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Purpose and Overview of HENS
The Healthcare Electronic Notification System (HENS) is a web-based system that provides a way for hospitals and nursing facilities (NFs) to submit required forms for the Pre-Admission Screening/ Resident Review (PAS/RR) and Hospital Exemption processes. The forms are sent to the PASSPORT Administrative Agency (PAA), the state Department of Mental Health and Addiction Services (OMHAS), the state Department of Developmental Disabilities (DODD) and the receiving NF, as appropriate. The Ohio Department of Medicaid (ODM) is responsible for ensuring the federal requirements for PAS/RR are met. The ODM rules that detail the process and criteria for PAS/RR are 5160-3-15, 5160-3-15.1 and 5160-3-15.2.

About PAS/RR
Pre-Admission Screen/ Resident Review (PAS/RR): Since 1987, with the passage of the Omnibus Budget Reconciliation Act (OBRA), NFs have been prohibited from accepting new applicants or retaining resident with serious mental illness (SMI) and/or developmental disabilities (DD) without a thorough evaluation of their need prior to admission. The PAS/RR process was designed to ensure that individuals with serious mental illness (SMI) or a developmental disability (DD) who are seeking care in a NF will receive appropriate care in the facility to address these conditions. A PAS Identification Screen (PAS-ID) is required for any individual (regardless of the source of payment for the stay) seeking admission to a Medicaid certified NF (42 CFR 483.102, OAC 5160-3-15.1). To admit an individual to a NF, hospitals and NFs are required to complete ODM 03622 and submit it for a determination. Based on information provided in the 3622, a determination is made as to whether the individual may be admitted to the NF or whether further review is required. The HENS system allows the hospital or NF user to complete and submit the 3622, and to receive a determination immediately if no indications of SMI and/or DD are present. The system automatically forwards any documents with indications of SMI and/or DD to the Ohio Departments of Mental Health and Addiction Services (OMHAS) and/or the Ohio Department of Developmental Disabilities (DODD) for additional Level II review.

A Resident Review is required for any NF resident with serious mental illness or developmental disability who: 1) was admitted to the facility under hospital exemption, but requires for than 30 days of services at the NF level; or, 2) is transferring between NFs and there are no PASRR records available from the previous NF placement; or, 3) has experienced a significant change in condition (defined in OAC 5160-3-14 (B)(33)); or, 4) initially received a categorical determination and has been found to require a stay in a NF beyond the time frame allowed by the categorical determination; or, 5) has received a resident review determination for a specified period of time and has been found to require a stay in a NF exceeding that specified period of time. NFs are required to complete the 3622 accurately and submit it to the OMHAS and/or the DODD if indications of serious mental illness and/or developmental disabilities are present. The HENS system allows the NF to complete the form and submit it directly to the OMHAS and/or the DODD for further review.

Hospital Exemption: The hospital exemption notification provides an exception to the PAS-ID requirements for: Individuals who are being admitted to a Medicaid certified NF, following a stay in an Ohio hospital where the individual has been on admitted status, and the purpose of the NF admission is
to receive services to continue treatment for the condition that lead to the hospitalization; and the
physician has certified that the NF stay is expected to be 30 days or less.

To admit an individual to a Medicaid-certified NF under the hospital exemption provision of the Ohio
Administrative Code, 5160-3-15.1, hospitals are required to provide the NF with a completed form ODM
7000 signed by the physician, and then send a copy of the form to the PAA.

The electronic notification submitted by the hospital to the PASSPORT Administrative Agency and the NF
using HENS does 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 that the exemption criteria are met. The notification, created by the hospital and
submitted to the NF via HENS, will meet the PASRR requirements for admission to the NF. The PAA will
accept the notification submitted via HENS as meeting the requirement to provide a copy of the
notification to the PAA.

The PAA is responsible for forwarding those notifications that include symptoms of SMI and/or a
diagnosis of DD to the OMHAS and/or the DODD. Based on responses to questions in the Diagnoses
section of the electronic notification, the HENS will automatically make those notifications available to
the OMHAS or DODD.

The HENS Process

The general process for using HENS for each type of work is as follows:

The Hospital Exemption Process:

- The hospital user will complete the appropriate document in HENS, certifying that the
  information provided is accurate and, that the individual meets the requirements for
  exemption.
- The hospital will submit the hospital exemption notification simultaneously to the NF and
  the PAA via HENS.
- The NF will log into HENS and be able to access all notifications for individuals admitted to
  their NF.
- The NF will be able to print or save a copy of the notification for the individual’s file.

