Chapter 19 | Death Reporting

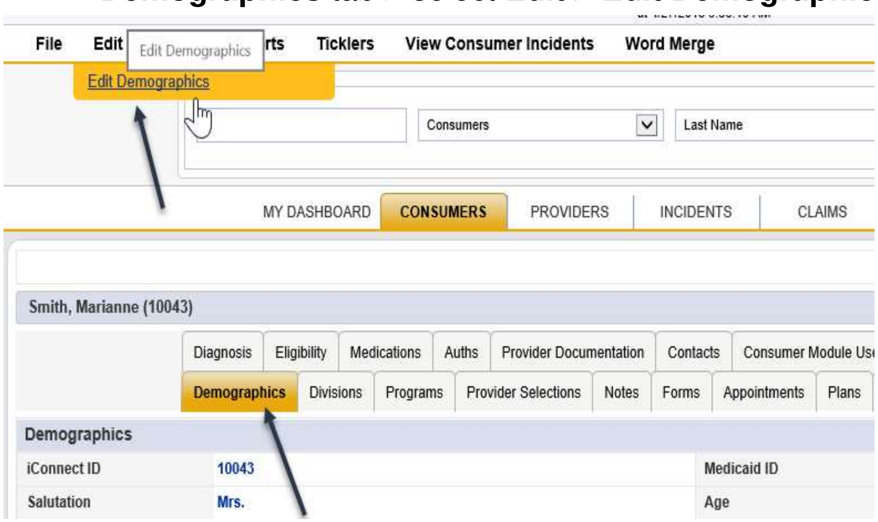
Introduction

This chapter covers the end-to-end process for recording a Consumer death in iConnect. Monthly, Department of Health (DOH) Consumer data will be imported into iConnect to populate data fields on matching Consumer records. If a Consumer death has occurred and is recorded in the DOH data, the Date of Death, the DOD File Number, and the Cause of Death fields will be updated on the consumer's Demographics records in iConnect.

Date of Death – Manual Entry

1. Upon receiving notification of a Consumer death, the Medical Case Manager (MCM) will update the consumer's Demographic record. To begin, log into iConnect and set Role = Region Clinical Workstream Worker. Click **Go.**

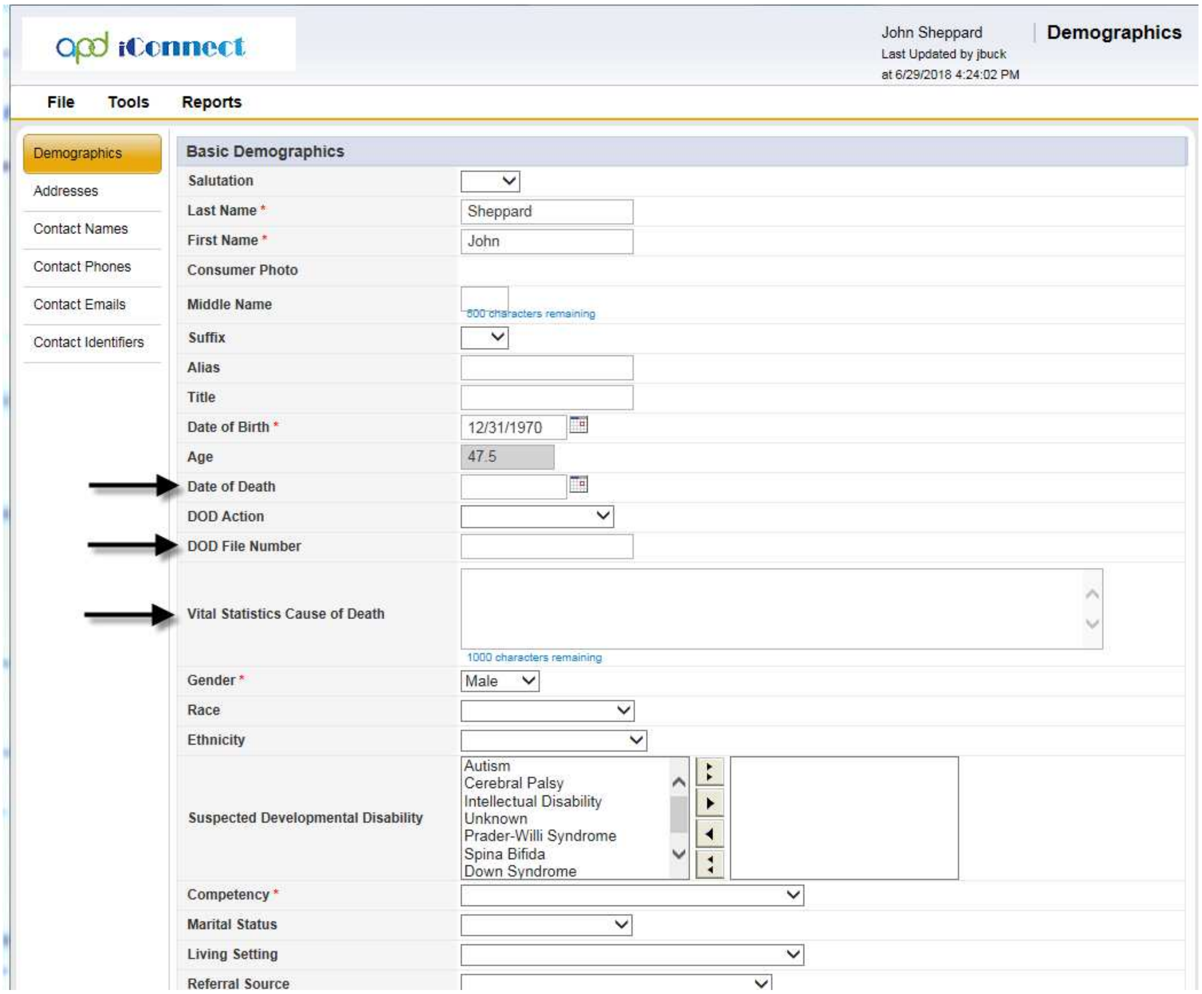
2. Search for and select the consumer's record and click on the **Demographics** tab > select **Edit > Edit Demographics**.



3. Update the following fields.
   a. Date of Death = update to correct date of death based on research found

b. Vital Statistics Cause of Death = enter if known.

c. DOD File Number = (If known. Otherwise, the field will be auto populated during the monthly scheduled interface job with DOH).



4. Select **File > Save and Close Demographics**

5. Upon saving the consumer's Demographic record with a Date of Death, a Workflow Wizard will trigger the following Ticklers:

   a. Complete ROD – *Assigned to Self (MCM),* Due Immediately. If anyone other than the MCM should update the DOD, he/she should reassign the tickler to the Clinical Lead for reassignment to the correct MCM.

   b. Create Alert Note notifying all that the ROD is in Process – *Assigned to Self (MCM),* Due Immediately. If anyone other than the MCM should update the

DOD, he/she should reassign the tickler to the Clinical Lead for reassignment to the correct MCM.

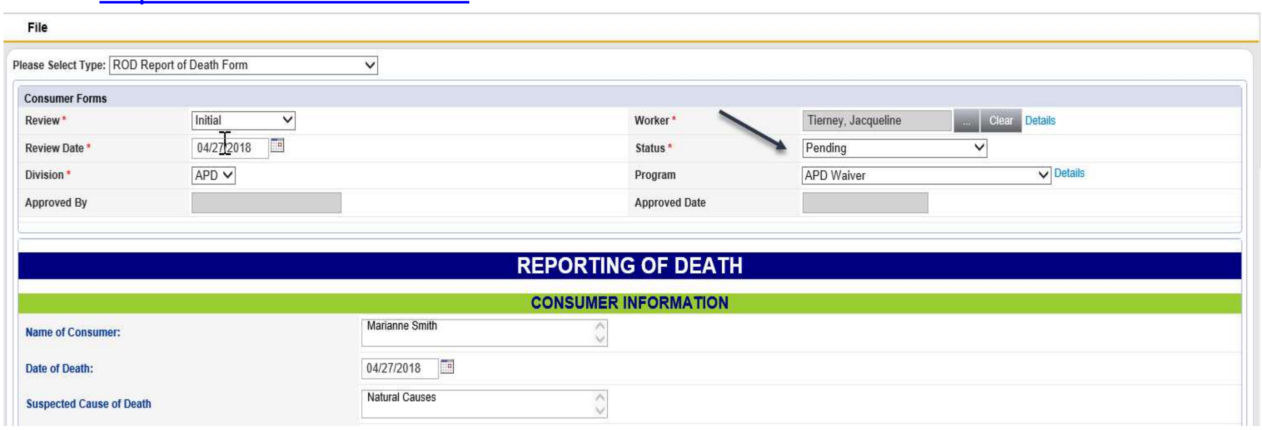
Report of Death Form & Alert Note

1. The Date of Death was just added to the Demographic record and a Workflow Wizard triggers for the MCM (Self.) Click the tickler called Complete ROD.

