

Illinois Money Follows the Person (MFP): Pathways to Community Living

MFP & MCO Collaboration

July 2016





MFP Overview

- MFP is a time-limited federal demonstration project.
- Illinois transitioned its first MFP participants in 2009 and will complete its final MFP transitions by December 31, 2017. More than 2,400 individuals have returned to living in the community through Illinois' MFP Program.

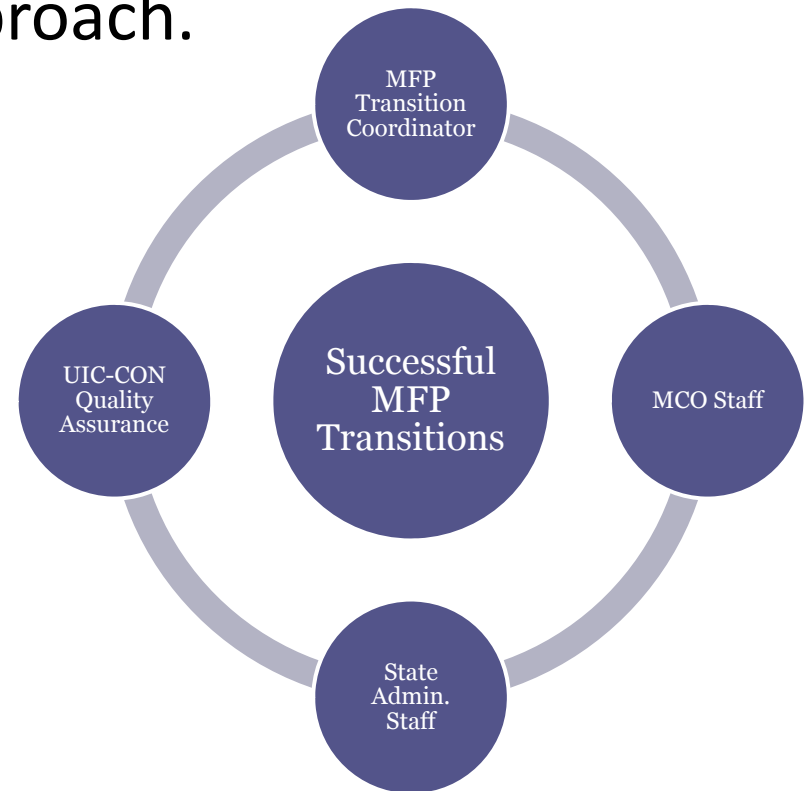


MFP Goals

- Rebalancing - Increase the use of Home and Community Based Services (HCBS) and reduce the use of institutional services
- Individual Choice - Eliminate state barriers that prevent the use of Medicaid funds to enable individuals to receive care in the settings of their choice and facilitate transitions
- Continuity of Service - Strengthen the ability of Medicaid programs to assure continued provision of HCBS to those who transition
- Quality Assurance - Ensure procedures are in place to provide quality service provision and continued quality improvement

Care Coordination and MFP

- Successful MFP transitions require a well-coordinated, collaborative approach.



Care Coordination & MFP Providers

- MFP providers are expected to collaborate and coordinate with MCO staff.
 - MFP provider is an agency or organization that facilitates the actual transition of the MFP participant.
- MFP providers act as the lead Transition Coordinators (TCs) for individuals who are referred and enrolled in MFP.
 - TC is the individual from the MFP provider who works with the MFP participants to facilitate transitions.
- The MCO acts as the Care Coordinator, but is not responsible for MFP-specific requirements or documentation.
 - Care Coordinator is an MCO representative who collaborates with the TC and MFP provider overseeing the MFP transition process. Care Coordinators are not responsible for the CRM documentation that is to be completed by TCs.
 - MCOs have access to view their members' cases in the MFP CRM WebApp.

Care Coordinator/Transition Coordinator Role

- Refer individuals through the MFP web referral form: <https://mfp.hfs.illinois.gov/>
 - MFP eligibility requires:
 1. Inpatient facility stay of at least 90 days
 2. Residence in a facility which is not primarily for the care and treatment of mental disease (IMDs)
 3. Approved for Medicaid benefits for at least one day
- Attend pre- and post-transition staffings and Critical Incident reviews
 - MFP Providers and TCs are charged with inviting MCO staff to these staffings and reviews
- Arrange Managed Long Term Care Services and Supports
- Collaborate with MFP providers & state administrative staff
- Provide incentive payments
 - According to policy, provider agencies invoice the MCOs for services to their members who continue to reside in the community at their 3-month and 12-month post-transition dates.

