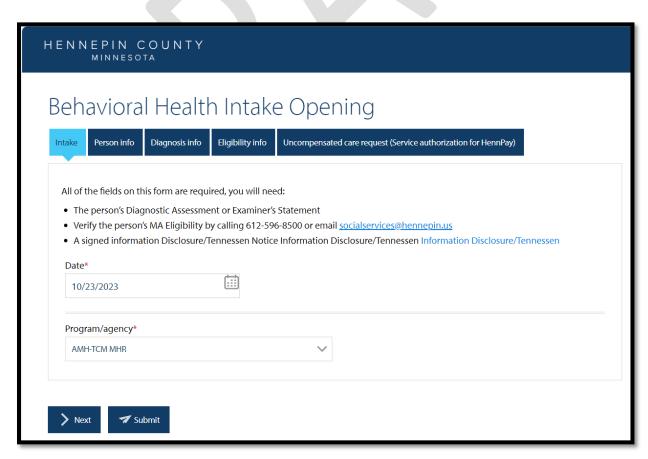
Hennepin County Human Services Behavioral Health Department Adult Case Management eForms Process & Procedure— updated 10/31/2023

- This document will review 3 eForms for Hennepin County providers to submit case management related requests. This is a DRAFT document and links will be provided when the forms are finalized.
 - o Hennepin County Behavioral Health Intake Opening (for AMH-TCM, ACT, FACT)
 - Uncompensated care request (Service Authorization for HennPay) (for AMH-TCM, ACT, FACT)
 - Contracted Partner Closing Request (for AMH-TCM, ACT, FACT)

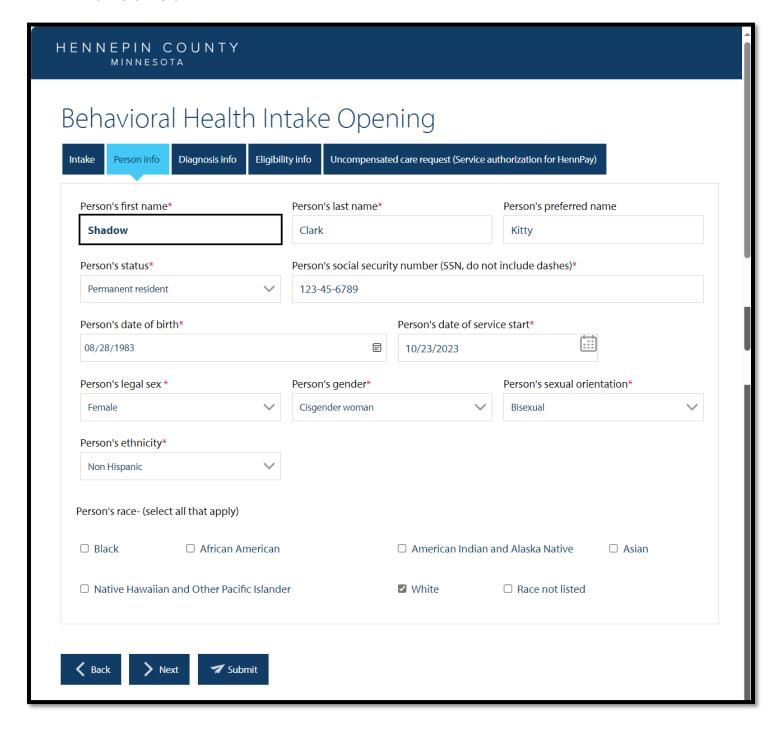
Hennepin County Behavioral Health Intake Opening

- 1. The Intake Opening form has 4 sections across the top: Intake, Person Info, Diagnosis info and Eligibility info
 - a. If the resident needs a Service Authorization for Uncompensated care at the time of intake, this section will auto-populate if the requirements are met.
 - b. The section you are currently in will show a light blue background
 - c. Other sections will show a dark blue background
- 2. Intake section
 - a. As noted on the eForm, all fields are required
 - b. You will need the DA or Examiner's statement
 - c. You will need to verify MA eligibility
 - d. The date auto-populates to today and does not need to be changed- this is a reference field for processing, you will fill in the date of service start on the Person info section
 - e. From the Program/agency drop-down list, select the agency and level of care
 - f. Click Next



