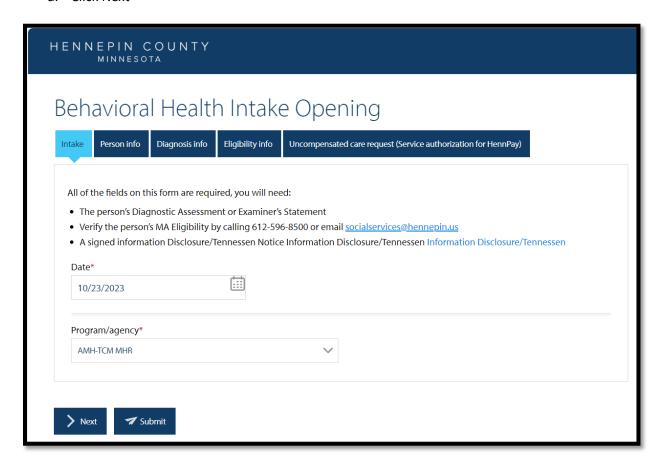
Hennepin County Human Services Behavioral Health Department Adult Case Management eForms Process & Procedure— updated 3/28/2024

- This document will review 3 eForms for Hennepin County providers to submit TCM, ACT and FACT case management requests.
 - o Hennepin County Behavioral Health Intake Opening Page 1
 - Uncompensated care request (Service Authorization for HennPay) Page 6
 - Contracted Partner Closing Request Page 6

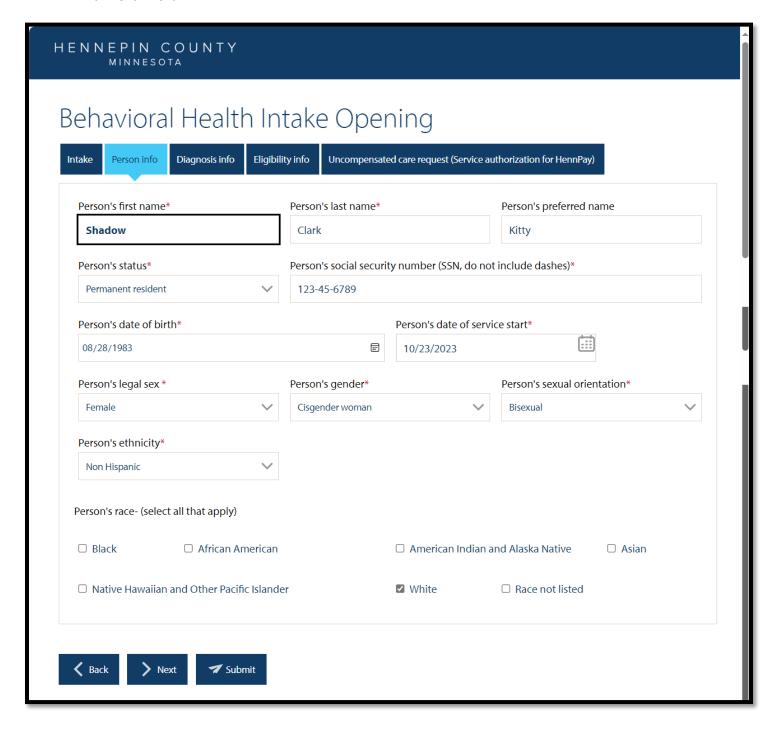
Hennepin County Behavioral Health Intake Opening

- 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. The date auto-populates to today and is a reference field for processing, the date of service start is asked for under Person Info
 - c. From the Program/agency drop-down list, select the agency and level of care
 - d. Click Next



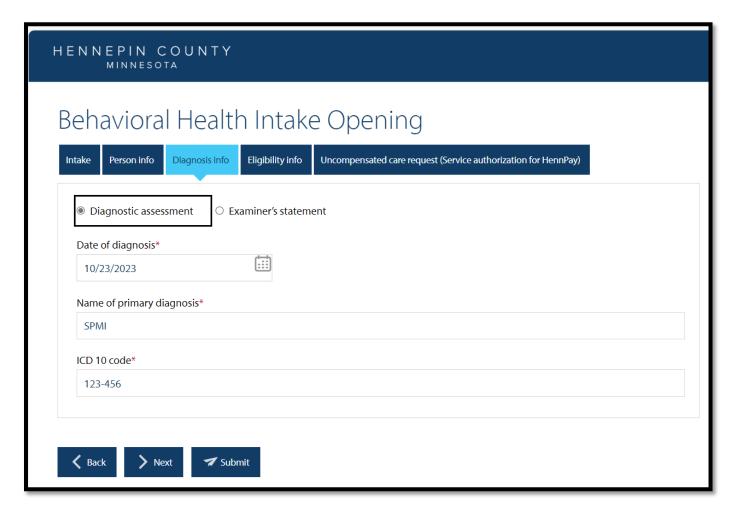
3. Person info section

- 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 will be disabled
- c. Click Next