2. Upon doing so, a new ROD Report of Death form will open. Complete all relevant fields including:
    a. Review = Other
    b. Status = Pending
    c. Fill out ROD form in its entirety

3. When finished, click **File > Save Forms**

4. After the MCM creates the ROD with Status = Pending, a supervisor must review the report as described in the Supervisor review of ROD section.



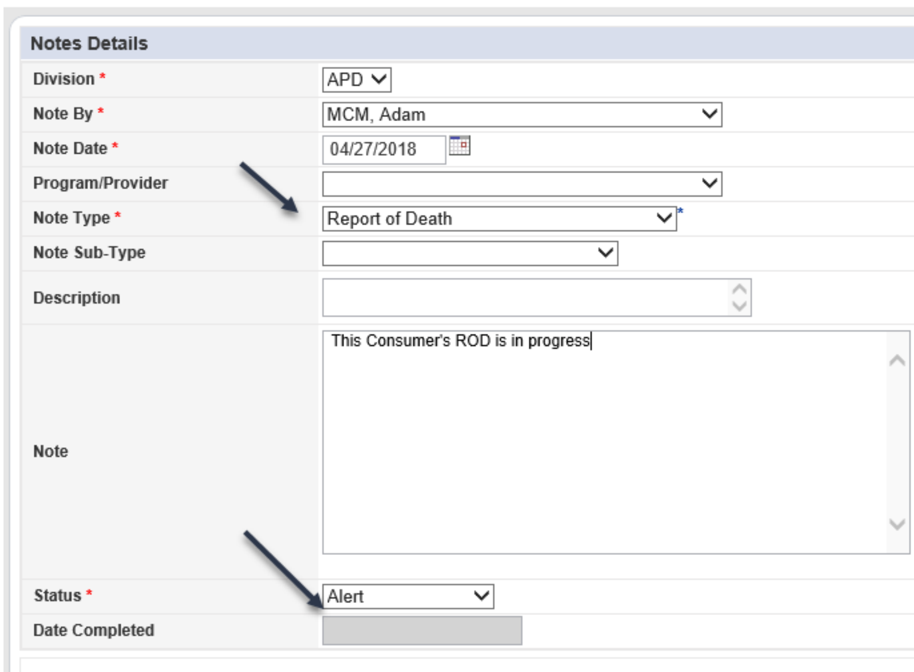
5. The MCM will return to the Workflow Wizard and select the Create Alert Note notifying all that the ROD is in Process tickler.

6. Upon doing so, a new Consumer Note record opens. Update the following fields:
    a. Division = APD
    b. Note Type = Report of Death
    c. Note Subtype = N/A
    d. **Description = <u>OPEN ROD – DO NOT CLOSE DIVISION</u>**

e. Note = Indicate that the ROD is in process
f. Status = Alert

Remember:
DO NOT UPDATE THE STATUS OF THIS ALERT NOTE.
Only State Office staff should change the status of this note to Complete.

7. When finished, click **File > Save Notes** and **File > Close Workflow Wizard**


Notes Details

Division *	APD
Note By *	MCM, Adam
Note Date *	04/27/2018
Program/Provider	
Note Type *	Report of Death
Note Sub-Type	
Description	
Note	This Consumer's ROD is in progress
Status *	Alert
Date Completed	

8. The Supervisor review of the ROD is completed next.

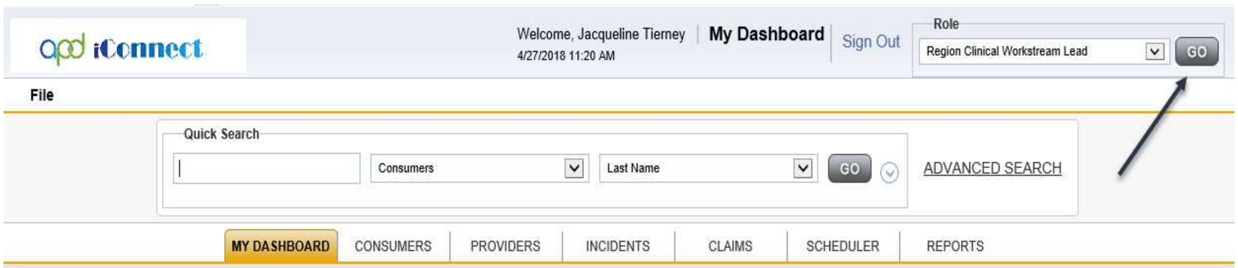
Supervisor Review of ROD

1. After the MCM creates the ROD with Status = Pending, a supervisor must review the report. Supervisors are defined on the Worker's record in iConnect and are added as part of APD's user provisioning process.

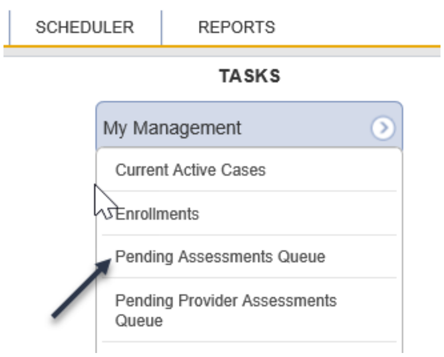
2. iConnect will route the Pending ROD to the Supervisor of the MCM that completed the ROD form. The Supervisor will access the Pending Assessments Queue to view the ROD

3. The MCM Supervisor will review all ROD's completed by the MCM.

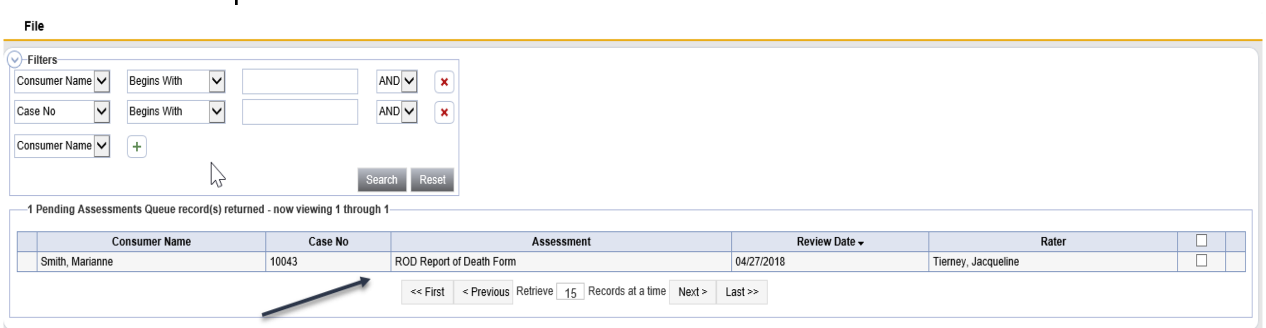
4. To begin, the Medical Case Manager Supervisor will log into iConnect and set Role = Region Clinical Workstream Lead. Click **Go.**



5. On the **My Dashboard,** find the Tasks Section and scroll down to the My Management Panel. Click on the **Pending Assessments Queue** link:



6. In the Pending Assessments Queue, click to open the form called Report of Death Form to review the form.



7. If all required information is noted, set Status = Submitted and click **File > Save and Close Forms.**

8. Should the MCM Supervisor find that the form is incomplete, or requires additional attention by the sending MCM, he or she can make changes to the form and/or will notify the MCM via a new Consumer Note record.

