6873 CBMS HCA Case Management
Flowcharts
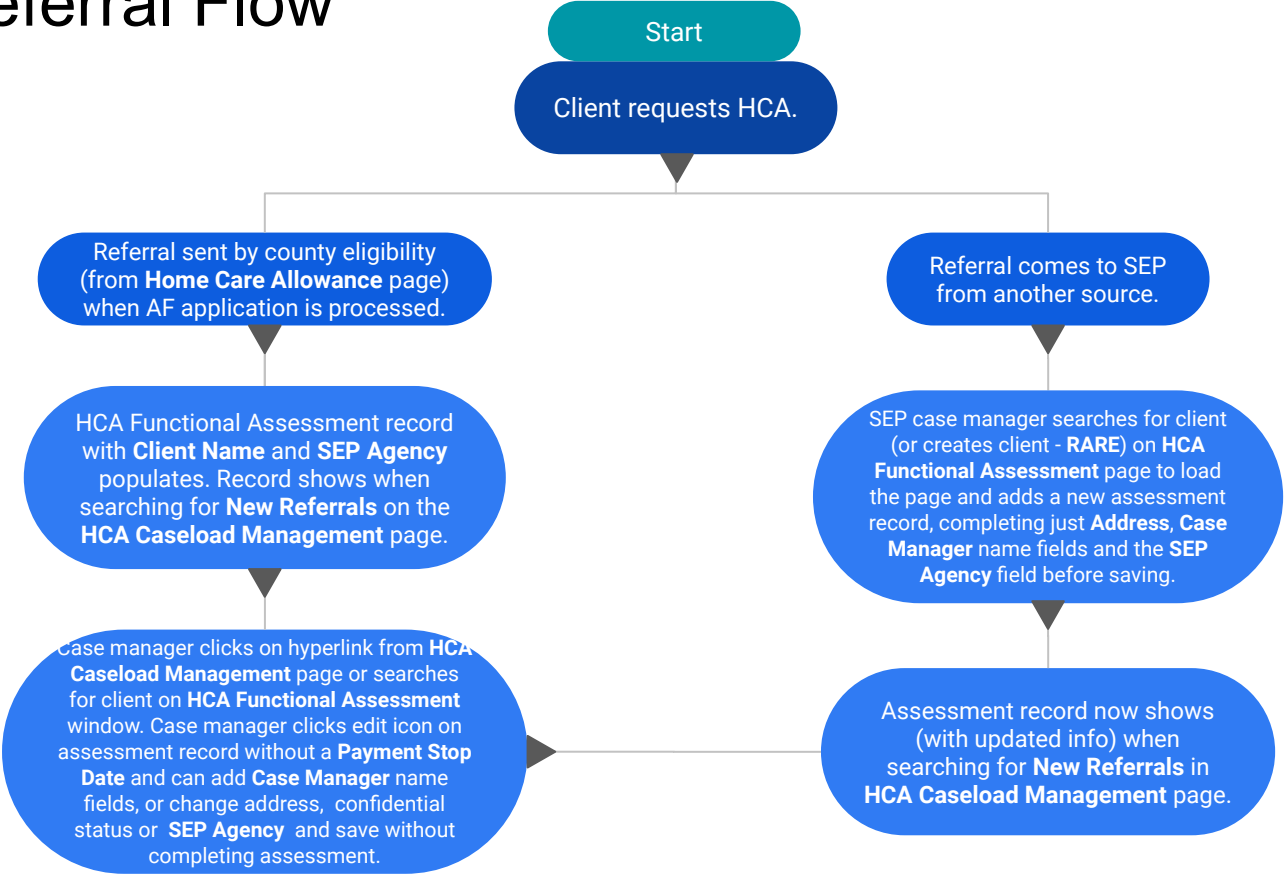