MFP Documentation & CRM

- MFP Documentation is completed online in the MFP CRM (Customer Relationship Management) Web Application.

- The WebApp can be accessed here:

<https://www.illinois.gov/hfs/MedicalProviders/LTC/Pages/MFPAccess.aspx>

- CRM Training materials are posted here:

- http://nursing-mfp.webhost.uic.edu/CRM_training.shtml
- Includes links to training, PowerPoint/Manual, recorded webinars, video tutorials, and additional resources

MCOs & CRM

- MCO users have access to all MFP participants who are enrolled in that MCO.
 - MCO staff can view all parts of the participant's case including case notes, attachments, 24-hour Backup Plan, etc.
- MCO staff responsibilities include:
 - Attending pre-transition and post-transition case reviews
 - Monitoring incident reviews for MFP participants who are enrolled in their MCO.
 - Entering the dates incentive payments were disbursed to MFP provider agencies.



MFP- CRM Process Overview :

TC Responsibilities

- An MFP provider agency receives a new case in CRM once the referral has passed HFS data quality checks.
 - The MFP provider provides outreach to the participant and completes a case contact. Initial contacts cannot be entered in CRM without a referral.
- The participant enrolls or declines MFP.
- If the participant enrolls, s/he proceeds to transition or dis-enrolls.
- If the participant declines, s/he can be contacted again later.



CRM Terms and Definitions

- Case: A case is created from a referral that has been received and submitted through the online referral system and passes the data quality checks at HFS.
- Cases can be moved forward by the Transition Coordinator into 4 stages:
 - Contact
 - Informed Consent
 - Pre-transition
 - Transition
- Dashboard: Home screen that contains one or more views. Views are customized lists of cases that meet specific criteria (3-month incentive payments, 12-month incentive payments, MFP cases by stage, etc.) This is what you will see upon logging in to CRM.

CRM Dashboard

Dashboard: What you see when you sign into CRM

The screenshot shows the Microsoft Dynamics CRM interface. The top navigation bar includes the 'Microsoft Dynamics CRM' logo (circled in red), a hamburger menu, and user information for 'Test MCO'. Below the navigation bar, the 'Transition Coordinator Dashboard' is displayed. It features a '3 Month Incentive Payment' view with a search bar and a table of records. A red arrow points from the 'Microsoft Dynamics CRM' logo to the 'Transition Coordinator Dashboard' header, with the annotation 'Returns to your default dashboard'. Another red arrow points from the '3 Month Incentive Payment' view to the same dashboard header, with the annotation 'Select a Dashboard and Set As Default'. A third red arrow points from the search bar in the '3 Month Incentive Payment' view to the text 'Select other "Views"'. A fourth red arrow points from the 'Case Number' column in the table to the text 'Click on a Case Number'. Below the dashboard, there are two sections: 'My Activities' (showing 'No Activity records found.') and 'All Engaged Cases' (showing a list of cases). A red arrow points from the search bar in the 'All Engaged Cases' section to the text 'Search for a member'. The Windows taskbar at the bottom shows the time as 2:03 PM on 7/19/2016.

Microsoft Dynamics CRM

Transition Coordinator Dashboard

3 Month Incentive Payment

Transition To...	Case Number	First Name	Last Name	RIN (Participant)	Date
9/25/2015	MFP-018945 (FUMORUT...	FUMORUT	CRUXTOP	11065058	

My Activities

All Engaged Cases

Case Number	First Name	Last Name	RIN (Participant)	Date Of Birth
MFP-018945 (FUMORUT CRUXTOP...	FUMORUT	CRUXTOP	11065058	6/15/15
MFP-018603 (PUTRoCoU CURMO...	PUTRoCoU	CURMOACHU	11279871	3/16/15
MFP-019063 (Richurf Curpuptur ...	Richurf	Curpuptur	219559828	6/22/15
MFP-018447 (CUTHZ CURPZ - 610...	CUTHZ	CURPZ	61049852	4/22/15
MFP-018934 (Churmut Kohpt - 98...	Churmut	Kohpt	98165895	1/12/15
MFP-019167 (oFU KoMCROAHH ...	oFU	KoMCROAHH	182660602	5/10/15