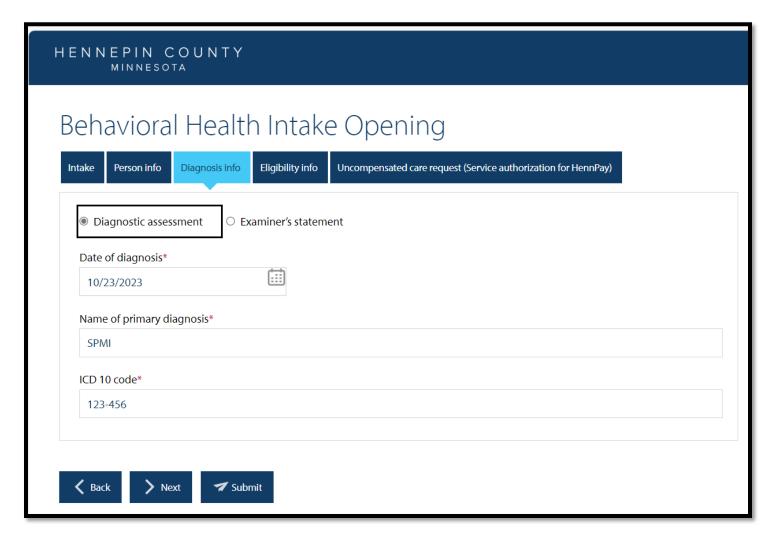
3. Person info section

- a. Fill out demographic info, do not include dashes or slashes for SSN or dates, they will auto-populate
- b. If a person's Status is "undocumented", the SSN field is optional and for the PMI#, insert 00000000
- c. Click Next



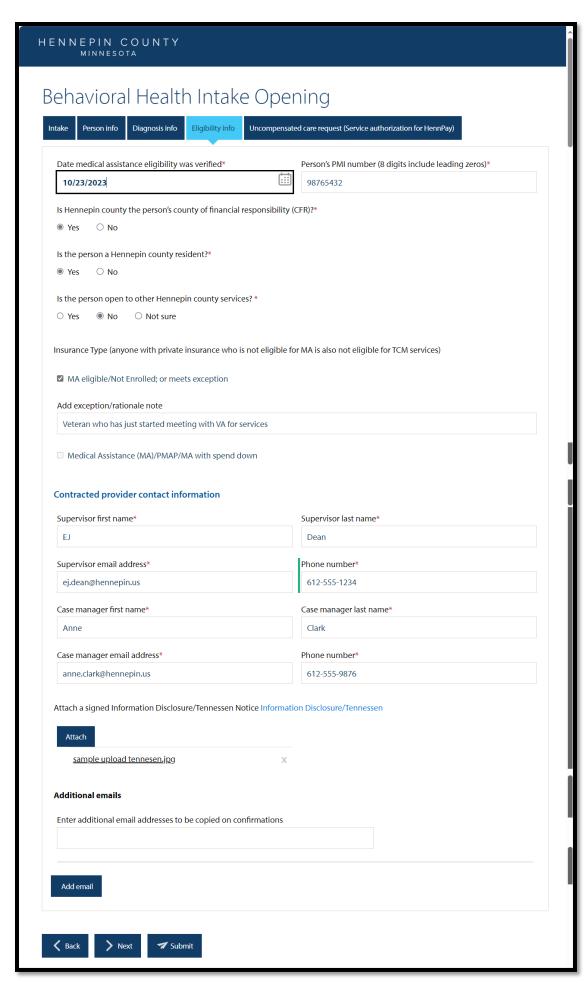
4. Diagnosis info section

- a. Select DA or Examiner's statement
- b. Indicate date of diagnosis (date the DA/Examiner's statement was issued)
- c. Type in the name of the Primary diagnosis
- d. Type in the ICD-10 code
- e. Click Next

