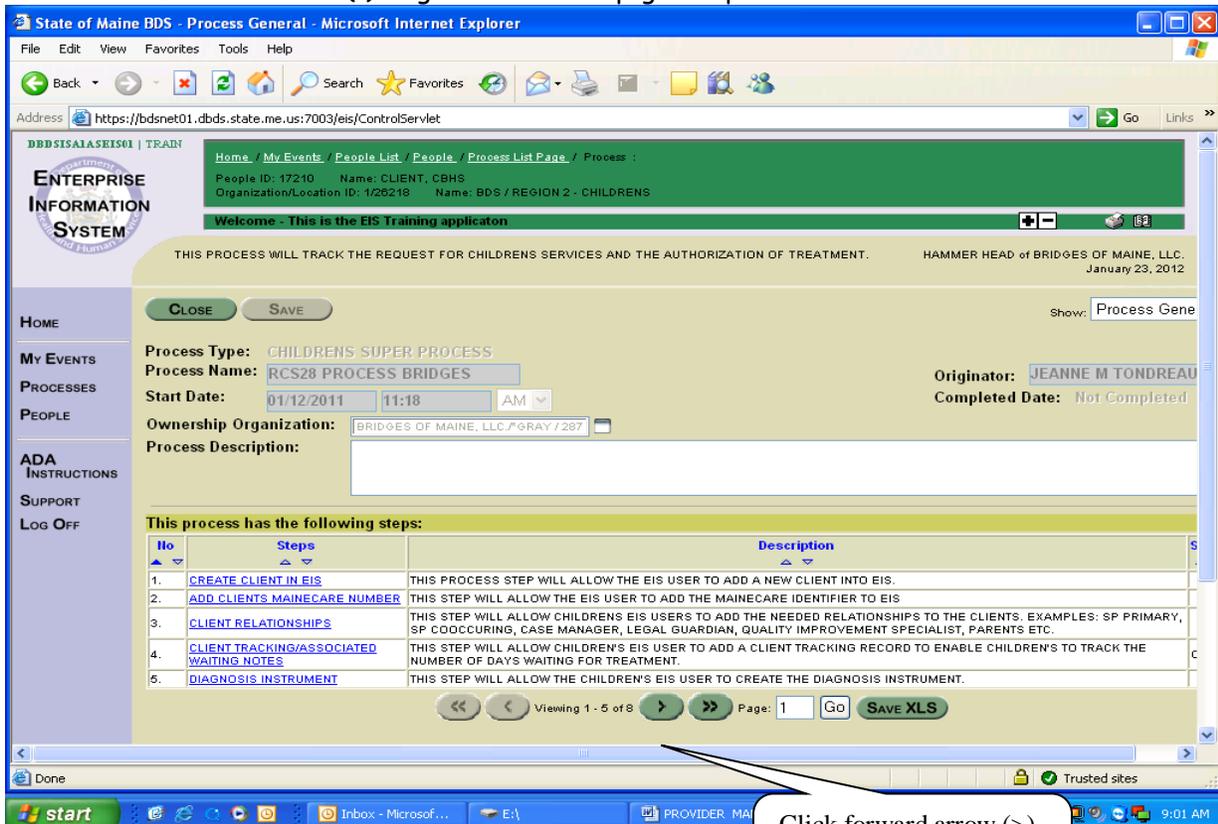
Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

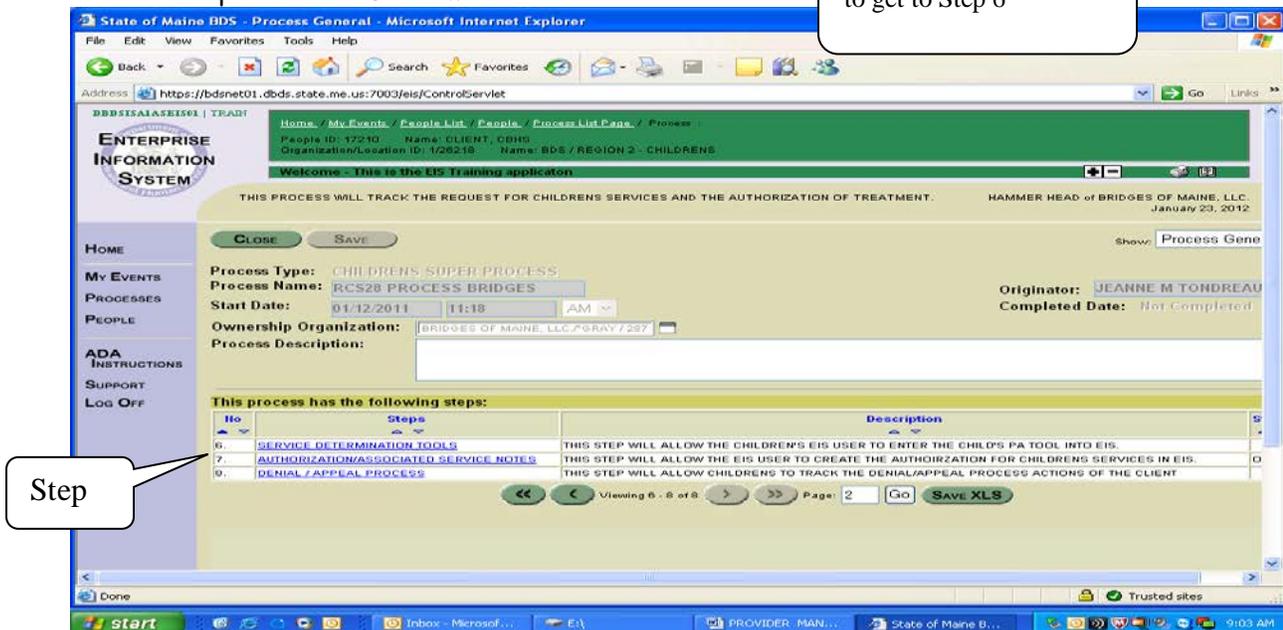
Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

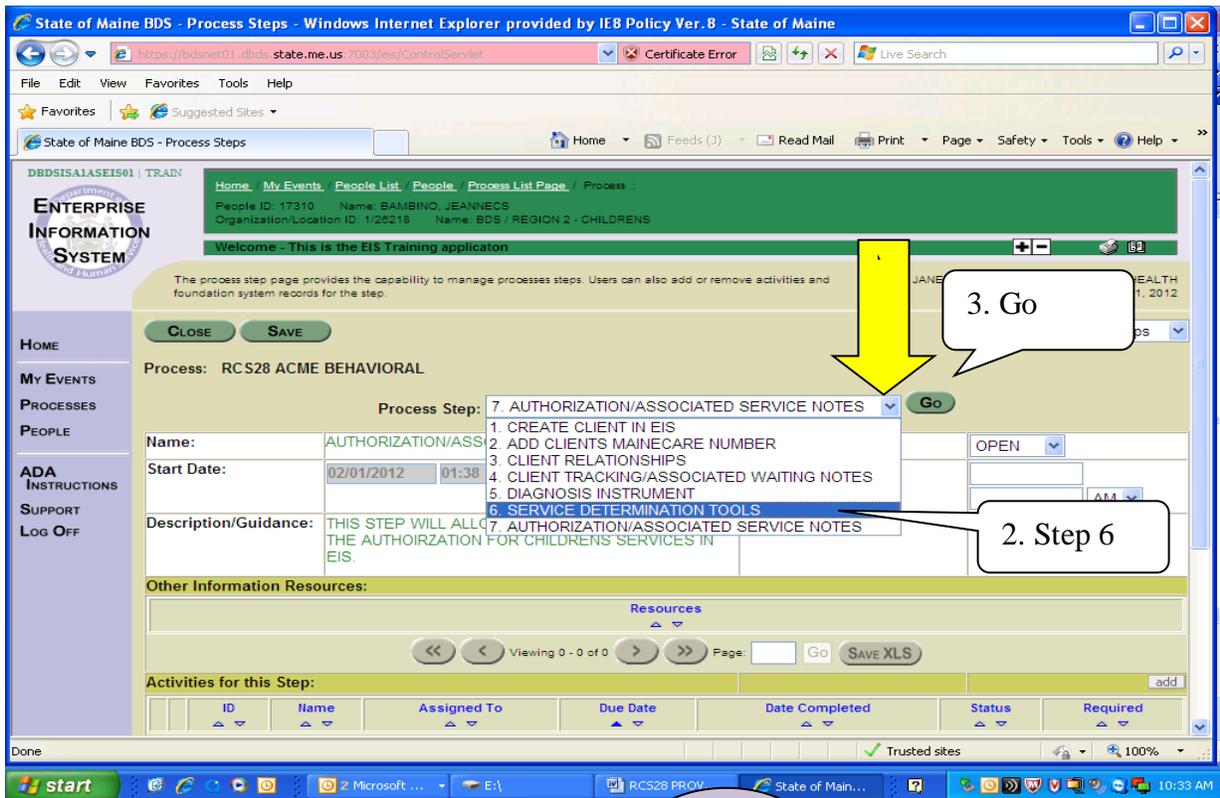
To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to the next page Steps 6-8



Click on Step 6 Service Determination Tools

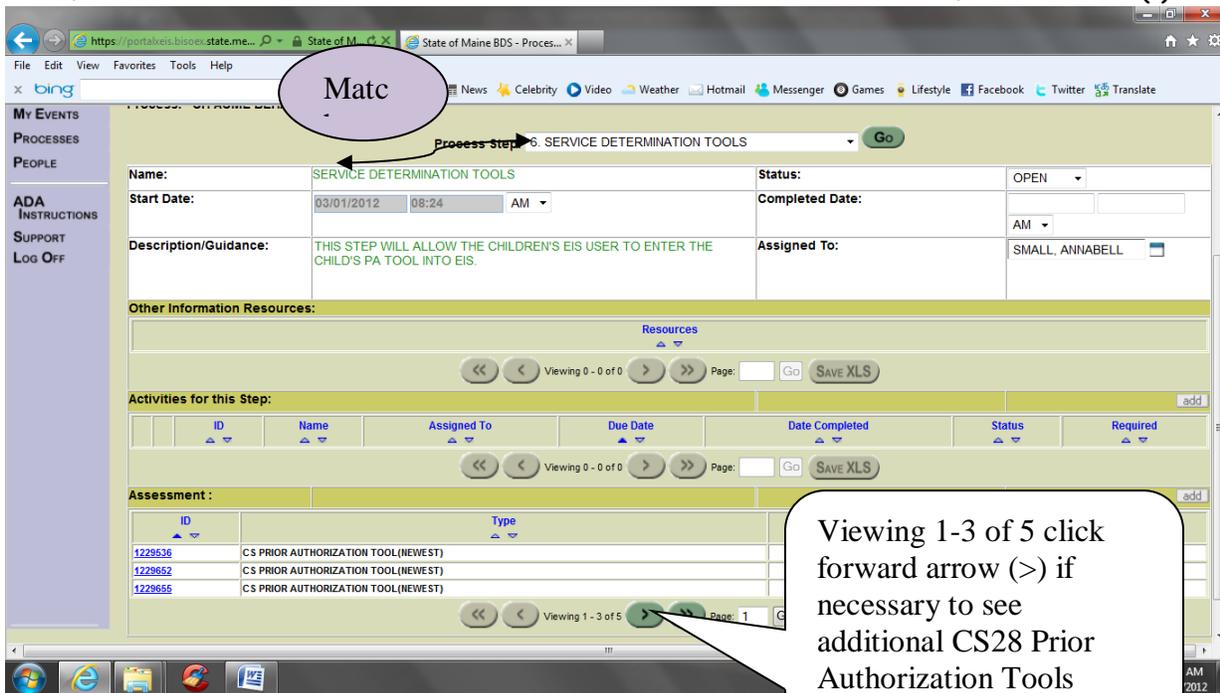


1. Process Step **DOWN** arrow
2. Highlight: Step 6 Service Determination Tool
3. Click **Go**



Be sure that the Process Step and the Page name **Matc** (If not click **GO**)

Click on CS28 Prior Authorization id with no end date,  
FYI if more than 3 CS28 Prior Authorization Tool has been entered click on forward arrow (>)



Click on CS28 Prior Authorization Tool with no end date.

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS Status: OPEN

Start Date: 03/01/2012 08:24 AM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229675	CS PRIOR AUTHORIZATION TOOL(NEWEST)					
1229675	CS PRIOR AUTHORIZATION TOOL(NEWEST)					

Viewing 4 - 5 of 5 Page: 2 Go SAVE XLS

(\*) Indicates there are Activity Logs present for Activities belonging to this Step

Scroll to the **RIGHT**

1. Show Menu **DOWN** arrow

2. Highlight Questionnaire

Assessment General - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine

https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

Assessment: General

SEIS01 | TRAIN

Home My Events People List People Process List Page Process / Assessment

People ID: 17310 Name: BAMBINO, JEANNES  
Organization/Location ID: 35347/51545 Name: ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD

Welcome - This is the EIS Training application

The Assessment General page provides the capability to manage assessments. JANE SMALL of ACME BEHAVIORAL HEALTH March 01, 2012

CLOSE SAVE COPY SCORE NEW VERSION COMPLETE UNANSWERED QUESTIONS

Type: CS PRIOR AUTHORIZATION TOOL (Version 1)

Start Date: 02/01/2012 End Date:

Performed By: JANE SMALL Date of first Assessment: 02/01/2012

Client Refuses to take Assessment: Baseline: Locked:

Description:

Score Results:

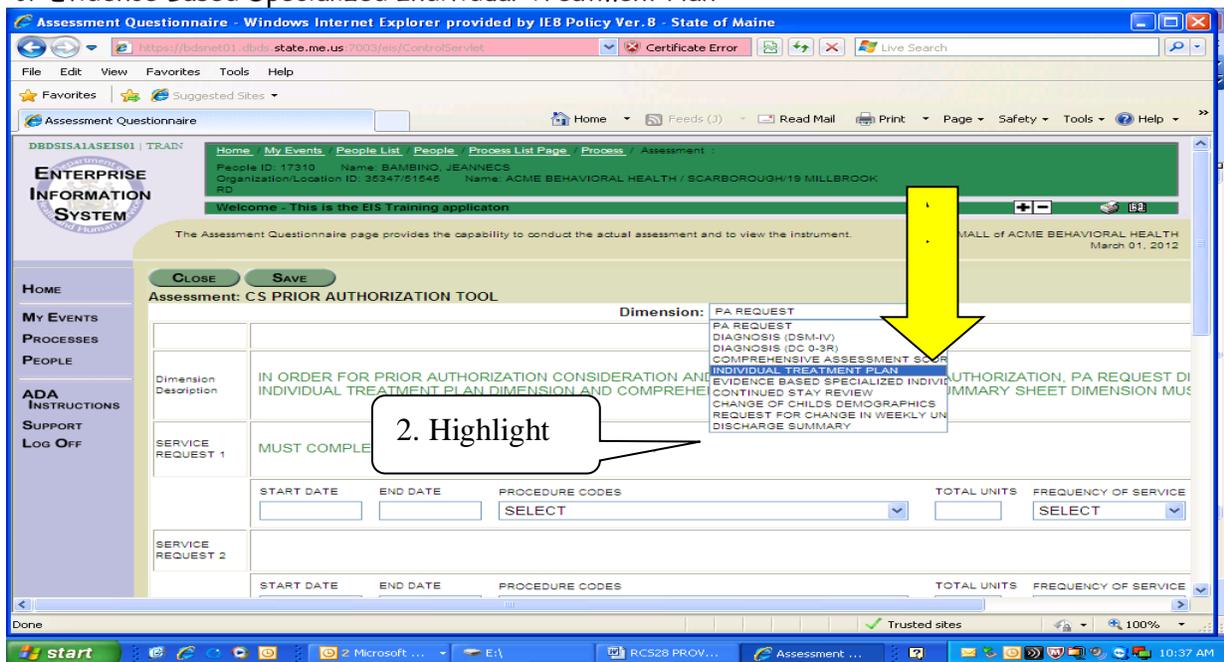
Item Result

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Score Summary:

Scroll

1. Dimension **DOWN** Arrow
2. Highlight: Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan



When adding an update to any goal, objective or method on the treatment plan after responding to a request for more information, the standard acceptable format in each updated area will be Date: 00/00/0000 updated information, Signature Full Name

Example: **Objective # 1**

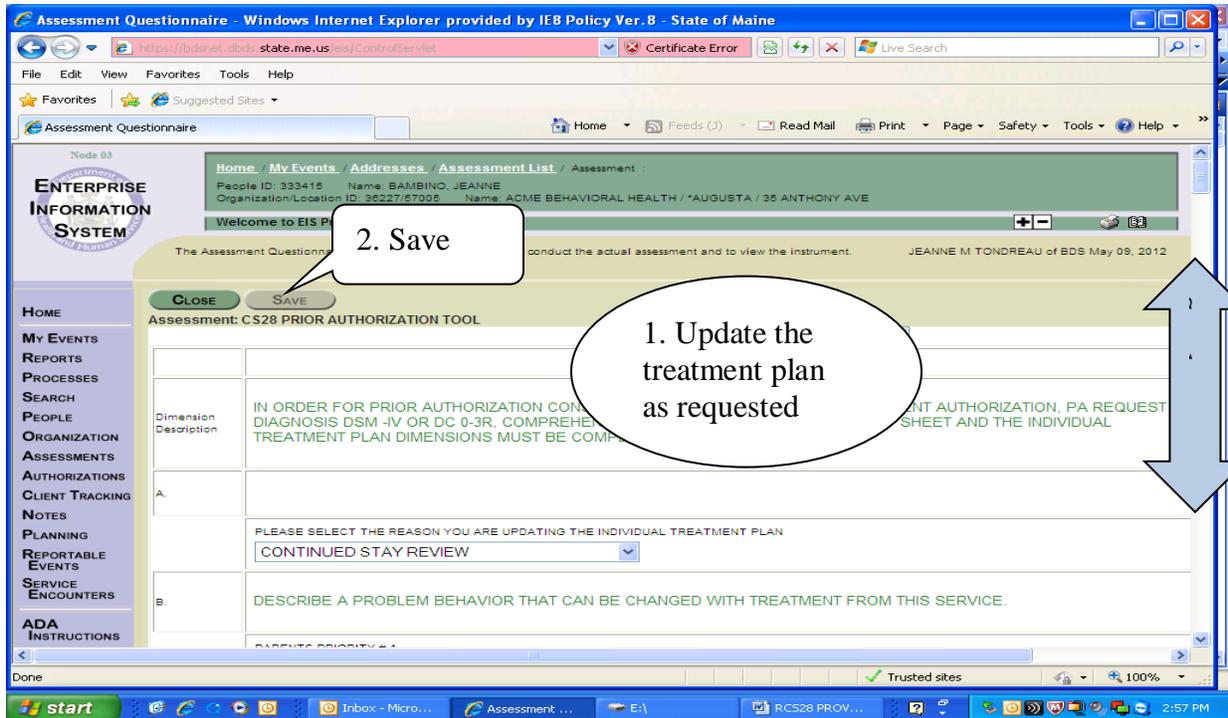
Child will not have the crossing guard speak to her more than 2 times weekly  
**5/10/2012 Skill that will be learn to check both ways before crossing the street. Annabell Small**

Scroll **DOWN**

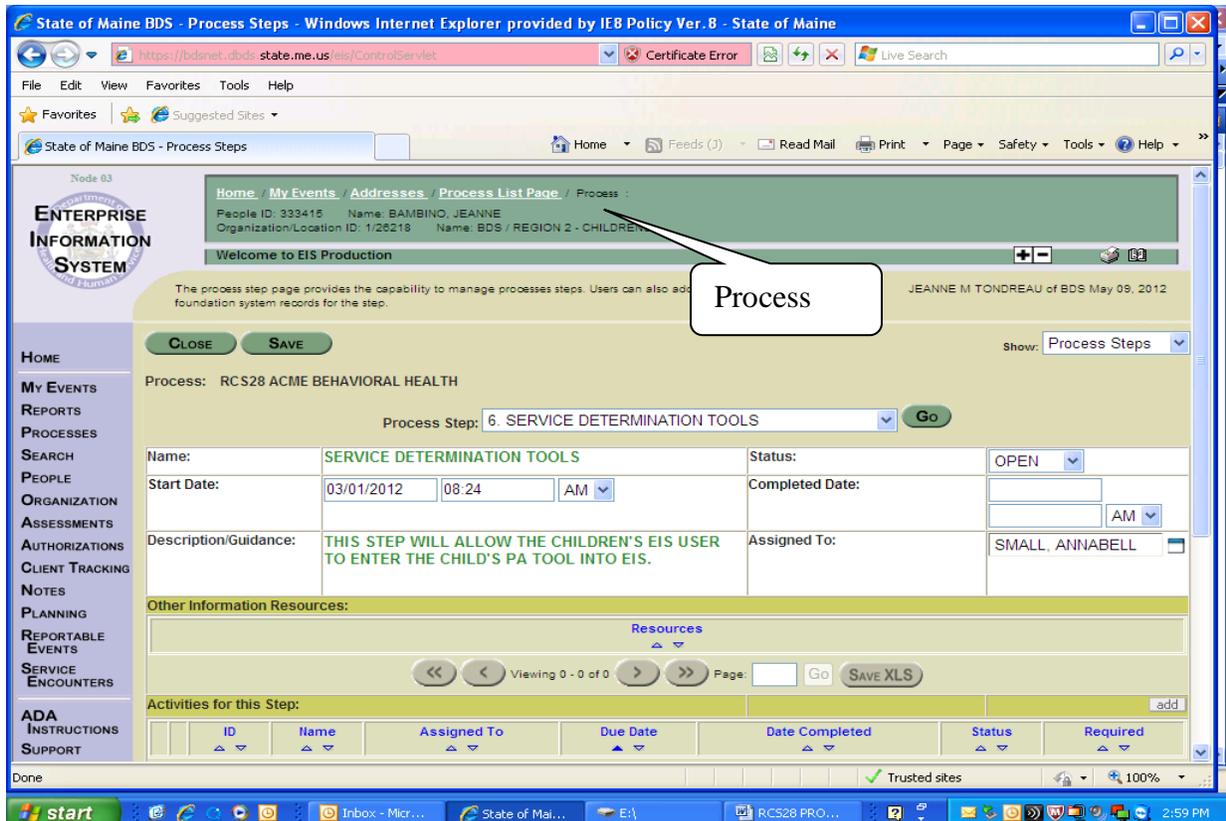
1. Update the Individual Treatment Plan  
or the Evidence Based Specialized Individual Treatment Plan with the requested information