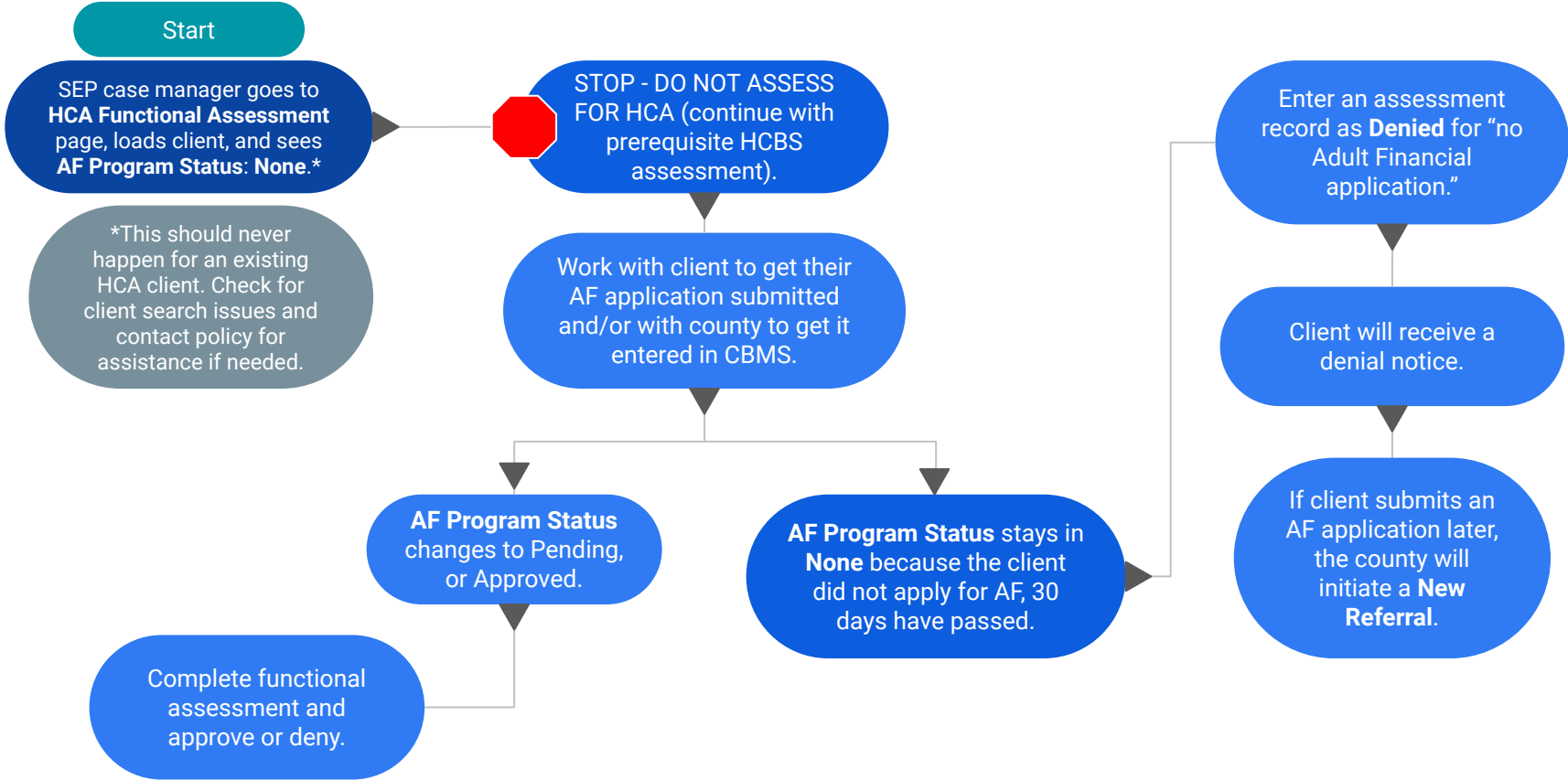# New Referral Flow

Start

Client requests HCA.

Referral sent by county eligibility (from **Home Care Allowance** page) when AF application is processed.

Referral comes to SEP from another source.

HCA Functional Assessment record with **Client Name** and **SEP Agency** populates. Record shows when searching for **New Referrals** on the **HCA Caseload Management** page.

SEP case manager searches for client (or creates client - **RARE**) on **HCA Functional Assessment** page to load the page and adds a new assessment record, completing just **Address**, **Case Manager** name fields and the **SEP Agency** field before saving.

Case manager clicks on hyperlink from **HCA Caseload Management** page or searches for client on **HCA Functional Assessment** window. Case manager clicks edit icon on assessment record without a **Payment Stop Date** and can add **Case Manager** name fields, or change address, confidential status or **SEP Agency** and save without completing assessment.

Assessment record now shows (with updated info) when searching for **New Referrals** in **HCA Caseload Management** page.

AF Program Status = None flow

Start

SEP case manager goes to **HCA Functional Assessment** page, loads client, and sees **AF Program Status**: **None**.*

*This should never happen for an existing HCA client. Check for client search issues and contact policy for assistance if needed.

STOP - DO NOT ASSESS FOR HCA (continue with prerequisite HCBS assessment).

Work with client to get their AF application submitted and/or with county to get it entered in CBMS.

AF Program Status changes to Pending, or Approved.

AF Program Status stays in **None** because the client did not apply for AF, 30 days have passed.

Complete functional assessment and approve or deny.

Enter an assessment record as **Denied** for "no Adult Financial application."
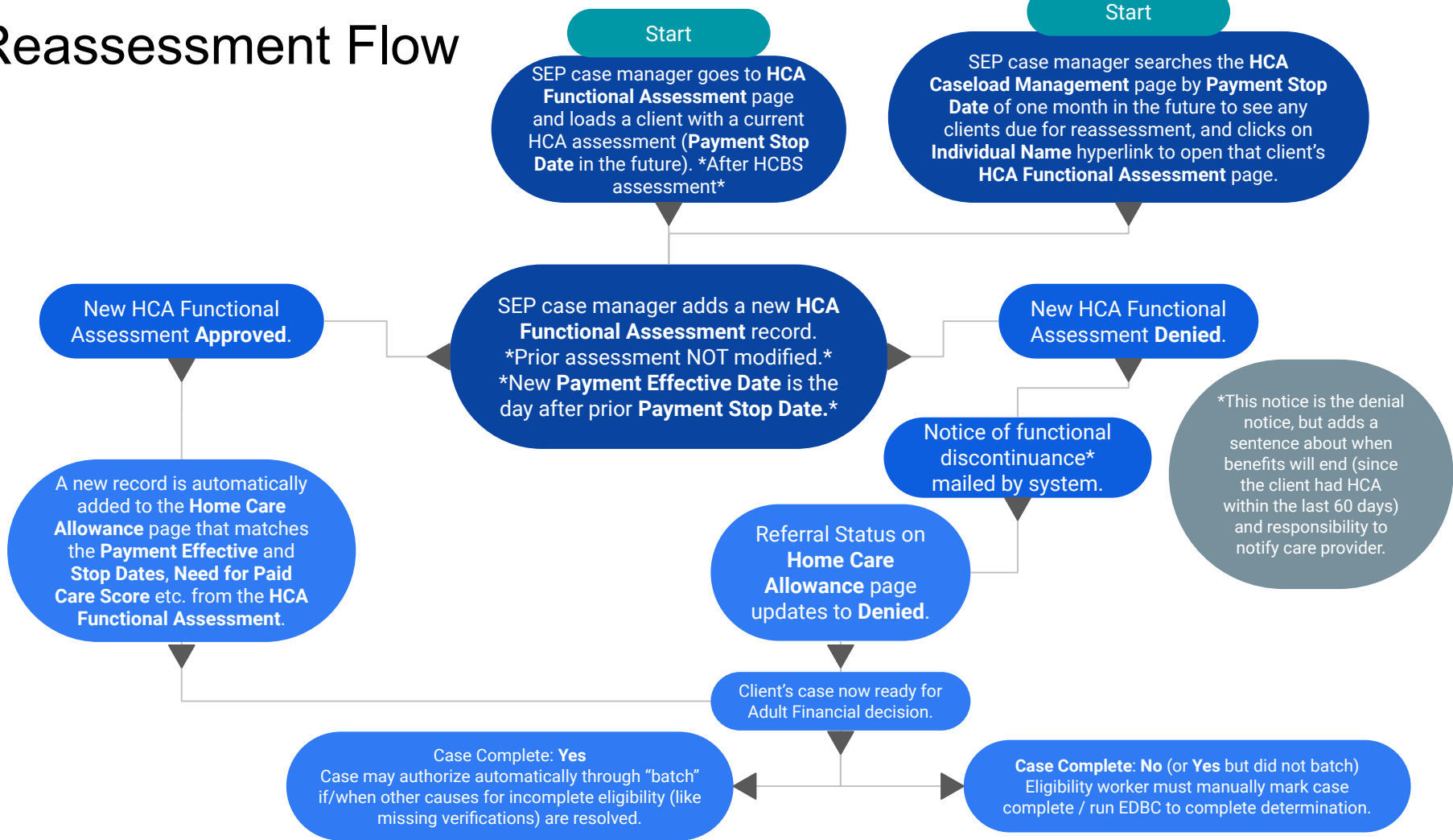
Client will receive a denial notice.

