

Procedure and User Manual SAMPLES

*Healthy Family Operations Manual
*EAPC User Manual

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WELCOME CALL PROCESS

This procedure describes how and when to initiate a welcome call to the Healthy Families Program applicant.

Welcome Call To Process



Reference



DP 100

DP 101

Call required within ten (10) to twenty (20) calendar days after the Effective Date of Coverage.

Step

1. Verify the language of the applicant from the application. Each call must be placed to the applicant in the same language in which the application was received.
2. Provide welcome call to each applicant to explain your role and information.
3. Confirm applicant's language preference.
4. Record language preference as a future communication mode. Program interpreters are available.
5. Initiate two questions unrelated to the purpose of the welcome call, if provided by the State.
6. Attempt at least three (3) calls to applicant at various hours throughout the day and evening.
7. Record thorough notes with date, time, and brief standard notes of each attempted and successful call.

DP 100

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STATE QUESTIONS

State Questions



Reference

GP 10
CONT G6

Contract stipulated.

Step

The State may ask the program to present two questions unrelated to the welcome message on each call. The responses will be tabulated and reported to the State monthly.

DISENROLLMENT PROCESS

This procedure describes how to proceed with disenrolling a Healthy Family Program participant.

Criteria for disenrollment is met.



Reference

DP 200

DP 201



Disenrollment Process

Step

1. Process *notification* for disenrollment to applicant at least thirty (30) days prior to disenrollment.
2. Submit *formal* disenrollment notice within three (3) business days of either receiving a request for disenrollment or making a non-requested disenrollment decision.
3. If an applicant requested disenrollment, attempt to contact the applicant affiliated with all children who disenroll from the Program to determine why the child disenrolled.
4. Make at least two (2) telephone calls to applicant at varying hours throughout the day and evening to obtain this information.

GP 20

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Reference



**PAST
DUE!**

Step

5. Mail a postage paid disenrollment survey, if the applicant was not reached after the two calls.
6. Process HIPAA notice within ten (10) days of disenrollment indicating a summary the eligible months of creditable coverage when enrolled in the program.

Notification To Participating Plans

Submit written notification to participating plans (participating health, dental, and vision plans) within five (5) calendar days when subscribers are disenrolled from the Healthy Families Program.

Overdue Payments; Disenrollment

1. Notify applicants of overdue family contributions and the potential for disenrollment within fifteen (15) calendar days following the past due date.
2. Process notice to all applicants of potential disenrollments no less than thirty (30) calendar days to the date of potential disenrollment.

1.1 Program Overview

System EDS developed a system enabling Expanded Access to Primary Care (EAPC) providers with submission and transmission of insurance claims and Medi-Cal payment. The "EAPC Grant File Maintenance System" resides in a client/server environment. The maintenance of the EAPC grants transfers between the Department of Health Service's (DHS) EAPC Unit PC and the CA-MMIS mainframe.

The EAPC Grant File Maintenance System is solely used by the EAPC Program staff and is intended to operate independently of other DHS PCs, terminals, or Local Area Networks (LANs). The system is based on an MS Access™ database, and Access software must be loaded on a PC for the EAPC Grant File Maintenance System to operate. Appendix A lists detail system requirements.

Development EDS coded this system in the Environment Visual Basic™ programming language. Visual Basic is a language that aids in creating programs specifically for the MS Windows™ environment. The system uses many of the standards and conventions common to Windows applications, such as MS Word™. Both menus and buttons are similar to other applications.

1.2 System Overview

Mainframe Cycle	The system allows for the transfer of data between the mainframe and the PC. This transfer maintains current grant and provider information. Prior to the mainframe download, an EAPC audit (Error Code 1384, Total Paid Claims Amount Is Greater Than The Total EAPC Grant Amount In The Fiscal Year) runs in weekly claims batch processing to prevent providers from submitting claims and receiving greater payments than individual grant amounts.
File Transfers	After weekly processing completes, data is ready to transfer to the PC. The EAPC Claim Information File (CP-F-401) is created on the mainframe. This file contains the current count and dollar amounts of claims paid, suspended, and denied for each provider. File CP-F-401 and an extract of EAPC providers from the Provider Mini Master File (PS-F-059) are downloaded to the PC.
Data Transfers	By using the EAPC Grant File Maintenance System, the EAPC Program maintains a current status of each provider's financial standing relative to individual grant amounts. The grant information maintained on the PC and the recycle switch data (previously processed claims that have been automatically recycled) are transferred back to the mainframe to support weekly auditing.

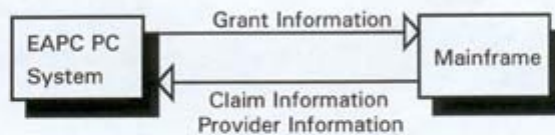


Figure 1.2 Data Transfers

1.3 System Conventions

Assumptions These assumptions are made in the writing of this manual:

- The user is familiar with MS Windows™
- The user understands how to operate a PC
- The EAPC application is correctly loaded
- Communications and Hardware is working properly

If there is a problem with the hardware or communications equipment, please contact the DHS staff person responsible for resolving these problems. The user manual for MS Windows™ provides complete instructions on operations of software and how to use a mouse.

Conventions This table shows the conventions used in this manual to describe how to operate the system.

Convention	Description
<key>	Press the key in the brackets.
Alt <key>	Press and hold the Alt key while pressing the key in the brackets.
Ctrl <key>	Press and hold the Ctrl key while pressing the key in the bracket.
Double Click	Press two times in quick succession on the left mouse key.
Click	Press once on the left mouse key.
Tab	Press Tab key to move from location to location on the window. If destination is a button, press <Enter>.

2.1 Logging In

Purpose The purpose of this section is to instruct the user how to log into the system, how to operate the Security Screen, and how to exit.

Operation The following step action table provides the operations necessary to log in to the EAPC Grant File Maintenance System.

Step	Operation
1	Double Click on the EAPC Icon
2	Wait for the Security Screen to appear
3	Type in a valid User ID
4	Press <Tab> or click on the password field
5	Type in password (characters appear as asterisks)
6	Press <Enter> or Click on OK Button

If a valid user ID and password are entered, system access is permitted to the system.

If either the password or User ID are incorrect, a message box appears stating "*field contains invalid data, try again*". At this point, the user should press <Enter> or click on the OK Button. The screen is cleared and the user may try to enter the ID and password again.

Cancel Button To exit the EAPC Grant File Maintenance System from the Security Screen, press <Tab> until the Cancel Button is highlighted and then press <Enter> or click on the Cancel Button.

2.2 File

Purpose The purpose of this section is to instruct how to handle file manipulation between the mainframe and the EAPC Grant File Maintenance System.

Options Three options are available for file manipulation from the Main Menu:

Selection	<Alt> Key Combo	ShortCut Key
<u>I</u> mport	I	None
<u>E</u> xport	E	None
<u>E</u> xit	X	None

2.2.1 Import

Purpose The purpose of this section is to instruct the user how to load downloaded mainframe files into the EAPC Grant File Maintenance System.

Run Frequency Every Monday (the first business day of every week), this Import choice should be performed *prior to* updating either grant information or the recycle switch for any providers.

Options Two options are available for file importing from the Main Menu:

Selection	<Alt> Key Combo	ShortCut Key
<u>V</u> iew Grant File Date	I V	None
<u>I</u> mport New Grant File	I I	None

Remember, downloaded files from the mainframe must be completed, before selecting importing files!!