Scroll **UP**

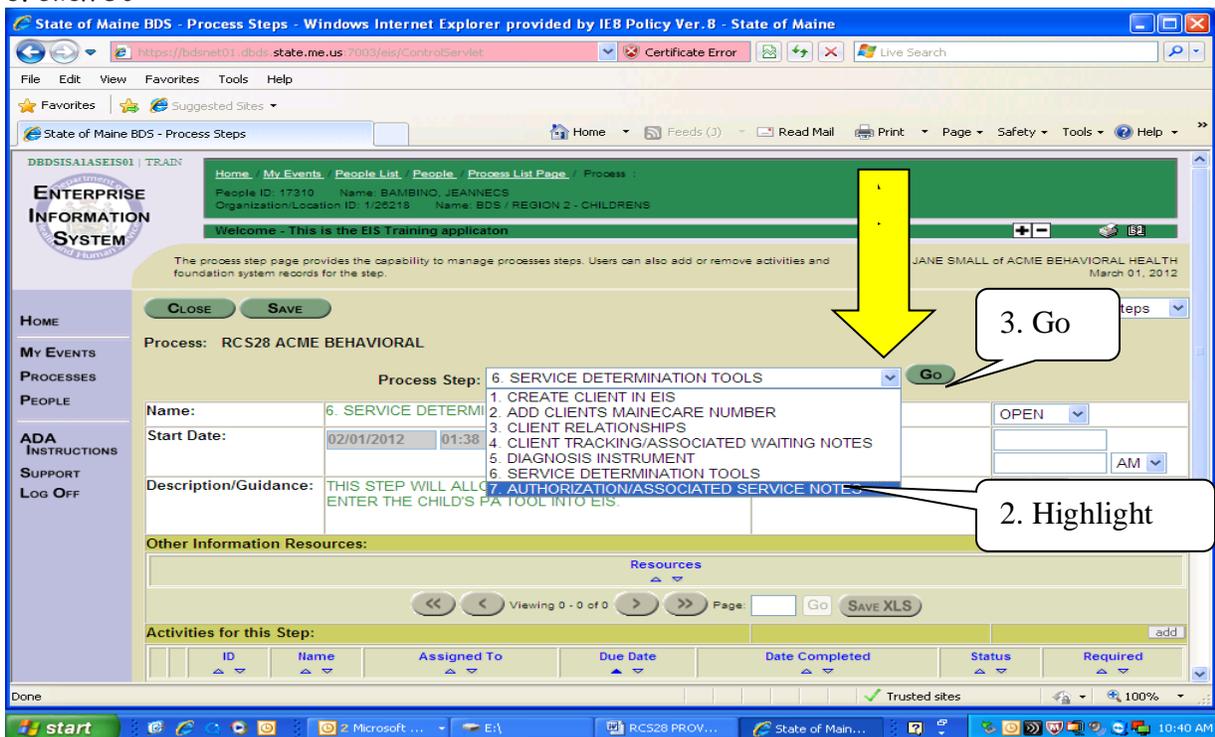
2. Click Save



Click Process in the header

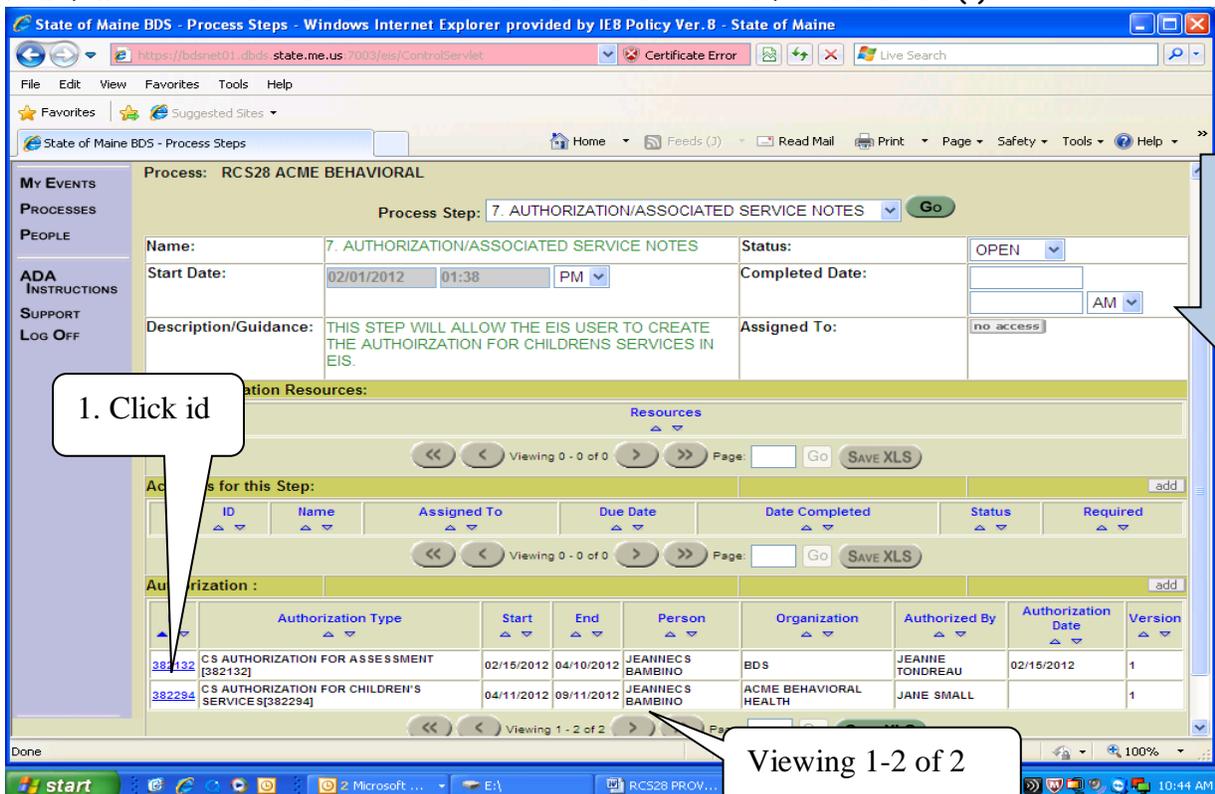


1. Process Step **DOWN** arrow
2. Highlight Process Step 7 Authorization/Associated Service Notes
3. Click Go



Scroll down

1. Click on authorization id,
- FYI if more than 3 authorizations has been entered click the forward arrow (>)



1. Show menu DOWN arrow
2. Highlight notes

The screenshot shows the 'Authorization General' page. The 'Show:' dropdown menu is open, with 'Notes' selected. A yellow arrow points to this menu. A callout box with the text '2. Notes' points to the 'Notes' option. The main form contains fields for 'Type', 'Start Date', 'Authorized By', 'Review Required', 'Reviewed By', and 'Comments / Reason'. Below the form is a table with columns: Procedure Code, Procedure Name, Organization/Location, Rate, Unit Of Measure, Max Units, Frequency of Measure, Total Authorized Units, Total Authorized Cost, and Procedure Reason Description.

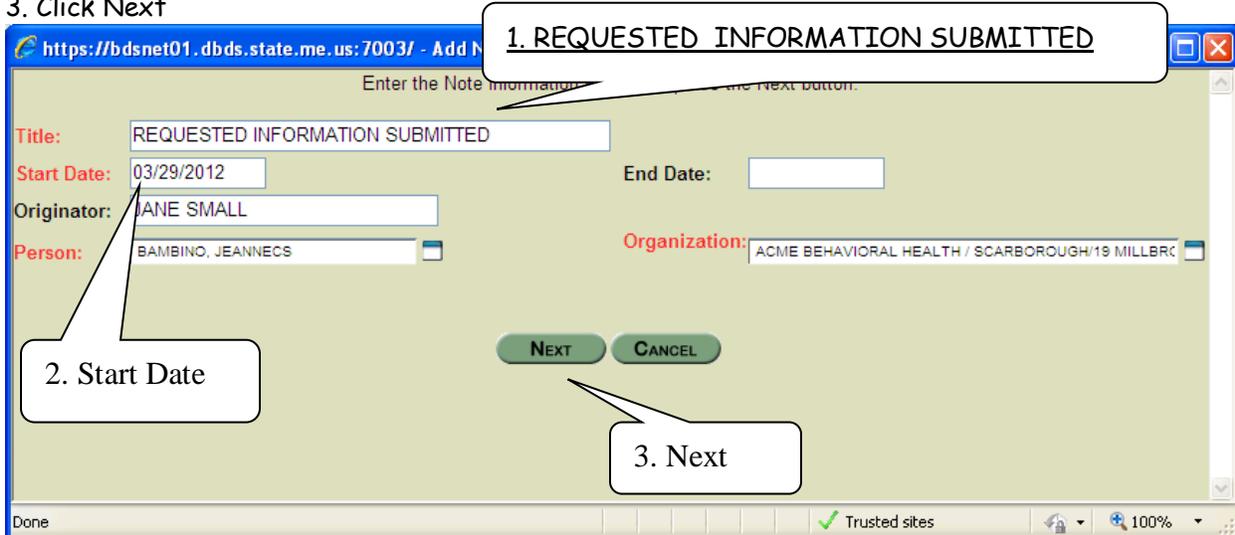
Procedure Code	Procedure Name	Organization/Location	Rate	Unit Of Measure	Max Units	Frequency of Measure	Total Authorized Units	Total Authorized Cost	Procedure Reason Description
H2021HI	1 H2021HI SRVS CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 1:1	(36347/51645)ACME BEHAVIORAL HEALTH/SCARBOROUGH/19 MILLBROOK RD	\$8.94	PER 1/4 HOUR	600	TOTAL UNITS	600	5364.00	28 SERVICE AUTHORIZATION

Click Add

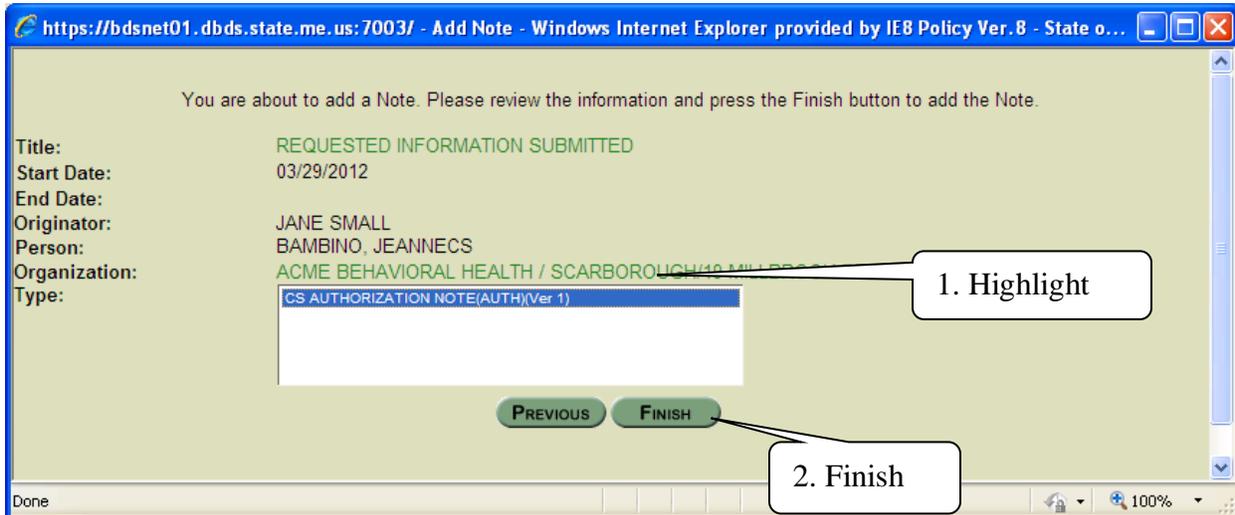
The screenshot shows the 'Notes List' page. A callout box with the text 'Add' points to the 'Add' button in the 'Authorization:' field. The page displays a table with columns: ID, Title, Start Date, End Date, Created By, Organization / SP, Last Updated, Type, Cancelled, and Source.

ID	Title	Start Date	End Date	Created By	Organization / SP	Last Updated	Type	Cancelled	Source
1407554	<a href="#">REQUEST MORE INFORMATION</a>	03/25/2012	03/25/2012	JEANNE M TONDREAU	ACME BEHAVIORAL HEALTH / SCARBOROUGH/19 MILLBROOK RD /	03/01/2012	CS AUTHORIZATION NOTE (CBHS STAFF)(Version 1)	No	<a href="#">Go</a>

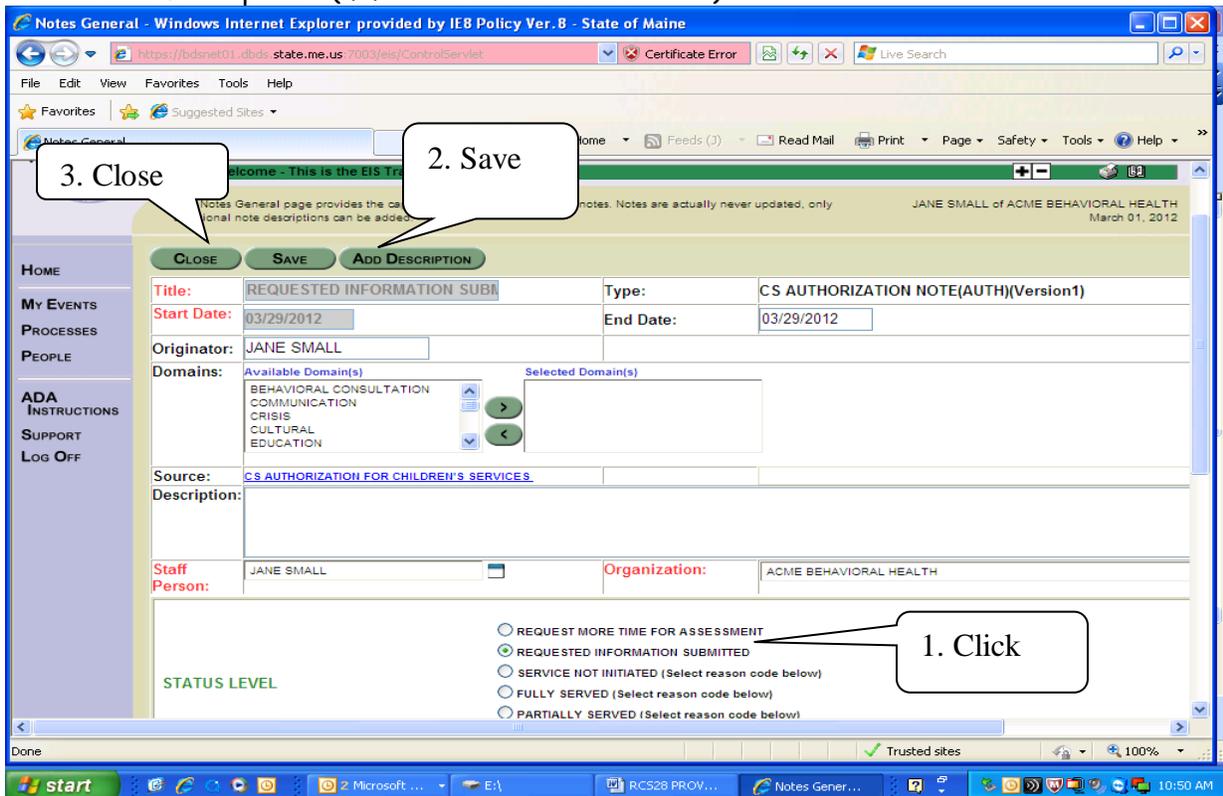
1. Note Title REQUESTED INFORMATION SUBMITTED
2. Start Date: date you submitted the requested information  
End date defaults to same as start date  
Organization: defaulted
3. Click Next



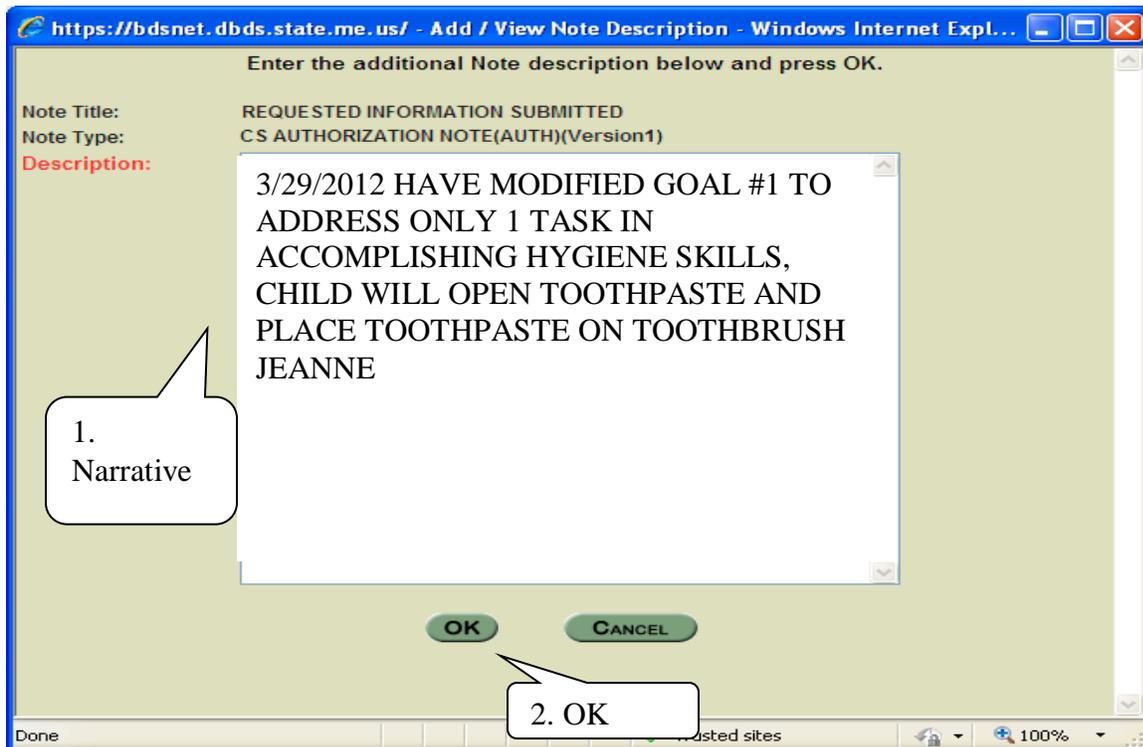
1. Highlight Note Type: Cs Authorization Note
2. Click Finish



1. Click Status: Requested Information Submitted
2. Click Save
3. Click Add Description - (if further narrative is needed)

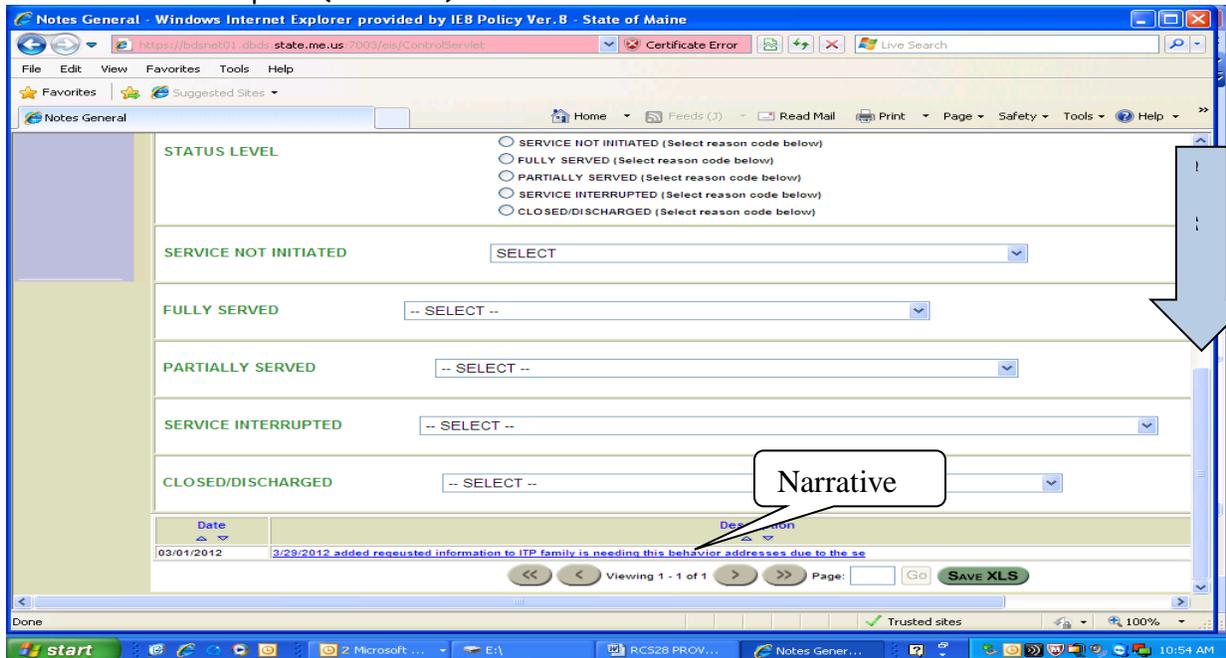


1. Type in additional information
2. Click Ok

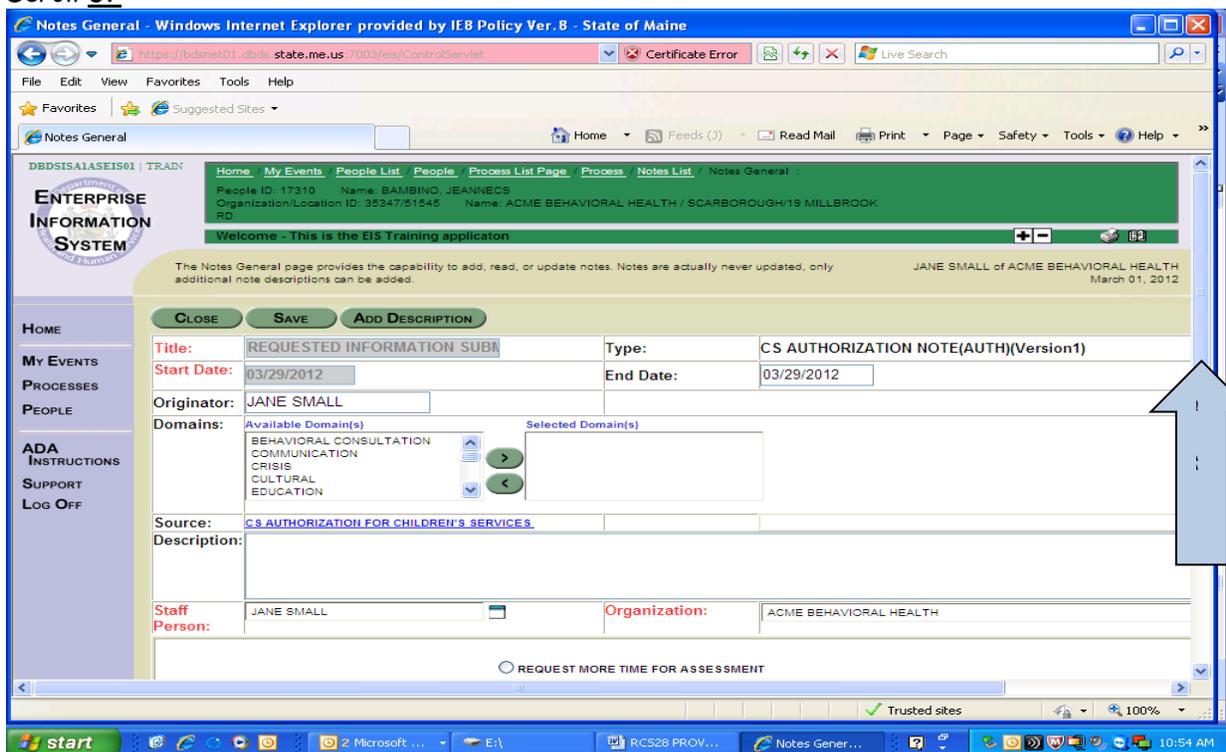


Scroll **DOWN**

See the Add Description (narrative) at the bottom of the note



Scroll **UP**



To log off or change clients (Refer to Section 1)

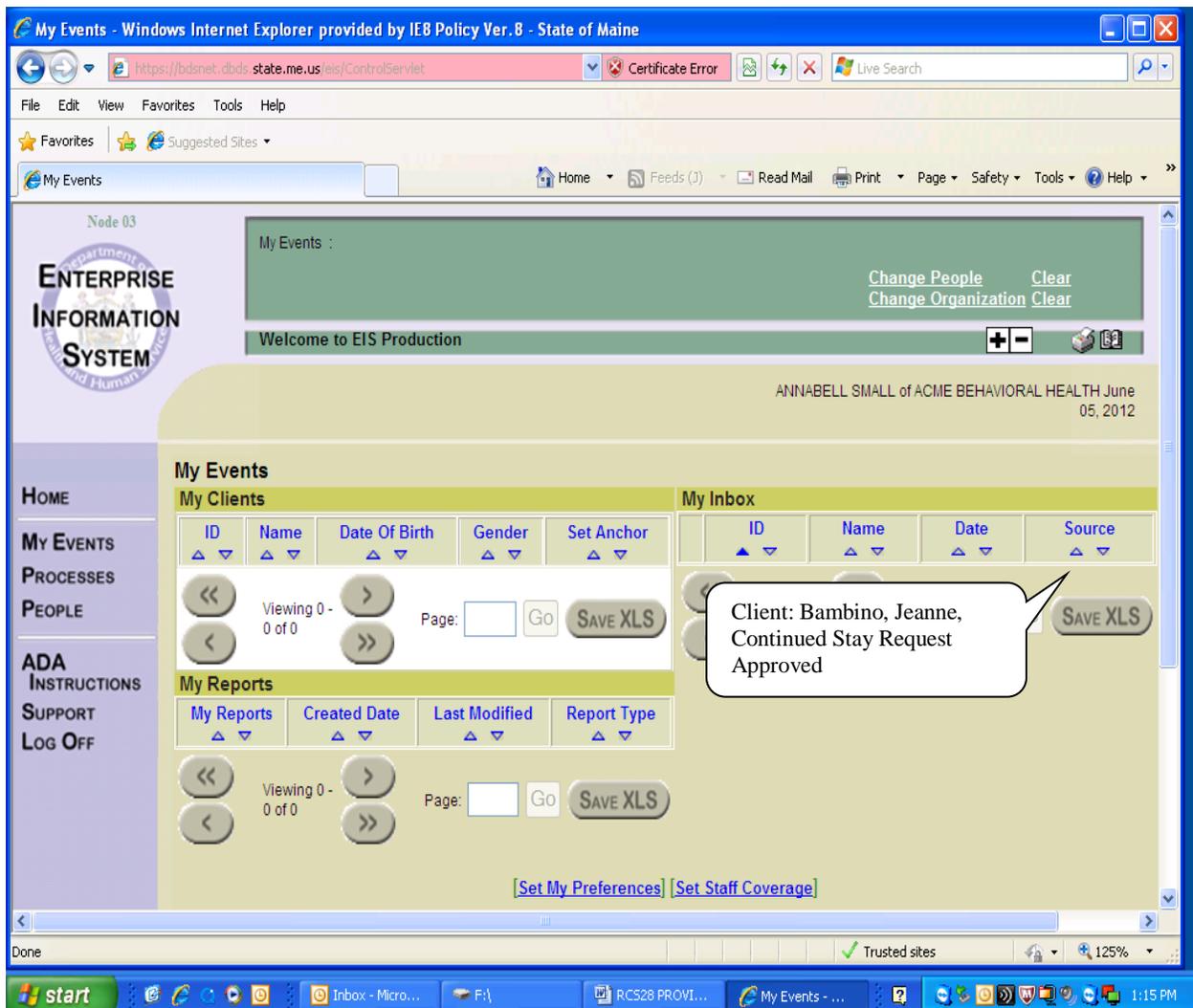
# OCFS Response Continued Stay Review Approved

OCFS will receive a tickler notification stating that you have updated the requested information. OCFS will review the CS28 Prior Authorization Tool. If approved, you will receive a tickler notification stating that the prior authorization has been approved. OCFS has added the authorized date and the authorized by on the authorization. OCFS will add a note stating plan approved.

