

Hospital Exemption Notification System (HENS) – Nursing Facility User Guide

Purpose and Overview of HENS

To admit an individual to a Medicaid-certified Nursing Facility (“nursing facility”) under the PASRR hospital exemption provision of the Ohio Administrative Code, 5101:3-3-15.1, hospitals are required to provide the nursing facility with a completed form ODJFS 07000 signed by the physician, and then send a copy of the form to the PASSPORT Administrative Agency (PAA). The Hospital Exemption Notification System (HENS) is a web-based tool that provides a way for the hospital to complete form 07000 electronically and submit the form to both the PAA and the receiving nursing facility. The nursing facility can then access HENS and print and/ or save the notification so it becomes part of the individual’s record.

The electronic notification submitted by the hospital to the PASSPORT Administrative Agency using HENS will not include an actual physician’s signature. However, as part of the submission process, the hospital staff must attest that they have appropriate documentation signed and dated by the physician verifying the exemption criteria are met. The notification, created by the hospital and submitted to the nursing facility via HENS, will meet the PASRR requirements for admission to the nursing facility. The PASSPORT Administrative Agency will accept the notification submitted via HENS as meeting the requirement to provide a copy of the notification to the PASSPORT Administrative Agency.

The PAA is responsible for forwarding those notifications that include symptoms of SMI and/ or a diagnosis of MRDD to the Ohio Department of Mental Health (ODMH) and/ or the Ohio Department of Developmental Disabilities (DODD). Based on responses to questions in the *Diagnoses* section of the electronic form, the HENS will automatically make available to the ODMH or DODD those forms which are appropriate for them to receive.

The general process for using HENS is as follows:

The Hospital Process:

- The hospital will complete the notification in HENS , certifying that the individual meets the requirements for the hospital exemption. Only a hospital can create a notification in HENS.
- The hospital will submit the notification simultaneously to the nursing facility and the PASSPORT Administrative Agency via HENS.

The PASSPORT Administrative Agency (PAA) Process:

- The PAA will log into HENS and be able to access all notifications submitted to their PAA by a hospital in their region.
- The PAA will electronically add the notifications they received into their PASSPORT Information Management System (PIMS) computer system.

The Nursing Facility Process:

- The Nursing Facility will log into HENS and be able to access all notifications for individuals admitted to their nursing facility.
- The Nursing Facility will be able to print or save a copy of the notification for the individual's file.

The ODMH and DODD Process:

- Any notification that should be referred to the Ohio Department of Mental Health will be referred automatically by HENS based on a “yes” answer to question 2 in the Diagnoses section.
- Any notification that needs to be referred to the Department of Developmental Disabilities will be referred automatically by HENS based on a “yes” answer to questions 3 and/ or 4 in the Diagnoses section.
- ODMH and DODD will log into HENS and be able to view/retrieve only those notifications referred specifically to them.

About the HENS application

The HENS is a web-based application. To use the system, the user must have a computer with Internet access and printer capability (to print the notifications, if needed).

HENS will maintain notifications after the final activity on the notification has ceased. Final activity includes required action taken by the hospital, the PAA, the Nursing Facility and, if appropriate, the Department of Mental Health or Developmental Disabilities. Users that require a print copy of the notification for their records should print a copy of the notification when they have completed activity on the notification. Or users have the option of saving the notification as a .pdf. Both how to print a notification and how to save a notification are covered later in this User Guide.

How to set up users

The Ohio Department of Aging is responsible for the administration of the HENS system. The department will identify a HENS administrator at each PASSPORT Administrative Agency. The HENS administrator at the PASSPORT Administrative Agency will set up a HENS administrator at each nursing facility. The HENS administrator at the nursing facility will set up users at their facility. Setting up, updating, adding or removing users is covered in detail in the Administrator User Guide. T

Role of the HENS administrator- Nursing Facility

The HENS administrator at the nursing facility will identify and set-up users at the nursing facility. Each staff member at the nursing facility who will use the HENS system will need a user name and password for the system. The HENS administrator at the nursing facility can add, change or delete any user they've created.

How to login

- Type the URL: <http://HENS.age.ohio.gov> into the browser. The system will take you to the login screen.
- Enter your assigned user name and password and click “login.”



Forgotten Password

If you forget your password, you can re-set it. From the login screen, click on “forgot password?” and enter your user name on the next screen. A new password will be sent to the e-mail address that is on record with the system for the user. You can then use this new password with your user name to log in to the system. The re-set password is randomly generated, so your first act when you’ve logged into the system successfully should be to change your password to something that will be easier to remember (see **Change Password** below). Your system administrator will have access to your user name, but not your password, so if you forget it, you will have to re-set it.

