Overview

This document describes how to gain access to an existing client record, using the Consumer Provider data element.   It also describes how to make assessment data available to users at another agency or provider.

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Revision History

Date	Version	Description	Author
January 11, 2008	1.0	Draft for release to SIMS Community	Jim Ospenson & Brendan Carroll
January 25, 2008	1.1	Updates after release ▪ Issue with View Access for Consumer Provider only ▪ Clarified service agency, service provider for CAE screenings as secondary agency ▪ Clarified scenario 3: sharing assessment. Emphasized that this is separate and distinct from the Coastline G/AFC determinations process.	

Responsibilities of Non-Default Agencies

Please see the document named **Policy: Data Update Rights & Responsibilities when you are not the consumer's Default Agency.**
   ▪ Filename: *Policy-Data Updating for non-Default Agency users.doc*

Client Sharing Contacts

Agencies must manage and publish client sharing contacts in order to make this process as efficient as possible. This is an ASAP managed list. We suggest that there are at least two (2) contacts listed for each agency.

The Client Sharing team at each agency is the focal point for
   • Making sharing requests to other agencies, and following them up, and
   • Receiving, evaluating and executing sharing requests from other agencies.

Scenario 1: Performing a CAE Screen

Agency "SCR" (the screening agency) needs to perform a CAE screen on client Mildred Robinson, but Mildred already has a SAMS record, where the Default Agency is Agency "DA". Agency SCR cannot enroll the client, or create services orders or assessments.

#	Who	Step	Notes
Scenario 1: Performing a CAE Screen			
1	Agency SCR	Learns of client to be screened.	
2	Agency SCR	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency is Agency DA, who provides Home Care services.	
3	Agency SCR	Attempt to enroll client in CAE. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 13. Users at Agency SCR already have access to this client in order to enroll, assess, and create service orders, service deliveries, and journal entries.	
4	Agency SCR	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting (1) ability to enroll and assess this client (2) Visibility of most recent CDS.	The list of sharing contacts is managed by ASAPs.
5	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
6	Agency DA	Grants Agency SCR the ability to provide services (ability to enroll and assess). (1) Add Consumer Provider = Agency SCR. (2) Start date = date of request or today's date. (3) Save Client record.	After saving, the client is now visible on consumer list for users at Agency SCR. **Rule**: Do not set the default consumer provider attribute.
7	Agency DA	**Grants visibility of most recent CDS** 1. Locate most recent CDS 2. Reassess, setting a. **Assessment Agency** = Agency DA, and b. **Assessment Provider** =	**Suggestion for Best Practice**: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency SCR and Agency DA. Format for Assessor field info:

Scenario 1: Performing a CAE Screen			
#	**Who**	**Step**	**Notes**
		Agency SCR. 3. Save Assessment. **Visibility**: This assessment is **visible** to authorized users at both Agency DA and Agency SCR. **Editability**: only users at Agency DA are able to edit this assessment.	▪ Name, Agency, purpose ▪ **Example**: Jane Smith, Springwell, release to Somerville-Cambridge See screenshots 1 & 2 below.
8	Agency DA	Activity is documented via Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency SCR]	This Journal Entry will only be visible to users at Agency DA. Use the Journal Text to indicate the requester and reason for this request.
9	Agency DA	Authorized staff person responds to email, indicating that request has been granted, and executed.	
10	Agency SCR	Email received, work begins.	
11	Agency SCR	Opens consumer record for John Robinson. Verify that user has access to update consumer (look for active Add Enrollment button).	Issue: if a Consumer Provider element has been added, but not a shared assessment, client record may not appear in user's consumer list. Access via Search instead. After a Service Order has been created, the Consumer will appear on the consumer list for users at Agency SCR. This issue has been reported to Synergy.
12	Agency SCR	Sharing request and Agency DA's actions are documented in a Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency SCR]	This Journal Entry will only be visible to users at Agency SCR. Use the Journal Text to indicate the requester and reason for this request.
13	Agency SCR	Enrollment into CAE program ▪ if there is not already an open CAE enrollment	
14	Agency SCR	Service order for relevant CAE service is created. For the Service Order, use • Service Agency = Agency SCR • Service Provider = Agency SCR	NOTE: Service Orders for all CAE screenings will be required in Jan 2008.

Scenario 1: Performing a CAE Screen			
#	Who	Step	Notes
15	Agency SCR	Views assessment. Screening and determination activities take place. The CDS created by Agency DA is visible, but is **read-only** and not editable by users at Agency SCR.	