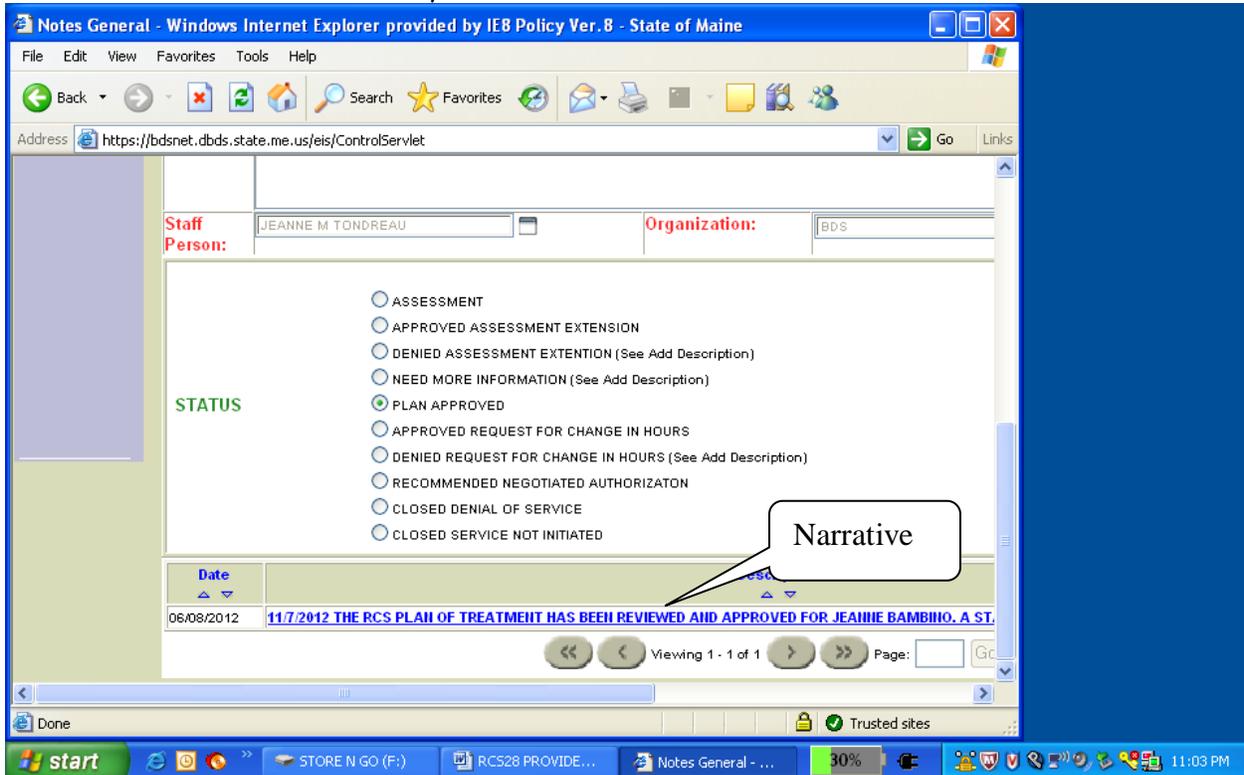
A status level note must be entered on the approved authorization within 5 state business days of receipt of this tickler notification.

## Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS

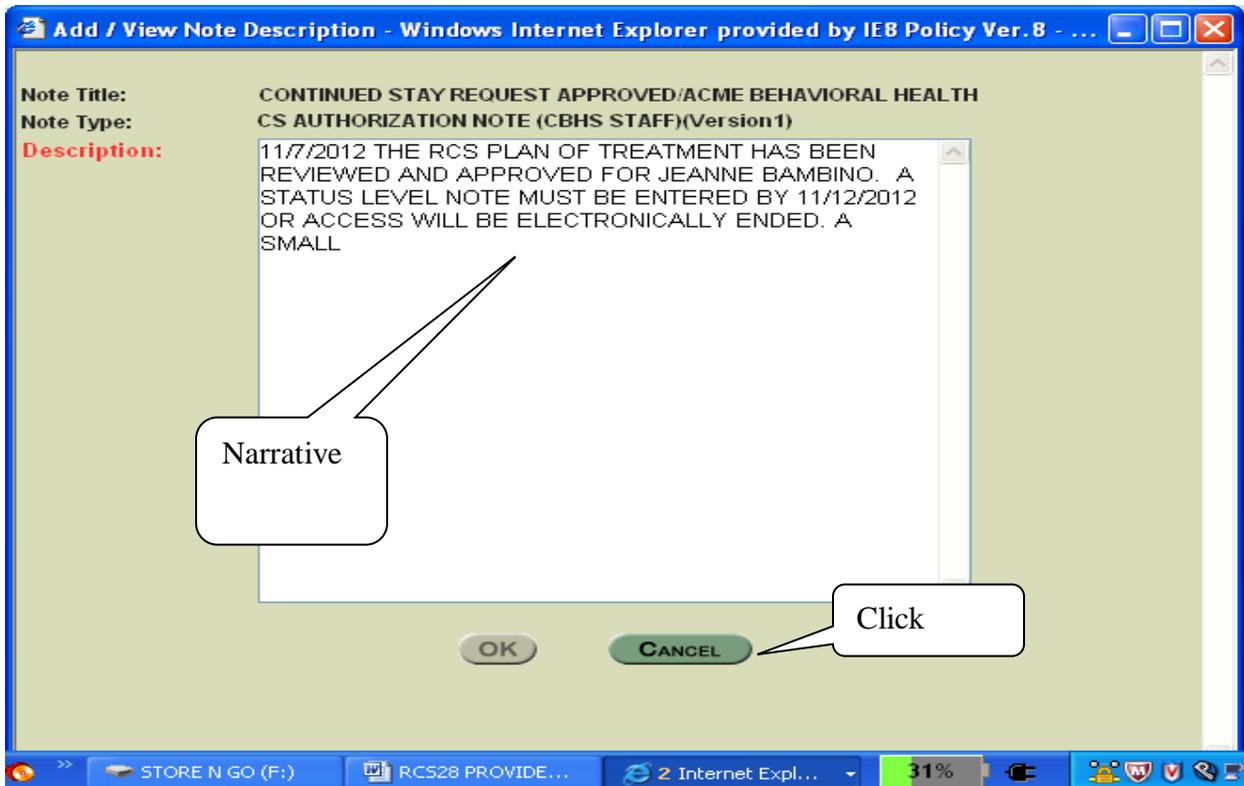


Click on narrative to view full entry

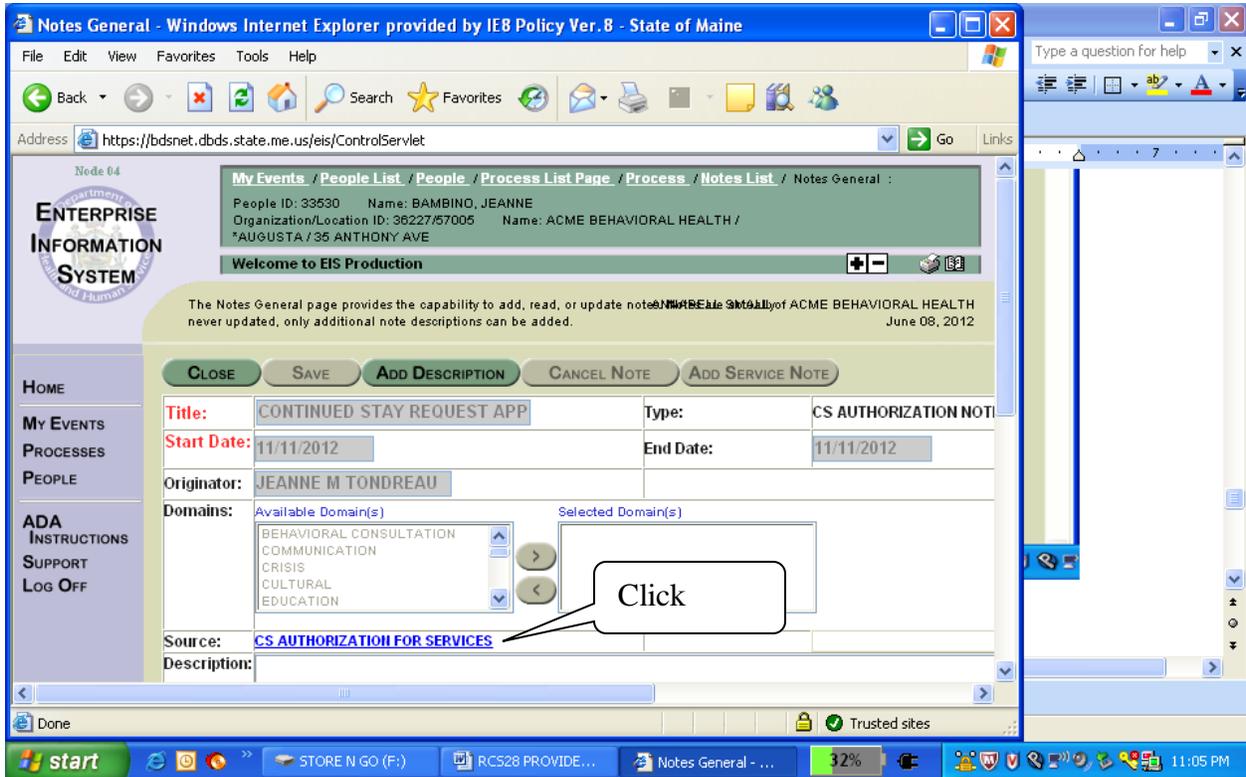


View narrative

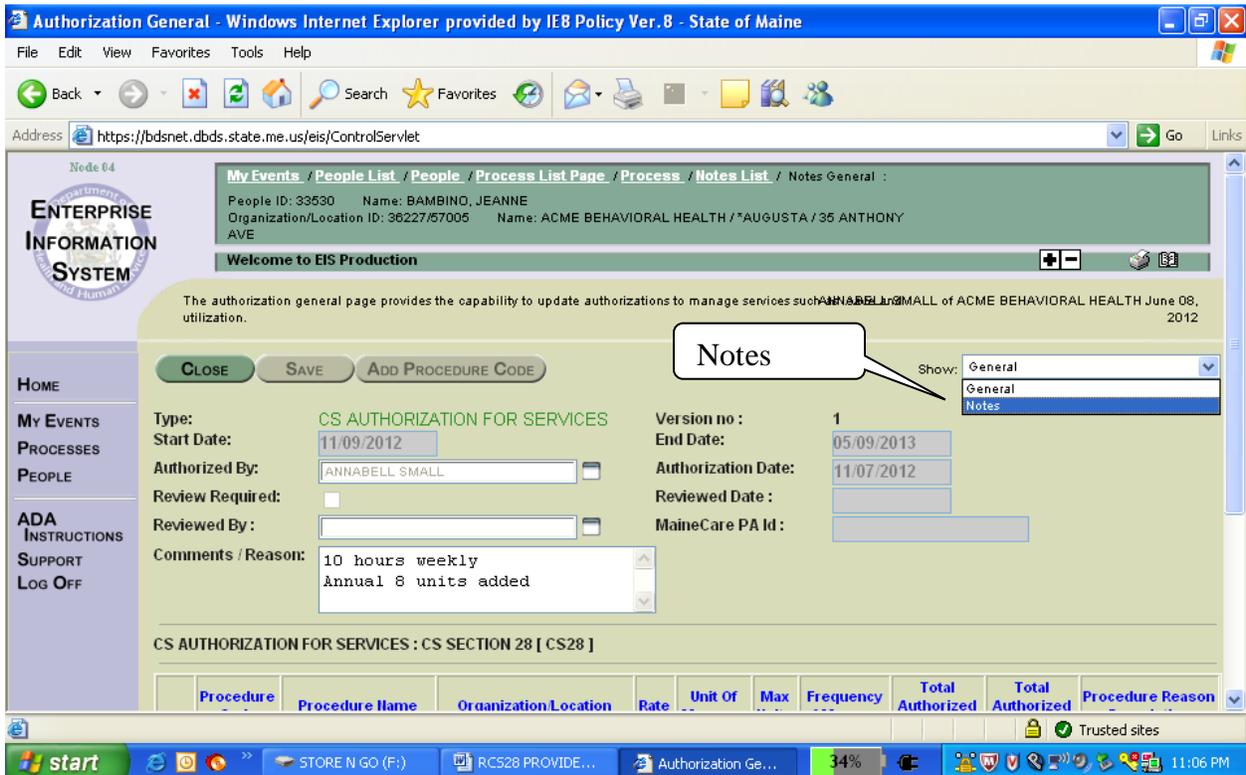
Click Cancel to close



Click CS Authorization for Service to add Status Level Note



Show Menu Notes





## OCFS Response Recommended Negotiated Authorization

During the negotiation for authorization for services it is the intent to come to an agreement between the provider's original request and the clinically approved units to adequately meet the needs of the child and family.

Negotiation is to lead to a positive outcome when all parties, family, provider and the Department accept the approved units, avoiding the denial of service.

Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS

My Events - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

My Events

Enterprise Information System

Welcome to EIS Production

ANNABELL SMALL of ACME BEHAVIORAL HEALTH June 05, 2012

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
Viewing 0 - 0 of 0				

Client: Bambino, Jeanne, Recommended Negotiated Authorization

My Reports

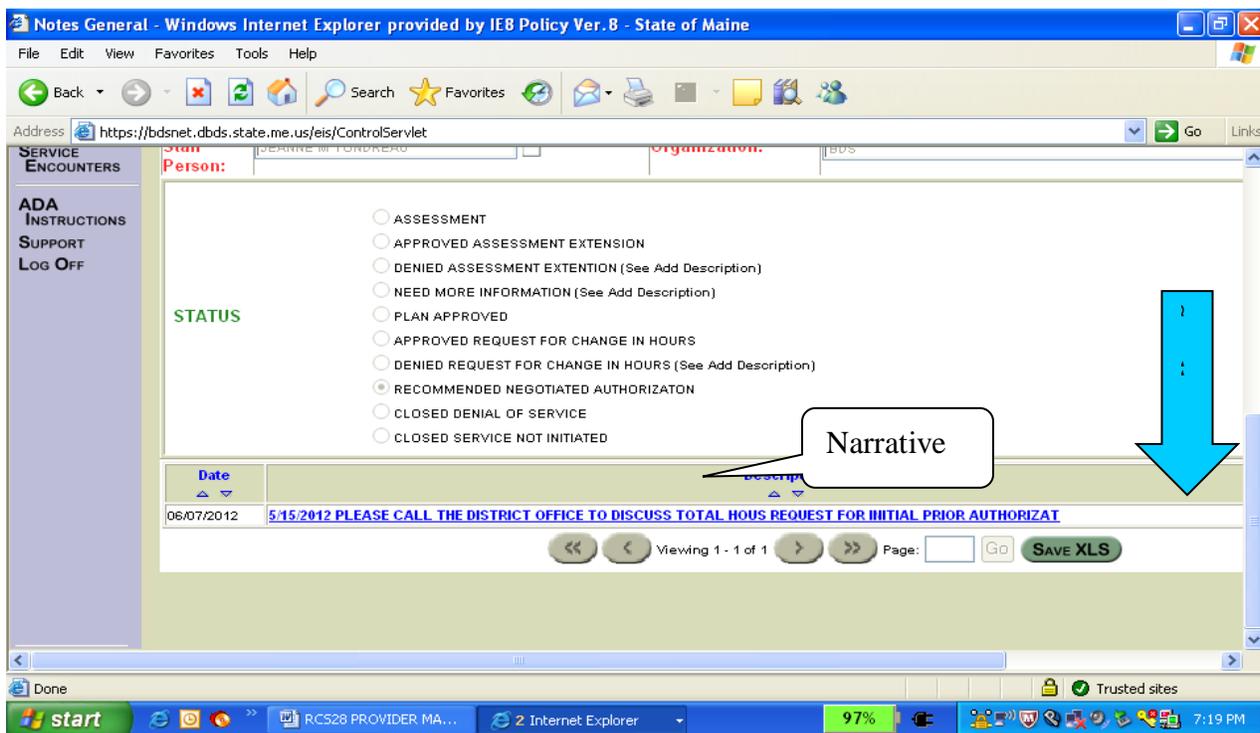
My Reports	Created Date	Last Modified	Report Type
Viewing 0 - 0 of 0			

My Inbox

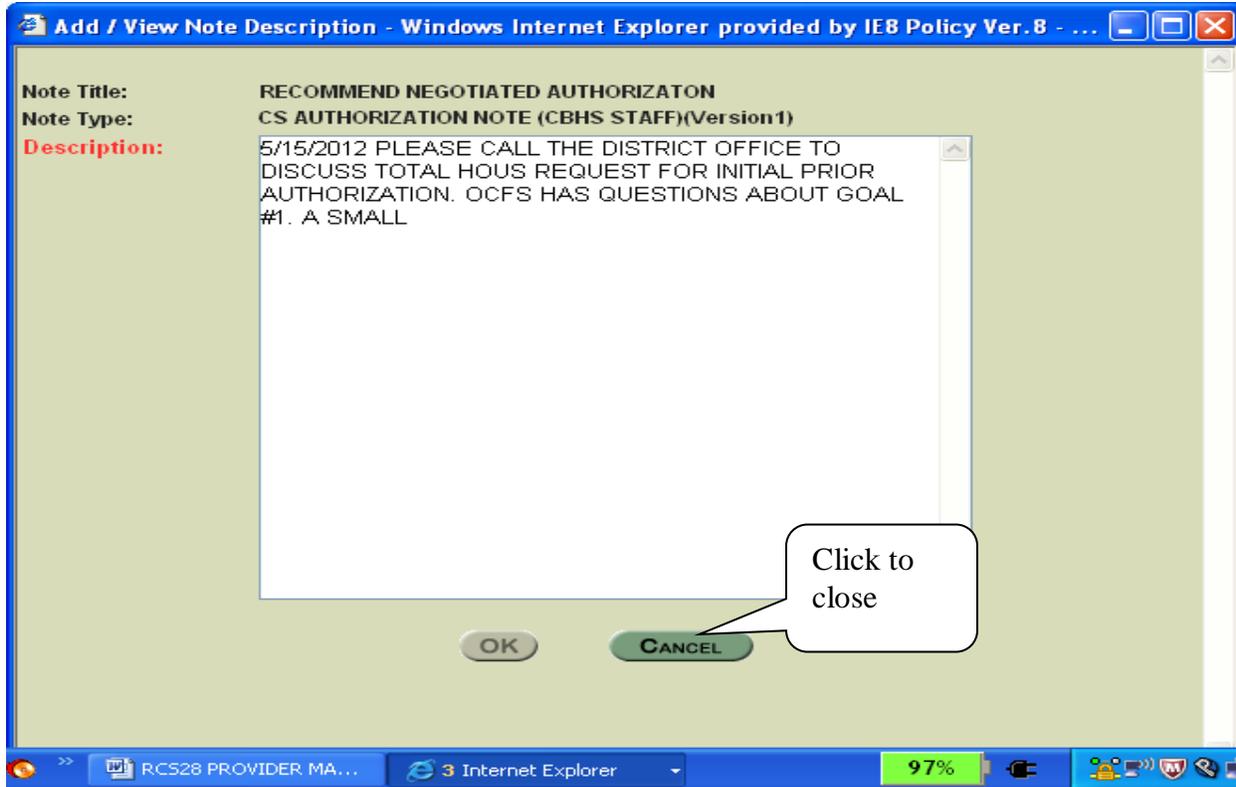
ID	Name	Date	Source
Viewing 0 - 0 of 0			

[Set My Preferences] [Set Staff Coverage]

Scroll down  
Click on narrative to view full entry



Click Cancel to close



## Provider Action:

Within 5 state business days from receipt of the tickler provider will call the District Office and have a discussion regarding the clinically recommended # of hours.

## CBHS Response

Once an agreement is made OCFS will amend the prior authorization entered by provider to reflect the negotiated units and authorize the authorization. OCFS will enter a plan approved note.