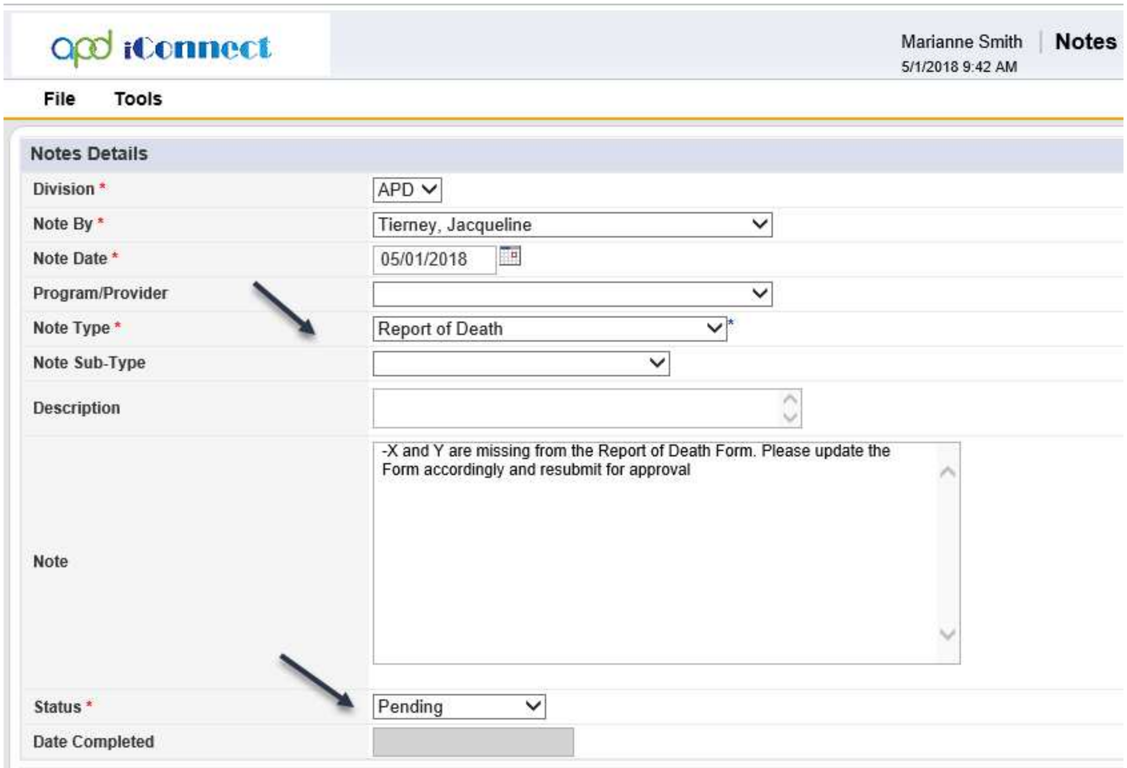
9. To add the Note, navigate to the consumer's record and click **Notes > File > Add Note.**

10. In the new Note, update the following fields:
    a. Division = APD
    b. Note Type = Report of Death
    c. Note = Indicate which portions of the Form are incomplete
    d. Status = Pending
    e. Route the Note to the MCM by clicking the **Ellipsis** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

11. When finished, click **File > Save and Close Note.**

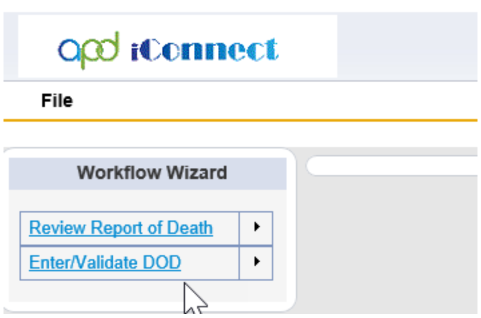
12. Repeat the review cycle (adding relevant changes to the existing Report of Death form) until the ROD form updates have been complete.

13. When all required information is noted on the Report of Death Form, MCM / MCM Supervisor will update Status = Submitted and click **File** > **Save and Close Forms**.

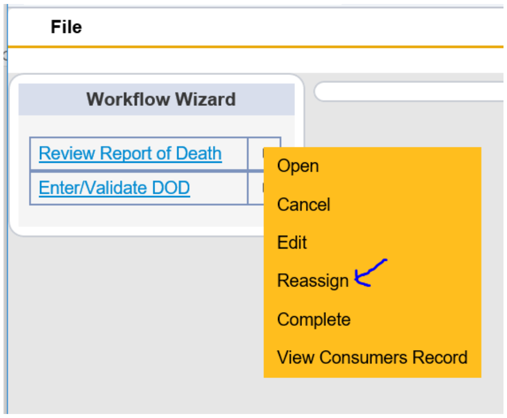


Reassign Ticklers

1. Upon saving the Report of Death Form with Status = Submitted, a Workflow Wizard will trigger the following Ticklers:
    a. Review Report of Death – *Assigned to Self but Reassign to State Office Nurse,* Due Immediately
    b. Enter/Validate DOD – *Assigned to Self but Reassign to State Office Nurse,* Due Immediately



2. In the Workflow Wizard window, hover over the arrow next to <u>each</u> Tickler and click **Reassign.**



3. In the Reassign Search window, type in the name of the State Office Nurse and click **Search.** Click on the matching record to send the Tickler to that user. The user will be able to access the reassigned Tickler via their **My Dashboard.**

4. A tickler can on be assigned to one user at a time. If additional users need to review the Report of Death, the State Office Nurse can reassign to that user after his/her review is complete.

Review Report of Death

1. The State Office Nurse will monitor the **My Dashboard** for Ticklers related to Reports of Death. To begin, log into iConnect and set Role = State Office Worker. Click **Go.**

2. On the **My Dashboard,** finding the consumer's section and scrolling down to the Ticklers Panel. Click on the **Ticklers** link:

3. In the Tickler Queue, use the multi-variable search to narrow the results down to the relevant Ticklers. Click **Search.**

Tip
When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking ***Search****.*

4. In the Tickler Queue, click to open the Tickler called **Review Report of Death.** Upon doing so, the consumer's Forms List View grid will open.

5. Click to open the Report of Death Form and review it for completion.
    a. Update the Vital Statistics Cause of Death field if necessary. This field should update automatically on the Demographics page from the DOH interface.
    b. Change the status from Submitted to Complete. Do not mark the status as complete unless the Vital Statistics Cause of Death exists.

6. When finished, click **File > Save and Close Forms.**
7. When the ROD status has been changed to Complete, open ROD Note and update the following fields:
    a. Description = ROD COMPLETE- DIVISION MAY BE CLOSED

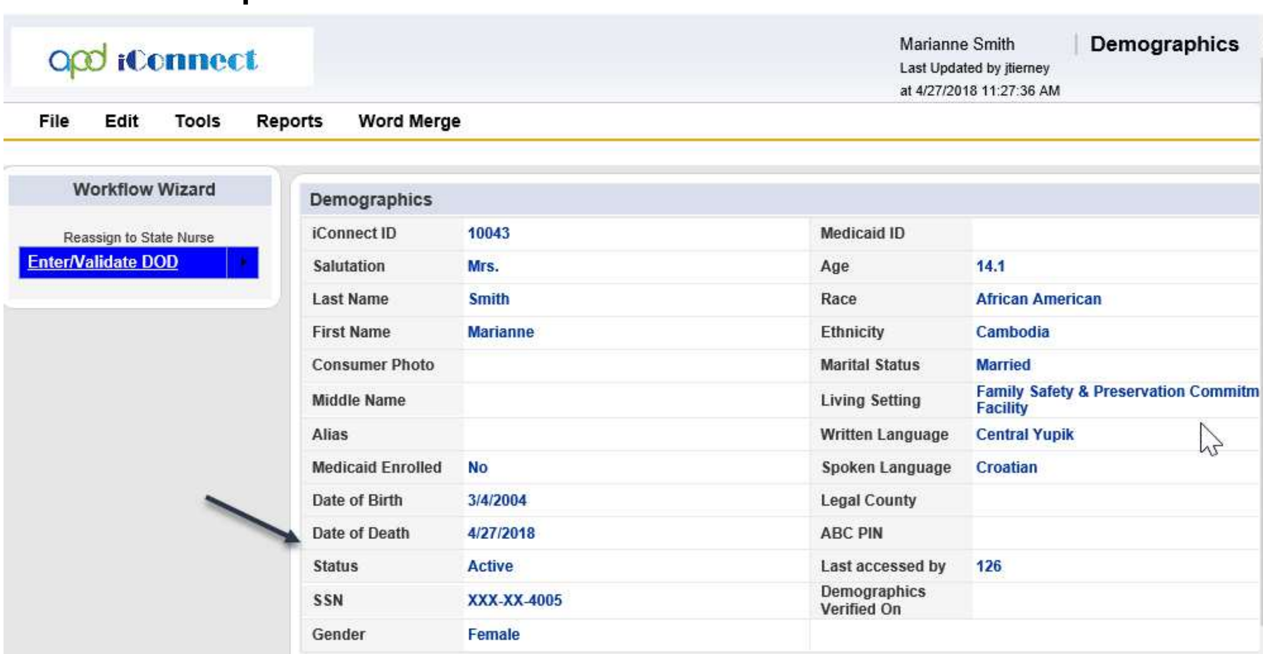
b. Note = ROD COMPLETE (this can only be done by entering in New Text field and clicking “Append Text to Note)
c. Recipients = Primary and Secondary workers listed in the Division Tab
d. Status = Complete