16	Agency SCR	**Reassess into a new CDS**
		
		1. Locate CDS created by Agency DA in step 7 above
		2. Reassess, setting
		    a. **Assessment Agenc**y = Agency SCR, and
		    b. **Assessment Provider** = Agency DA.
		3. Save Assessment.
		
		Record screening data in the new CDS.
			Only users at Agency SCR (The Assessment Agency) are able to edit this assessment.
			
			Setting Assessment Provider = Agency DA makes the assessment visible, but not editable, to users at Agency DA.
			
			Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency S and Agency HC. Format for Assessor field info:
			▪ Name, Agency, purpose
			▪ **Example**: Jane Smith, Springwell, NF Short Term Review
			
			See screenshots 1 & 2 below.

17	Agency SCR	Create Journal Entry for screening. Write documentation as per EOEA policy.	
18	Agency SCR	Create Service Delivery Record for CAE Screening service. For the Service Delivery, use • Service Agency = Agency SCR • Service Provider = Agency SCR	
19	Agency SCR	If appropriate, terminate the client's enrollment to CAE.	Reasons *not* to terminate this enrollment: ▪ The client received a short-term approval and will be reassessed by Agency SCR in a short time. ▪ The enrollment was created by Agency DA.

NOTE regarding eligibility determinations for AFC or GAFC:

- ASAPs who are presenting a client for AFC/GAFC determination by Coastline must follow the process outlined in October 2007. These ASAPs are also AFC or GAFC providers. Coastline will not determine a client's eligibility unless the Enrollment, CDS, Service Order and Action are created as specified by the October document entitled *New Process- Coastline G-AFC Processing within SIMS - 2007-10-23.doc*.

- An ASAP who is a AFC/GAFC provider must enroll a client in CAE and create a Service Order and CDS to kick off the determination process. It's possible that a particular client requests G/AFC determination and already has a consumer record in SIMS, but the ASAP cannot modify the client record because it was created by another agency. In this case the ASAP (as Agency SCR in Scenario 1 above) will need to make a client sharing request of another agency (as Agency DA above) in order to enroll the client. Note: Coastline should not be involved in this request until the Service Order, CDS, and Action are complete.

Scenario 2: Enrolling for NAPIS Congregate Meal

Client Jack Robinson begins attending a congregate meal site operated by Agency "CMP" (the Congregate Meal Provider). When Agency CMP attempts to register Jack, they see that he already has a SAMS client record, where Agency DA is the Default Agency. Agency CMP cannot enroll the client or record services.

Scenario 2: Enrolling for NAPIS Congregate Meal			
#	Who	Step	Notes
1	Agency CMP	Identify client who has attended congregate meal site.	
2	Agency CMP	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency, who provides Home Care services.	
3	Agency CMP	Attempt to enroll client in NAPIS Title III. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 11. Users at Agency CMP already have access to this client in order to enroll, add service deliveries, and journal entries.	

Scenario 2: Enrolling for NAPIS Congregate Meal

#	Who	Step	Notes
4	Agency CMP	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting (1) Ability to enroll and deliver congregate meals to this client. (2) Permission to update residential address and municipality field.	The list of sharing contacts is managed by ASAPs. There is a possibility that the municipality field is being used by the Default Agency to deliver Home Delivered Meals. It is important to ask whether the Default Agency if the client already exists on a meal route, to guarantee the client has uninterrupted meal service. If the client has a municipality and is currently on a route, the secondary or provider agency should not change the municipality. **RISK:** Changing a client's municipality will result in the client not appearing on the Default Agency's route sheet. The client's meals may be interrupted.
5	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
6	Agency DA	Grants Agency CMP the ability to provide services (ability to enroll and deliver). (1) Add Consumer Provider = Agency CMP. (2) Set start date = date of request or today's date (3) Save Client record.	After saving, the client is now visible on consumer list for users at Agency CMP. **Rule**: Do not set the *default* consumer provider attribute.
7	Agency DA	Activity is documented via Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency CMP]	This Journal Entry will only be visible to users at Agency DA. Use the Journal Text to indicate the requester and reason for this request.
8	Agency DA	Authorized staff person responds to email, indicating that request has been granted, and executed.	
9	Agency CMP	Email received, work begins.	

