

## MFP Incentive Payment Process Overview for MCO Staff

- MFP Transition Coordinators follow quality assurance process for MFP pre-transition planning and documentation.
- MFP participants enrolled in a managed care organization (MCO) that transition to community on or after 8/27/2015 will be eligible to receive incentive payments when they remain in community-based setting for 3 consecutive months and/or 12 consecutive months.
- Transition coordination agency submits an invoice to MCO via LTSS email and current/lead MCO MFP contact person email for the 3-month and/or 12-month incentive payments.
- MCO receives invoice, submits payment to community agency and inputs payment date on MFP case in CRM.

### Step 1: Locate the 3-Month and 12-Month Incentive Payment Views in CRM MFP Web App

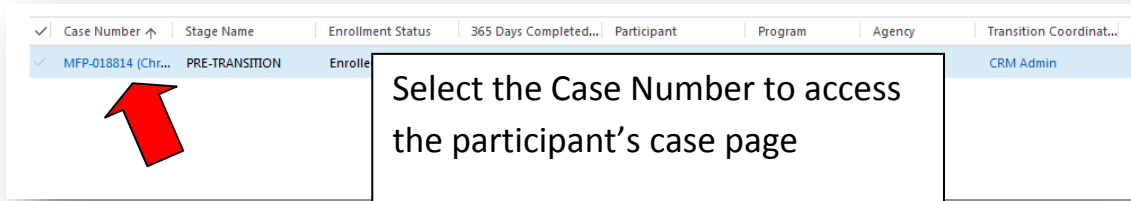
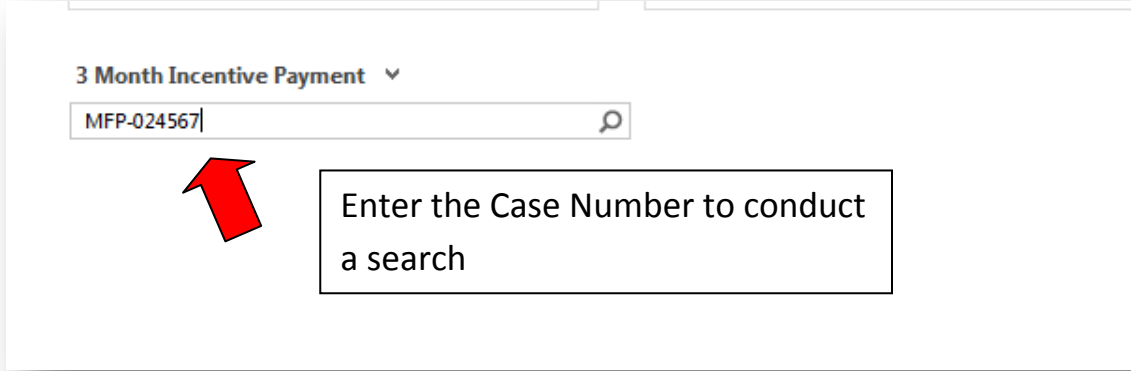
**MCO Users have these views available on the MCO Dashboard.** These views list all those MFP participants that are enrolled in a Managed Care Organization who transitioned with MFP on or after 8/27/2015 and have remained enrolled in MFP and in the community for three months but do not have a 3-Month Incentive Payment Date or for 12 months and do not have a 12-Month Incentive Payment Date entered on their case.

- MCO staff will use these views to locate participants with incentive payments that have not been paid.

The screenshot displays the Microsoft Dynamics CRM interface for MCO (new). The top navigation bar includes 'Microsoft Dynamics CRM', 'HFS MFP', 'MFP Cases', 'SANDBOX', and user information for Valerie Waldschm... Illinois HFS UAT/T... The main content area features three charts and two tables:

- MFP Cases by Day (Not Contacted (more than 10 days))**: A horizontal bar chart showing counts for various dates from 10/6/2014 to 2/10/2015. The highest count is 30 for 11/21/2014.
- MFP Cases by Stage (All MFP Cases)**: A funnel chart showing stages: INFORMED CONSENT (1,920), CONTACT (1,631), and a final stage (113).
- MFP Cases by Day (Close to 365 Complete)**: A horizontal bar chart showing counts for dates from 9/6/2014 to 11/7/2014. The highest count is 542 for 9/6/2014.
- 3 Month Incentive Payment**: A table with columns: Transition To ..., Case Number, First Name, Last Name, RIN (Participant), Dat. Below the table, it states 'No MFP Case records found.' A red arrow points to this text.
- 12 Month Incentive Payment**: A table with columns: Transition To ..., Case Number, First Name, Last Name, RIN (Participant), Dat. Below the table, it states 'No MFP Case records found.' A red arrow points to this text.