8. When finished, click **File > Save and Close Notes.**

9. Return to the Workflow Wizard, select the flyout menu to the right of the Review Report of Death tickler and select **Complete**.
10. If the Vital Statistics Cause of Death does not yet exist, do not mark the tickler as complete so it will remain in the tickler list as a reminder to the user to complete at a later date.

11. Back in the Tickler queue, click to open the Tickler called **Enter/Validate DOD**. Upon doing so, the consumer’s Demographics record will open.
    a. Ensure that the Date of Death field has populated with the correct date. If changes need to be made, click **Edit > Edit Demographics,** update the relevant fields, and click **File > Save and Close Demographics.**

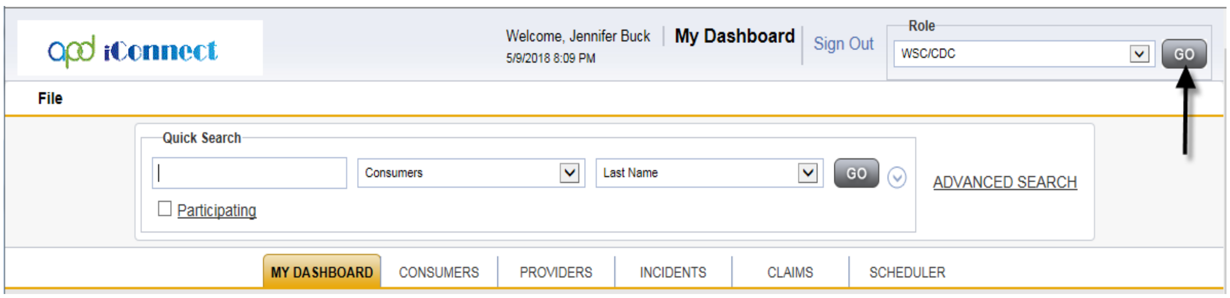
12. When finished, hover over the arrow next to the Tickler to click **Complete.** Then click **File > Close Workflow Wizard.**



Update Division Record

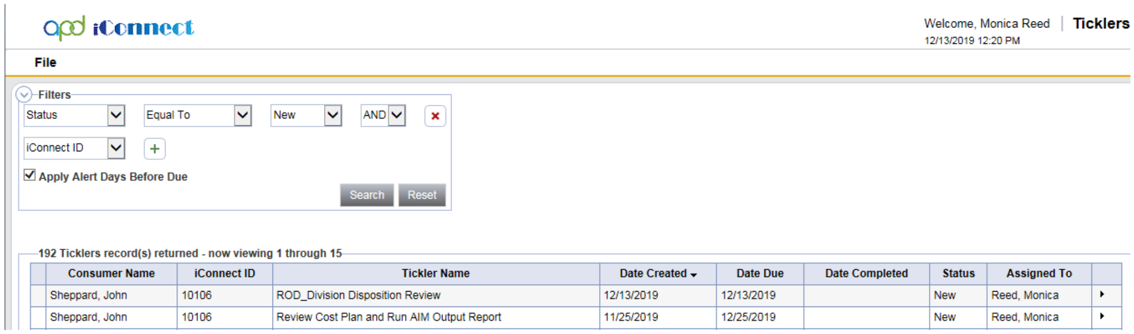
1. When the Report of Death Screen Design is saved by the MCM with Status = Submitted, a Workflow Wizard Triggers the following tickler.
    a. ROD – Division Disposition Review - For Waiver Consumers, update disposition to Pending Disenrollment for all others, cancel the ticker and proceed to the case closure process. – *Assigned to Primary Worker (Pre-Enrollment or Waiver Support Coordinator)* Due Immediately

2. The Primary Worker (Pre-Enrollment or Waiver Support Coordinator) will monitor their **My Dashboard** for Ticklers related to the ROD. To begin, log into iConnect and set Role = WSC/CDC. Click **Go.**



3. On the **My Dashboard,** find the Consumers Section and scroll down to the Ticklers Panel. Click on **Ticklers Due** to access the Tickler Queue:

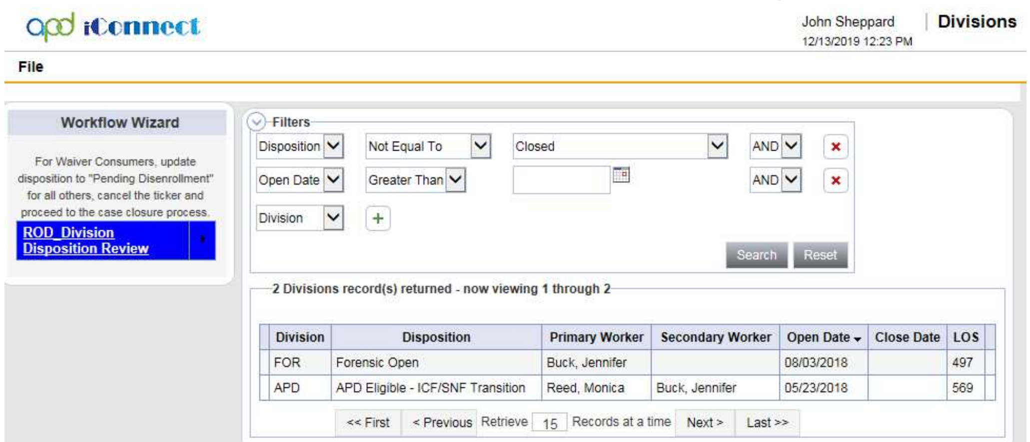
    a. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search.**



Tip

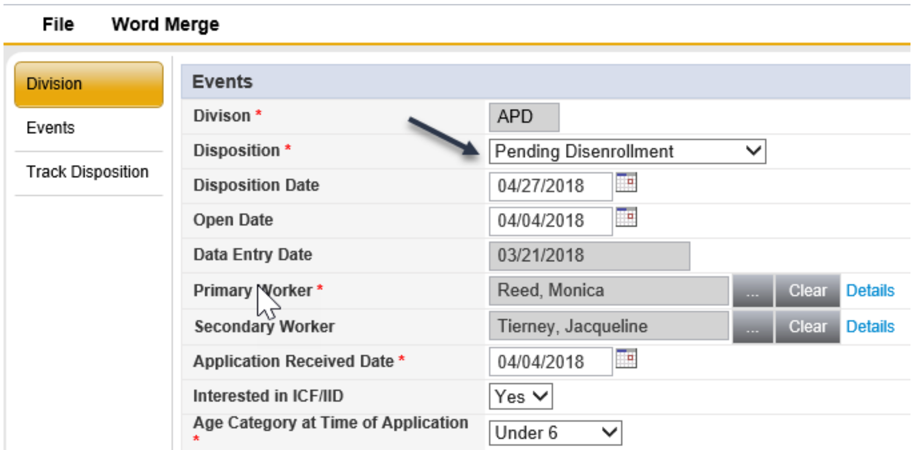
When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking ***Search****.*

4. In the Tickler Queue, find the Tickler called ROD-Division Disposition Review. Select the ticker to open. Upon doing so, the consumer's Division List View Grid will open.

