Missouri Department of Health and Senior Services

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INFO 10-23-02

October 23, 2023

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Erica Keller, Bureau Chief
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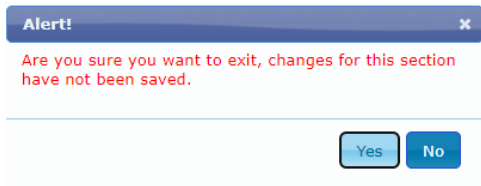SUBJECT: Web Tool Enhancement: HCBS InterRAI update Release

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of HCBS Web Tool enhancements that occurred overnight on Wednesday 10/18/23.

InterRAI Level of Care Recalculation

It is crucial all assessors closely monitor the saving of any updates they are making to an assessment to accurately calculate the Level of Care score. The system has been updated to provide additional saving opportunities to user. The system will recalculate LOC scoring of an assessment when:

- A user makes changes to any section of the InterRAI and selects save on that section.
    - Ex: After the initial save of the assessment, if the user navigates to section G, makes changes and clicks save on section G, then exits the assessment.
- A user makes changes to a section of the InterRAI, then navigates to another section of the InterRAI before exiting the assessment.
    - Ex: After the initial save of the assessment the user navigates to section G, makes changes, then navigates to section N before exiting. Upon navigating to section N, the section G changes are automatically saved.
- When a user makes changes to a section and does not click save on that section or navigate to another section, and tries to exit the assessment the system will provide a validation message that the information on that section has not been saved as seen below.
    - Ex: After the initial save of the assessment, the user navigates to section G, makes changes, but DOES NOT click save before attempting to exit the assessment. The system will provide the validation message.
    - Ex: After the initial save of the assessment, the user navigates to section G, makes changes, then navigates to section N and makes changes. If the user attempts to exit the assessment without clicking save on section N the system will provide the validation message. In this case the changes made on section G will be saved and will recalculate,

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but if the validation message is ignored from page N those items will revert to their prior responses.

Attachment Improvements

- Attachments not saving correctly after 6pm on the last day of the month: This issue was caused by the server being set up in the wrong time zone. The time zone has been adjusted and this should no longer be an issue.

- Attachments appearing to save, but when opened are not viewable: While the cause of this issue has not been fully identified a potential fix has been implemented. When a user selects to upload a document into a participant's file and the system recognizes the document was not saved correctly, the system will make two additional attempts to save the document behind the scenes. If after those additional attempts the document is unable to be saved correctly the system will provide a validation message stating "the document is unable to be saved at this time." In this instance, the user should reattempt to upload the document.

If attachment issues continue in either case or if users are frequently receiving the validation message please continue to report those issues to HCBS.Systems@health.mo.gov.

Questions regarding this memorandum should be directed to the Bureau of Systems and Data Reporting via e-mail at HCBS.Systems@health.mo.gov.

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