Authorization after amendments agreed upon

The screenshot displays the 'Enterprise Information System' interface for 'Authorization General'. The user is logged in as JEANNE TONDREAU. The form shows a 'CS AUTHORIZATION FOR' with the following details:

- Type: CS AUTHORIZATION FOR
- Start Date: 10/08/2012
- Authorized By: JEANNE TONDREAU
- Review Required: [ ]
- Reviewed By: [ ]
- Comments / Reason: [ ]
- Version no: 1
- End Date: 12/09/2012
- Authorization Date: 10/06/2012
- Reviewed Date: [ ]
- MaineCare PA Id: [ ]

The table below lists the procedure details:

Procedure Code	Procedure Name	Organi	Max Units	Frequ	Units	Cost	Procedure Reason Description		
X H2021HI	1 H2021HI SRV'S CH WITH COGNITIVE IMPAIRMENTS AND FUNC LIMITATIONS CB WRAP 4:1	(36227/S/906)JACME BEHAVIORAL HEALTH/AUGUSTA / 35 ANTHONY AVE	\$0.94	PER 1/4 HOUR	425	TOTAL UNITS	425	3799.50	28 SERVICE REAUTHORIZATION

## Provider Action

Provider will enter a status level note



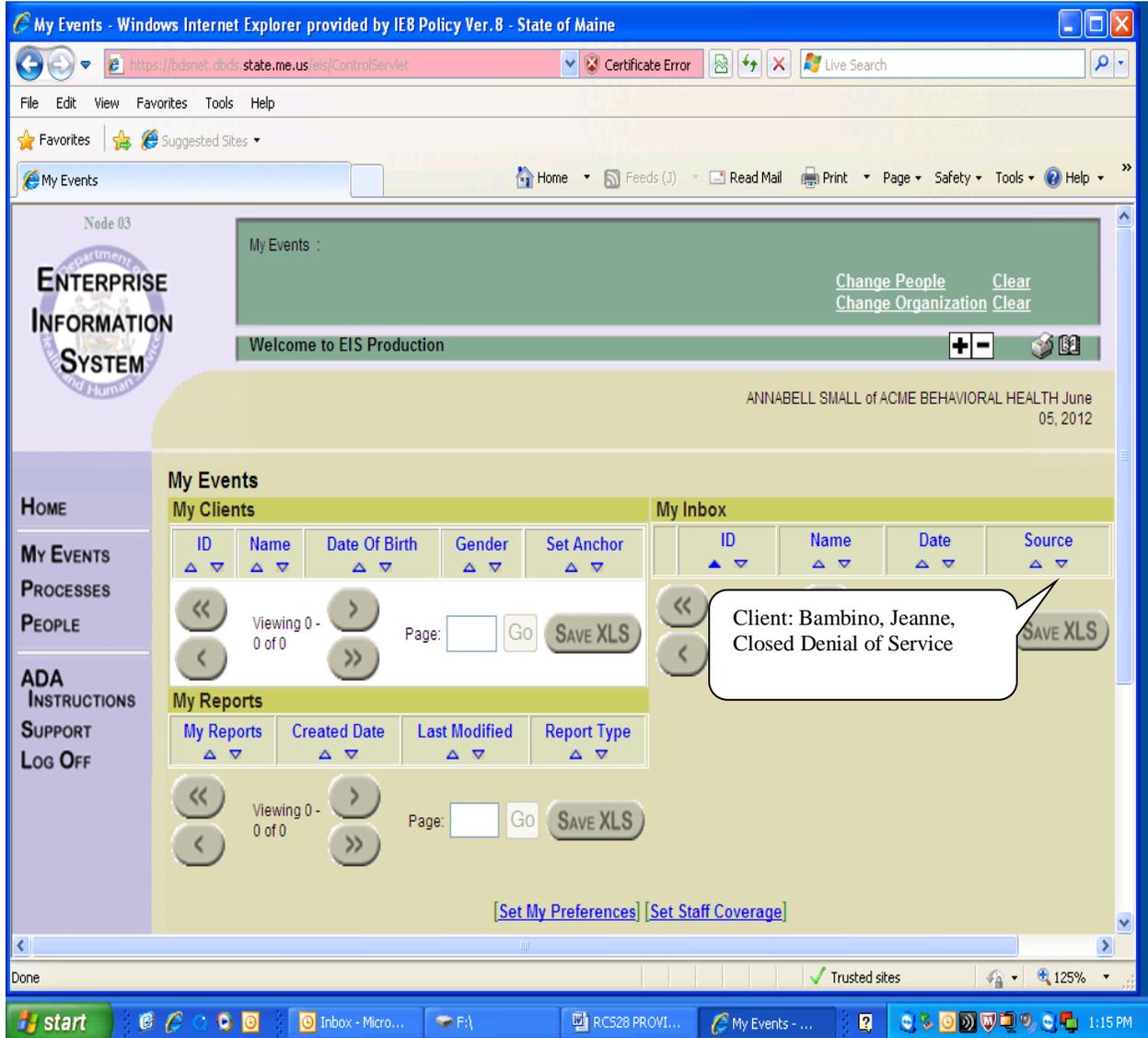
# OCFS Response

## Denied Continued Service Request

If OCFS denied the CSR request you will receive notification (tickler)

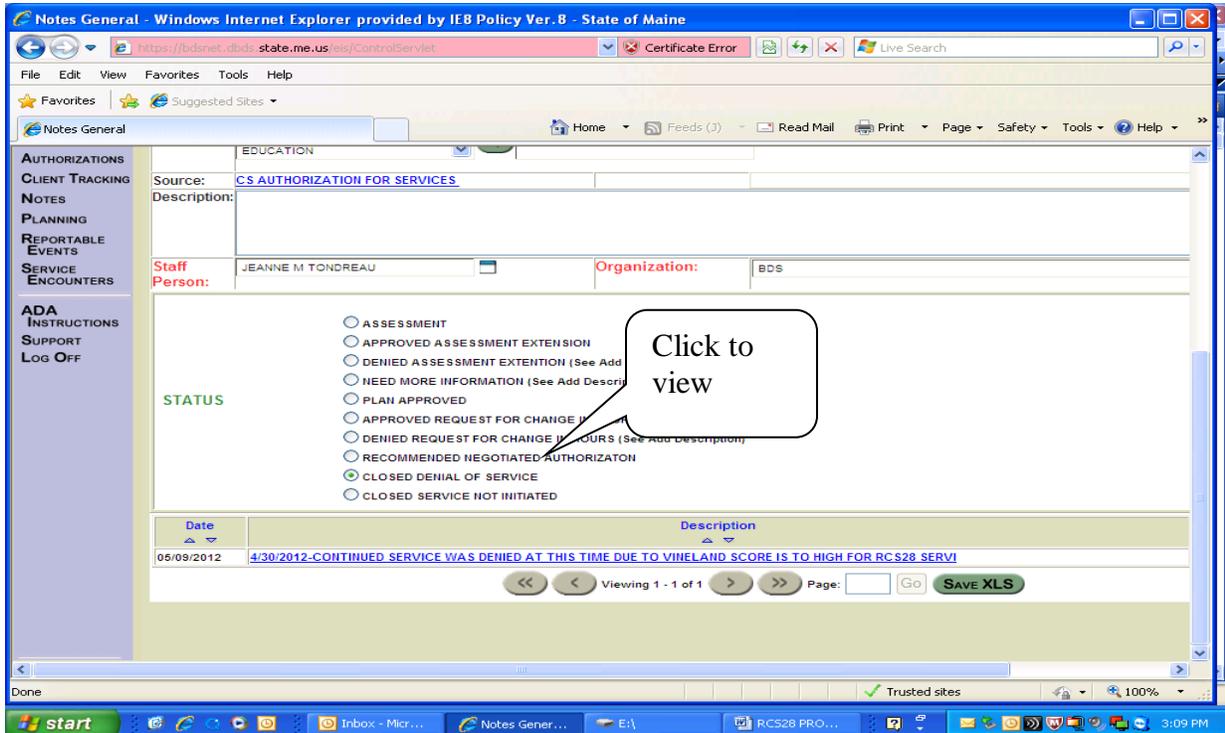
Tickler My Events Page

Source Go on the tickler that you wish to view the Add Description added by OCFS



OCFS will enter note-Closed Denial of Service with the reason why denied. Access will be electronically removed in 10 days

Click on narrative to view reason for denial



View reason

Click Cancel



## OCFS Response

OCFS will extend the current authorization for service 30 days for the provider to transition the child/family from service.

## Provider Action

Provider can print the ITP for the chart. (Refer to Section 6)

FYI: It is the provider's responsibility to notify the family and or case manager of the denial of service.

## To Log Off or Change Clients (Refer to Section 1)



© Ron Leishman \* www.ClipartOf.com/1045300

# Section 13

## Change of child's demographics



## Provider Action

You will need to complete the dimension "Change in Child's Demographics" in the CS Prior Authorization Tool when there is any change of the demographics of the child or family. This dimension replaces the Change of Status form

### Sign into EIS (Refer to Section 1)

Click on Process name highlighted in blue

The screenshot shows a web browser window titled "Process List - Windows Internet Explorer provided by IE8 Policy Ver. 8 - State of Maine". The address bar shows the URL "https://bdsnet.dbds.state.me.us/eis/ControlServlet". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with various icons. The main content area displays the "Enterprise Information System" logo and a navigation menu on the left with options like HOME, MY EVENTS, PROCESSES, PEOPLE, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area shows a "Process List" page for a user named "BAMBINO, JEANNE". It includes a search filter section with "Types: ALL" and "Group: ALL", and a "Go" button. Below this is a table with the following data:

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

Below the table, there are navigation controls: "Viewing 1 - 1 of 1", "Page: [ ] Go", and a "SAVE XLS" button. A callout box with the text "Click" points to the highlighted row in the table. The browser status bar at the bottom shows "Done" and "Trusted sites". The Windows taskbar at the very bottom shows the start button, several application icons, and the system clock displaying "12:00 PM".

To get to Process Step 6 Service Determination Tools  
Click on the forward arrow (>) to get to the next page Steps 6-8.

The screenshot shows a web browser window titled "State of Maine BDS - Process General - Microsoft Internet Explorer". The address bar shows "https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet". The page content includes a navigation menu on the left with options like HOME, My EVENTS, PROCESSES, PEOPLE, ADA INSTRUCTIONS, SUPPORT, and LOG OFF. The main content area displays process information: Process Type: CHILDRENS SUPER PROCESS, Process Name: RCS28 PROCESS BRIDGES, Start Date: 01/12/2011 11:18 AM, and Originator: JEANNE M TONDREAU. Below this is a table of steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDREN'S EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDREN'S TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

At the bottom of the table, there are navigation controls: "Viewing 1 - 5 of 8" with arrows and a "Go" button. A callout box points to the right arrow (>) with the text "Click on forward arrow (>) to get to Step 6".



## Click on Step 6 Service Determination Tools

State of Maine BDS - Process General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.ubds.state.me.us/eis/ControlServlet

Enterprise Information System

Welcome to EIS Production

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. JEANNE M TONDREAU of BDS April 04, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: CH ACME BEHAVIORAL HEALTH  
 Originator: JEANNE M TONDREAU  
 Start Date: 03/01/2012 08:24 AM  
 Ownership Organization: ACME BEHAVIORAL HEALTH\* AUGUST  
 Process Description:

This process has the following steps:

No	Steps	Description	Stat
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.	OPE
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.	OPE
8.	<a href="#">DENIAL /APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT	

Viewing 6 - 8 of 8 Page: 2 Go SAVE XLS

Step 6

Scroll **DOWN**

Be sure that the Process Step and Page name

Matc

(If not Click **GO**)

FYI If more than 3 CS28 Prior Authorization Tools have been entered click on forward arrow (>)

State of Maine BDS - Process General

https://portaleis.bds.state.me.us

Process Step: SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS  
 Status: OPEN  
 Start Date: 03/01/2012 08:24 AM  
 Completed Date:  
 Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.  
 Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required

Assessment:

ID	Type	Description	Start Date	End Date
1229636	C S PRIOR AUTHORIZATION TOOL (NEWEST)			
1229652	C S PRIOR AUTHORIZATION TOOL (NEWEST)			
1229655	C S PRIOR AUTHORIZATION TOOL (NEWEST)			

Viewing 1 - 3 of 5

Matc

Viewing 1-3 of 5 Click on forward arrow (>) if necessary to see additional authorizations

Click on CS28 Prior Authorization Tool with no end date.

The screenshot shows a web browser window with the URL <https://portdevs.bds.state.me.us>. The page title is "Process Step: 6. SERVICE DETERMINATION TOOLS". The interface includes a sidebar with "ADA INSTRUCTIONS", "SUPPORT", and "LOG OFF". The main content area displays a form for "SERVICE DETERMINATION TOOLS" with fields for Name, Start Date (03/01/2012 08:24 AM), Status (OPEN), and Assigned To (SMALL, ANNABELL). Below the form is a table of activities for this step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229667	C.S PRIOR AUTHORIZATION TOOL(NEWEST)			10/12/2012		
1229675	C.S PRIOR AUTHORIZATION TOOL(NEWEST)			10/15/2012		

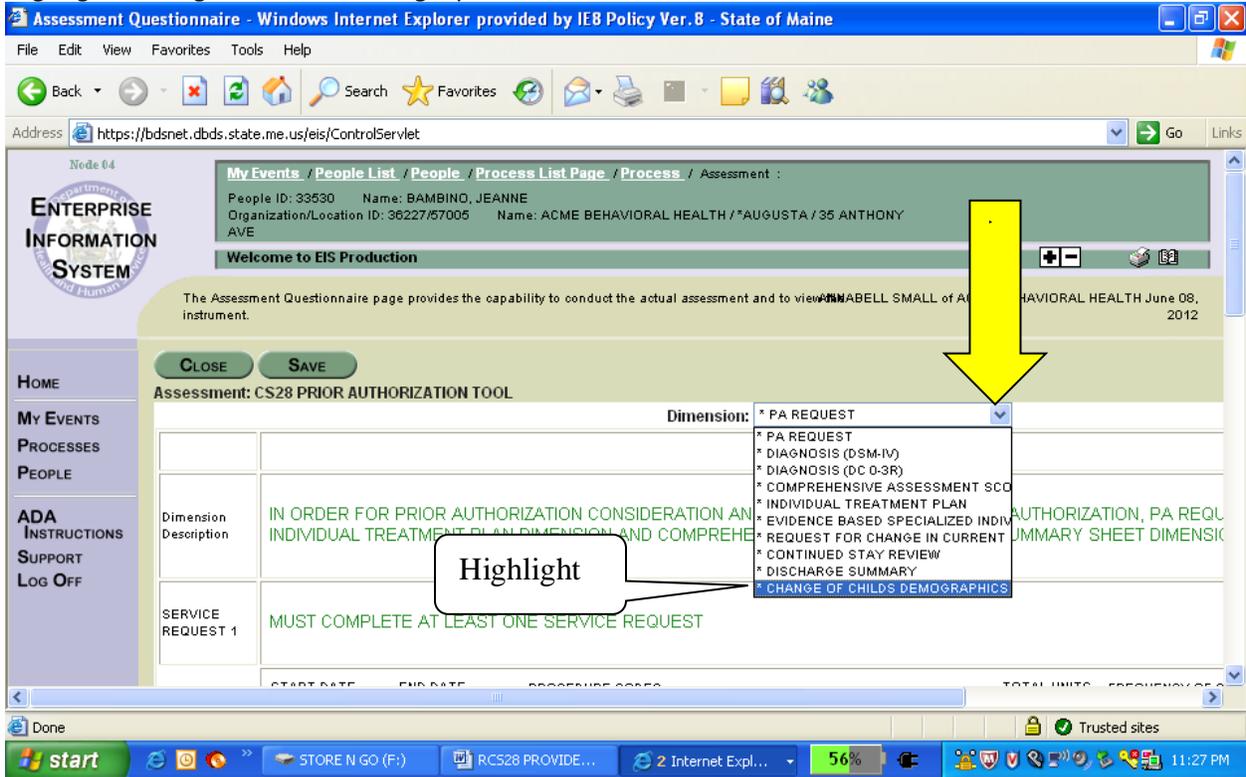
Callouts in the image include: "Click on id" pointing to the ID column, "Viewing 4-5 of 5" pointing to the pagination controls, "No end date" pointing to the empty End Date field, and a large blue arrow pointing down from the top right.

Scroll to the **RIGHT**

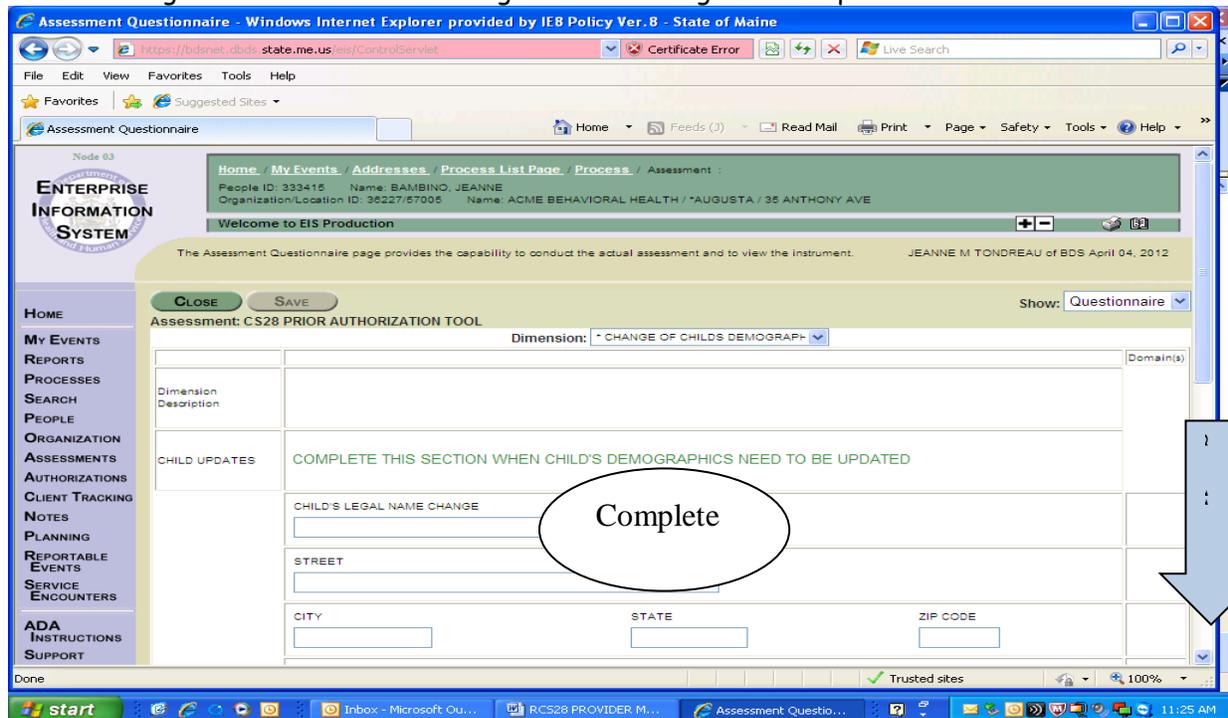
1. Show Menu **DOWN** arrow
2. Highlight Questionnaire

The screenshot shows the "Assessment General" page in a Windows Internet Explorer browser. The URL is <http://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet>. The page title is "Assessment General - Windows Internet Explorer". The interface includes a sidebar with "Enterprise Information System" and a navigation menu. The main content area displays a form for "Assessment General" with fields for Type (CS PRIOR AUTHORIZATION TOOL (Version 1)), Start Date (07/01/2011), End Date, Performed By (JEANNE M TONDREAU), Date of first Assessment (07/01/2011), and Description. A dropdown menu is open on the right side, showing options: General, Calendar, General, Notes, and Questionnaire. Callouts include: "2. Questionnaire" pointing to the dropdown menu, "Scroll" pointing to the bottom of the page, and a large yellow arrow pointing down from the top right.

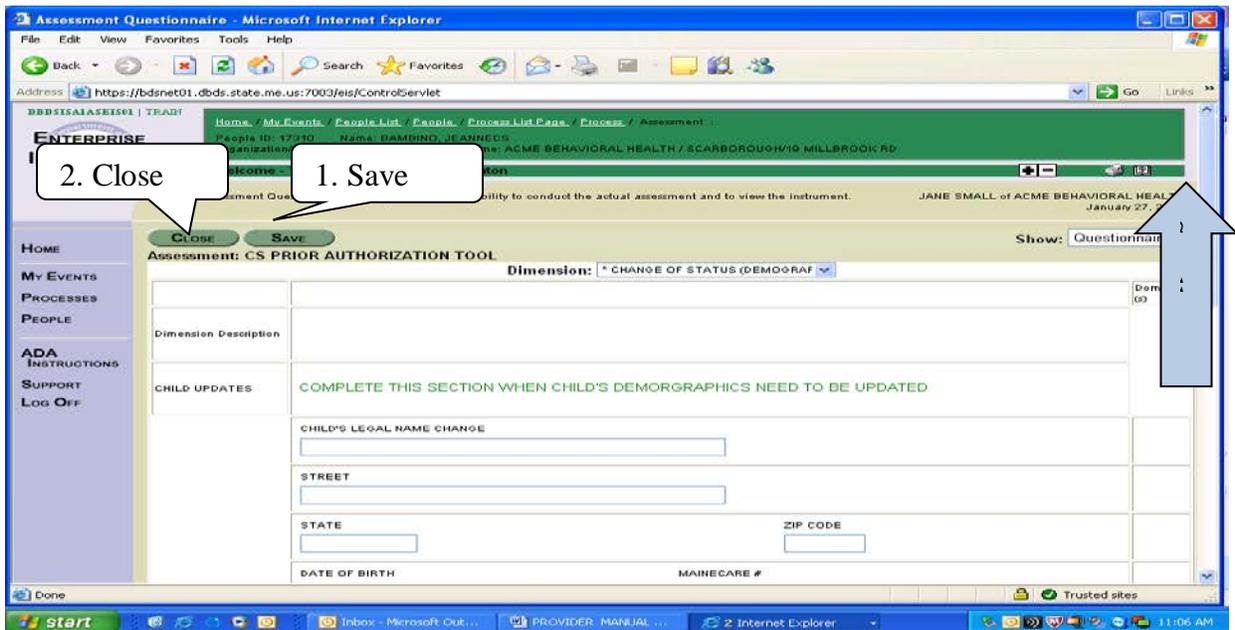
Process Step DOWN arrow  
 Highlight: Change in Child's Demographics



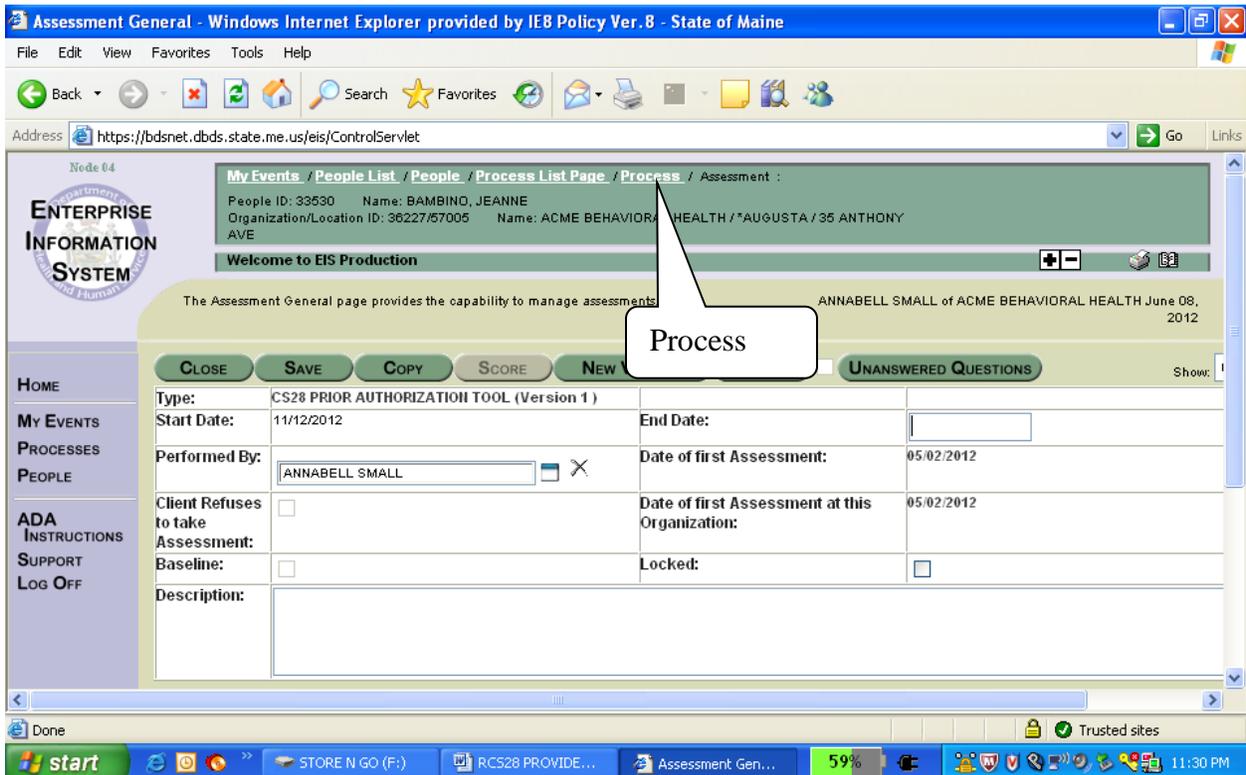
Scroll DOWN  
 Add the changes to the child/families legal address and guardianship