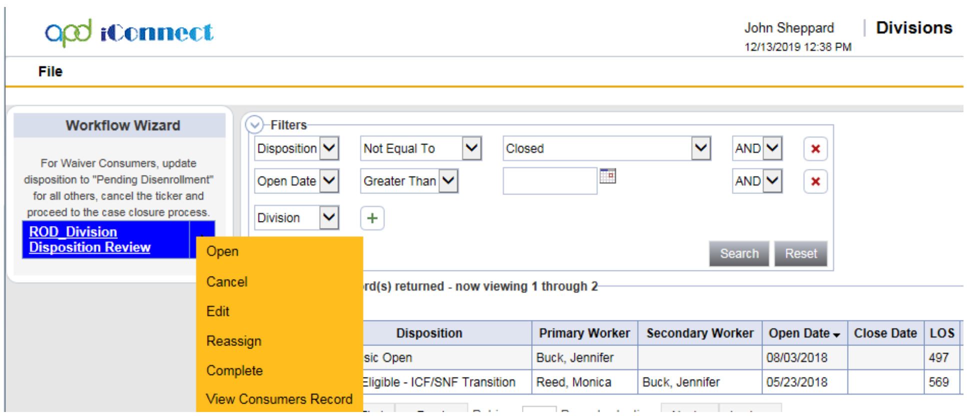


5. Click to open the APD Division record. In the record, update the following fields:
    a. Disposition = Pending Disenrollment

6. When finished, click **File > Save Division.**



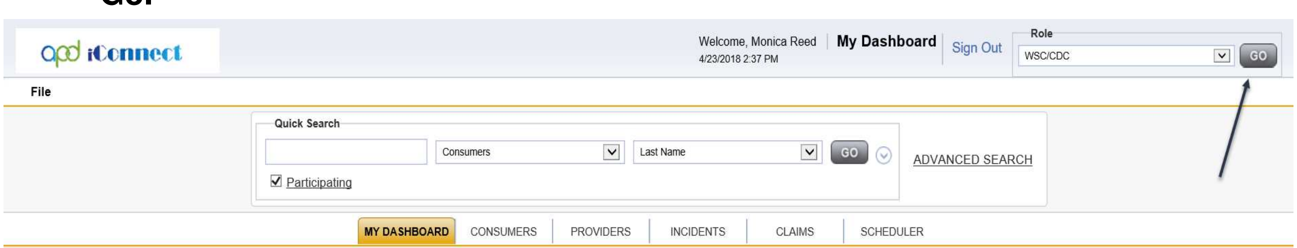
7. Return to the open tickler window. From the tickler flyout menu, select **Complete**.



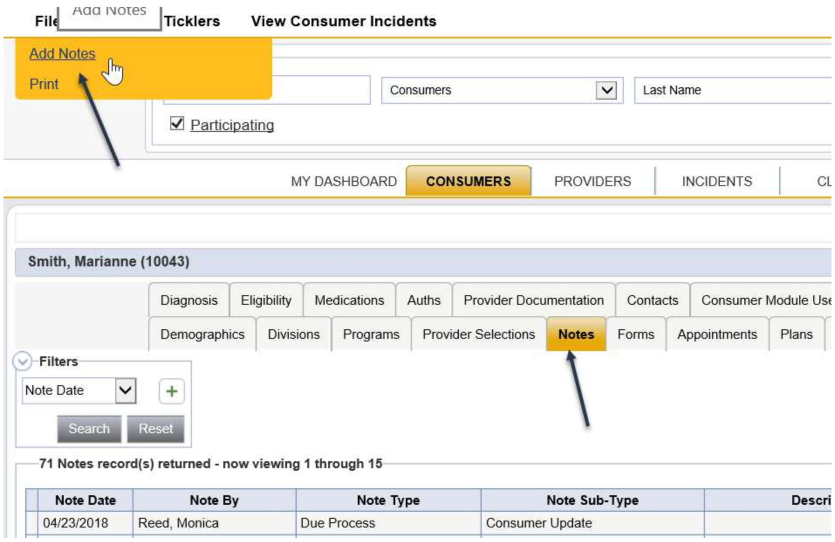
Disenrollment Request

1. The Pre-Enrollment or Waiver Support Coordinator will begin the case closure tasks and inform the Pre-Enrollment or Waiver Workstream Lead to send the request to Disenroll the Consumer to the State.

2. To begin, log into **iConnect** and set Role = WSC/CDC. Click **Go.**

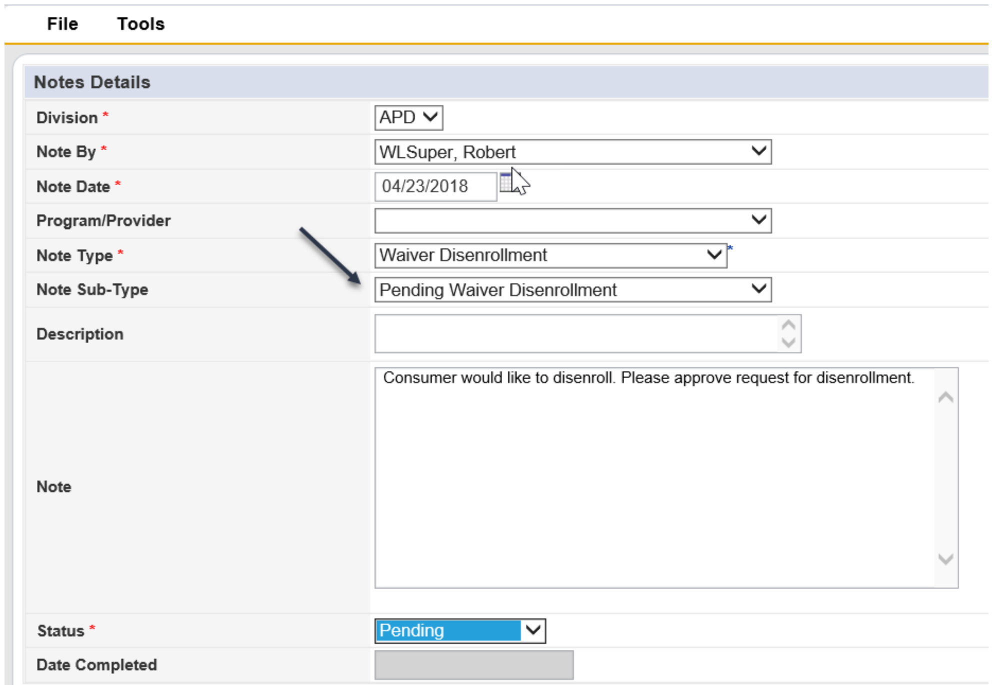


3. Navigate to the consumer’s record and click **Notes > File > Add Note.**



4. In the new Note record, update the following fields:
   a. Division = APD
   b. Note Type = Waiver Disenrollment
   c. Note Subtype = Pending Waiver Disenrollment
   d. Description = Due to Death
   e. Status = Pending
   f. Attach the necessary documents
   g. Route Note record to the Waiver Work Stream Lead by clicking the Ellipsis button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

5. When finished, click **File > Save and Close Notes.**



6. The Waiver Work Stream Lead will monitor their **My Dashboard** for Notes related to Waiver Disenrollment. To do so, log into iConnect and set Role = Region Workstream Lead. Click **Go.**

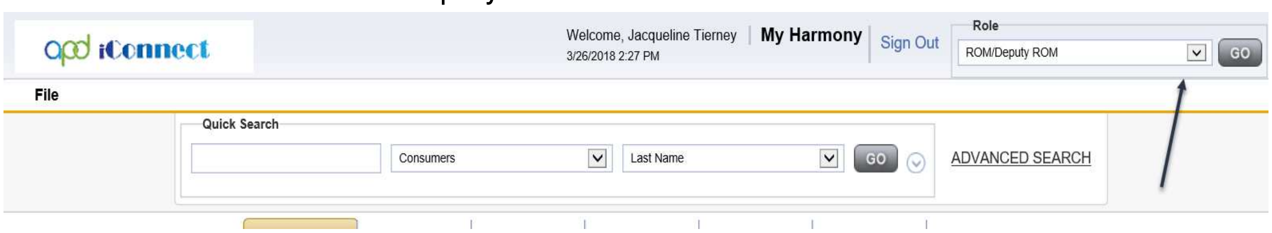
   a. On the **My Dashboard**, locate the Consumers panel and scroll down to the Notes section. Click on the **Pending** link to open a queue of Notes with Status = Pending

