

PRV – Enrollment Processing Long Term Care (LTC)

Purpose:

The purpose of this procedure is to process Certification and Transmittals for Nursing Facilities

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Team.

Secondary Role – Supervisors and Team Leads will be cross-trained in this function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive Certification and Transmittal (C/T) from Department of Inspections and Appeals (DIA) or Centers for Medicare and Medicaid Services (CMS) letter from CMS

- a. DIA sends C/T to the Enrollment Supervisor and Specialist via email. Specialist sends reply email stating “Received” to indicate receipt of C/T.
- b. CMS sends CMS letter via email to LTC Bureau who forwards to Enrollment Supervisor.

Step 2: Importing C/T or CMS letter into OnBase

- a. Import C/T or CMS letter into OnBase by opening document from email
 1. Select ‘Print’ and choose ‘Hyland Software Virtual Printer’ from printer options. A gray box will appear.
 2. For ‘Document Type’ choose ‘PRV C/T’ or ‘PRV CMS Letter’
 3. Complete the red ‘Date Received’ field
 4. Under ‘Keywords.’ Click ‘Import.’
- b. The document will import into the ‘PRV03 – LTC Logging queue’. Import time can be anywhere from a minute to an hour.

Step 3: Working the C/T in OnBase

- a. From the ‘PRV03 – Logging’ queue the C/T needs to have keywords entered.
 1. Click on the document
 2. Under the ‘Workflow User Task’ choose ‘Enter Keywords.’ The Type, Sub-Type, and Provider Number will need to be entered.
 - i. To determine Type and Sub-Type refer to the LTC Guidebook. Some types will also need action dates entered. Click ‘Save.’
- b. At this point the C/T will move to one of the three other LTC queues.
 1. Documents in ‘LTC Work’ are ready to be processed.

2. Documents in 'LTC Hold' and 'LTC Research' are moved there automatically because they are needing more documentation (refer to LTC Guidebook) or waiting for the date the document needs to be worked (refer to LTC Guidebook).
 3. Once these conditions are met, they documents will automatically move to the 'LTC Work' queue to be processed.
- c. At times, some C/T's will have incorrect or unclear information on them. These C/T's can be moved from the 'Logging' and 'Work' queues to the 'Hold' queue to await the needed information or correction by clicking the 'Pending Correction' task. When the C/T is ready to be processed, it can be moved back to the 'Work' queue by clicking the 'Enter Keywords' task (the keywords will be saved) and then 'Save.'
 - d. When a C/T in the 'Work' queue is ready to process refer to the LTC Guidebook for direction.
 - e. Complete in OnBase

Step 4: Working the CMS Letter in OnBase

- a. CMS letters are informational documents. Most types of CMS letters correspond with matching C/T's and are attached to the C/T's automatically through the keywords. Some do not correspond with a C/T and once the keywords are entered can be completed from the 'Logging' queue by clicking the 'Complete' task. Refer to the LTC Guidebook for information for CMS letters.
- b. From the 'LTC Logging' queue, the process for CMS letters is basically the same as with C/T's. Click the 'Keyword' task and enter the appropriate information. As stated above, depending on the CMS letter type the document will either automatically attach to the corresponding C/T or will need to be completed from the 'Logging' queue. If the matching C/T has not been received yet, the CMS letter will move to the 'Hold' or 'Research' queues.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

OnBase

Medicaid Management Information System (MMIS)

Attachments:

Process Map

Attachment A:

