

Provider Reassessor Bulletin

August 2023

Monthly Bulletins are your one-stop-shop for all last month's highlights!

Reminders

- A participant's legal guardian is required to sign off on all paperwork. Even if a participant is physically able to sign, the guardian still must sign.
- Family Support Division began Medicaid re-validations in April 2023. Medicaid eligibility updates occur overnight in the Webtool system. Due to this delay, it is important to check the Medicaid Status the day of the assessment to ensure a participant is still Medicaid eligible. If a participant's Medicaid was closed prior to completion of an assessment, your agency will not be paid for that assessment.
- Make sure all emails (including reply emails) containing participant names, DCNs or other protected PHI, have been encrypted before sending. None encrypted emails result in a HIPAA violation. For instructions on encryption, please visit the [Proofpoint Information Page](#).
- In order to remain cost neutral, it is important to review utilization of all service types when completing a reassessment...i.e., RN, HDMs, APC, ADCW..., and adjust accordingly. (service removal/adjustment, provider change)

Memos

HCBS Memos

- **HCBS 08-23-01** Provider Reassessment Process Policy Update

INFO Memos

- **INFO 08-23-01** State of the Workforce – Aging and Disabilities(SoTW-AD) 2023 Staff Stability Survey

Webtool Update

- Conduent continues to work on resolving the issue with uploading forms. In the meantime, check and double check that forms are uploaded and able to be opened to review. Occasionally, clearing your cache and restarting your computer can be helpful.

Provider Reassessor Notification Portal

[Instructions for the Provider Reassessor Notification Portal](#) have been posted to the Provider Reassessment Information Page.

- If an assessment that is assigned to you in SharePoint is in **RED**, do not complete the assessment and there is no need to notify us that you are not completing that assessment.
- "Other" should only be utilized in rare situations when the provided dispositions do not fit the situation.
 - Portal Notification Dispositions have been updated to include applicable situations.
- If the provider states that the participant is not compliant, we still complete the reassessment and determine next steps. (most likely a provider change).

Contact Us



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