7. In the Pending Notes queue, open the Note record with Note Type = Waiver Disenrollment and Note Subtype = Pending Disenrollment:

a. Review the contents of the Note to determine next steps. Update the Note accordingly.
b. Leave Status = Pending
c. Route the Note record ROM/Designee for approval by clicking the **Ellipsis** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

8. When finished, click **File > Save and Close Note.**

9. The ROM/Designee will monitor their **My Dashboard** for Notes related to Waiver Disenrollment. Log into iConnect and set Role = ROM/Deputy ROM. Click **Go.**



10. On the **My Dashboard**, locate the Consumers panel and scroll down to the Notes section. Click on the **Pending** link to open a queue of Notes with Status = Pending

11. In the Pending Notes queue, open the Note record with Note Type = Waiver Disenrollment and Note Subtype = Pending Disenrollment:
    a. Review the contents of the Note and attachments

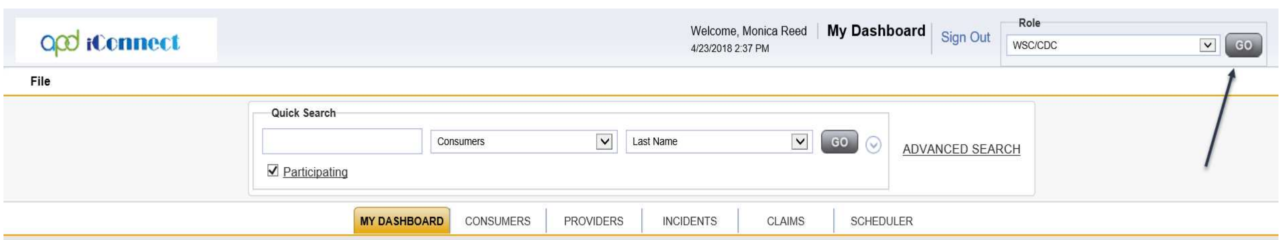
b. Update Note Subtype = Waiver Disenrollment Approved OR Waiver Disenrollment Denied

c. Set Status = Pending

d. Route the Note record back to the Waiver Workstream Lead and the Waiver Support Coordinator by clicking the Ellipsis button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

12. When finished, click **File > Save and Close Notes.**

13. The Waiver Support Coordinator will monitor their **My Dashboard** for Notes related to Waiver Disenrollment. Log into iConnect and set Role = WSC/CDC. Click **Go.**



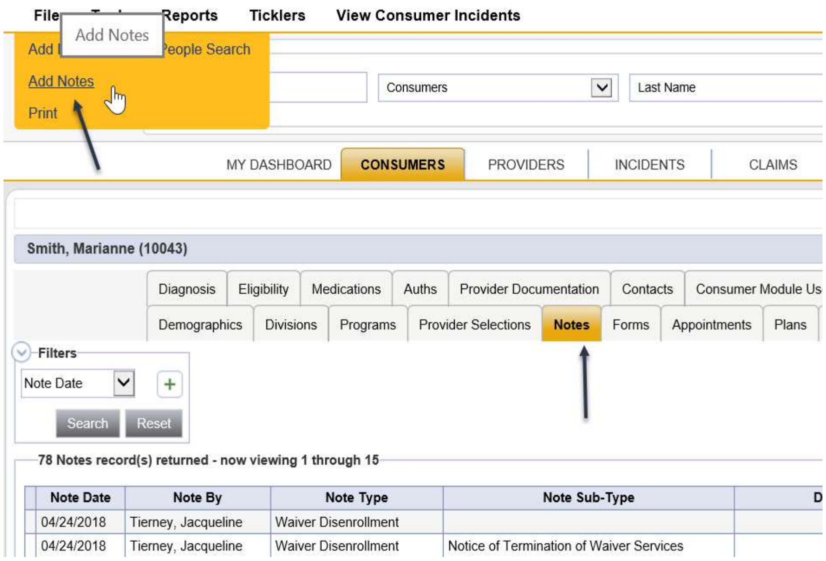
   a. On the **My Dashboard**, locate the Consumers panel and scroll down to the Notes section. Click on the **Pending** link to open a queue of Notes with Status = Pending.

14. In the Pending Notes queue, open the Note record with Note Type = Waiver Disenrollment and Note Subtype = Waiver Disenrollment Approved or Denied

   a. In the Note record, review the ROM/Designee's decision.

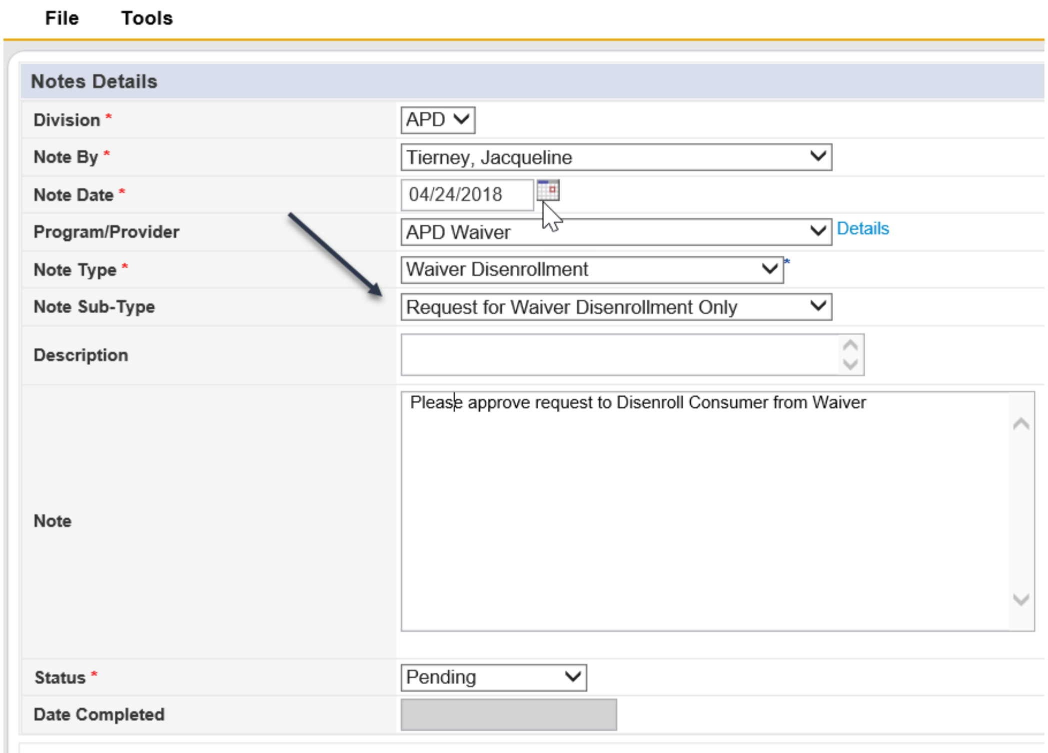
15. When finished, click **File > Close Notes.**

16. To proceed with Waiver Disenrollment, the Waiver Workstream Lead will navigate to the consumer's record and click **Notes > File > Add Note.**



17. In the new Note record, update the following fields:
    a. Division = APD
    b. Note Type = Waiver Disenrollment
    c. Subtype = Request for Waiver Disenrollment Only OR Request to Disenroll and Return to Pre-Enrollment
    d. Status = Pending
    e. Route the Note record to the State Office Worker by clicking the Ellipsis button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

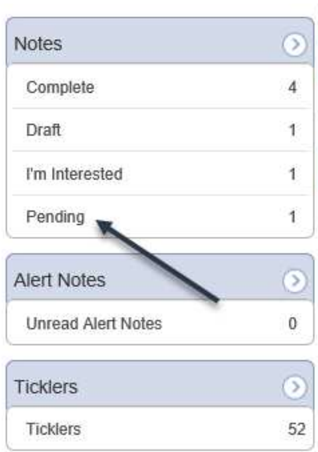
18. When finished, click **File > Save and Close Notes.**