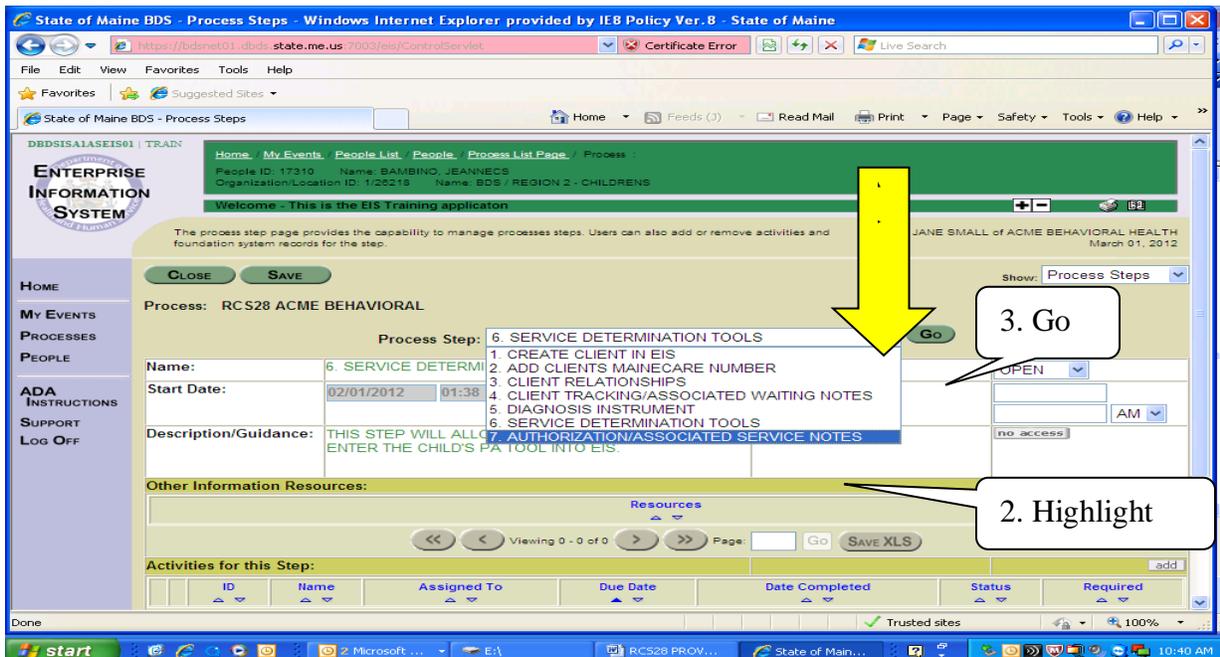
Scroll **UP**  
 Click **Save**  
 Click **Close**



Click **Process** in the header



1. Process Step **DOWN** arrow
2. Highlight Process Step 7 Authorization/Associated Service Notes
3. Click Go

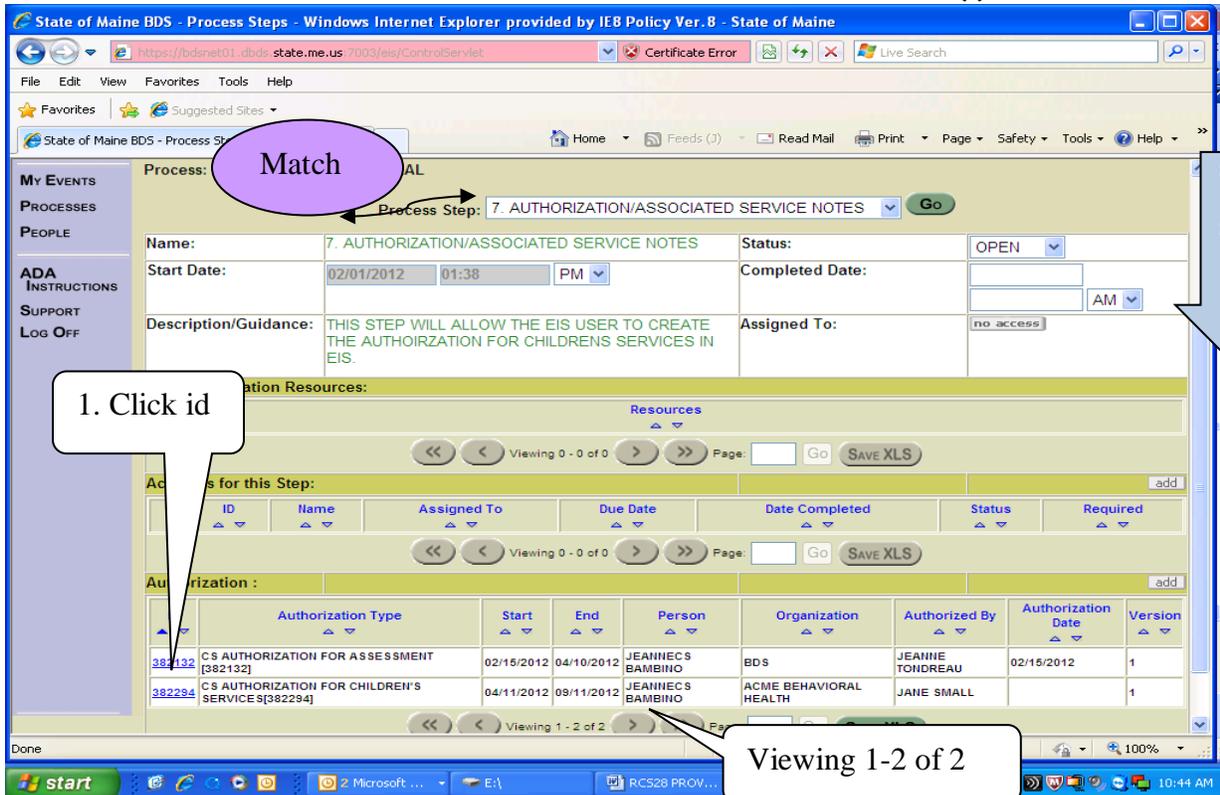


Make sure that your Process Step and page name **Match** If not Click (GO)

Scroll down

1. Click on authorization id,

FYI if more than 3 authorizations has been entered click the forward arrow (➤)



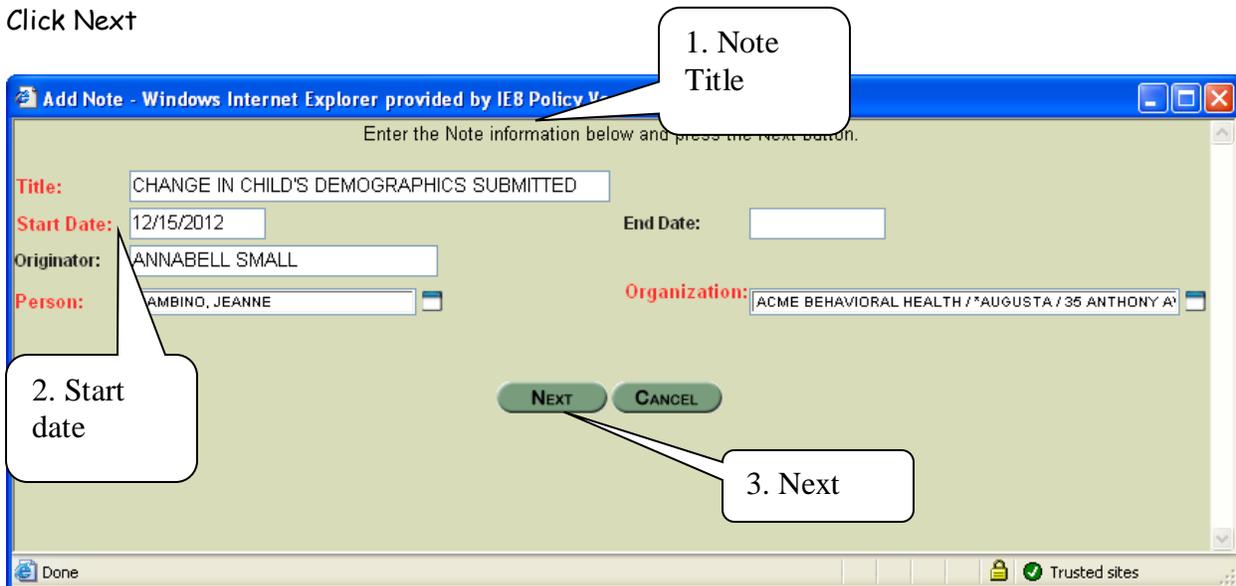
1. Show menu **DOWN** arrow
2. Highlight notes

Click Add

Note Title: **CHANGE IN CHILD'S DEMOGRAPHICS SUBMITTED**

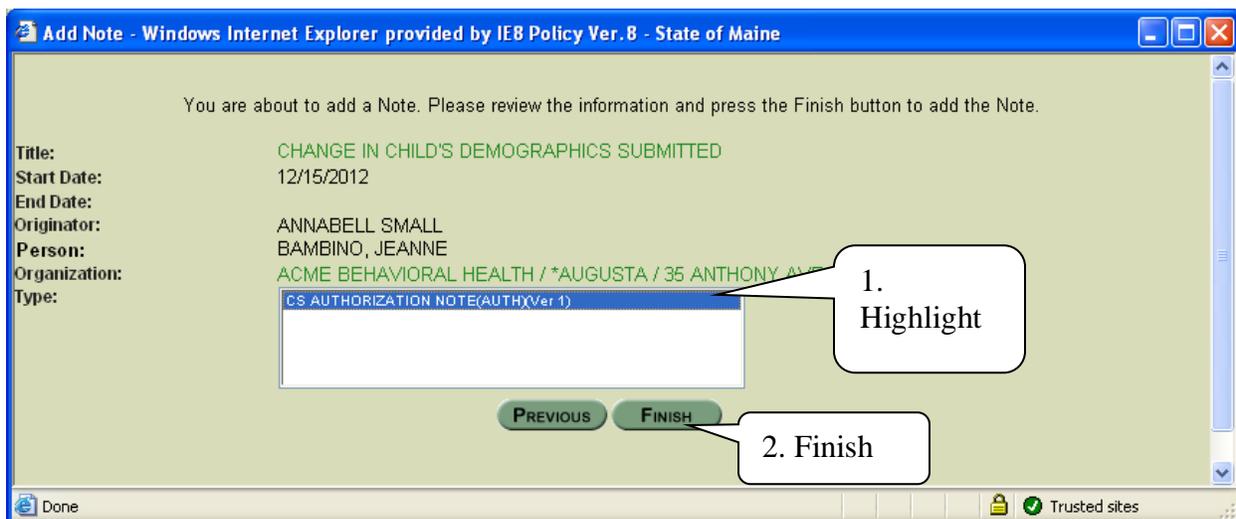
Start Date: date of submission

Click Next

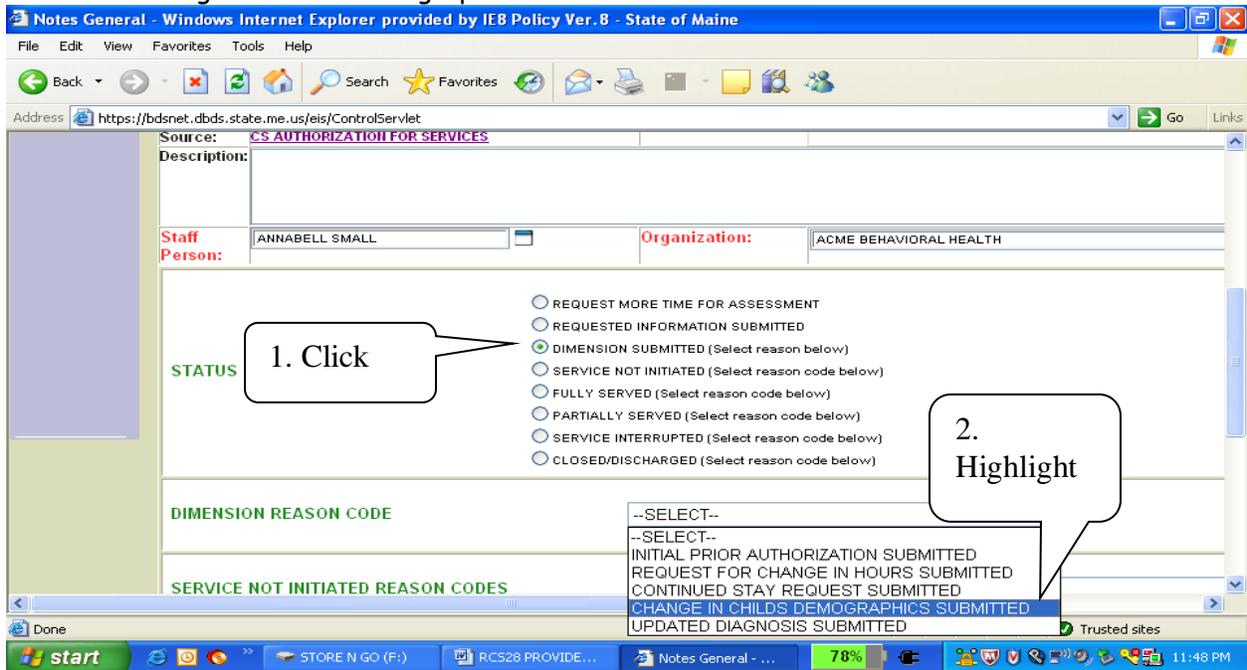


1. Highlight: CS Authorization Note

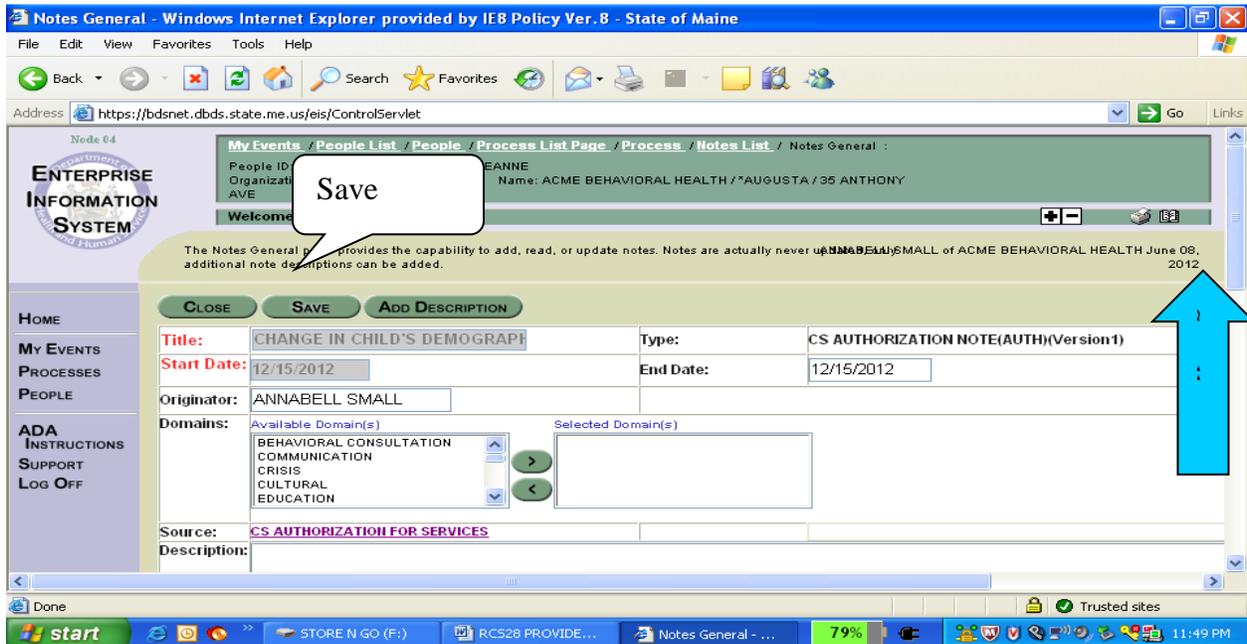
2. Click Finish



1. Choose Status Level: Dimension Submitted
2. Reason: Change in Child's Demographics Dimension



Scroll up  
Click Save



## OCFS Response

OCFS will update the child's demographics and or guardianship information in EIS

**To log off or change clients (Refer to Section 1)**

# Section 14

## Updating the child's Diagnosis



## Provider Action

You will need to complete the dimension "Diagnosis DSM IV or DC 0-3 R on the CS Prior Authorization Tool when a child receives and updated diagnosis.

This dimension replaces the Change of Status form

### Sign into EIS (Refer to Section 1)

Click on Process Name highlights in blue

Process List - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.dbds.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :  
People ID: 33530 Name: BAMBINO, JEANNE  
Change People Clear  
Change Organization Clear

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

Trusted sites 100% 12:09 PM

To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to the next page Steps 6-8.

The screenshot shows the 'State of Maine BDS - Process General' web application. The browser address bar displays 'https://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet'. The application header includes the 'ENTERPRISE INFORMATION SYSTEM' logo and navigation links like 'Home / My Events / People List / People / Process List Page / Process :'. The main content area shows process details for 'RCS28 PROCESS BRIDGES', including the start date '01/12/2011' and originator 'JEANNE M TONDREAU'. A table lists the process steps:

No	Steps	Description
1.	<a href="#">CREATE CLIENT IN EIS</a>	THIS PROCESS STEP WILL ALLOW THE EIS USER TO ADD A NEW CLIENT INTO EIS.
2.	<a href="#">ADD CLIENTS MAINECARE NUMBER</a>	THIS STEP WILL ALLOW THE EIS USER TO ADD THE MAINECARE IDENTIFIER TO EIS
3.	<a href="#">CLIENT RELATIONSHIPS</a>	THIS STEP WILL ALLOW CHILDRENS EIS USERS TO ADD THE NEEDED RELATIONSHIPS TO THE CLIENTS. EXAMPLES: SP PRIMARY, SP COOCCURING, CASE MANAGER, LEGAL GUARDIAN, QUALITY IMPROVEMENT SPECIALIST, PARENTS ETC.
4.	<a href="#">CLIENT TRACKING/ASSOCIATED WAITING NOTES</a>	THIS STEP WILL ALLOW CHILDREN'S EIS USER TO ADD A CLIENT TRACKING RECORD TO ENABLE CHILDREN'S TO TRACK THE NUMBER OF DAYS WAITING FOR TREATMENT.
5.	<a href="#">DIAGNOSIS INSTRUMENT</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO CREATE THE DIAGNOSIS INSTRUMENT.

At the bottom of the table, there are navigation controls: '<<', '<', 'Viewing 1 - 5 of 8', '>', '>>', 'Page: 1', 'Go', and 'SAVE XLS'. A callout box points to the right-pointing arrow (>) with the text: 'Click on forward arrow (>) to get to Step 6'.



## Click on Step 6 Service Determination Tools

State of Maine BDS - Process General - Windows Internet Explorer provided by IEB Policy Ver. 8 - State of Maine

https://bdsnet.ubds.state.me.us/eis/ControlServlet

Enterprise Information System

Welcome to EIS Production

THIS PROCESS WILL TRACK THE REQUEST FOR CHILDRENS SERVICES AND THE AUTHORIZATION OF TREATMENT. JEANNE M TONDREAU of BDS April 04, 2012

Process Type: CHILDRENS SUPER PROCESS  
 Process Name: CH ACME BEHAVIORAL HEALTH  
 Originator: JEANNE M TONDREAU  
 Start Date: 03/01/2012 08:24 AM  
 Completed Date: Not Completed  
 Ownership Organization: ACME BEHAVIORAL HEALTH\* AUGUST

This process has the following steps:

No	Steps	Description	Stat
6.	<a href="#">SERVICE DETERMINATION TOOLS</a>	THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.	OPE
7.	<a href="#">AUTHORIZATION/ASSOCIATED SERVICE NOTES</a>	THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.	OPE
8.	<a href="#">DENIAL /APPEAL PROCESS</a>	THIS STEP WILL ALLOW CHILDRENS TO TRACK THE DENIAL/APPEAL PROCESS ACTIONS OF THE CLIENT	

Viewing 6 - 8 of 8 Page 2 Go SAVE XLS

Step 6

Scroll **DOWN**

Be sure that the Process Step and Page name

Matc

(If not Click **GO**)

FYI If more than 3 CS28 Prior Authorization Tools have been entered click on forward arrow (>)

Process Step: 6. SERVICE DETERMINATION TOOLS Go

Name: SERVICE DETERMINATION TOOLS Status: OPEN  
 Start Date: 03/01/2012 08:24 AM Completed Date:  
 Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229636	C S PRIOR AUTHORIZATION TOOL (NEWEST)					
1229652	C S PRIOR AUTHORIZATION TOOL (NEWEST)					
1229655	C S PRIOR AUTHORIZATION TOOL (NEWEST)					

Assessment:

ID	Type	Description	Start Date	End Date
1229636	C S PRIOR AUTHORIZATION TOOL (NEWEST)			
1229652	C S PRIOR AUTHORIZATION TOOL (NEWEST)			
1229655	C S PRIOR AUTHORIZATION TOOL (NEWEST)			

Viewing 1 - 3 of 5

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Viewing 1-3 of 5 Click on forward arrow (>) if necessary to see additional authorizations

Click on CS28 Prior Authorization Tool with no end date.