Search for Participants

- Use quick search box on your dashboard
- To search for Florence Jones, you can enter:
 - Florence
 - Jones
 - *Florence J (the * is called a wildcard, and you must use it when you want to search for the first and last name combined)
 - *Florence Jones
 - *Medicaid RIN (*123456789)
 - MFP-Case Number (MFP-123456)

✦ My Active MFP Cases ▾

✓	Case Number ↑	Program	Participant	RIN (Participant)	First Name (Part...	Last Name (Part...	Stage Name	Transition Coordinator (Owner)	Created On	⌵	⌲	⌵
	CAS-000001 (Jane 9 Doe 9 - 994567...	DDD	Jane 9 Doe 9	994567890	Jane 9	Doe 9	TRANSITION	Valerie Waldschmidt	8/5/2014 12:46 AM			Charts
	CAS-000008 (-)	IDoA	Johnny West	210422523	Johnny	West		Valerie Waldschmidt	8/16/2014 10:21 AM			
	HFS-2014A002	DDD	Jane 2 Doe 2	123456722	Jane 2	Doe 2	TRANSITION	Valerie Waldschmidt	7/23/2014 11:34 AM			
	HFS-2014A005	IDoA	Jane 5 Doe 5	123456755	Jane 5	Doe 5	PRE-TRANSITION	Valerie Waldschmidt	7/23/2014 11:35 AM			
	HFS-2014A014	DRS	Jane 14 Doe 14	414141414	Jane 14	Doe 14	INFORMED CO...	Valerie Waldschmidt	7/30/2014 12:52 PM			

Search Box





Case Number

- The MFP case number (begins with MFP- and followed by six random digits) will be referenced on incentive payment invoices and can be used in emails to refer to participants, so that no PHI is revealed.
- Complete names of MFP participants should never be included in unsecured emails.

How to Get to a Member's Case Page

- When you click on a case number, you will be taken to the case page.

The screenshot displays the Microsoft Dynamics CRM interface for MFP Cases. The top navigation bar includes 'Microsoft Dynamics CRM', 'HFS MFP', 'MFP Cases', and 'SANDBOX'. The main area shows a list of cases with columns for Case Number, First Name, Last Name, RIN (Participant), Date Of Birth (F...), Stage Name, Facility, County (Facility), Program, Managed Care..., and Agenci... A red arrow points to the first case number, 'MFP-008700 (Krzttipu Achwut - 94431977)', with a red text overlay that says 'Click on the Case Number to open a case'.

Case Number	First Name	Last Name	RIN (Participant)	Date Of Birth (F...	Stage Name	Facility	County (Facility)	Program	Managed Care ...	Agenci...
MFP-008700 (Krzttipu Achwut - 94431977)	Krzttipu	Achwut	94431977	6/7/1939	PRE-TRANSITION	RIDGEVIEW RE...	Cook	IDoA		North Shore S
MFP-016938 (Krzttipu Achwut - 94431977)					INFORMED CO...	RIDGEVIEW RE...	Cook	IDoA		Aetna (Colber
MFP-016649 (Curpurf Acurt -)	Curpurf	Acurt			CONTACT	MID AMERICA ...	Cook	IDoA		Aetna (Colber
MFP-013915 (oopu Ahomipi - 990625434)	oopu	Ahomipi	990625434	4/21/1922	CONTACT			IDoA		Lake County S
MFP-006243 (Tazuppu Ahripu - 171685504)	Tazuppu	Ahripu	171685504	6/24/1913	CONTACT			IDoA		DuPage Coun
MFP-004081 (Uahupu Akripud -)	Uahupu	Akripud			CONTACT	CEDAR POINTE ...	Cook	IDoA		Aetna (Colber
MFP-009385 (Thorf Amcupttock - 159245511)	Thorf	Amcupttock	159245511	5/30/1952	PRE-TRANSITION	CALIFORNIA G...	Cook	DRS		Aetna (Colber
MFP-005397 (Fopumf Amcrich - 964199019)	Fopumf	Amcrich	964199019	9/9/1965	CONTACT	Bria of Palos Hills	Cook	DRS		IlliniCare (Colt
MFP-017659 (Thumimu Ammuh -)	Thumimu	Ammuh			CONTACT	FAIRMONT CAR...	Cook	IDoA		Aetna (Colber
MFP-007987 (Murz Amrich - 168288162)	Murz	Amrich	168288162	10/3/1921	CONTACT	FLANAGAN REH...	Livingston	IDoA		Livingston Co
MFP-009257 (Umuupor Amrich - 200658258)	Umuupor	Amrich	200658258	1/31/1926	CONTACT	COMMUNITY N...	DuPage	IDoA		DuPage Coun
MFP-014538 (Pormu Amrich - 64196660)	Pormu	Amrich	64196660	2/22/1926	CONTACT	CAPITOL HLTHC...	Sangamon	IDoA		Senior Service
MFP-006700 (Hethorn Aetna - 171685504)	Hethorn	Aetna	171685504	4/21/1913	CONTACT	WESTCHESTER	Cook	IDoA		West Suburba