If client submits an AF application later, the county will initiate a **New Referral**.

New Functional Assessment Flow

Start

SEP case manager goes to **HCA Functional Assessment** page, loads client, and sees an **AF Program Status** other than **None**.

HCA Functional Assessment page completed (after HCBS assessment).

Start

SEP worker searches the **HCA Caseload Management** page by **New Referral**, and clicks on **Individual Name** hyperlink to open that client's **HCA Functional Assessment** page, and sees an **AF Program Status** other than **None**.

HCA Functional Assessment **Approved**.

HCA Functional Assessment **Denied**.

A new record is automatically added to the **Home Care Allowance** page that matches the **Payment Effective** and **Stop Dates**, **Need for Paid Care Score** etc. from the **HCA Functional Assessment**.

Notice of functional denial mailed by system.

Referral Status on **Home Care Allowance** page updates to **Denied**.

Client's case now ready for Adult Financial decision.

Case Complete: **Yes**
Case may authorize automatically through "batch" if/when other causes for incomplete eligibility (like missing verifications) are resolved.

Case Complete: **No** (or **Yes** but did not batch)
Eligibility worker must manually mark case complete / run EDBC to complete determination.

Reassessment Flow

Start

SEP case manager goes to **HCA Functional Assessment** page and loads a client with a current HCA assessment (**Payment Stop Date** in the future). *After HCBS assessment*

Start

SEP case manager searches the **HCA Caseload Management** page by **Payment Stop Date** of one month in the future to see any clients due for reassessment, and clicks on **Individual Name** hyperlink to open that client's **HCA Functional Assessment** page.

SEP case manager adds a new **HCA Functional Assessment** record. *Prior assessment NOT modified.* *New **Payment Effective Date** is the day after prior **Payment Stop Date.***

New HCA Functional Assessment **Approved**.

New HCA Functional Assessment **Denied**.

*This notice is the denial notice, but adds a sentence about when benefits will end (since the client had HCA within the last 60 days) and responsibility to notify care provider.

Notice of functional discontinuance* mailed by system.

A new record is automatically added to the **Home Care Allowance** page that matches the **Payment Effective** and **Stop Dates**, **Need for Paid Care Score** etc. from the **HCA Functional Assessment**.

Referral Status on **Home Care Allowance** page updates to **Denied**.

Client's case now ready for Adult Financial decision.

Case Complete: **Yes**
Case may authorize automatically through "batch" if/when other causes for incomplete eligibility (like missing verifications) are resolved.

Case Complete: **No** (or **Yes** but did not batch) Eligibility worker must manually mark case complete / run EDBC to complete determination.

Change Flow

Start

SEP case manager goes to **HCA Functional Assessment** page and loads a client with a current HCA assessment (**Payment Stop Date** in the future).

SEP case manager opens current assessment with edit icon and modifies the **Payment Stop Date**. *Must use last day of a month.* *Must use a day that is at least 11 days in the future.* This change is saved.

Home Care Allowance page auto-updates so the new **Payment Stop Date** is reflected on the existing record.

New HCA Functional Assessment **Approved**. * **Payment Effective Date** does not overlap the assessment they just ended.*

SEP case manager immediately adds a new assessment record showing the client's new functional eligibility.

New HCA Functional Assessment **Denied**.