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS Status: OPEN

Start Date: 03/01/2012 08:24 AM Completed Date:

Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS. Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229667	C.S PRIOR AUTHORIZATION TOOL(NEWEST)					
1229675	C.S PRIOR AUTHORIZATION TOOL(NEWEST)					

(\*) Indicates there are Activity Logs present for Activities belonging to this Step

Scroll to the **RIGHT**

1. Show Menu **DOWN** arrow
2. Highlight Questionnaire

Assessment General - Windows Internet Explorer

http://bdsnet01.dbds.state.me.us:7003/eis/ControlServlet

Enterprise Information System

People ID: 288374 Name: MOUSE, JEANNE  
Organization/Location ID: 1/26218 Name: BDS / REGION 2 - CHILDRENS

The Assessment General page provides the capability to manage assessments

JEANNE M TONDREAU of BDS July 15, 2011

Close Save Copy Score Create New Version Complete

Type: CS PRIOR AUTHORIZATION TOOL (Version 1)

Start Date: 07/01/2011 End Date:

Performed By: JEANNE M TONDREAU Date of first Assessment: 07/01/2011

Client Refuses to take Assessment:  Date of first Assessment at this Organization: 07/01/2011

Baseline:  Locked:

Description:

Score Results:

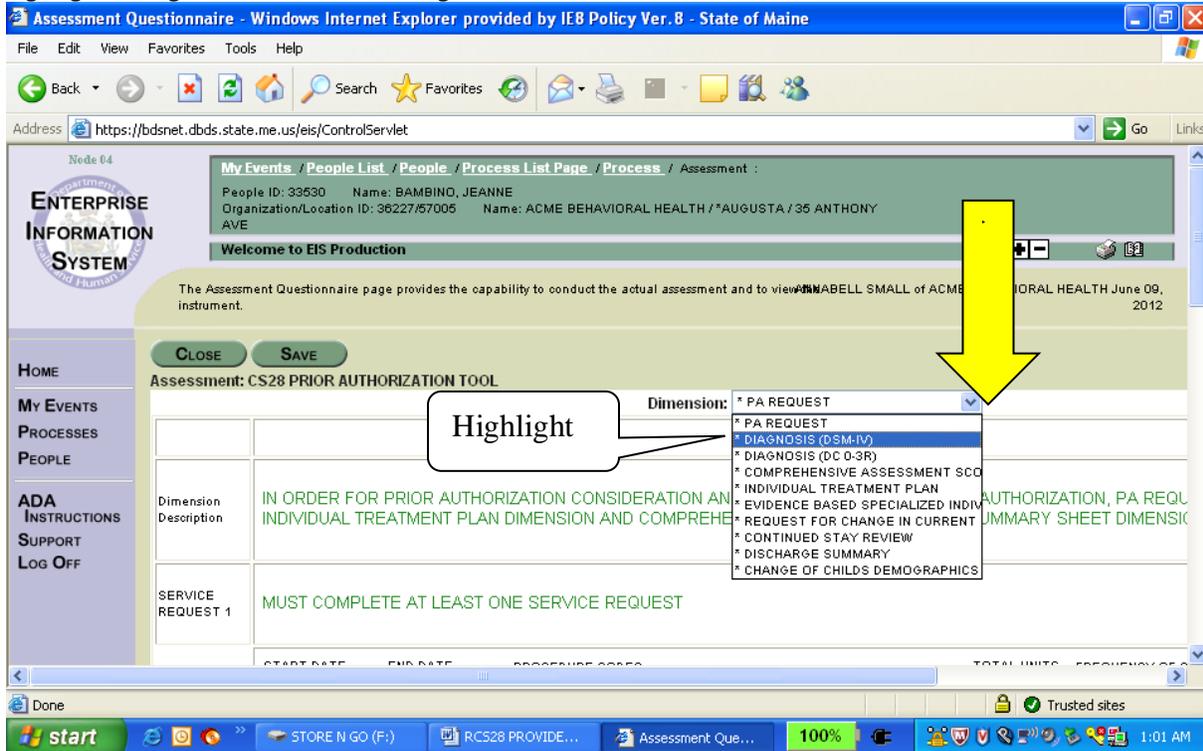
Item Result

Score Summary:

Scroll

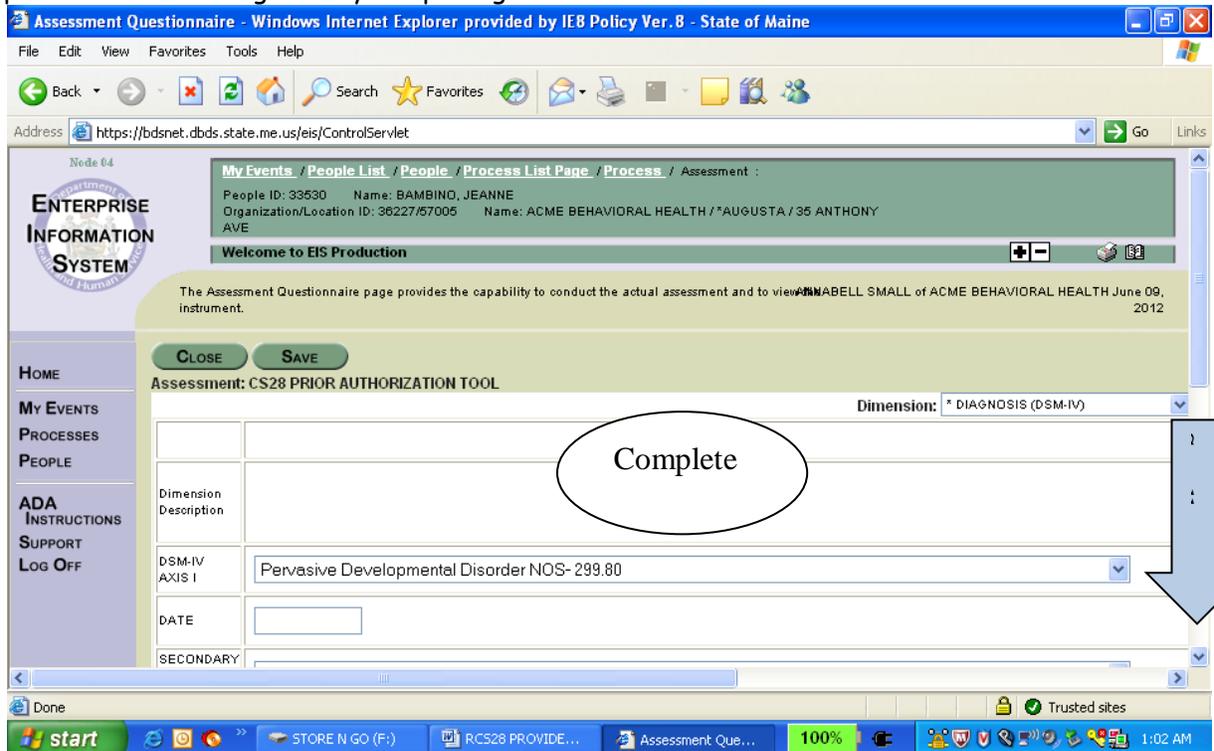
Process Step DOWN arrow

Highlight: Diagnosis DSM-IV or Diagnosis 0-3R



Scroll DOWN

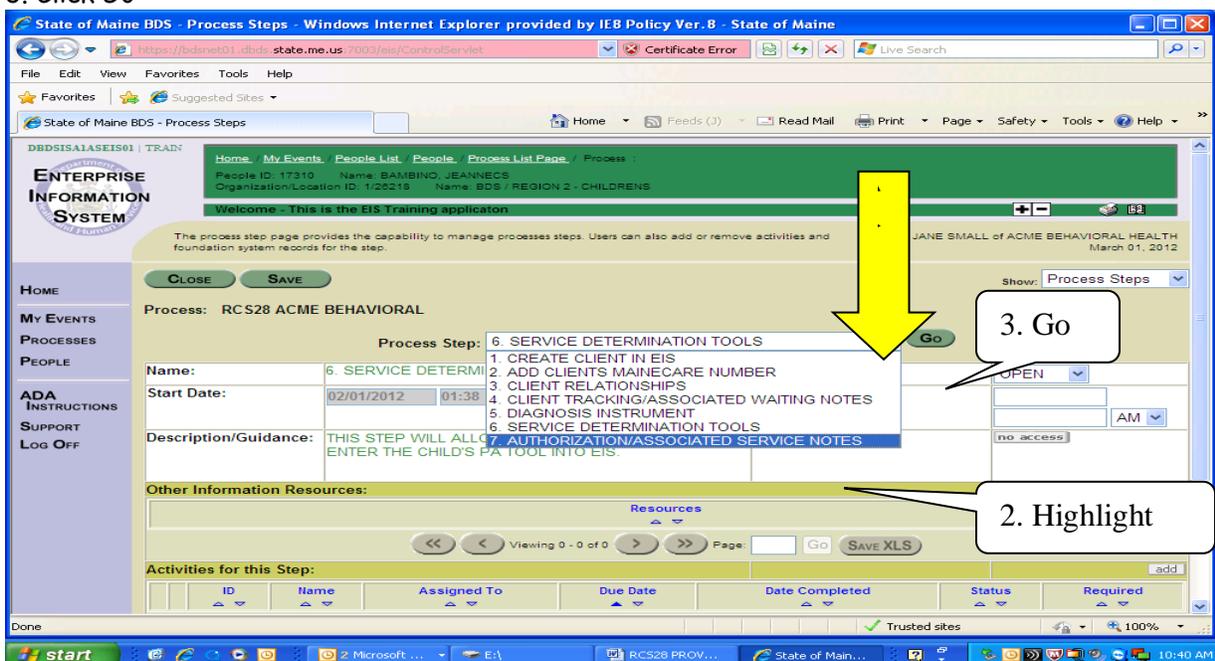
Update the child's diagnosis by completing this dimension



Scroll **UP**  
 Click **Save**  
 Click **Close**

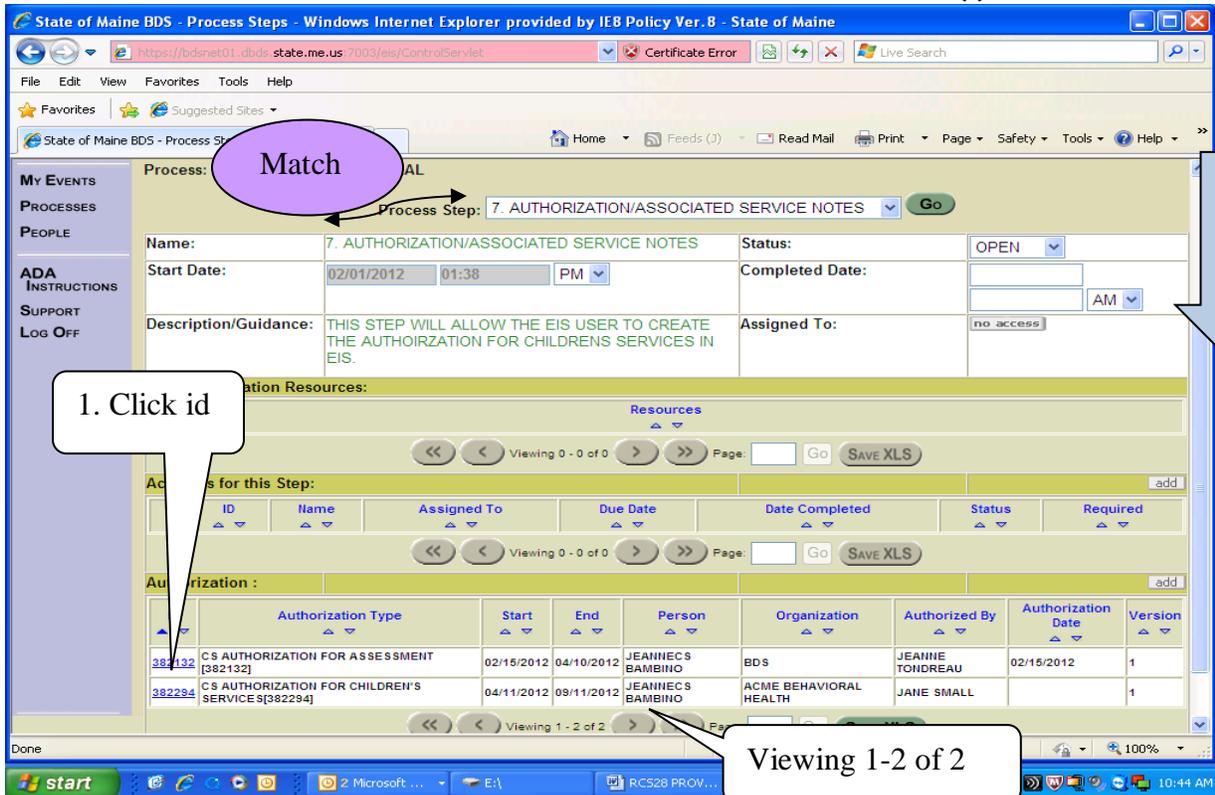
Click **Process** in the header

1. Process Step **DOWN** arrow
2. Highlight Process Step 7 Authorization/Associated Service Notes
3. Click Go



Make sure that your Process Step and page name **Match** If not Click (GO)

1. Click on authorization id,  
FYI if more than 3 authorizations has been entered click the forward arrow (➤)



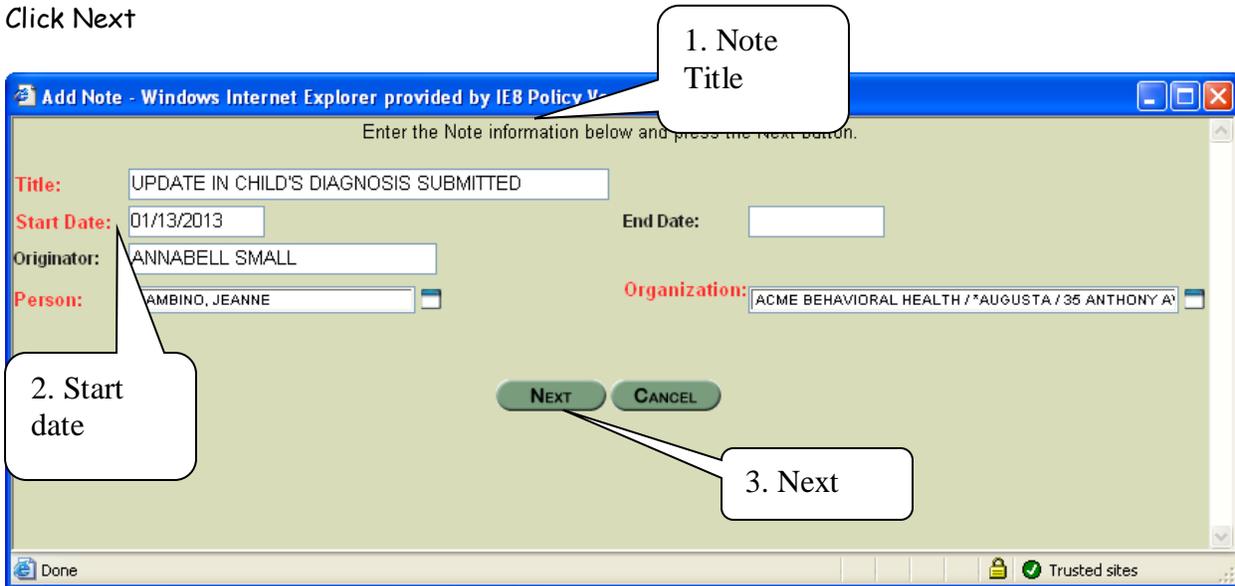
1. Show menu DOWN arrow
2. Highlight notes

Click Add

Note Title: **CHANGE IN CHILD'S DIAGNOSIS SUBMITTED**

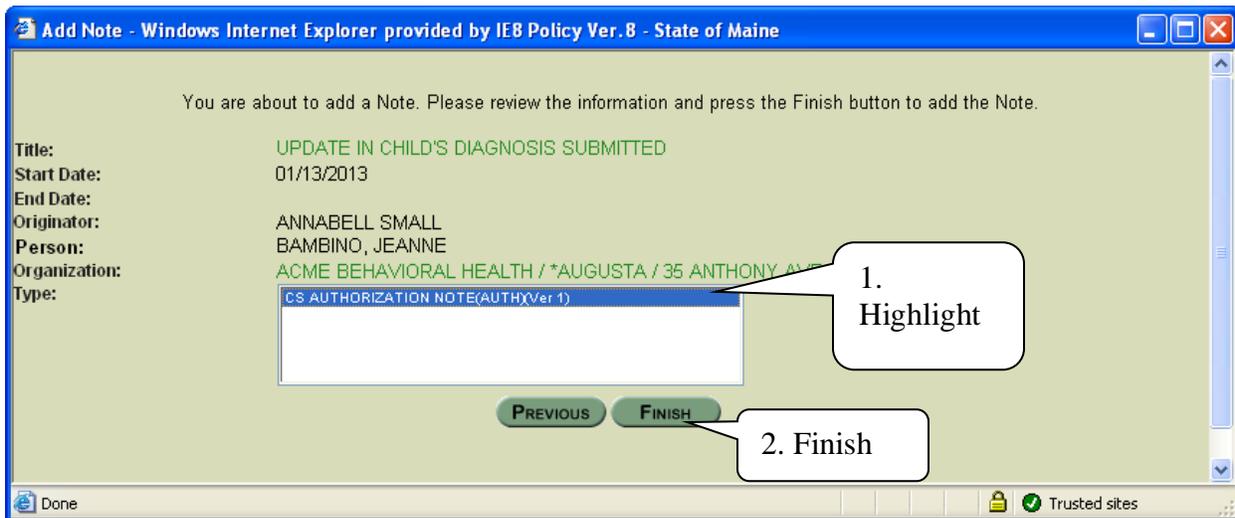
Start Date: date of submission

Click Next

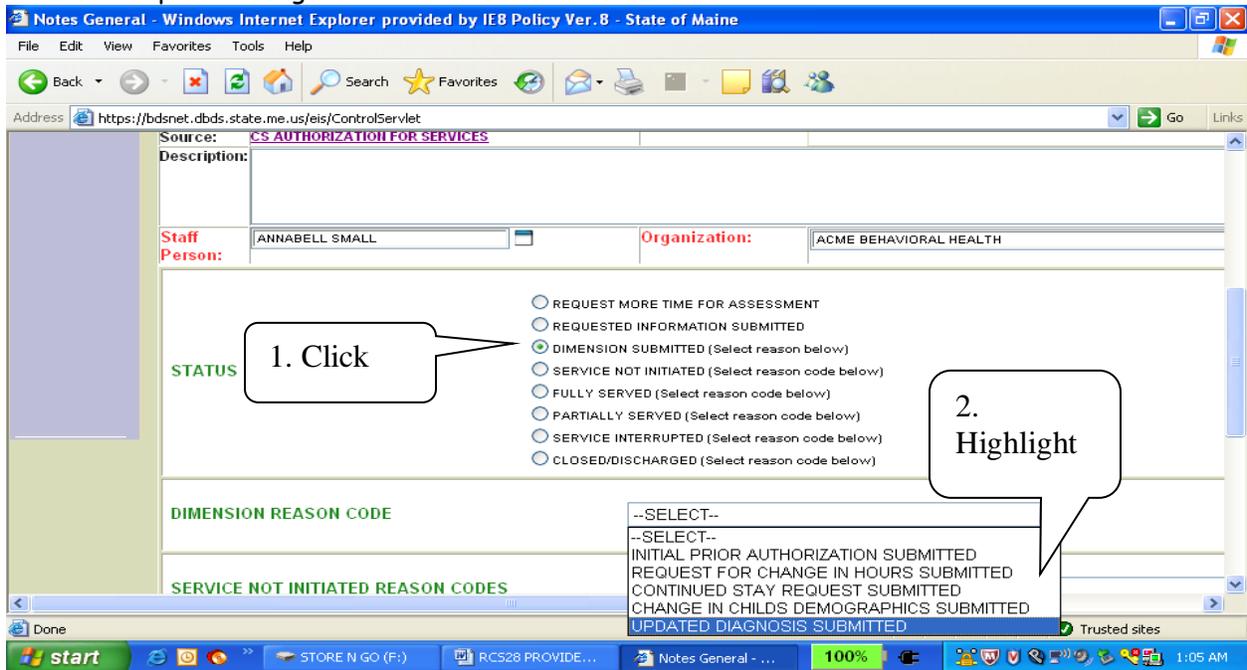


1. Highlight: CS Authorization Note

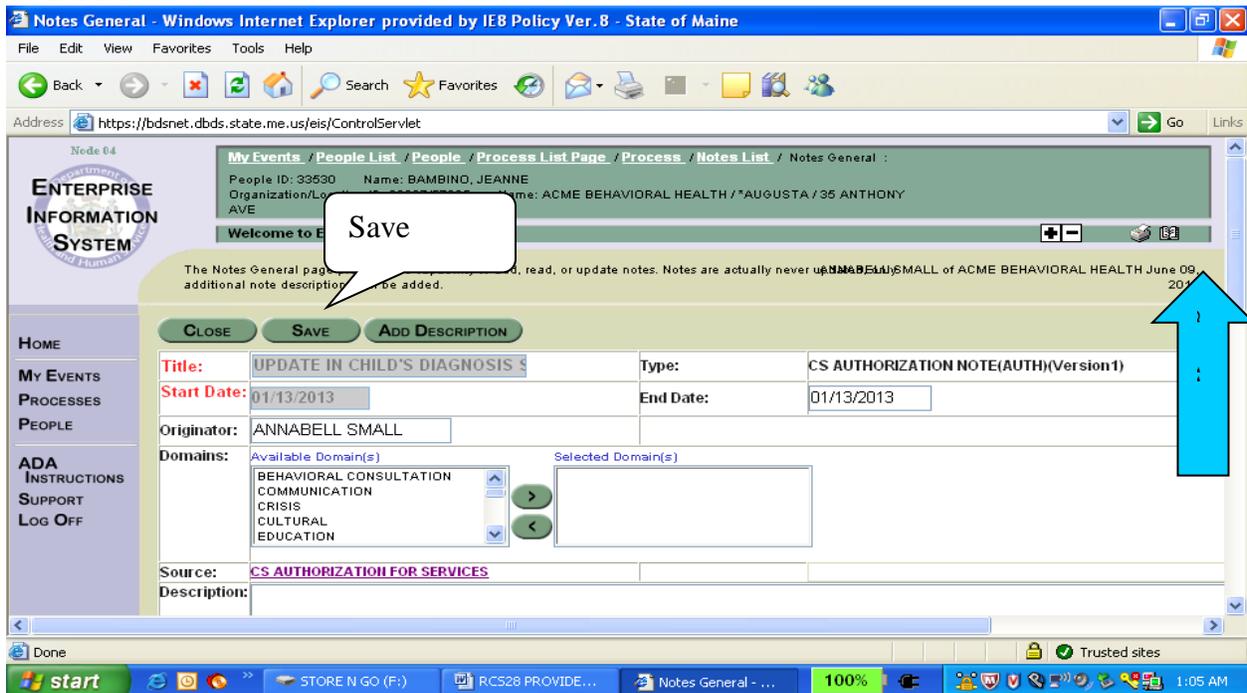
2. Click Finish



1. Choose Status Level: Dimension Submitted
2. Reason: Updated Diagnosis Submitted



Scroll up  
Click Save



## OCFS Response

OCFS will update the child's Diagnosis

**To log off or change clients (Refer to Section 1)**

# Section 15



## Discharged from Service

When services have completed or the family decides to close the service you are required to enter your discharge summary. Add a status level note on the authorization of Closed.

Enter the discharge summary prior to the 21<sup>st</sup> birthday as access will be electronically ended.

It is the provider's responsibility to notify the family/case manager of the closure of service.

# Provider Action

## Sign into EIS (Refer to Section 1)

Click on Process Name highlighted in blue

Process List - Windows Internet Explorer provided by IE8 Policy Ver.8 - State of Maine

https://bdsnet.dbs.state.me.us/eis/ControlServlet

Enterprise Information System

My Events / People List / People / Process List Page :

People ID: 33530 Name: BAMBINO, JEANNE

Welcome to EIS Production

The Process List page provides the capability for the end user to manage business processes for a person and...