**Step 2: Receive an invoice for an incentive payment. Conduct a search to find the participant in CRM. Select the participant case number from the search results or from one of the Incentive Payment Views .**



**Step 3: Analyze the case.** MCO staff may need to verify participant's enrollment in MCO and that all transition requirements were met according to MCO process flow: [http://nursing-mfp.webhost.uic.edu/MCO/ManagedCare-MFP\\_Workflow.pdf](http://nursing-mfp.webhost.uic.edu/MCO/ManagedCare-MFP_Workflow.pdf)

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-018454 (CROFURoCK WHoTU - 156576918)

MFP CASE  
MFP-018454 (CROFURoCK WHoTU - 156576918)

CONTACT | INFORMED CONSENT | PRE-TRANSITION | **TRANSITION (Active)**

Assessment \* **Completed** | Last Visited **10/26/2015**  
 Transition Form \* **Completed**  
 Transition Date \* **10/26/2015**

**General**

Program \* **DMH**  
 Agency \* **Aetna (Colbert)**  
 Transition Coordinator (Owner) \*

**Important Dates**

Date of First MFP Face to Face contact or attempt 9/30/2014	Incentive Payment (3 mos) --
Individual is considering MFP Yes	Incentive Payment (12 mos) --
Date of signature on Informed Consent 10/25/2015	
Date of transition to community residency 10/26/2015	Date of most Recent Contact 10/26/2015

Date Resident Review Completed  
--

Indicate Class Member if part of an Olmstead Consent Decree

Colbert  | Ligas

Enrollment Status **Enrolled** | Created On 9/22/2014 9:29 AM | Modified By Valerie Waldschmidt | Modified On 10/26/2015 1:53 PM

**Referral Summary**

Referral Number \* **REF-000017**  
 Referral Type **Nursing Home Staff Referral (Not MDSQ)**  
 Referred Individual \* **CROFURoCK WHoTU**  
 Is there a History of ANE? **No**

**Participant Summary**

Full Name \* **CROFURoCK WHoTU**  
 Middle Name --  
 RIN \* **156576918**  
 Social Security Number \* **349-05-1757**  
 Date Of Birth **9/26/1950**  
 Enrolled In Managed Care **Yes**  
 Managed Care Organization \* **Humana**

**Stage should be TRANSITION.**

**Enrollment status should be Enrolled.**

**Current MCO Enrolled.**

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-018454 (CROFURoCK WHoTU - 156576918)

MFP CASE  
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CONTACT | INFORMED CONSENT | PRE-TRANSITION | **TRANSITION (Active)**

Assessment \* **Completed** | Last Visited **10/26/2015**  
 Transition Form \* **Completed**  
 Transition Date \* **10/26/2015**

**DISENROLLMENT (D)**

Enrollment Status **Enrolled**  
 Latest Disenrollment --  
 Latest Disenrollment Date --

**Disenrollments (Case)**

Name	Info
No Disenrollment (D) records found.	


**Scroll down to Disenrollment. Should not have any disenrollments during transition period.**

**Step 4: Enter the Incentive Payment date on the case page for either the 3-Month or 12-Month Incentive Payment Date.** Once a date is entered the participant will no longer display in the related view in CRM.


### General

Program +  
**DMH**

Agency +  
**Aetna (Colbert)**

Transition Coordinator (Owner) \*  
 **Christine Stoutenberg**

Incentive Payment  
Dates entered here.



Important Dates	
Date of First MFP Face to Face contact or attempt <small>⌵</small> <b>9/30/2014</b>	Incentive Payment (3 mos) --
Individual is considering MFP <small>⌵</small> <b>Yes</b>	Incentive Payment (12 mos) --
Date of signature on Informed Consent <small>⌵</small> <b>10/25/2015</b>	
Date of transition to community residency <small>⌵</small> <b>10/26/2015</b>	Date of most Recent Contact <small>⌵</small> <b>10/26/2015</b>
Date Resident Review Completed --	

#### Referral Summary

Referral Number \*  
Referral Type  
Referred Individual +  
⌵ Is there a History of ANE?

#### Participant Summary

Full Name \*  
Middle Name  
⌵ RIN +  
⌵ Social Security Number +  
Date Of Birth

### Other Information:

- Contact the community agency transition coordinator, HFS and/or UIC staff if there are questions about incentive payment eligibility.
- MFP – MCO Collaboration information page on UIC website, includes tutorial, invoice and contact information:  
<http://nursing-mfp.webhost.uic.edu/mco.shtm>
- Use the Search boxes in CRM to search for the MFP Case Number to locate participants.
  - The MFP case number (begins with MFP- and followed by six random digits) can be found on the invoices and should be used in all emails to refer to participant cases, so that no PHI is revealed.
  - Complete names of MFP participants should never be included in unsecured emails.