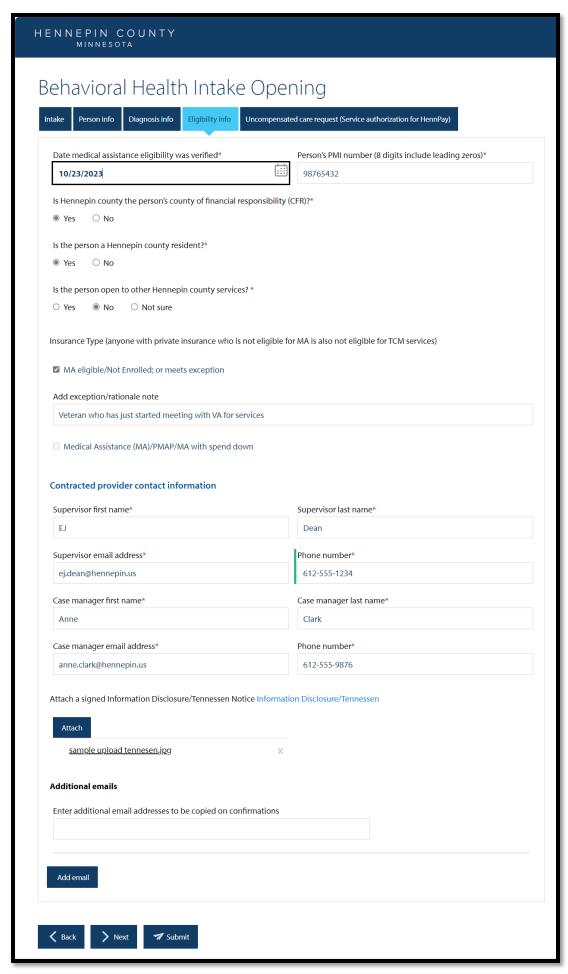
4. Diagnosis info section

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

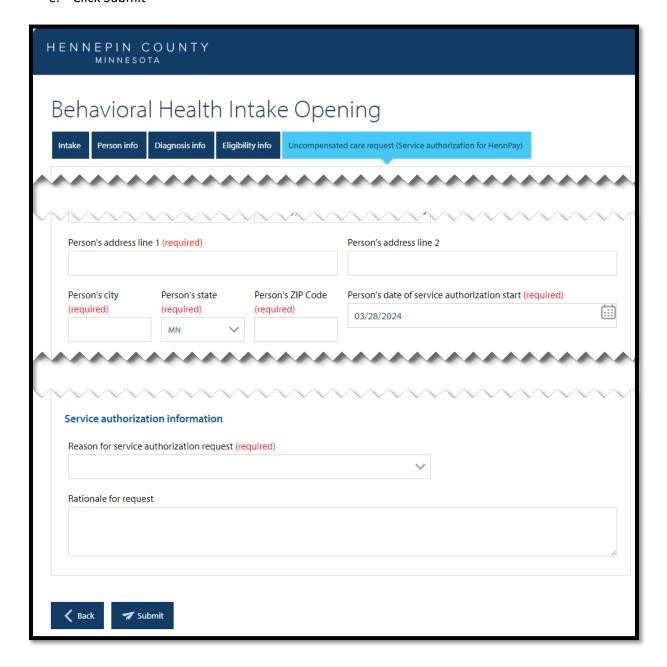


5. Eligibility info section

- a. Select the date that MA eligibility was verified by the Partner line or Social Services email team
- b. Type in the 8 digit PMI number
 - i. Include leading 0s (00123456, not 123456)
 - ii. For people without a PMI, enter 00000000
- c. Select insurance type and type details
 - i. MA Eligible/Not enrolled; or meets exception: type a brief reason
 - ii. Medical Assistance (MA)/PMAP/MA with spend down: type in provider and plan
- d. Enter supervisor and case manager name, email and phone number
- e. Upload a complete and signed Information Disclosure/Tennesen Notice
- f. Include additional email addresses who will be copied on receipts and final confirmations
- g. If the person meets qualifications for Uncompensated care request (Service Authorization for HennPay), the section will populate, click Next
- h. 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 information from the Intake Opening form will auto-populate to the Uncompensated care request
 - b. Add the person's address
 - 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, in alignment with your contract
 - d. Add Rationale for request, ex: "MA application in progress"
 - e. Click Submit



- 7. Once you have clicked Submit, the form will be routed 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 and meet exception criteria outlined in your contract.

The fields on the form are the same as the Intake Opening, except: Diagnosis info is not required, a Tennessen Notice/Information Disclosure is not required.

You will need to type a brief rationale for your request at the bottom of the form. Example: Person is appealing MA denial

Note: Hennepin County Finance perform quarterly audits via the "lookback" project. If a person's MA has lapsed, and they re-apply, and their enrolled dates overlap with Uncompensated care payments to your agency, you will be back-billed for those payments by Hennepin County.

Contracted Partner Closing Request

- 1. Complete the fields on the form, Include leading 0s on the PMI (00123456, not 123456)
- 2. Attach Closing/Discharge Summary AND Notice of Action (NOA)
 - a. If the closed reason is "Client deceased", an NOA is not required
- 3. Additional email addresses can be added to get receipts and confirmations
- 4. Click Submit, the form will be routed to Hennepin County Office support for processing
- 5. Once the request is processed, you will receive a confirmation email with the close date.