Case Page

MFP CASE

MFP-019320 (Melody Mantlethwaite - 111222444) ← MFP-Case Number (Participant Name - RIN)

CONTACT	INFORMED CONSENT	PRE-TRANSITION (Active)	TRANSITION
Face Sheet * Completed	24 Hour Backup Plan * Completed	Claims * Completed	
Risk Inventory * Completed	Baseline QOL Survey D * 12/11/2014	LOC * Complete	
Medication Chart * Completed	Case Review * Completed		

Stage Indicator

General

Program +
DRS
Agency +
Advocates for Access
Transition Coordinator (Owner) *
Test DRS-TC

Progress Bar, Stage Checklist, Next/Previous Stage Buttons

Important Dates

Date of First MFP Face to Face contact or contact attempt:
12/3/2014
Individual is considering MFP
Yes
Date of signature on Informed Consent
12/9/2014
Date of transition to community residency
12/11/2014

Indicate Class Member if part of an Olmstead Consent Decree

Colbert
Ligas
No

Referral Summary

Referral Number * **REF-001667**
Referral Type **Minimum Data Set (MDS) 3.0 Section Q Referral**
Referred Individual + **Melody Mantlethwaite**
Is there a History of ANE? **No**

Participant Summary

Full Name * **Melody Mantlethwaite**
Middle Name **--**
RIN + **111222444**
Social Security Number + *********
Date Of Birth **1/1/1960**
Enrolled In Managed Care **No**

Created By **MFP SYSTEM**

Created On **12/9/2014 2:45 PM**

Modified By **MFP SYSTEM**

Modified On **1/12/2015 3:20 PM**

Enrollment Status
Dis-enrolled
Active

Enrollment Status: If individual has signed informed consent, status = enrolled until a Form D (Disenrollment/Withdrawal) is completed

General Information and Important Dates

- Cases are assigned to a program, agency and TC based on an individual participant's needs.
- The dates in this section are critical to MFP eligibility, reporting, and enhanced match.
- Informed Consent must be signed/dated at least one day before the transition date.

MFP CASE
MFP-019320 (Melody Mantlethwaite - 1:

CONTACT	INFORMED CONSENT	PRE-TF
<ul style="list-style-type: none"> ✓ Face Sheet* Completed ✓ Risk Inventory* Completed ✓ Medication Chart* Completed 	<ul style="list-style-type: none"> ✓ 24 Hour Backup Plan* Completed ✓ Baseline QOL Survey D.* 12/11/2014 ✓ Case Review* Completed 	

General

Program

DRS

Agency

Advocates for Access

Transition Coordinator (Owner)

Test DRS-TC

Program: IDoA, DRS, DDD, or DMH

Agency: Local Provider

TC/Owner: Lead TC

Important Dates

Date of First MFP Face to Face contact or contact attempt

12/3/2014

Individual is considering MFP

Yes

Date of signature on Informed Consent

12/9/2014

Date of transition to community residency

12/11/2014

Transition date: Incentive Payment dates are calculated based on this date

Indicate Class Member if part of an Olmstead Consent Decree

Colbert

Ligas

Participant Summary

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-019320 (Melo... | **SANDBOX** | Create | Valerie Waldsch... Illinois HFS UAT/T...

+ NEW | UPDATE ASSESSMENT | SEND CASE BACK | REFRESH | ADD TO QUEUE | QUEUE ITEM DETAILS | ASSIGN | ...