The PAS-ID Process:

- The submitter (hospital or NF) will complete the appropriate document in HENS, certifying
  that the information provided is accurate.
- The submitter will submit the PAS-ID in HENS and if no indications of SMI and/or DD are
  present, will receive a determination letter via the electronic system immediately. If
  indications of SMI and/or DD are present, the PAS-ID will be forwarded, along with
  documentation provided by the hospital, to the appropriate state agency for Level II review.
- The Level II Review Process takes place outside of the HENS system. The submitter will
  receive Level II Review Results from the appropriate state agency.
The Resident Review Process:

- The NF will generate a Resident Review request in HENS that will be sent to the OMHAS and/or the DODD for further review as appropriate.
- After submission of the Resident Review, any communication between the NF and the state agency occurs outside of HENS.

The ODMHAS, DODD and CBDD Process (PAS Level I and Level II):

- Documents that need to be referred to the OMHAS, DODD or the County Board of Developmental Disabilities (CBDD) will be referred automatically by HENS based on responses in the documents.
- OMHAS, DODD and the CBDD will log into HENS and be able to view/retrieve only those notifications referred specifically to them.
- OMHAS, DODD and the CBDD will take the appropriate action to perform the Level II review and will provide the submitter with documentation of the Level II determination.

About the HENS application

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 documents, if needed).

HENS will maintain documents after the final activity on the documents has ceased. Final activity includes required action taken by the hospital, the PAA, the NF and, if appropriate, the Department of Mental Health and Addiction Services, the Department of Developmental Disabilities or the County Board of Developmental Disabilities. Users that require a print copy of the document for their records should print a copy of the document when they have completed activity on the document.

**NOTE:** The print version of the 7000 or 3622 forms do NOT serve as evidence that the PAS/RR requirements have been met. The Review Results letter is the evidence of PAS/RR compliance.

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 PAA. The PAA will set up a HENS administrator at each participating hospital and NF. Setting up, updating, adding or removing users is covered in the Administrators User Guide.

If a user works from more than one hospital or NF, the user will need a user ID for each setting from which they may submit forms. The same e-mail address may be registered for a user at multiple settings. It is important that the user use the correct user ID for each setting.
Role of the HENS administrator

- Each PAA will work with participating hospitals and NFs to identify a HENS administrator for the site and to create a user account for that administrator. The HENS system will also generate a password for the administrator at the site.
- The system administrator at the site is responsible for setting up a user account for each staff member who will access the system. The administrator can add, change or delete any user that they have created.
- Each staff member who will use the HENS system will need a user name and password for the system.

User Names and Passwords
The HENS system automatically creates a user name and password when an administrator adds a new user to the system. HENS sends two e-mails to the new user at the e-mail address recorded in the system when the new user is added. The first e-mail contains the user’s user name. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user’s password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you’ll remember. For directions on how to change your password, see “Change Password” below. Passwords are case sensitive, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If you do not receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

How to Login

- Type the URL: https://hens2.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.”
- Please note that user names are NOT case sensitive, but passwords are. If you have trouble logging in with your password, make sure you are using the appropriate case letters.
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. You can then use this 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. Your system administrator will have access to your user name, but not your password, so if you forget your password, you will have to re-set it.

Update Your Password
The HENS system will require that you change your password every 90 days. When it is time for you to change your password, you will be prompted to change it when you first log in. Passwords must meet the following requirements:

- cannot contain your username
- must be at least 8 characters in length
- must contain at least 1 digit
- must contain at least 1 lowercase character
- must contain at least 1 uppercase character
- must contain at least 1 special character – special characters are: ^ . * [ ] ! @ # $ % ^ & ( )
- cannot be a password that you’ve used in the past

Change password
You can change your password from the My Profile page. To do this, first log in to the system using your system assigned or current 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. Passwords must meet the following requirements:
• cannot contain your username
• must be at least 8 characters in length
• must contain at least 1 digit
• must contain at least 1 lowercase character
• must contain at least 1 uppercase character
• must contain at least 1 special character – special characters are: ^ . * [ ] ! @ # $ % ^ & ( )
• cannot be a password that you’ve used in the past

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. That e-mail will NOT include your new password, so be sure to remember the new password you’ve created.

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 tab. All other fields on this tab are controlled by the system or the administrator at your site and cannot be changed by the user.

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
After you’ve logged in, the HENS system displays the Consumer/ Document Search function at the top of the screen, with the Document List below. The Document List is a list of documents that have been created or received by the user. In the upper right hand corner, the screen also identifies the name and location of the user in the User Information box.
The Document List

The Document List will default to those documents created by the user who has signed in (to see documents created by other users at your location, use the Consumer/Document Search tool. (See Searching for Other Documents below.)