Scenario 2: Enrolling for NAPIS Congregate Meal			
#	Who	Step	Notes
	Agency CMP	Opens consumer record for Jack Robinson. Verify that user has access to update consumer (look for active Add Enrollment button).	Issue: if only a Consumer Provider element has been added, the client record may not appear in user's consumer list. Access via Search instead. After a Service order or Service Delivery has been created, the Consumer will appear on the consumer list for users at Agency CMP. This issue has been reported to Synergy.
10	Agency CMP	Sharing request and Agency DA's actions are documented in a Journal Entry. Set Journal Type = Consumer Provider Added Set Journal Headline = [name of Agency CMP]	This Journal Entry will only be visible to users at Agency CMP. Use the Journal Text to indicate the requester and reason for this request.
11	Agency CMP	Enrollment into NAPIS Title III program ▪ if there is not already an open NAPIS Title III enrollment.	
12	Agency CMP	Add client to appropriate meal site route, roster and deliver congregate meals.	**Best Practice**: Secondary or provider agency should manually add congregate meal consumer to the appropriate meal site route. We strongly recommend that secondary agency does NOT change the municipality in the consumer's record, if one exists. The risk is that the Default Agency is providing home delivered meals to the client, and by changing the municipality the client will not receive a meal.

Scenario 3: Sharing Assessment Data between Two (2) Agencies

To perform a CAE screening after her recent hospitalization, Agency CP needs visibility to the most recent CDS assessment for client Eileen Robinson, who receives home care services from Agency DA. Having served the client in the past, Agency CP can create a CAE enrollment, and see a CDS assessment. However, that assessment is more than 18 months old, and the screening RN suspects there is a more recent assessment.

Assumption: Both agencies already have visibility and edit rights to the consumer, Agency DA is the Default Agency and Agency CP is listed as a consumer provider.

Scenario 3: Sharing Assessment Data between two (2) Agencies

#	Who	Step	Notes
1	Agency CP	Learns of client for whom the need to assess.	
2	Agency CP	Search in SAMS reveals that the client exists in their consumer list, but they cannot see any assessments.	
3	Agency CP	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting visibility of most recent CDS.	The list of sharing contacts is managed by ASAPs.
4	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
5	Agency DA	**Grants visibility of most recent CDS** 1. Locate most recent CDS 2. Reassess, setting a. **Assessment Agency** = Agency DA, and b. **Assessment Provider** = Agency CP. 3. Save Assessment. **Visibility**: This assessment is **visible** to authorized users at both Agency DA and Agency SCR. **Editability**: only users at Agency DA are able to edit this assessment.	**Suggestion for Best Practice**: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency SCR and Agency DA. Format for Assessor field info: ▪ Name, Agency, purpose ▪ **Example**: Jane Smith, Springwell, release to Somerville-Cambridge See screenshots 1 & 2 below.
6	Agency DA	Activity is documented via Journal Entry. Set Journal Type = Assessment Shared Set Journal Headline = with Agency CP	This Journal Entry will only be visible to users at Agency DA. Use the Journal Text to indicate the requester and reason for this request. Need new journal type?
7	Agency DA	Authorized staff person responds to email, indicating that request has been granted, and executed.	
8	Agency CP	Email received, work begins.	
9	Agency CP	Opens consumer record for Eileen Robinson.	

Scenario 3: Sharing Assessment Data between two (2) Agencies			
#	**Who**	**Step**	**Notes**
10	Agency CP	Sharing request and Agency DA's actions are documented in a Journal Entry. Set Journal Type = Assessment Shared Set Journal Headline = by Agency DA	Use the Journal Text to indicate the requester and reason for this request. Need new journal type for this ?
11	Agency CP	If a CAE screening service will be performed, create Service Order, using • Service Agency = Agency CP • Service Provider = Agency CP	
12	Agency CP	Views assessment. The CDS created by Agency DA is visible, but is **read-only** and not editable by users at Agency SCR.	

13	Agency CP	**Reassess into a new CDS**
		
		4. Locate CDS created by Agency DA in step 5 above
		5. Reassess, setting
		    a. **Assessment Agenc**y = Agency SCR, and
		    b. **Assessment Provider** = Agency DA.
		6. Save Assessment.
		
		Record assessment data in the new CDS.
			Only users at Agency SCR (The Assessment Agency) are able to edit this assessment.
			
			Setting Assessment Provider = Agency DA makes the assessment visible, but not editable, to users at Agency DA.
			
			Suggestion for Best Practice: use the Assessor field to indicate the purpose of this assessment. This field is visible at a glance to users at both Agency S and Agency HC. Format for Assessor field info:
			▪ Name, Agency, purpose
			▪ **Example**: Jane Smith, Springwell, NF Short Term Review
			
			See screenshots 1 & 2 below.

14	Agency CP	If a CAE screening service has been performed, create Service Delivery, using • Service Agency = Agency CP • Service Provider = Agency CP	

Scenario 4: Access to Enroll in a Locally Administered Program

Jane Robinson is currently in SAMS linked as a Care Recipient in the Family Caregiver Support program with the default agency of Agency DA. Agency LOC (the locally administered program agency) needs to gain access to this client to enroll them in a locally administered program.