MFP CASE
MFP-019320 (Melody Mantlethwaite - 111222444)

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

✓ Face Sheet	Completed	✓ 24 Hour Backup Plan	Completed	✓ Claims	Completed
✓ Risk Inventory	Completed	✓ Baseline QOL Survey	Completed 12/11/2014	✓ LOC	Complete
✓ Medication Chart	Completed	✓ Case Review	Completed		

Date of signature on Informed Consent: 12/9/2014
Date of transition to community residency: 12/11/2014

Indicate Class Member if part of an Olmstead Consent Decree
Colbert: Ligas:

Participant Summary

Full Name	Melody Mantlethwaite
Middle Name	--
RIN	111222444
Social Security Number	222-33-3555
Date Of Birth	1/1/1960
Enrolled In Managed Care	No
Managed Care Organizati	--

Facility Summary

Account Name	SHARON HEALTHCARE PINES INC
Facility Type	Nursing Facility
County	Peoria

Community Residence

Residence Name	--	State	IL
Address	Address 2145	ZIP	61761
City	City	Phone	(309) 555-8888

Created By: MFP.SYSTEM | Created On: 12/9/2014 2:45 PM | Modified By: MFP.SYSTEM | Modified On: 1/12/2015 3:20 PM

Enrollment Status: Dis-enrolled | Active

Name, RIN, SSN, DOB and MCO Enrollment →

Facility Summary →

Community Residence Information →

CRM Stages

- Contact
 - This stage includes information from first contact, Form A. At this stage, the potential participant is either considering MFP transition or not considering MFP transition.
- Informed Consent
 - This is the stage in which the potential participant officially becomes “enrolled” in MFP by signing an Informed Consent document, otherwise known as a Form B.
- Pre-Transition
 - This stage encompasses all of the work leading up to the actual date of transition, including the uploading of a face sheet, medication and supplies list, risk inventory and mitigation plan, 24 hour back-up plan, QOL Baseline Survey, Level of Care assessment, Abuse, Neglect, and Exploitation check information, and Medicaid claims.
- Transition
 - This stage begins with the completion of Form C, and the input of a transition date in CRM which notes the actual date of the participant’s transition to the community.

Contact Stage: Case Contacts (Form A)


✓ CONTACT ✓ INFORMED CONSENT ✓ PRE-TRANSITION  TRANSITION (Active)

✓ Face-To-Face Contact * 8/1/2014


CONTACT (A)

CONTACT

Must Contact Before

 8/19/2014

Date of MFP face-to-face contact

 8/1/2014

Individual is considering MFP

 Yes



If the most recent case contact outcome is “Considering MFP,” then this field says “Yes” and the participant is engaged in MFP when in Contact stage.

CASE CONTACTS (A)

Name	Date of face-to-...	Outcome	Revisit On	Created On ↑
Jane 9 Doe 9 (000010)	8/18/2014	Individual is considerin...		8/18/2014 2:08 PM
Jane 9 Doe 9 (000006)	8/8/2014	Family/caregivers refus...	10/10/2014	8/8/2014 2:12 PM
Jane 9 Doe 9 (08052014)	8/1/2014	Individual is considerin...		8/5/2014 2:06 PM



Completed Case contacts are listed here. Click the “Name” link to view a contact. Use your browser’s back button to return to the case page from a case contact.



Informed Consent Stage

- A participant is enrolled in MFP if, and only if, the participant (and/or guardian) has agreed to participate in MFP by signing the ***Informed Consent document***.
- The date of the participant's signature on the Informed Consent is the date of enrollment. The TC uploads the signed document to the WebApp under Attachments.

Informed Consent in WebApp

+ NEW UPDATE ASSESSMENT SEND CASE BACK DMH ASSIGN REFRESH QUEUE ITEM DETAILS ASSIGN

MFP CASE

MFP-007402 (Uptopio Apfurwoof - 157298891)

CONTACT INFORMED CONSENT (Active) PRE-TRANSITION TRANSITION Next Sta...