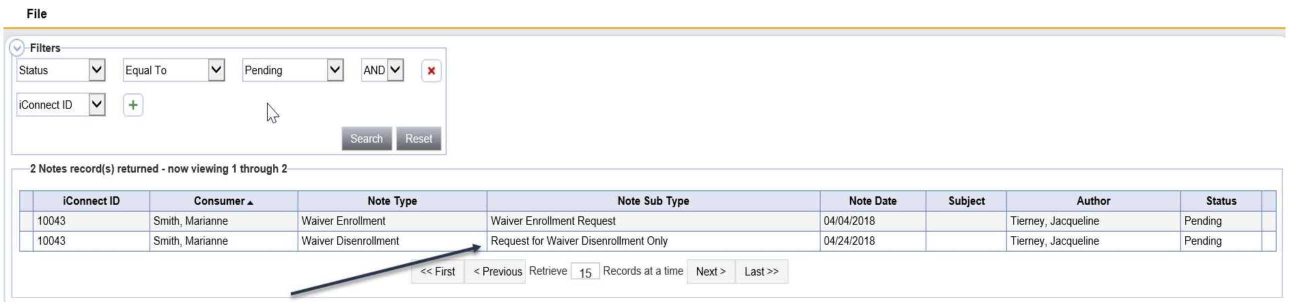
Waiver Program Disenrollment

1. The State Office Worker will monitor their **My Dashboard** for Note records related to Waiver Disenrollment. To do so, log into iConnect and set Role = State Office Enrollment. Click **Go.**

2. On the **My Dashboard**, locate the Consumers panel and scroll down to the Notes section. Click on the **Pending** link to open a queue of Notes with Status = Pending

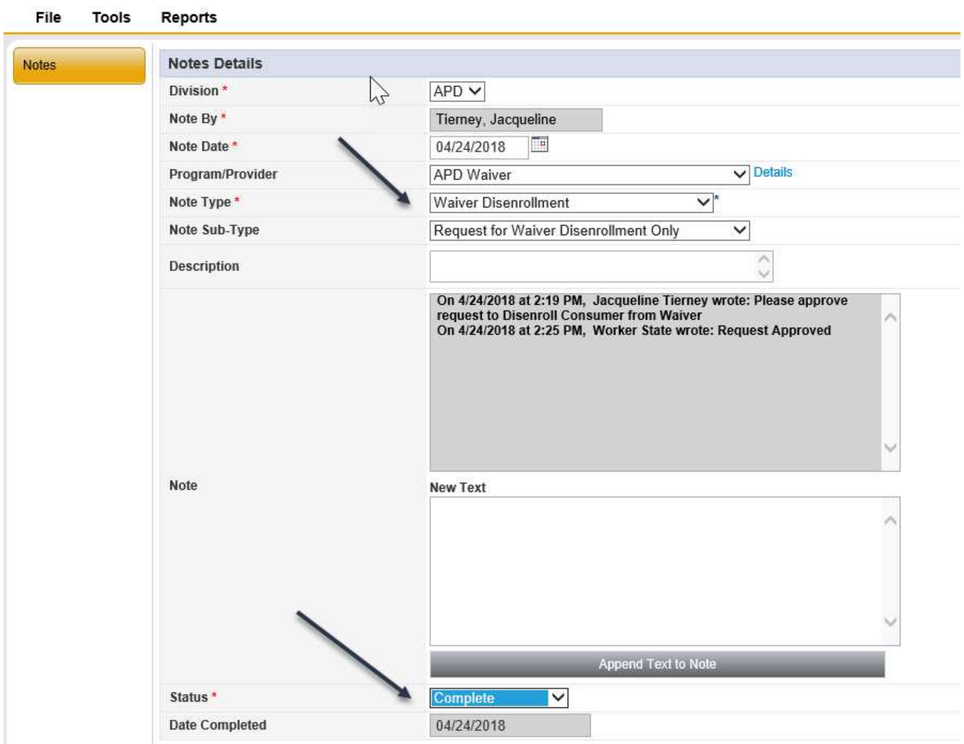


3. In the Pending Notes queue, open the Note record with Note Type = Waiver Disenrollment and Note Subtype = Request for Waiver Disenrollment Only OR Request to Disenroll and Return to Pre-Enrollment

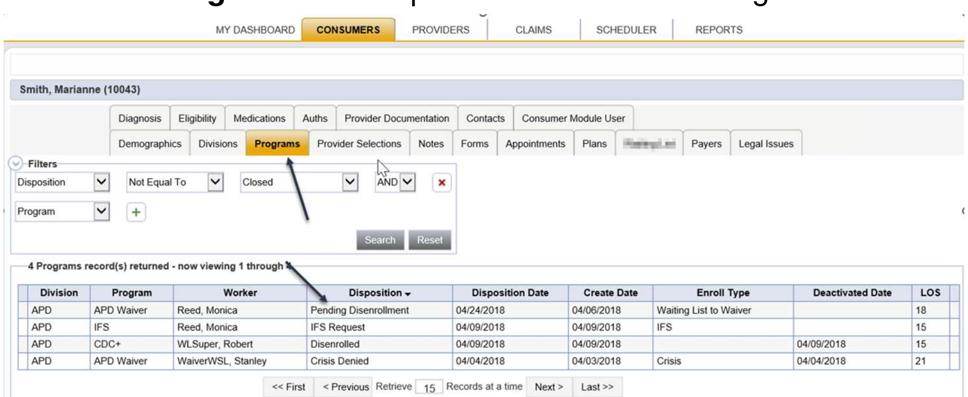


4. Review the contents of the Note record and update the following fields:
    a. Note = Indicate whether the disenrollment request is approved or disapproved
    b. Status = Complete
    c. Route the Note record to the Waiver Workstream Lead and/or the Pre-Enrollment Workstream Lead as a Note Recipient by clicking the Ellipsis button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

5. When finished, click **File > Save and Close Notes.**

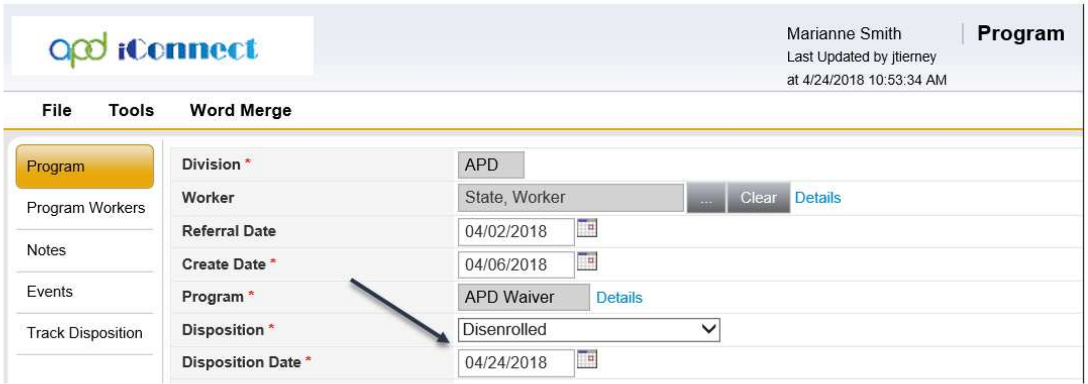


6. To disenroll the Consumer, the State Office Enrollment Worker will navigate to the consumer's record and click on the **Programs** tab > open the APD waiver Program record.



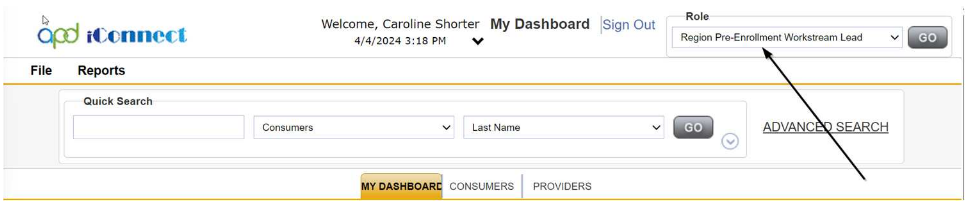
7. Update the following fields:
   i. Disposition = Disenrolled
   ii. Deactivated To = set to correct value
   iii. Deactivated Date = defaults to today's date

8. When finished, click **File > Save and Close Programs.**



9. The Waiver Workstream Lead and/or Pre-Enrollment Workstream Lead will monitor their **My Dashboard** for Note records related to Waiver Disenrollment status.