*This notice is the denial notice, but adds a sentence about when benefits will end (since the client had HCA within the last 60 days) and responsibility to notify care provider
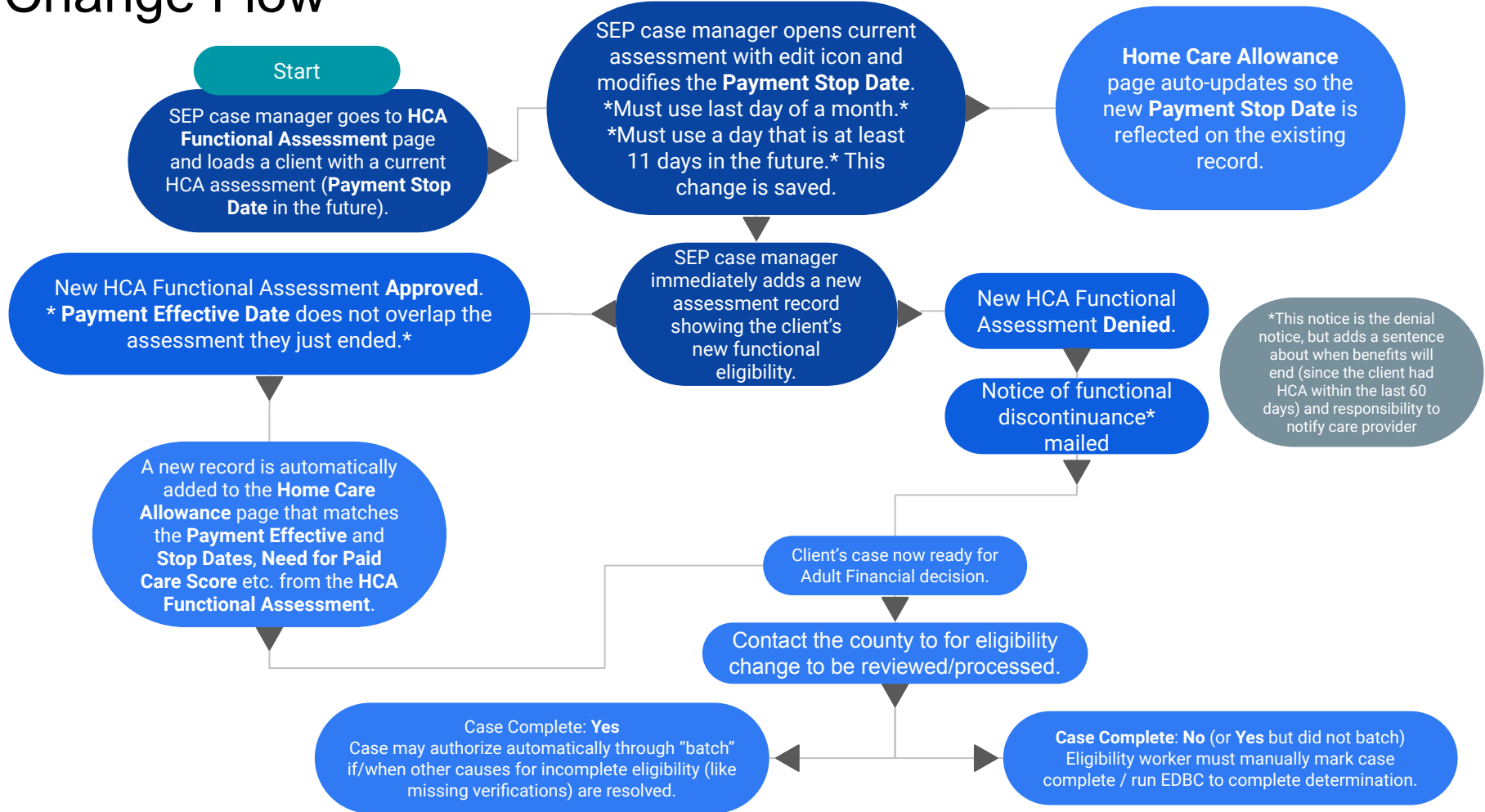
Notice of functional discontinuance* mailed

A new record is automatically added to the **Home Care Allowance** page that matches the **Payment Effective** and **Stop Dates, Need for Paid Care Score** etc. from the **HCA Functional Assessment**.

Client's case now ready for Adult Financial decision.