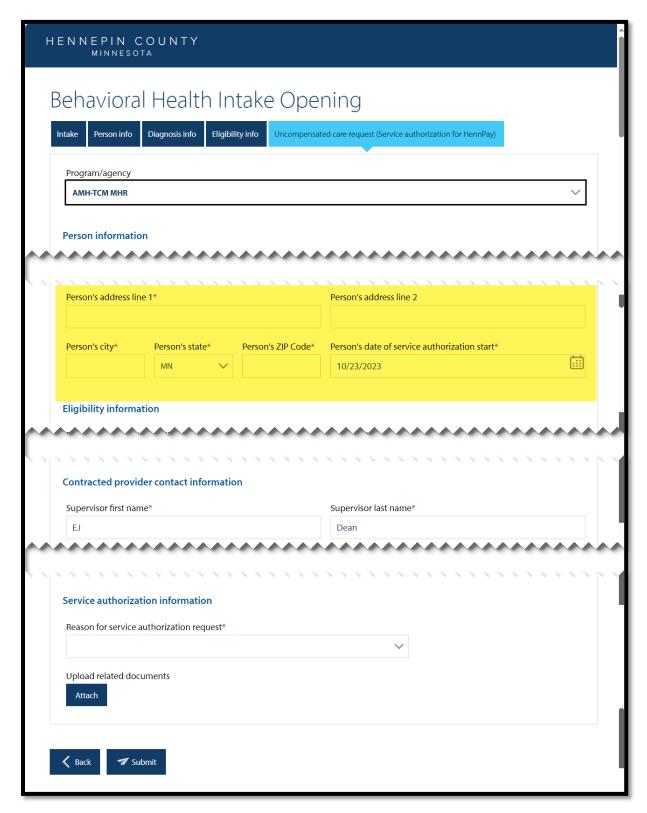


5. Eligibility info section

- a. Select the date that MA eligibility was verified
- b. Type in the full 8 digit PMI number, including leading 0s, if any (ex: 00235687, not 235687)
- c. Verify Hennepin CFR, resident and other services
- d. Select insurance type
 - i. MA Eligible/Not enrolled; or meets exception: type in exception
 - ii. Medical Assistance (MA)/PMAP/MA with spend down: type in provider/type
- e. Enter supervisor and case manager name, email and phone number
- f. Upload a complete and signed Information Disclosure/Tennesen Notice
- g. Include additional email addresses who will be copied on receipts and final confirmations
- h. If the person meets qualifications for Uncompensated care request (Service Authorization for HennPay), the section will populate, click Next
- i. If the person does not meet Uncompensated care request (Service Authorization for HennPay) requirements, click Submit



- 6. Uncompensated care request (Service Authorization for HennPay) section
 - a. Most of the information from the Intake Opening form will auto-populate on the Uncompensated care request section
 - b. Add the person's address toward the top
 - c. Select the Reason for service authorization request from the drop down menu, this will determine the length of time the service authorization is approved for
 - d. If necessary, upload documents related to the Uncompensated care request
 - e. Click Submit



- 7. Once you have clicked Submit, the form will be sent to Hennepin County Office support
- 8. All email addresses listed (Supervisor, Case Manager, any additional added email addresses) will get an email receipt that the form was submitted
- 9. Hennepin staff will process the request
- 10. Once the request is processed, you will receive a confirmation email with:
 - a. PDF copy of the Intake Opening form
 - b. PDF copy of the Uncompensated care request (Service Authorization for HennPay) form (if completed)
 - c. Approval or Denial for Uncompensated care request (Service Authorization for HennPay) if completed

Uncompensated care request (Service Authorization for HennPay) for a person actively getting case management

The Uncompensated care request (Service Authorization for HennPay) is available to submit requests for residents who are not new to services. All sections of the form will need to be filled out, there is no auto-population.

Contracted Partner Closing Request

- 1. Complete the fields on the form, include leading 0s on the PMI
- 2. Attach Closing/Discharge Summary AND Notice of Action
- 3. Click Submit
- 4. Once you have clicked Submit, the form will be sent to Hennepin County Office support
- 5. The email address listed will get a receipt that the form was submitted
- 6. Hennepin staff will process the request
- 7. Once the request is processed, you will receive a confirmation email with the close date.