The Documents are arranged by type of document - the types are PAS, Resident Review, and (Hospital) Exemption Form. You may use the “Document Type” search field to narrow the list to documents of a particular type. Depending on their location, users may be limited in the types of documents they can see/access.

The Document List includes the following columns:

- **Delete** - This button is used to delete a document in the list. Only a document that is In Process (see Document Status below) can be deleted. Only the user that initiated a document can delete the document. Once submitted, documents may be withdrawn. (See Withdrawing a Document below.)

- **Edit (pencil icon)** - This button allows the user to access a document which has been started but is not yet complete and submitted. Click on the pencil icon to open the document. After the document has been completed and submitted, the edit function no longer allows access to the document. See Review explanation below for more detail about how the access the document once it has been submitted.

- **Print** - This button allows the user to view the PDF version of the document. Click on the printer icon and the PDF document will appear on the screen. Use the icons at the top of the PDF viewer to save or print the document.

- **Review** - This link takes you to a summary screen. Once a document has been submitted and can no longer be changed or edited, this Review screen will allow the user to review information about the document. The Summary Screen looks different depending on the
document you are reviewing. Please see the User Guide for each document type for additional detail about the Summary Screen.

- **Categorical** - This only applies to PASRR. If the request is for a categorical determination, the number of days requested will appear in this column.
- **Status** - This field identifies the status of a document. This field is populated by the system, based on the action you or others that interact with the document have taken.
  - *In Process* - The document has been created, but is not complete and has not been submitted to the system. This document may be retrieved to make changes, or for completion and submission, or it may be deleted.
  - *Submitted* - The document has been created, completed and submitted to the PAA and NF. Documents that have been submitted can be viewed (and printed if needed), but no changes can be made to the document. Documents that have been submitted cannot be deleted by the submitter.
  - *PIMS Loaded* - The document has been loaded into the PAA data system, PIMS, which happens immediately for hospital exemptions and PAS-IDs.
  - *Referred* - A document includes indications of serious mental illness and/or developmental disability and has been referred to the appropriate state agency for Level II review. Once the Level II review is complete and entered into the system, the status changes to Complete.
  - *Complete* - The document has been submitted, all required determinations have been made (as applicable by the system or the appropriate state agency) and the document has been loaded into the data system at the PAA. Documents that have this status can be viewed (and printed if needed), but no changes can be made to the document, nor can it be deleted.
- **Assigned To** - If the PAA assigned a particular staff person to the document, their name will appear here.
- **Last Name** - This is the last name of the individual for whom the document was created.
- **First Name** - This is the first name of the individual for whom the document was created.
- **SSN** - This is the Social Security Number of the individual for whom the document was created.
- **Date of Birth** - This is the date of birth of the individual for whom the document was created.
- **Submitter Facility** - This is the name of the hospital, NF or MCP where the document was created.
- **Create Date** - This is the date the document was created.
- **Medicaid Number** - This is the Medicaid number of the individual for whom the form was created.
- **Sex** - This is the sex of the individual for whom the form was created.
- **Psych Discharge** - This notes whether the individual was discharged from a psychiatric unit or a psychiatric hospital. If a PAS-ID is submitted for an individual who is discharged from a psychiatric unit or a psychiatric hospital, their form is automatically routed to the Ohio
Department of Mental Health and Addiction Services (OMHAS) for review, regardless of whether the form includes indications of a serious mental illness.

- **ODMH Status**- This field is populated by the system for those notifications forwarded to the Ohio Department of Mental Health and Addiction Services (OMHAS). When a PAS/RR or Hospital Exemption includes indications of serious mental illness, it is forwarded to the OMHAS for further review. When that happens, the status in this column will show as Referred. Once OMHAS has completed its review and enters its determination into the system, the document status will show as Complete. At this point, all parties have taken action, and the state agency will provide the submitter with the Level II determination letter.

- **DODD Status**- This field is populated by the system for those notifications forwarded to the Ohio Department of Developmental Disabilities. When a PAS/RR or Hospital Exemption includes indications of developmental disability, it is forwarded to the DODD for further review. When that happens, the status in this column will show as Referred. Once DODD has completed its review and enters its determination into the system, the document status will show as Complete. At this point, all parties have taken action, and the state agency will provide the submitter with the Level II determination letter.