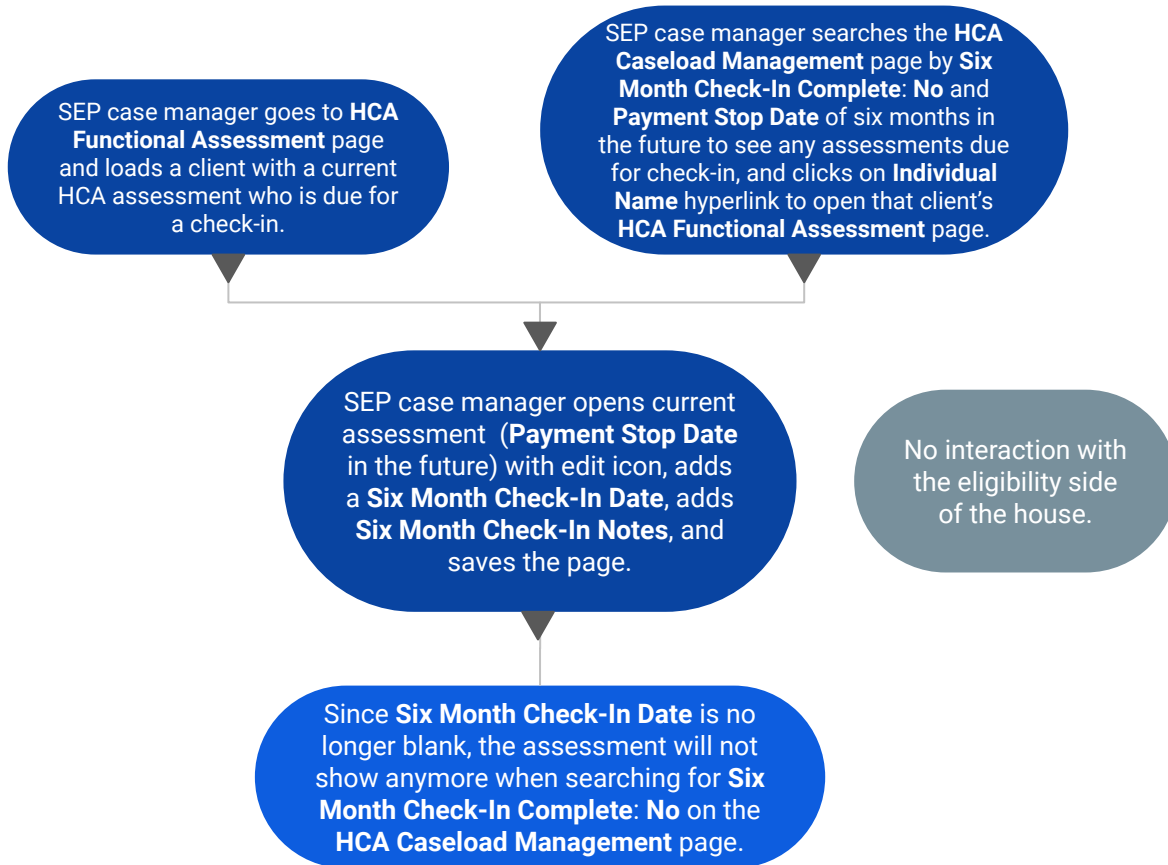Contact the county to for eligibility change to be reviewed/processed.

Case Complete: **Yes**
Case may authorize automatically through "batch" if/when other causes for incomplete eligibility (like missing verifications) are resolved.

Case Complete: **No** (or **Yes** but did not batch) Eligibility worker must manually mark case complete / run EDBC to complete determination.

Six Month Check-In Flow

SEP case manager goes to **HCA Functional Assessment** page and loads a client with a current HCA assessment who is due for a check-in.

SEP case manager searches the **HCA Caseload Management** page by **Six Month Check-In Complete**: **No** and **Payment Stop Date** of six months in the future to see any assessments due for check-in, and clicks on **Individual Name** hyperlink to open that client's **HCA Functional Assessment** page.

SEP case manager opens current assessment (**Payment Stop Date** in the future) with edit icon, adds a **Six Month Check-In Date**, adds **Six Month Check-In Notes**, and saves the page.

No interaction with the eligibility side of the house.

Since **Six Month Check-In Date** is no longer blank, the assessment will not show anymore when searching for **Six Month Check-In Complete**: **No** on the **HCA Caseload Management** page.

Correction Flow

STOP! If you accidentally approved an assessment when you should have denied it, you cannot just correct it. The approved results were already sent to eligibility and there's no way to undo that. **Contact the county for help, so they can invalidate or delete the incorrect record.**

SEP goes to HCA Functional Assessment page and loads a client with a current HCA assessment (Payment Stop Date in the future)

↓

SEP worker opens current assessment with edit icon, modifies the incorrect data and saves.

↓

Home Care Allowance Page auto-updates so any changed data is reflected on the existing record.

AF Program Status = Denied or Discontinued

Was the AF denial caused by functional assessment denial that has now been changed to approval? (or is reason unknown)

- No
- Yes

AF Program Status = Pending

No impact or additional action required.

AF Program Status = Active

Did the Assessment Correction change…
- Decrease or increase the client's **Authorized Grant Amount** (due to change in **Functional Capacity** or **Need for Paid Care** scores)?
- Change the **Payment Effective Date**?
- Change the **Payment Stop Date**?

- No
- Yes

Contact the county to for eligibility change to be reviewed/processed.