- Document Status * **Signed**
- Signature Date * **10/7/2013**
- Signed Document * **Uploaded**

Mobility (1-4) --

CONTACT (A)

INFORMED CONSENT (B)

Instructions: An individual becomes enrolled in MFP when the informed consent is signed. To document the signature page of the Informed consent in the "Attachments" section. If a participant transitions with

INFORMED CONSENT

Informed Consent Outcome
Signed by Participant or Guardian
Date of signature on Informed Consent
10/7/2013

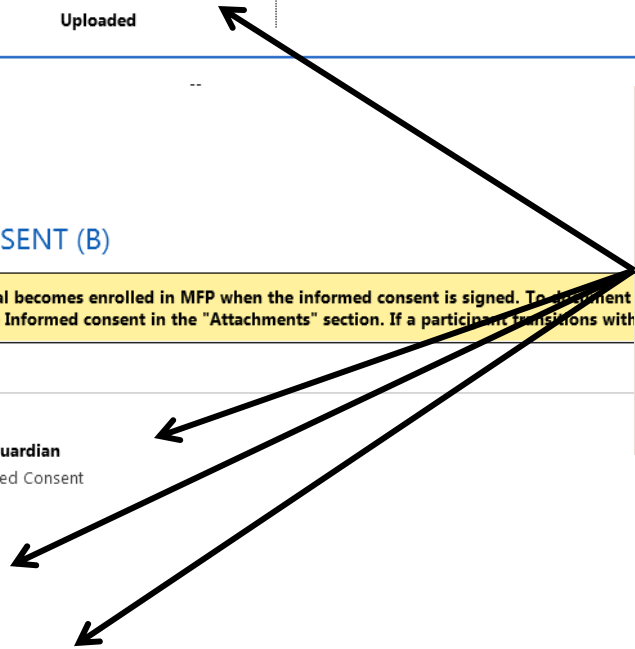
Attachments

System

Enrollment Status **Enrolled** Created On **9/6/2014 6:19 AM** Modified By **MFP SYSTEM** Modified On **4/17/2015 12:52 PM**

Active

1. TC Completes Informed Consent Outcome and Date
2. TC Completes stage checklist
3. TC uploads signed form to Attachments
4. Enrollment Status=Enrolled



Pre-Transition Stage

- This Stage includes the following, uploaded by the Transition Coordinator:
 - Face Sheet
 - Medication and Supplies list
 - Risk Inventory and Mitigation Plan
 - 24 Hour Back up Plan
 - QOL Baseline Survey
 - LOC (Level of Care) Assessment
 - Abuse, Neglect, and Exploitation (ANE) Check Information
 - Medicaid Claims

CONTACT	INFORMED CONSENT	PRE-TRANSITION (Active)	TRANSITION
✓ Face Sheet *	Completed	24 Hour Backup Plan *	Claims *
✓ Risk Inventory *	Completed	Baseline QOL Survey Date *	LOC *
✓ Medication Chart *	Completed	Case Review *	✓ ANE Check *
		Incomplete	Incomplete
		--	Incomplete
		Incomplete	Completed

Pre-Transition Case Review

- Two-three weeks prior to transition, the TCs notify members of the collaborating group (UIC, MCO, and others) of the upcoming transition, so that a case review conference can be scheduled. UIC schedules the case review call and sends an agenda to those who are collaborating on the case.
- MFP forms, including Contact, Informed Consent, Face Sheet, Medications and Supplies, Risk Inventory, Mitigation Plan and 24-Hour Backup Plan, must all be completed by the TC prior to the case review conference call.
- Note: TC and UIC staff use the MCO contact list to determine who to contact at the MCO: http://nursing-mfp.webhost.uic.edu/MCO/MCO_MFP_Contact_List.pdf

Transition Form C

- To be completed on the day of transition or within two business days post-transition
- Starts a 365-day clock of eligibility
- Records housing information, housing supplements, new community address & county and planned waiver, state plan and demonstration services.

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-018695 (Minni... | SANDBOX | Create | Valerie Waldschm... ILHFS DEV

MFP CASE
MFP-018695 (Minnie Mousetest - 111000000)

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

✓ Assessment * **Completed** Last Visited *click to enter*
✓ Transition Form * **Completed**
✓ Transition Date * **10/16/2014**

TRANSITION (C, E, M)

POST-TRANSITION		TRANSITION (C)							
Date of transition to community residency	Last Visit On	Type	Name	Informed Conse...	Transition To Co...	Community Ad...	Plan Of Care Ch...	Housing Chang...	Em
10/16/2014	--	Transitio...	Minnie Mousetest (001...	10/15/2014	10/16/2014	Yes	Yes	Yes	No

Base QOL Survey

Year 1 Survey Date
Year 2 Survey Date



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.