My Profile

Each user in the system has a profile. As a user, you can change your e-mail address, phone number and actual name from the *My Profile* page. All other fields on this page are controlled by the system or the administrator at your site and cannot be changed by the user.

Change Password

You can change your password from the *My Profile* page. To do this, first log in to the system using your user name and password. Next, click on *My Profile* from the home page. At the bottom of the profile information, next to “To change password,” click on “click here”. At the next screen, enter your old password, then enter a new password and verify the new password by entering it a second time. Finally, click “change password.” Once you have changed your password, an e-mail confirming that your password has been changed will be sent to the e-mail address recorded in your profile; for security reasons that e-mail will not include the new password, so be sure to create a password you’ll remember.

Help

From the Help section, you can access the print User Guides and computer-based training specific to your need as a user.

Log Out

When you are done working in the system, click *Log Out*.

Using the HENS Application- Nursing Facility

Once you've logged in, the HENS system shows a list of notifications for those individuals admitted to your nursing facility. The list defaults to show only those notifications that require action on the part of the nursing facility. These notifications are also available to the PAA. The chart includes the following columns:

- *Delete*- This button is used to delete a notification in the list. This is only available to the user at the hospital, since hospitals are the only ones who can create notifications. Once a notification has been submitted to the PAA, it cannot be deleted or changed by the hospital.
- *Notification ID*- This number is automatically generated by HENS when a new notification is created.
- *Consumer Name*- This is the patient's name entered by the hospital into the system when creating a new notification. The list populates with the most recent notifications at the top of the list.
- *Hospital Name*- This is the name of the hospital that created the notification.
- *Nursing Facility*- This field identifies the nursing facility to which an individual is expected to be discharged. It is populated when the notification is completed.
- *Status*- This field identifies the status of a notification. This field is populated by the system, based on the action the hospital or PAA has taken.
 - *Submitted*- The notification has been created, completed and submitted to the PAA and the Nursing Facility.
 - *PIMS Loaded*- The notification has been submitted to the PAA and the PAA has added the record to their data management system, PIMS.
- *PASSPORT Agency*- This field is automatically populated by the system; the administrator identifies the appropriate PAA when the users are created.
- *ODMH Review Date*- This field is populated by the system for those records forwarded to the Ohio Department of Mental Health for additional review. If there is a date in this field, it shows that the record has been reviewed by ODMH.
- *DODD Review Date*- This field is populated by the system for those records forwarded to the Ohio Department of Developmental Disabilities for additional review. If there is a date in this field, it shows that the record has been reviewed by DODD.
- *Created By*- This field shows the name of the hospital user that created the notification.
- *NF Review Date*- This field is populated by the system when the nursing facility acknowledges that they have reviewed/ printed the notification. For the user at the nursing facility, the system defaults to showing only those records that require attention by the nursing facility (those records for which no action has yet been taken). You can see all of the Notifications that came to the nursing facility by filtering the list to see other results (see **Changing the Information You See** below).

The horizontal scroll bar allows the user to view the columns not immediately visible on the screen.

Hospital Exemption Notification System

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Notifications List

Welcome ALTERCARE ADMIN2
Nursing Facility Name: ALTERCARE OF MENTOR

DELETE	Notification ID	Consumer Name	Hospital Name	Nursing Facility	Status
	1850224	SMITH, SHIRLEY	FAIRVIEW	ALTERCARE OF MENTOR	SUBMITTED
	1850219	WYLER, ALEX	FAIRVIEW	ALTERCARE OF MENTOR	SUBMITTED
	1850218	MERCER, JULIAN	FAIRVIEW	ALTERCARE OF MENTOR	SUBMITTED
	1850217	TRAVEN, JACK	FAIRVIEW	ALTERCARE OF MENTOR	SUBMITTED

Apply Filter | Hide Filter | Remove Filter - Records: 1 - 4 of 4 - Pages: 1

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Changing the Information You See/ Using Filters

Any of the columns of the chart may be filtered to change the results that appear in the list. Use the “filter” feature at the bottom of the column to change the results that are viewed.

For example, for the nursing facility the system defaults to initially show only those notifications that require action by the nursing facility. If you want to see all of the notifications that have been received at your nursing facility, including those for which action has already been taken, use the filter feature at the bottom of the *NF Review Date* column to change the results.

At the bottom of this column, click on the double down arrow to the right of the box that says “is null.” Move your pointer to the “no filter” option and once it is highlighted, click to select it. Then click on “apply filter” to see the new results. Your results list will now include all the notifications that have been received at your nursing facility, including those that have already been reviewed by the nursing facility.

You can use the vertical scroll bar to move up and down in the list. The list populates with the notifications that have been created most recently at the top.