Types: ALL Group: ALL

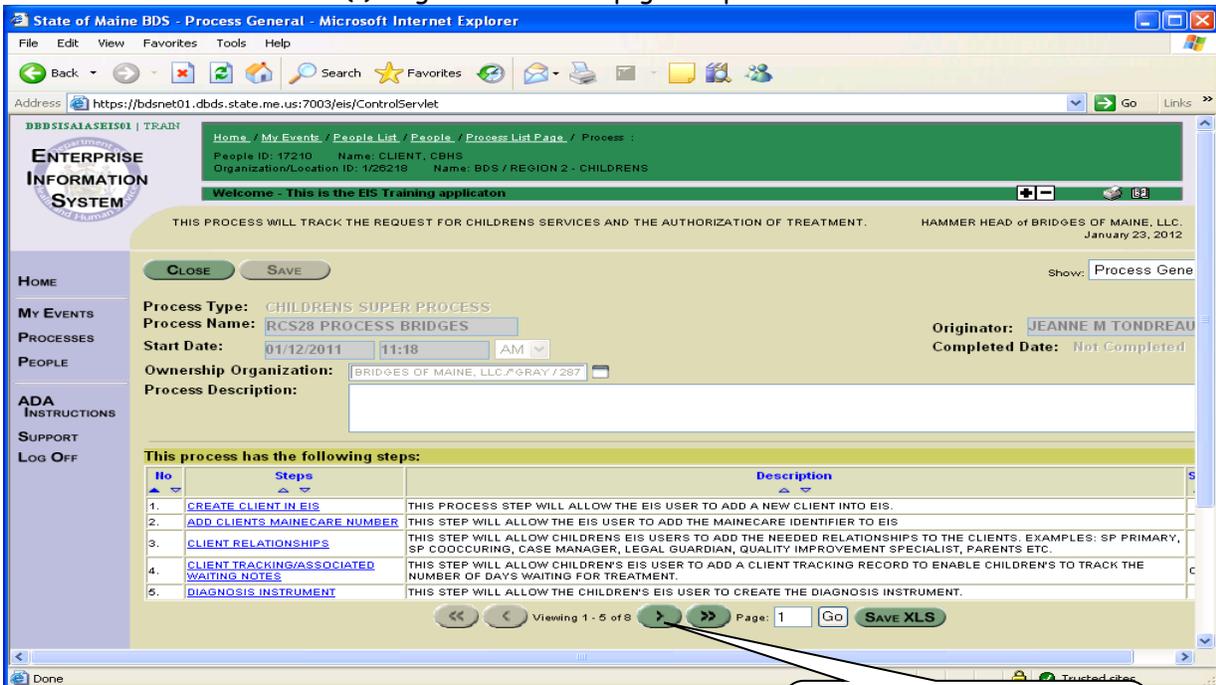
Start Date Range: To Listing: All Go

Name	Originator	Date Started	Date Completed	Current Step	Type
<a href="#">RCS28 ACME BEHAVIORAL HEALTH</a>	JEANNE M TONDREAU	02/15/2012		1	CHILDRENS SUPER PROCESS

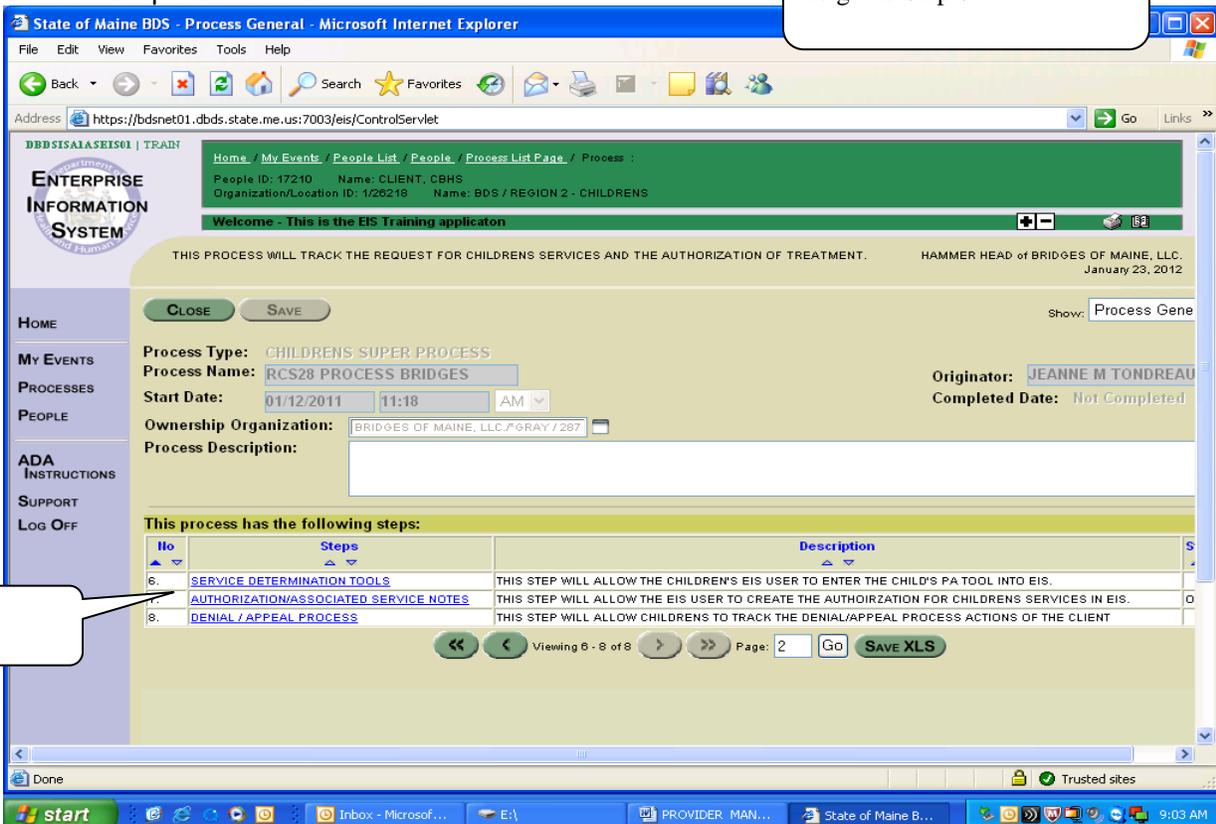
Viewing 1 - 1 of 1 Page: Go SAVE XLS

Click

To get to Process Step 6 Service Determination Tools  
 Click on the forward arrow (>) to get to the next page Steps 6-8.



Click on Step 6 Service Determination Tools



Be sure that the Process Step and the Page name **Matc** (If not click GO)

If more than 3 CS28 Prior Authorization Tools have been entered click on the forward arrow(>)

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS  
Start Date: 03/01/2012 08:24 AM  
Status: OPEN  
Completed Date: AM  
Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.  
Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229536	C S PRIOR AUTHORIZATION TOOL (NEWEST)			03/01/2012		03/04/2012
1229652	C S PRIOR AUTHORIZATION TOOL (NEWEST)			03/05/2012		08/06/2012
1229655	C S PRIOR AUTHORIZATION TOOL (NEWEST)					

Assessment:

ID	Type	Description	Start Date	End Date
1229536	C S PRIOR AUTHORIZATION TOOL (NEWEST)		03/01/2012	03/04/2012
1229652	C S PRIOR AUTHORIZATION TOOL (NEWEST)		03/05/2012	08/06/2012
1229655	C S PRIOR AUTHORIZATION TOOL (NEWEST)			

Viewing 1 - 3 of 5 Page: Go SAVE XLS

Click on CS28 Prior Authorization Tool with no end date.

Process Step: 6. SERVICE DETERMINATION TOOLS

Name: SERVICE DETERMINATION TOOLS  
Start Date: 03/01/2012 08:24 AM  
Status: OPEN  
Completed Date: AM  
Description/Guidance: THIS STEP WILL ALLOW THE CHILDREN'S EIS USER TO ENTER THE CHILD'S PA TOOL INTO EIS.  
Assigned To: SMALL, ANNABELL

Other Information Resources:

Resources

Viewing 0 - 0 of 0 Page: Go SAVE XLS

Activities for this Step:

ID	Name	Assigned To	Due Date	Date Completed	Status	Required
1229667	C S PRIOR AUTHORIZATION TOOL (NEWEST)			10/12/2012		10/13/2012
1229675	C S PRIOR AUTHORIZATION TOOL (NEWEST)			10/15/2012		

Assessment:

ID	Type	Description	Start Date	End Date
1229667	C S PRIOR AUTHORIZATION TOOL (NEWEST)		10/12/2012	10/13/2012
1229675	C S PRIOR AUTHORIZATION TOOL (NEWEST)		10/15/2012	

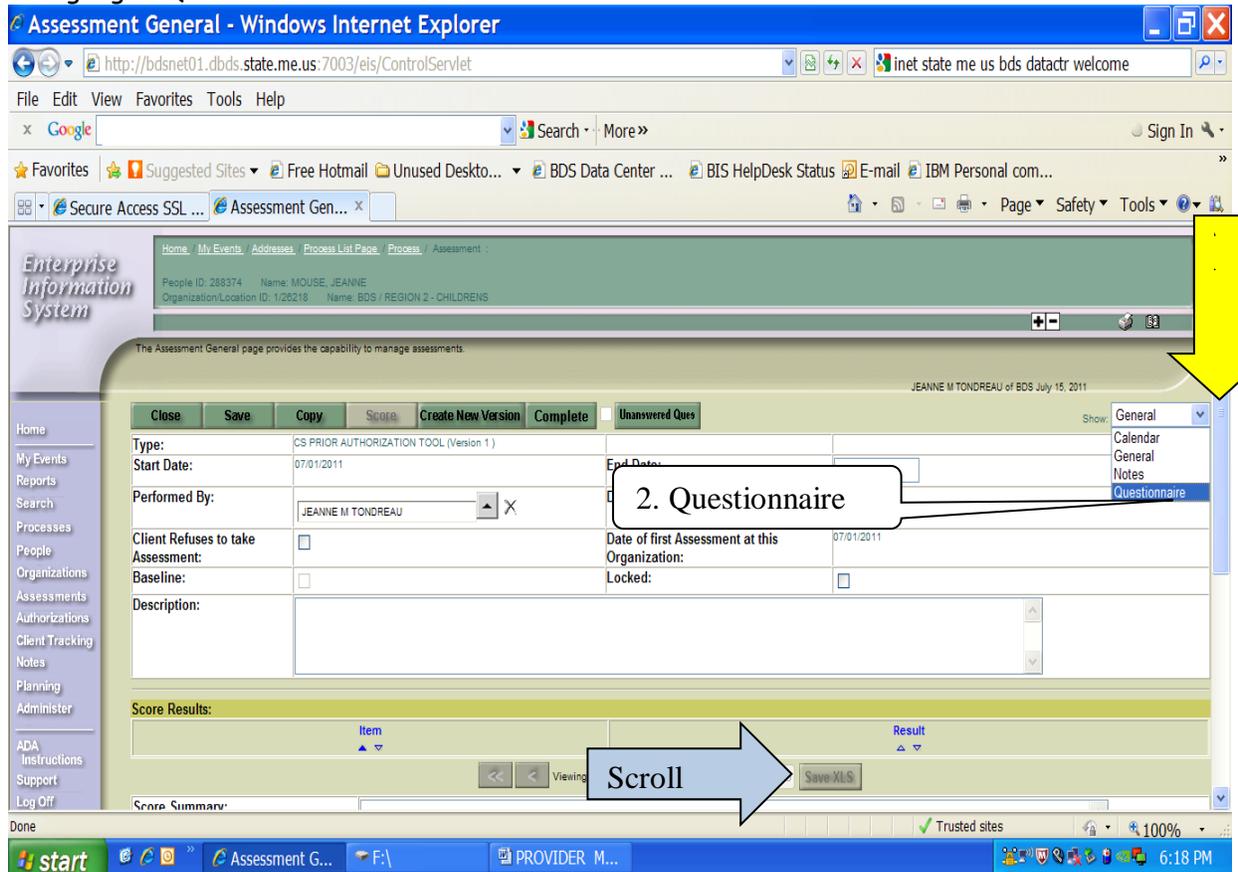
Viewing 4 - 5 of 5 Page: 2 Go SAVE XLS

(\*) Indicates there are Activity Logs present for Activities belonging to this Step.

Scroll to the **RIGHT**

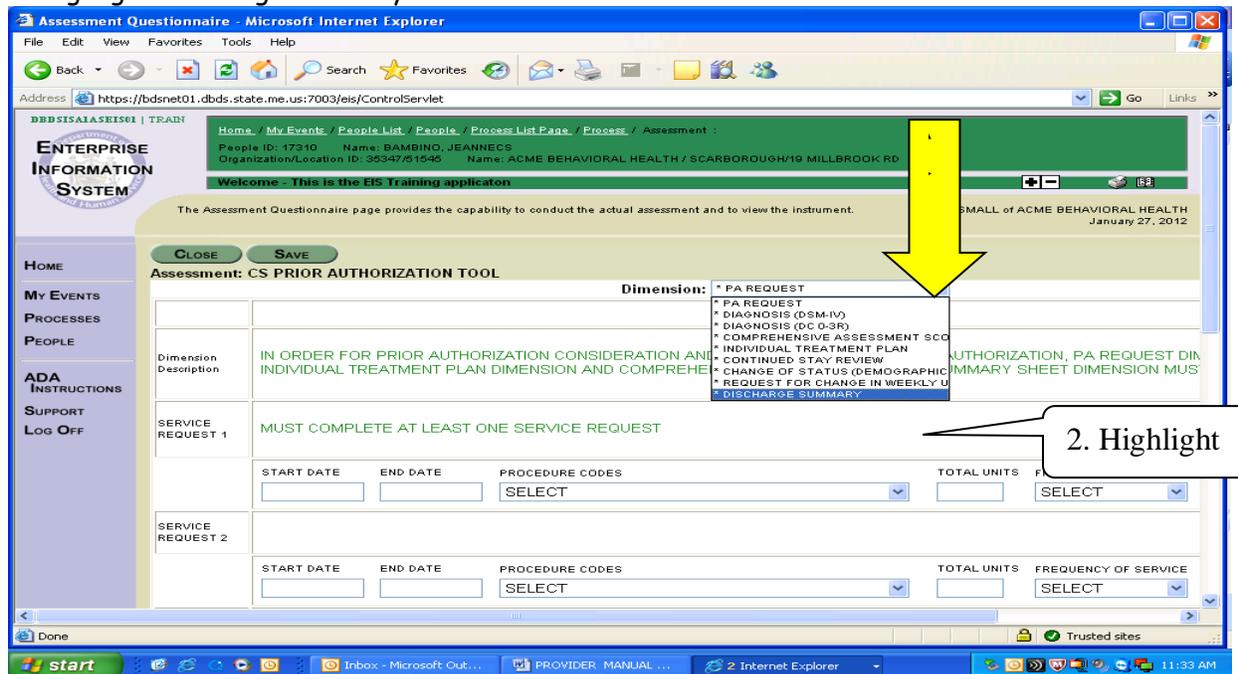
1. Show menu **DOWN** arrow

2. Highlight Questionnaire



1. Dimension **DOWN** arrow

2. Highlight Discharge Summary



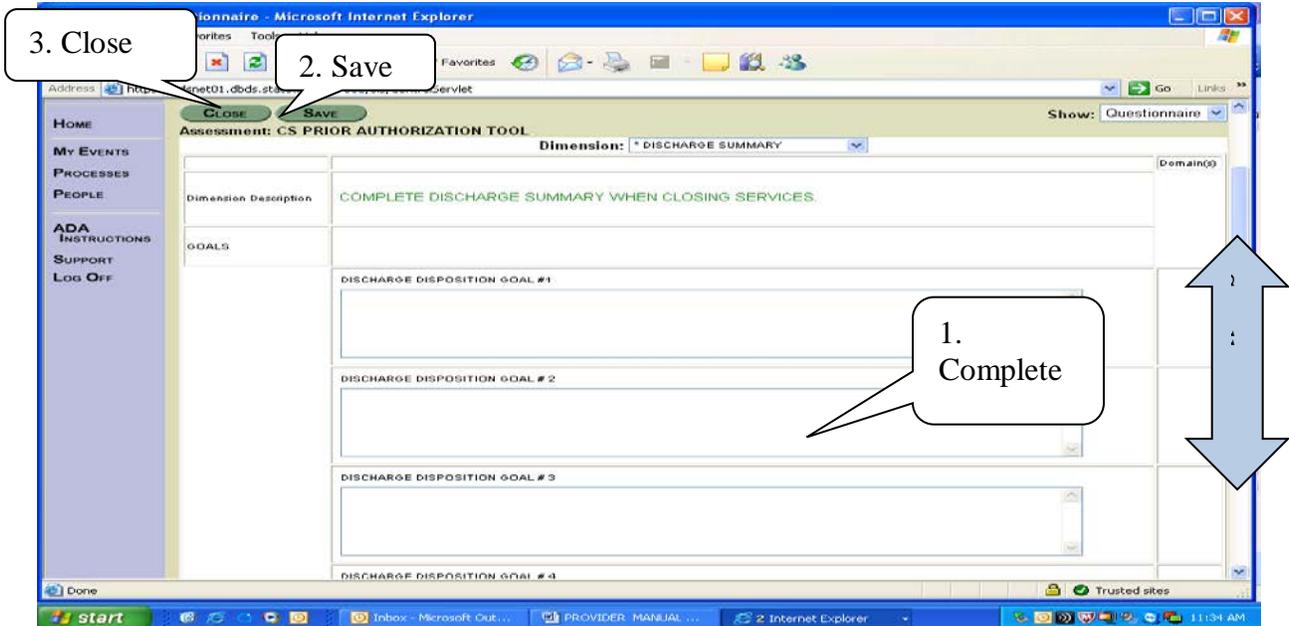
Scroll **DOWN**

1. Complete this Dimension: Discharge Summary

Scroll **UP**

2. Click Save

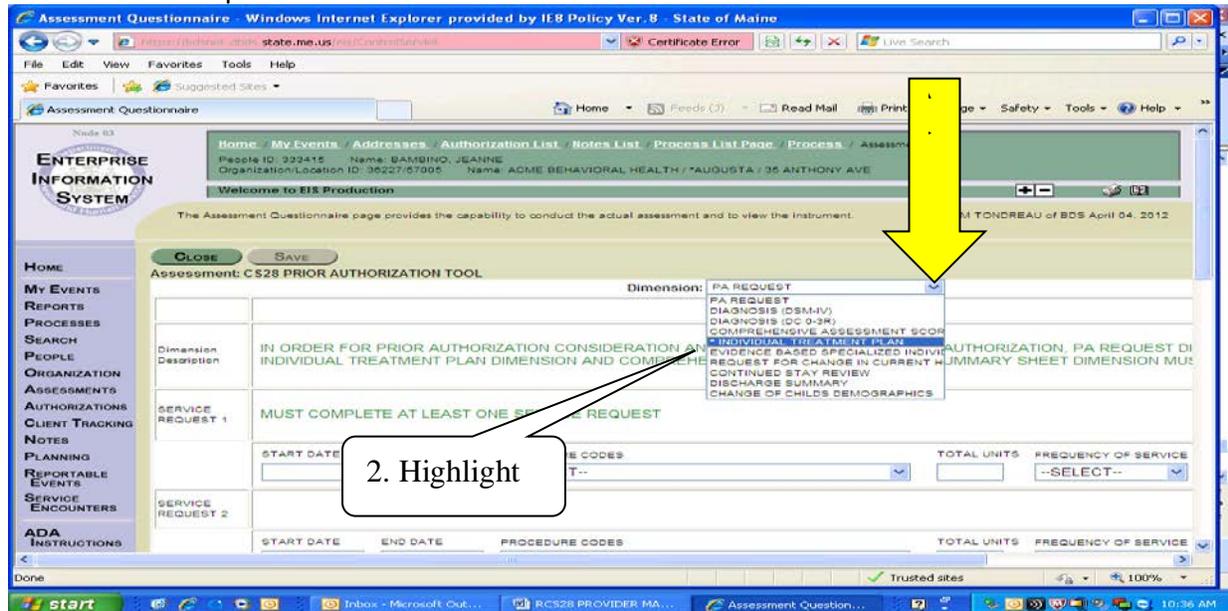
3. Click Close



Optional: If you would like to update the treatment and print a final copy for your records follow these steps. If not updating treatment plan proceed to bottom of Page ??.

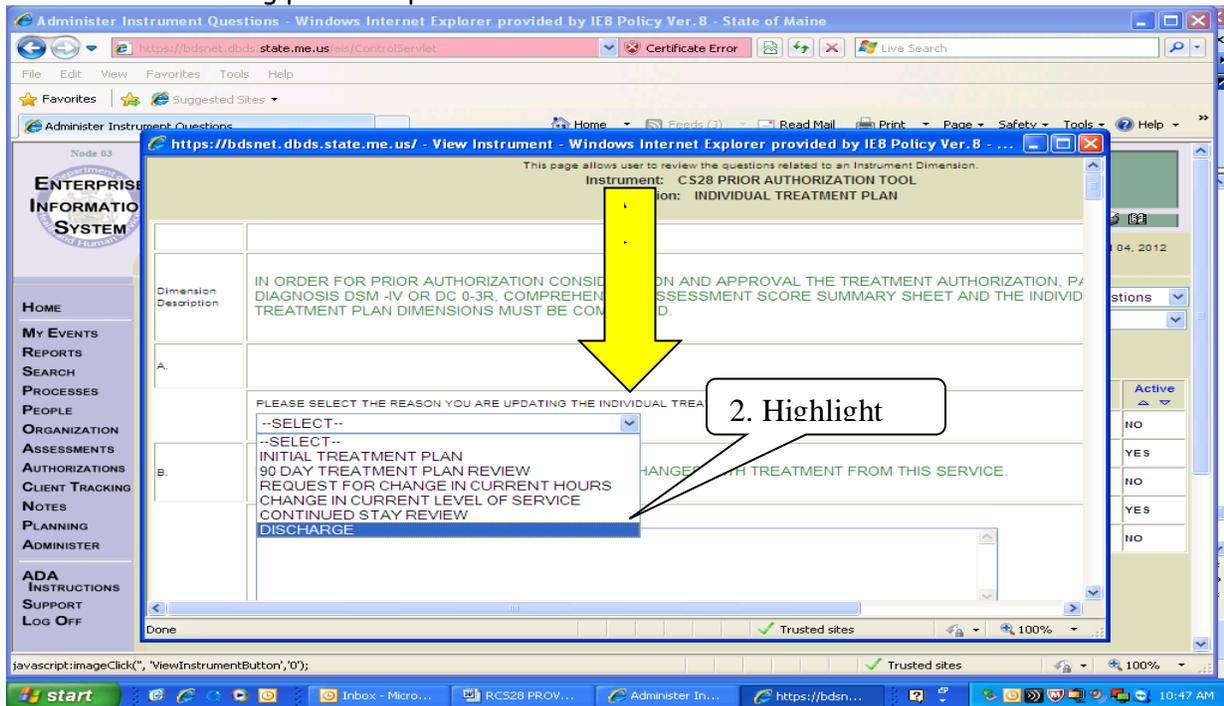
1. Dimension **DOWN** arrow

2. Highlight: Individual Treatment Plan or Evidence Based Specialized Individual Treatment Plan



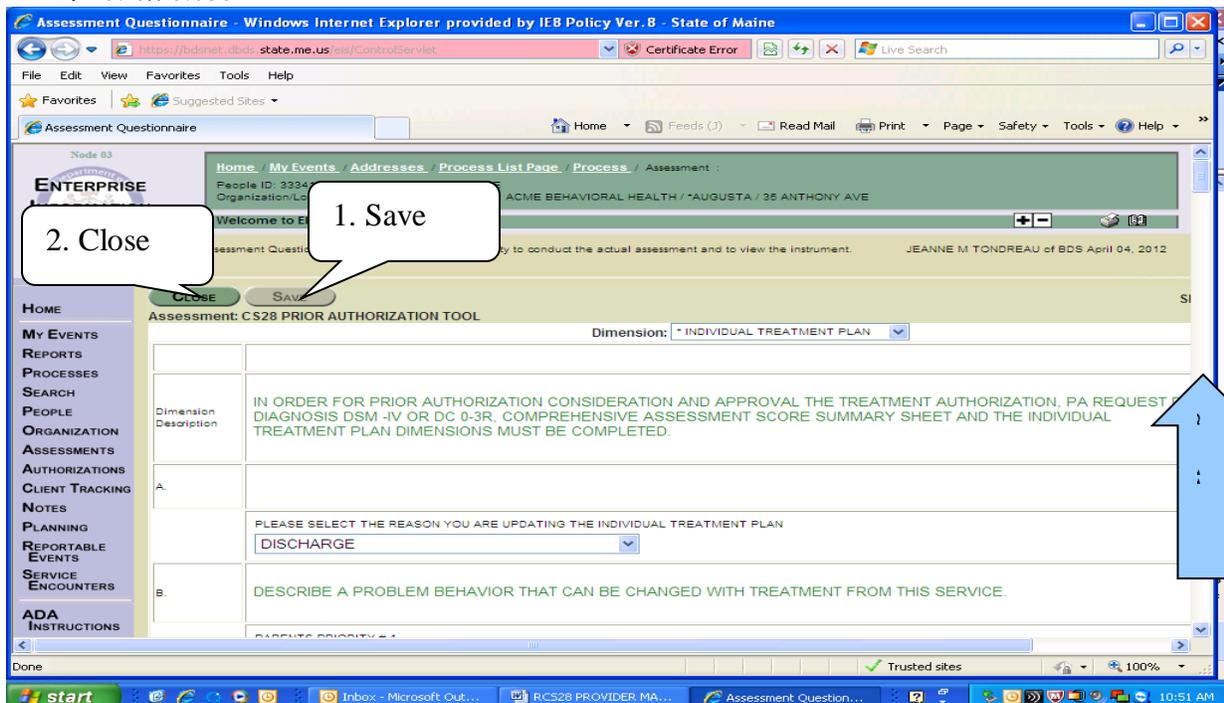
Scroll **DOWN**

1. **DOWN** arrow
2. Highlight the reason you are updating the Treatment plan.
3. Review the existing plan and update.