Cases Needing Incentive Payments

These views list participants with incentive payments due. TCs use these views to create invoices.

Transitioned with MFP on or after 8/27/2015 and have remained enrolled for three months but do not have a 3-Month Incentive Payment Date.

Transitioned with MFP on or after 8/27/2015 and have remained enrolled for 12 months and do not have a 12-Month Incentive Payment Date.



The screenshot displays two side-by-side views in a software application. The left view is titled "3 Month Incentive Payment" and the right view is titled "12 Month Incentive Payment". Both views feature a search bar with the placeholder text "Search for records" and a magnifying glass icon. Below the search bar is a table with the following columns: "Transition To ...", "Case Number", "First Name", "Last Name", and "RIN (Particip)". Underneath each table, the text "No MFP Case records found." is displayed. The interface includes standard UI elements like plus and list icons for each view.

Receive Invoice for an Incentive Payment

Find the participant in CRM.

Enter the Case Number from the invoice to conduct a search



✓	Case Number ↑	Stage Name	Enrollment Status	365 Days Completed...	Participant	Program	Agency	Transition Coordinat... C
✓	MFP-018814 (Chr...	PRE-TRANSITION	Enrolled	No	Chris (TEST) Neugeb...	DMH		CRM Admin



Select the Case Number to access the case page

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

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-018454 (CROF... | SANC | Valerie Waldschm... | Illinois HFS UAT/T...

+ NEW | UPDATE ASSESSMENT | SEND CASE BACK | REFRESH | QUEUE ITEM DETAILS | ASSIGN | SHARE

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) +
Christine Stoutenberg

Important Dates

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

Indicate Class Member if part of an Olmstead Consent D

Colbert	Ligas
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Referral Summary

Referral Number *
Referral Type
Nursing Home Staff Referral (Not MDSQ)

Referred Individual +
CROFURoCK WHoTU

Is there a History of ANE?
No

Participant Summary

Full Name *
Middle Name
CROFURoCK WHoTU

RIN +
156576918

Social Security Number +
349-05-1757

Date Of Birth
9/26/1950

Enrolled In Managed Care
Yes

Managed Care Organization +
Humana

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

Active

Stage should be TRANSITION.

Enrollment status should be Enrolled.

Current MCO Enrolled.

Check for Disenrollment during Transition Period

Microsoft Dynamics CRM | HFS MFP | MFP Cases | MFP-018454 (CROF... | SANL | Valerie Waldschm... Illinois HFS UAT/T...

+ NEW | UPDATE ASSESSMENT | SEND CASE BACK | REFRESH | QUEUE ITEM DETAILS | ASSIGN | SHARE

MFP CASE
MFP-018454 (CROFURoCK WHoTU - 156576918)

CONTACT	INFORMED CONSENT	PRE-TRANSITION	TRANSITION (Active)
Assessment * Transition Form * Transition Date *	Completed Completed 10/26/2015	Last Visited 10/26/2015	

DIENROLLMENT (D)

Enrollment Status
Enrolled


Latest Disenrollment
--

Latest Disenrollment Date
--

Disenrollments (Case)

Name	Informed Cons...	Transition To C...	Disenrollment...	Re-enrollment...	Created On ↑
No Disenrollment (D) records found.					

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



Send the Payment to the Agency and enter the payment date on the case page for either the 3-Month or 12-Month Incentive Payment. 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) *

[Redacted]

Enter Incentive
Payment Dates.

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

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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

Incentive Payments: 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.shtml>



MFP Sustainability

- After the federal demonstration project (MFP) ends, Illinois intends to continue to facilitate safe transitions for facility residents from institutional to community settings with the assistance of the managed care organizations, state agencies, community providers.

As always...

- If you have any questions or issues, feel free to contact HFS.MFP@Illinois.gov
 - *Unable to find a participant enrolled with your MCO,*
 - *Updates/changes to MCO enrollment,*
 - *Questions about incentive payment eligibility,*
 - *Unable to enter incentive payment dates.*
- HFS, UIC, DRS/DMH/IDOA/DDD Contact Information:
<http://nursing-mfp.webhost.uic.edu/contact.pdf>