10. To begin, log into iConnect and set Role = Region Waiver OR Region Pre-Enrollment Workstream or Region Waiver Workstream Lead. Click **Go.**



11. On the **My Dashboard**, locate the Consumers panel and scroll down to the Notes section. Click on the **Complete** link to open a queue of Notes with Status = Complete.

12. Use the multi variable search to narrow down the search results. Open the Note record with Note Type = Waiver Disenrollment and Note Subtype = Request for Waiver Disenrollment Only OR Request to Disenroll and Return to Pre-Enrollment
    a. Review the contents of the Note. If the request was approved, create a new request for Case Closure via

a new Consumer Note record. Proceed to Case Closure section.

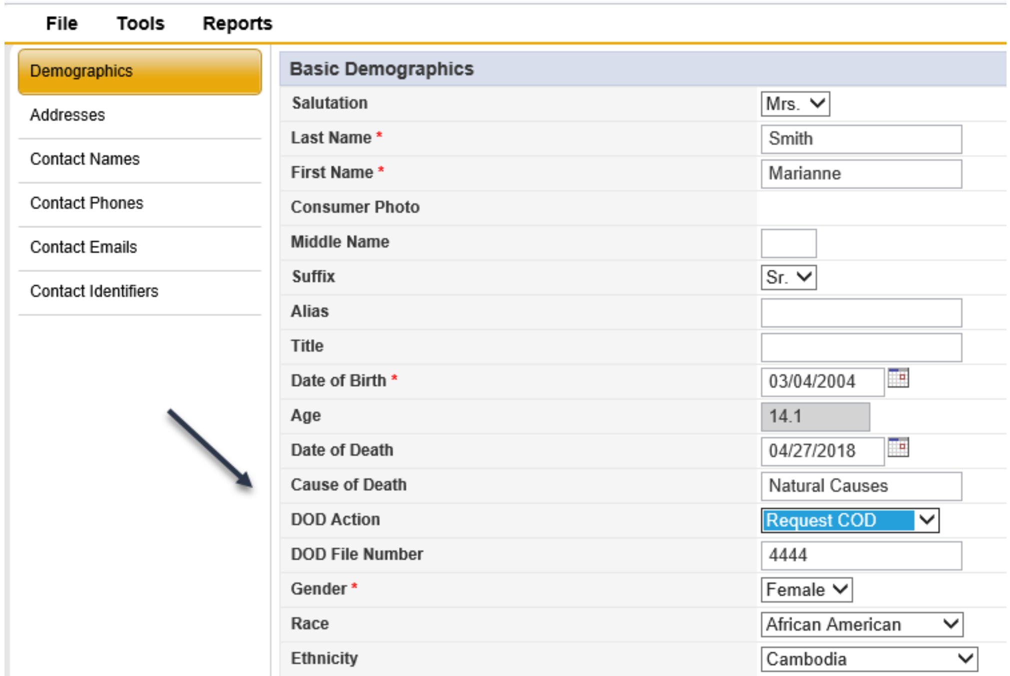
Important!

DO NOT CLOSE DECEASED CASES until State Office staff approval

This step impacts ticklers and completion of tasks.

Date of Death Interface

1. Every 16th day of the month, a scheduled job will run to import data from DOH via an agreed upon file format into iConnect:
    a. Once imported, the consumer's SSN and Date of Birth in the DOH data are compared with Consumer data within iConnect in order to locate a matching Consumer record.
    b. If an exact match has been identified, the system will update the consumer's Date of Death, the DOD File Number, and set the DOD Action Field = Request COD on the consumer's Demographic record in iConnect.
    c. These updates will then trigger a request for the Cause of Death field to be updated via the next monthly DOH data import.
    d. Note that for probable or inexact Consumer record matches, the consumer's data will not import from DOH into iConnect.

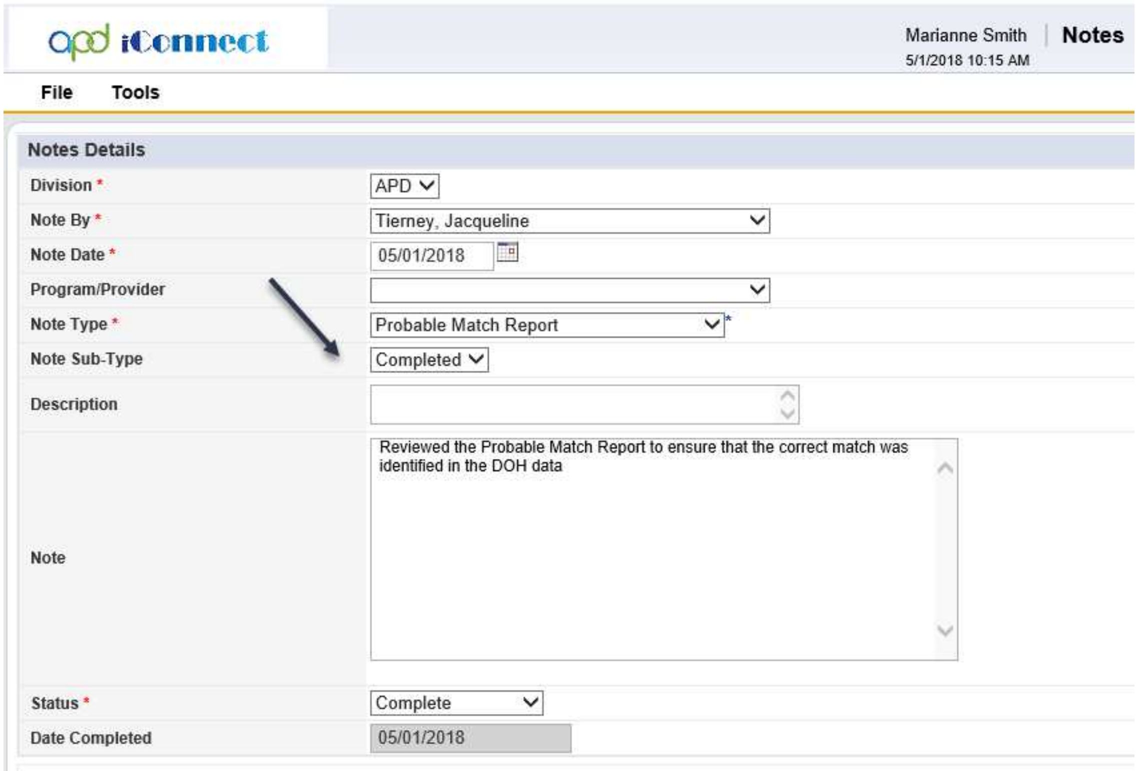


2. The State Office Nurse (or State Office Process Owner) will be able to review the Probable Match Report that identifies probable Consumer record matches between the DOH and iConnect data. Note that this report lives outside of iConnect.

3. After reviewing the Probable Match Report, the State Office Nurse will navigate to the consumer's record in iConnect and add a new Consumer Note record via **Notes > File > Add Note.**

4. In the new Note record, update the following fields:
    a. Division = APD
    b. Note Type = Probable Match Report
    c. Note Subtype =Completed
    d. Status = Completed
    e. Route the Note record to the Waiver Clinical Workstream Lead by clicking the **Ellipsis** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

5. When finished, click **File > Save and Close Notes.**



6. Based on the review of the Probable Match Report, updates to the consumer's death details may need to be updated (if the fields were not already automatically updated via the monthly DOH data import).

7. The State Office Nurse will navigate to the consumer's record and click **Demographics > Edit > Edit Demographics.** Update the following fields.
    a. Date of Death = update to correct date of death based on research found
    b. DOD Action = Request COD
    c. DOD File Number
    d. Cause of Death

8. When finished, click **File > Save and Close Demographics.**

9. When finished, proceed to the [Chapter on Case Closure.]