Scroll **UP**

1. Click Save
2. Click Close



1. Enter End date
2. Lock
3. Click Save
4. Click Close

1. Process Step **DOWN** arrow
2. Highlight Step 7 Authorization / Associated Service Notes to add the closed note to the authorization
3. Click **GO**

Scroll down to get to the authorization

1. Click on authorization id

FYI if more than 3 authorizations have been created click forward arrow (➤)

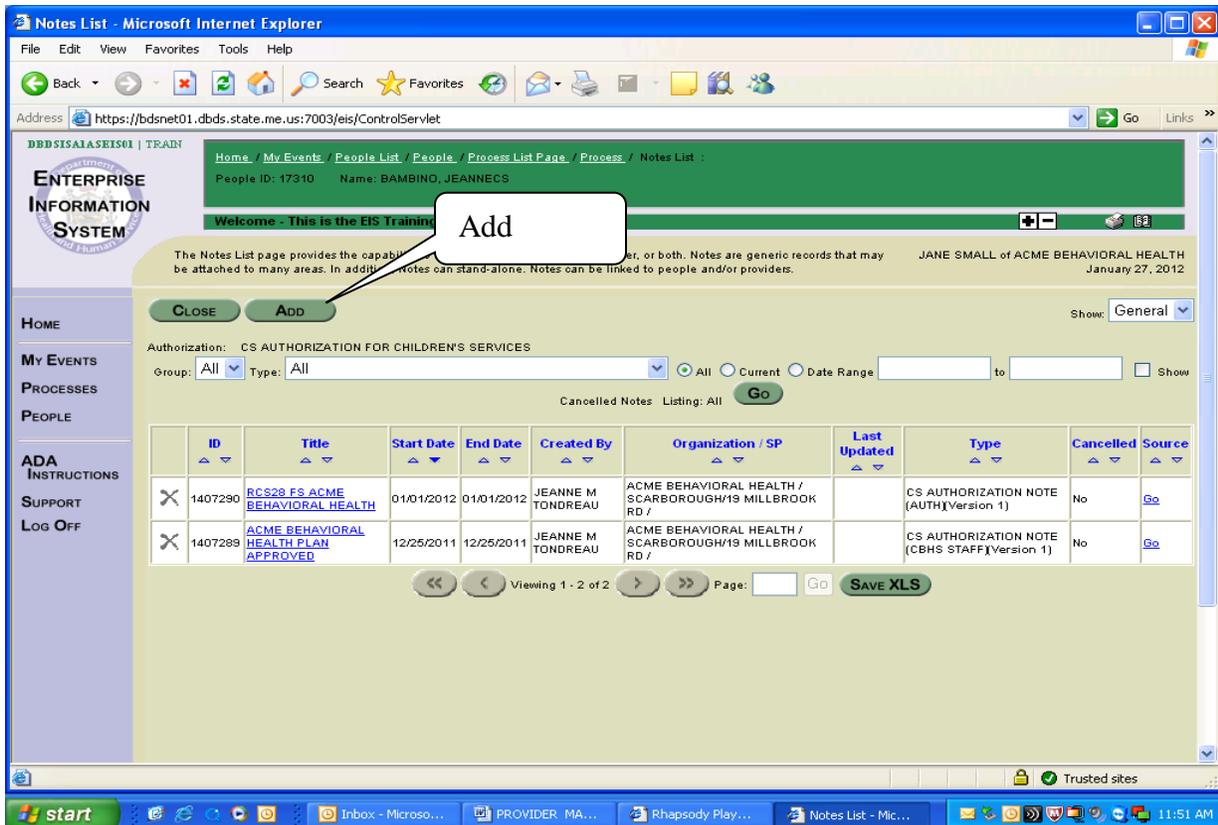
The screenshot shows the 'State of Maine BDS - Process Steps' interface. The 'Process Step' is '7. AUTHORIZATION/ASSOCIATED SERVICE NOTES'. The 'Name' is 'AUTHORIZATION/ASSOCIATED SERVICE NOTES'. The 'Start Date' is '02/01/2012 01:38 PM'. The 'Status' is 'OPEN'. The 'Description/Guidance' is 'THIS STEP WILL ALLOW THE EIS USER TO CREATE THE AUTHORIZATION FOR CHILDRENS SERVICES IN EIS.'. The 'Assigned To' is 'no access'. Below this, there is a table of 'Activities for this Step' and a table of 'Authorization'. The 'Authorization' table has columns: Id, Authorization Type, Start, End, Person, Organization, Authorized By, Authorization Date, and Version. Two rows are visible: 382132 and 382294. A callout box points to the 'Id' column with the text '1. Click on id'. Another callout box points to the right arrow in the pagination 'Viewing 1 - 2 of 2' with the text 'Click on forward arrow (➤) if necessary'. A large blue arrow on the right side of the screenshot points downwards.

1. Show Menu **DOWN** arrow

2. Highlight Notes

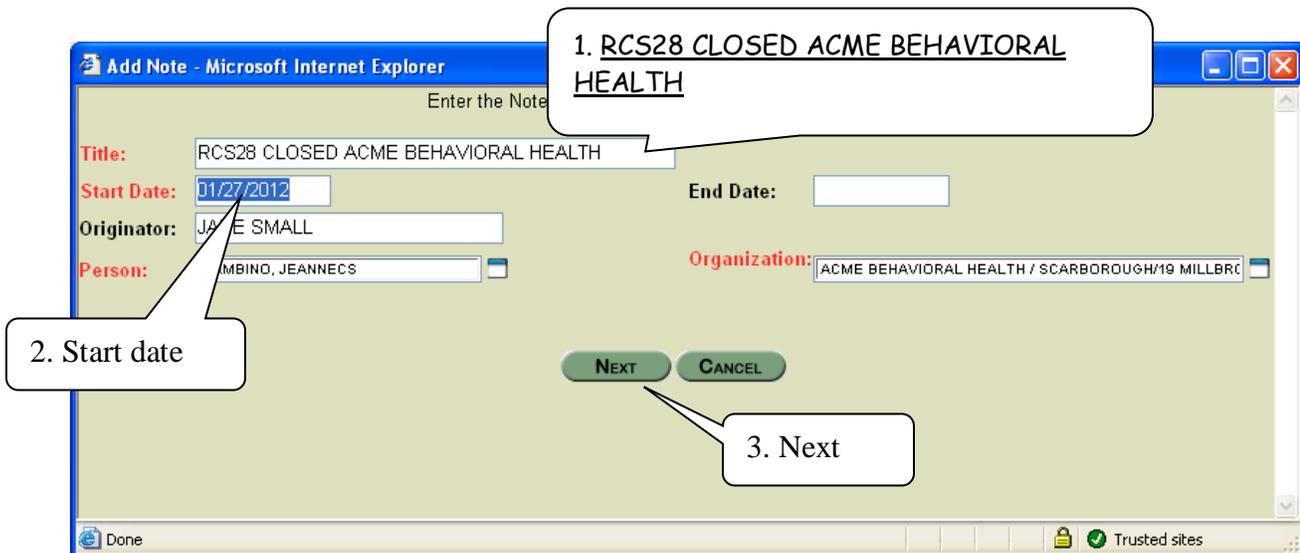
The screenshot shows the 'Authorization General' page in Microsoft Internet Explorer. The 'Type' is 'CS AUTHORIZATION FOR CHILDREN'S SERVICES'. The 'Start Date' is '12/21/2011'. The 'Authorized By' is 'JANE SMALL'. The 'End Date' is '06/21/2012'. The 'Authorization Date' is '12/23/2011'. The 'Reviewed Date' is empty. The 'Comments / Reason' is '10 hours weekly'. Below this, there is a table of 'Procedure Code' with columns: Procedure Code, Procedure Name, Organization Location, Rate, Unit Of Measure, Max Units, Frequency of Measure, Total Authorized Units, Total Authorized Cost, and Procedure Reason Description. One row is visible: H2021HI. A callout box points to the 'Notes' option in the 'Show:' dropdown menu with the text '2. Highlight'. A large yellow arrow on the right side of the screenshot points downwards.

Click Add

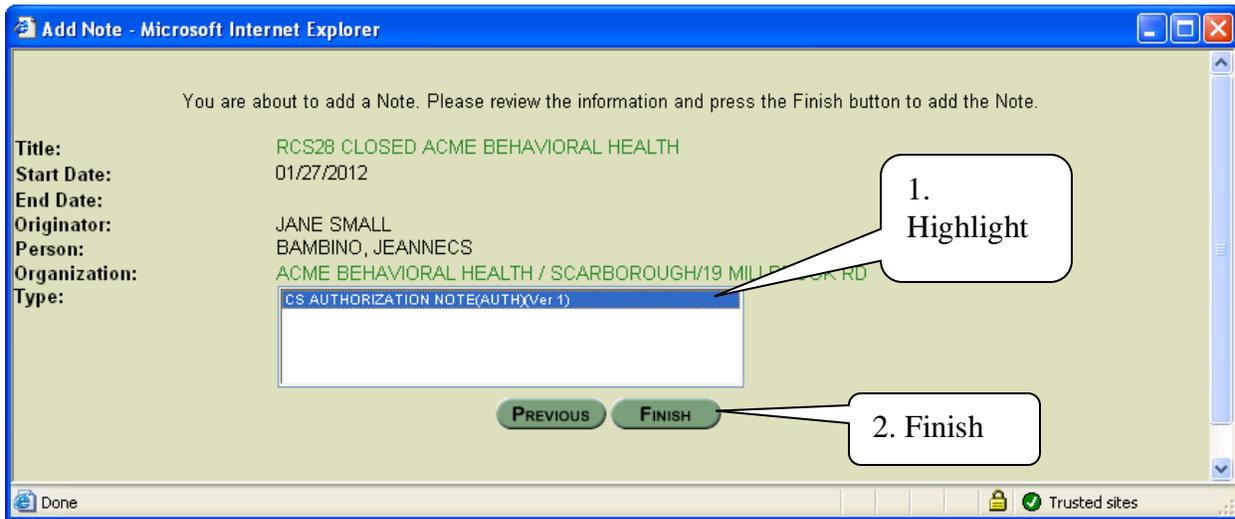


1. Note Title: RCS28 CLOSED ACME BEHAVIORAL HEALTH
2. Start Date; closed to service date  
 End date: will auto populates same as start date  
 Originator: data enterer  
 Person: Client  
 Organization: You are the provider agency

3. Click Next

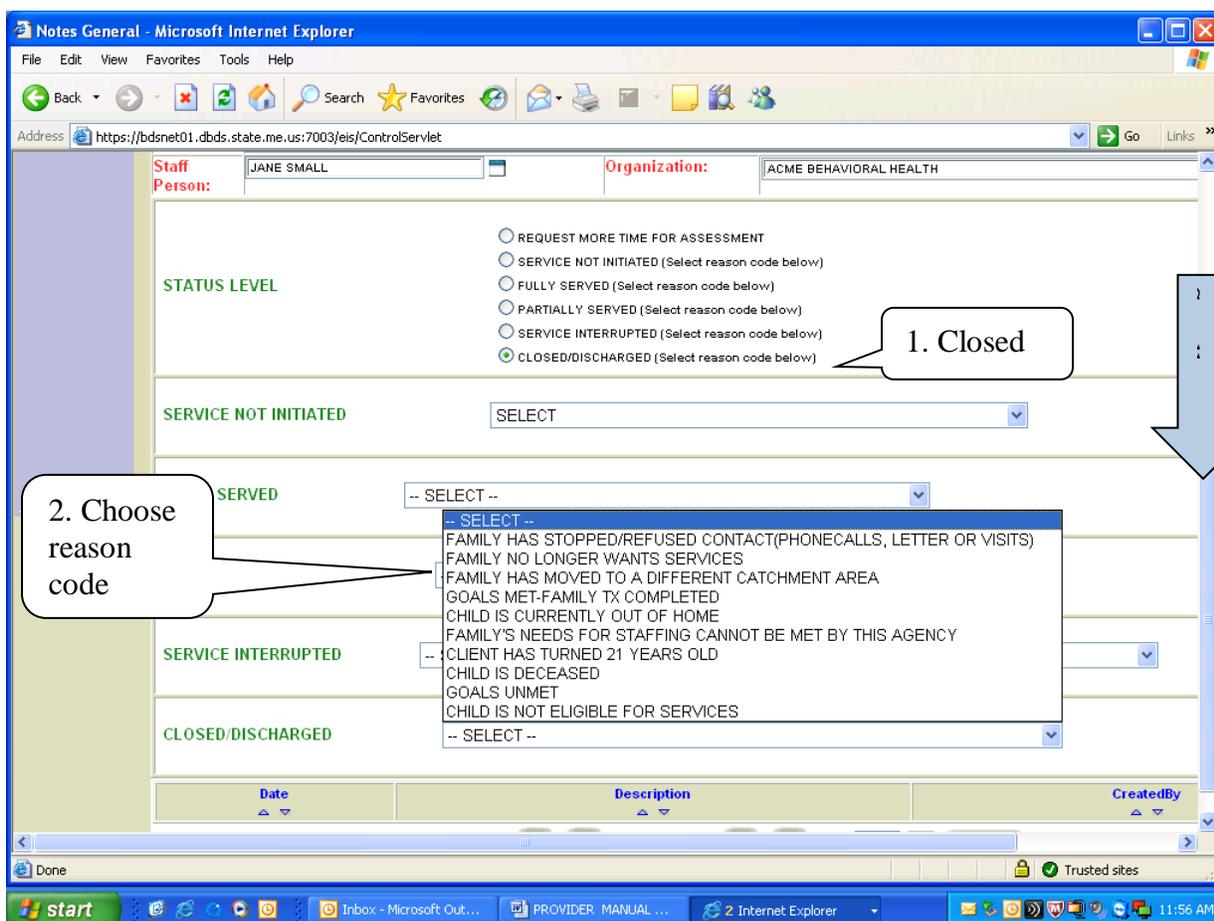


1. Highlight: CS Authorization Note
2. Click Finish

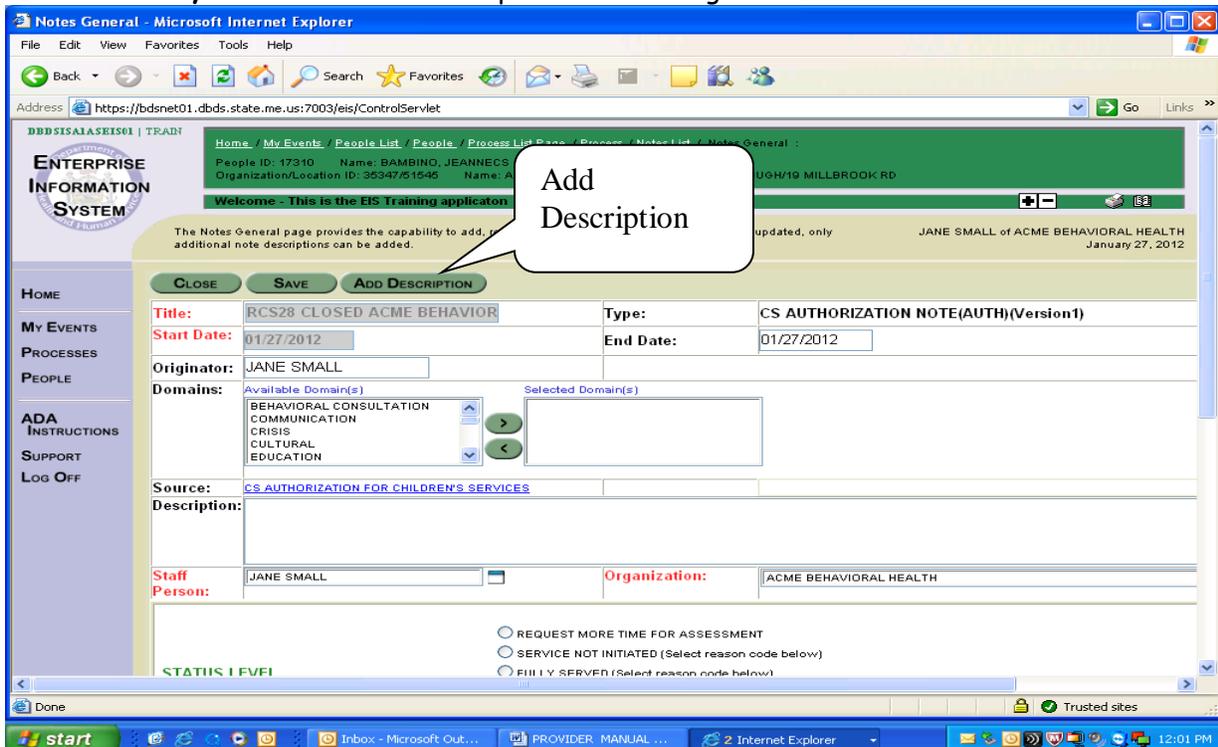


Scroll down

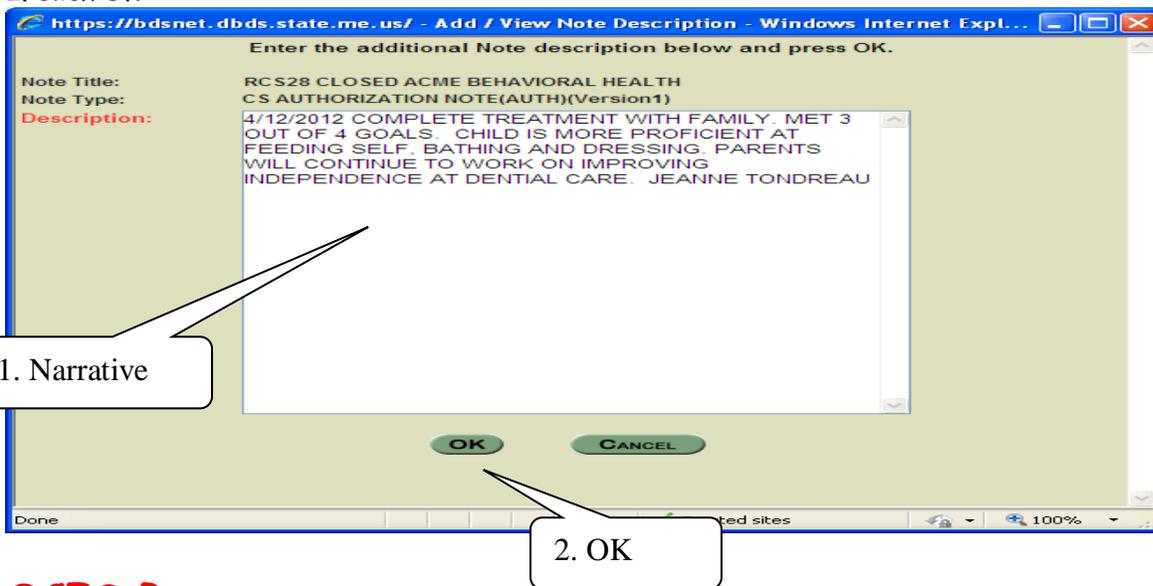
1. Click status level Closed/ Discharged
2. Choose appropriate reason code
  - Family has stopped/refused contact
  - Family no longer wants services
  - Family has moved out of geographic area
  - Family has completed treatment goal(s)
  - Child is currently out of home
  - Family's needs for services cannot be met this agency
  - Client has turned 21
  - Child is deceased
  - Goals unmet
  - Child currently has no Mainecare
  - Child/family is changing providers
  - Child/family unavailable for services
  - Not appropriate service for child/family



It is **Mandatory** to enter an Add Description when closing services



1. Add the narrative about the closure
2. Click OK



## OCFS Response

Access will be electronically removed

**To Log off or change clients (Refer to Section 1)**

# Section 16

## Addendums



# Transition Period



# Transition Period

**Continued Stay Reviews** – this is for children currently in service and who require a reauthorization for RCS28 service.

- Provider creates the CS28 Prior Authorization Tool on Step 6 of the process
- You must complete the following Dimensions:
  - Comprehensive Assessment Score Sheet
  - Individual Treatment Plan
    - or Evidence Based Specialized ITP
  - Continue Stay review
- You can now print (Refer to Section 6 of the Manual) and have the family sign for your agency record



**Request for change in current hours-** this is for children currently in RCS28 service and who require additional hours to complete treatment.

- Provider creates the CS28 Prior Authorization Tool on Step 6 of the process
- You must complete the following Dimensions:
  - Comprehensive Assessment Score Sheet
  - Individual Treatment Plan
    - or Evidence Based Specialized ITP
  - Request for Change in Current Hours
- You can now print (Refer to Section 6 of the Manual) and have the family sign for your agency record



# Change in current level of service

From Fully served, Partially Served or Service Interrupted

- Provider creates the CS28 Prior Authorization Tool on Step 6 of the process
- You must complete the following Dimensions 2- 9:
  - Comprehensive Assessment Score Sheet
  - Individual Treatment Plan
    - or Evidence Based Specialized ITP

Provider enters: CS Authorization Note on your Authorization for Service  
(Refer to Section 9 of the Manual)

- Fully Served
- Reason Code:
  - All hours on the treatment plan are being provided
- Partially Served:
- Reason Code:
  - The agency has no one available to provide all hours authorized
- Service Interrupted
- Reason Codes:
  - Staff is temporarily unavailable
  - Staff/family mismatch
  - Staff has resigned/dismissed
  - Family has requested a break in service that is not part of the treatment plan
  - Child is currently out of home

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Acclaim Images.com  
0515-1105-0620-2004



# Discharging a child currently in service:

## Discharge/Closed

- Provider enters the CS28 Prior Authorization Tool on Step 6 of the process
- Provider completes dimension:
  - Discharge/Closed Summary
- You can not print (Refer to Section 6 of the manual) the CS 28 Prior Authorization Tool for your records
- Provider enters CS Authorization Note on CS Authorization for Service on Step 7 of the process
- Status: Closed Discharges
  - Reason Code:
    - Family has stopped/refused contact
    - Family no longer wants services
    - Family has moved out of geographic area
    - Family has met TX goal(s)
    - Child is currently out of home
    - Family's needs for services cannot be met by this agency
    - Client has turned 21
    - Child is deceased
    - Goals unmet
    - Child currently has no MaineCare
- Your access to the child will be removed.