After you've used the filter to narrow or expand the results shown, you can clear all filters and show all records by clicking on "remove filter" below the notifications box. To use filters again, you may need to click "show filters."

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Notifications List

Welcome ALTERCARE ADMIN2
Nursing Facility Name: ALTERCARE OF MENTOR

Support Agency	ODMH Review Date	DODD Review Date	Created By	NF Review Date
A 10A			KEVIN CODY	
A 10A			KEVIN CODY	
A 10A			KEVIN CODY	
A 10A			KEVIN CODY	

Filter: [v] No Filter [v] No Filter [v] Is Null [v]

Apply Filter | Hide Filter | Remove Filter - Records: 1 - 4 of 4 - Pages: << < 1 > >>

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Selecting an Existing Notification

To select an existing notification, click on the number in the *Notification ID* column on the initial screen.

Information Entered into the Notification by the Hospital

The electronic version of the ODJFS 07000, as represented in HENS, captures the same content as the paper version of the 07000. When printed, the electronic notification corresponds to the paper 07000.

Review of Notifications Received at the Nursing Facility

Once a hospital user has completed a notification and submitted it to the PAA and the Nursing Facility, the nursing facility will have access to the notification.

To access notifications submitted to the nursing facility, open a web browser and type the URL <http://hens.ago.ohio.gov>. Any notification that has been submitted to the nursing facility will appear in the list of notifications for that facility. By default, the system initially shows those notifications that require action by the nursing facility.

To access a notification, click on the number in the *Notification ID* column. The notification will open to the print preview screen. Once the notification has been printed or saved (for instruction on how to print or save a notification, please see **Printing a Notification** or **Saving a Notification as a .pdf** below), the nursing facility user should click the button that reads “Confirm Review” next to “{Nursing Facility Name} has reviewed and printed this notification”. Once this button has been clicked by the nursing facility, the notification no longer appears in the notifications list when the system is first accessed.

Notifications are still accessible to be printed or saved even if they don’t immediately appear in your list of notifications when logging in to the system (see instructions for **Changing the Information You See/ Using Filters** above to select a notification for which action has already been taken and **Printing a Notification** below for printing instructions).

Viewing All Submissions

Log-in to HENS using your user name and password. The system defaults to show only those notifications that require action on the part of the nursing facility.

If you want to see all of the notifications that have been received at your nursing facility, use the filter feature at the bottom of the *NF Review Date* column to change the results. At the bottom of this column, click on the double down arrow to the right of the box that says “is null.”

Move your pointer to the “no filter” option and once it is highlighted, click to select it.

Then click on “apply filter” to see the new results. Your results list will now include all the notifications that have been received at your nursing facility, including those that have already had action taken at the nursing facility.

You can use the vertical scroll bar to move up and down in the list. Remember, the list populates with the notifications that have been received most recently at the top.

You can also filter this list to show a different set of results. See **Changing the Information You See/ Using Filters** above.

Printing a Notification

If you need to print a notification, follow the steps above to log in to the system (see **How to Login**) and select the consumer for whom you want to print a notification (see **Selecting an Existing Notification**). For the nursing facility user, the system will open the notification to the print preview screen. To print the file, click on the printer icon in the upper left corner of the gray bar. The standard windows print screen will appear that allows the user to select a printer and which pages to print.

Print Icon Export Icon

ALTECARE OF MENTOR has reviewed and printed this notification. Confirm Review

Find... 1 of 2 100%

Main Report

Ohio Department of Job and Family Services
**HOSPITAL EXEMPTION
 FROM PREADMISSION SCREENING NOTIFICATION**

Instructions for the Hospital Discharge Staff: Fill in electronically or use black ink and print clearly. Submit the original notification to the nursing facility and a copy to the local PASSPORT Administrative Agency (PAA) prior to the discharge from the hospital. This form must be completed fully in order for the Nursing Facility to accept payment for

SECTION A: IDENTIFYING INFORMATION FOR APPLICANT/PATIENT			
Last Name COLA		First Name PENSA	MI
Street Address		City	State: Zip 44444
Ohio County of Residence TRUM		Sex M	Date of Birth (mm/dd/yyyy) 01/01/1940
Social Security # 298729034	Medicaid Recipient <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Pending <input type="checkbox"/> Managed Care Plan		
Hospital Name		Discharge Planner Phone # (including area code)	

Saving a Notification as a .pdf

The HENS will also allow the user to save a notification as a .pdf file. This feature is accessed via the print preview screen. Click on the “export” icon in the gray bar at the preview, next to the printer icon. Click on the icon, and on the next screen, click on the “export” button in the lower right corner. At the next screen, click the “save” button. The standard “save as” window will appear and the user can select a location to which the file should be saved and can name the file.