Scenario 4: Enrolling in a Locally Administered Program

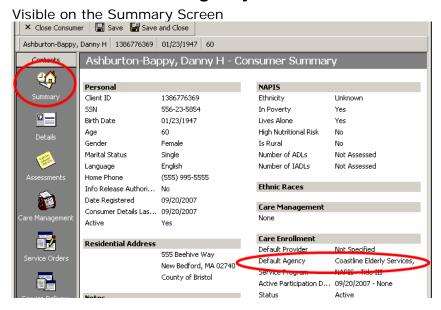| #	Who	Step	Notes
1	Agency LOC	Learns of client for whom they wish to provide a SAMS service.	
2	Agency LOC	Search in SAMS reveals that client record exists in SAMS. The client's Default Agency is Agency DA.	
3	Agency LOC	Attempt to enroll client. If attempt to enroll fails due to lack of permission, then proceed to step 4. Otherwise, proceed to Step 11. Users at Agency LOC already have access to this client in order to enroll, deliver services, and add journal entries.	
4	Agency LOC	Authorized staff person sends email request to Client Sharing contact(s) at Agency DA, requesting ability to enroll this client.	The list of sharing contacts is managed by ASAPs.
5	Agency DA	Email received by Client Sharing contact and evaluated. Request granted.	
6	Agency DA	Grants Agency LOC the ability to enroll. (1) Add Consumer Provider = Agency LOC. (2) Set Start Date = date of request or today's date. (3) Save Client record.	After saving, the client is now visible on consumer list for users at Agency LOC. **Rule**: Do not set the default provider attribute.
7	Agency DA	Activity is documented via Journal Entry. Set Journal Type = Consumer Provider Added. Set Journal Headline = [name of Agency LOC]	This Journal Entry will only be visible to users at Agency DA. Use the Journal Text to indicate the requester and reason for this request.
8	Agency DA	Authorized staff person responds to email, indicating that request has been granted,	

Scenario 4: Enrolling in a Locally Administered Program			
#	Who	Step	Notes
		and executed.	
9	Agency LOC	Email received, work begins.	
10	Agency LOC	Opens consumer record for Jane Robinson.

Verify that user has access to update consumer (look for active Add Enrollment button). | Issue: if only a Consumer Provider element has been added by Agency DA, the client record may not appear in user's consumer list. Access via Search instead. After a Service Order or Service Delivery has been created, the Consumer will appear on the consumer list for users at Agency CMP. This issue has been reported to Synergy. |
| 11 | Agency LOC | Sharing request and Agency DA's actions are documented in a Journal Entry.

Set Journal Type = Consumer Provider Added

Set Journal Headline = [name of Agency LOC] | Use the Journal Text to indicate the requester and reason for this request. |
| 12 | Agency LOC | Enroll client in to Locally Administered Program and deliver services. | |

Recognizing key data elements

What is the Default Agency?

Visible on the Summary Screen
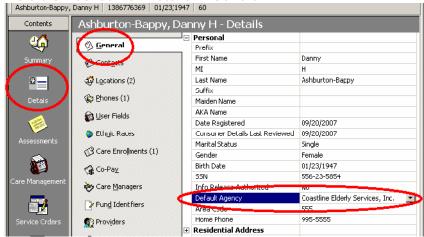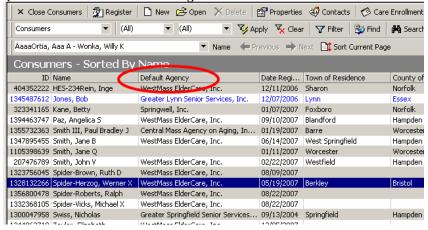
Visible on Consumer Details > General

Visible on Consumer list
(make this column visible: go to View > Current View > Format Columns)

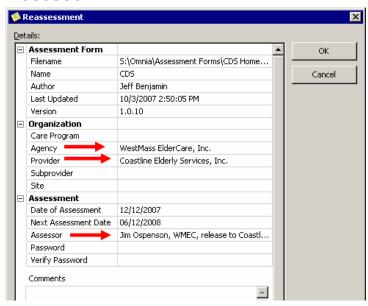## What is the Consumer Provider?

Visible in Consumer > Details > Providers

Additional Screenshots

Screenshot 1: Setting Assessment Agency, Assessment Provider, Assessor

SIMS

Screenshot 2: Assessment Agency, Assessment Provider, Assessor visible to all users who can see the assessment

To add Assessment Agency and Assessment Provider to your assessment list view, go to View > Current View > Format Columns.