- **Local Status**- This field is populated by the system for those notifications forwarded to the County Board of Developmental Disabilities to complete part of the Level II PASRR review. When that happens, the status in this column will show as Referred. Once the CBDD has completed its review and the DODD has entered its determination into the system, the document status in this column will show as Complete. At this point, all parties have taken action, and the state agency will provide the submitter with the Level II determination letter.

- **PIMS Client Number**- This is the record number in the PAA’s information system, PIMS.

- **County Code**- This is the county identified for the individual.

- **DB Type**- This identifies the database in which the record is stored.

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

### Searching for documents

The system defaults to show the documents created by the user who is logged in. If you are searching for a document you’ve created for a specific consumer and their name doesn’t appear in the list you see, enter some combination of information about the individual into the appropriate fields in the Consumer/Document Search box and click the “filter” button. For example, if you just enter the individual’s last name, you will get a list of everyone who shares that last name. If you enter the first and last name, you will get only those individuals who have that first and last name. If a match is found for the information you entered, the consumer(s) will appear in the Document List.

Users are able to perform any of the functions available for the document list for any consumer created in their setting. So, if a colleague begins a form, and you need to complete it, you will be able to click on the pencil icon, open the document and take whatever steps are needed to complete and submit.
You can use the vertical scroll bar to move up and down in the list. The list populates in alphabetical order by consumer last name.
The Consumer/ Document Search feature combines functionality for a variety of HENS users. Use the boxes in a way that makes sense to you to filter information.

**Export to Excel**
The user is able to export the records shown in the Documents List to an Excel spreadsheet for additional analysis and tracking. This feature exports data from all of the fields in the Document List. Click on the button “Export to Excel” to use this feature.

**Working with an existing document**
To open and edit/ complete a document that has been started but is not yet submitted, click on the pencil icon in the Edit column. Once a document has been submitted it cannot be changed or edited so the pencil icon won’t work.
To review a document that has been submitted, click on the number in the Review column to open the Summary screen. The Review link takes you to a summary screen. Once a document has been submitted and can no longer be changed or edited, this summary screen will allow the user to review information about the document.
The Summary Screen looks different depending on the document you are reviewing. Please see the User Guide for each document type for additional detail about the Summary Screen.

**Accessing a partially completed document that you previously saved**
Return to the HENS system, typing the URL [http://HENS.age.ohio.gov](http://HENS.age.ohio.gov) into your web browser. At the Login screen, enter your user name and password then click “Login”.

When the Document List appears, locate the individual for whom you need to complete the document. You can do this by scrolling through the list OR you may use any combination of fields in the Consumer/ Document Search feature to narrow the list to the records for which you are searching. For more information, follow the instructions in Searching for other documents above.

The document will open to the first section. If something has changed about the patient since you started the document, you can make changes to the information in any of the tabs. This is only possible while the document is still In Process. If you complete or change information in any of the other sections, be sure to click “save” in each section.

**Deleting a document**
It may be necessary to delete a document that you have created. You can only delete documents that are “in process,” this is a document that has been created by the user, but has not yet been completed or submitted. When the Document List appears, locate the individual for whom you need to complete the document. You can do this by scrolling through the list OR you may use any combination of fields in the Consumer/ Document Search feature to narrow the list to the records for which you are searching. For more information, follow the instructions in Searching for other documents above.
Click on “Delete” in the Delete column next to the document you want to delete. You will be prompted to confirm that you want to delete the document. Once a document has been submitted via the electronic system, it cannot be deleted by the user.

**Withdrawing a Document**
The submitter is not able to withdraw a document once it has been submitted to HENS. However, the PAA is able to withdraw a document on behalf of a submitter. If a document was submitted in error or with incorrect information, the submitter is able to request the PAA withdraw the document on their behalf. When a document is withdrawn, it disappears from the system and is inaccessible to either the PAA or the submitter.

**Viewing past submissions**
Log-in to HENS using your user name and password. Use the *Consumer/Document Search* tool to search for the consumer you want to view.

**Printing a document**
If you need to print a document that has already been submitted, 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 document (see *Searching for Existing Documents*). To print the document, click on the printer icon in the “print” column. You may also print a document once you have completed it from the *Summary Page*. Click on the number in the **Review** column. In the Links section of the summary page, there is an option to “To print a document”. Click on this link to open the document and print or save as needed.

**NOTE:** The print version of the 7000 or 3622 forms do NOT serve as evidence that the PAS/RR requirements have been met. The Review Results letter is the evidence of PAS/RR compliance.

**Saving a document as a .pdf**
The HENS system will also allow the user to save a document as a .pdf file. You can save the document by first opening it using the print options described above and rather than printing the document, saving it to your computer. To save the document, click on “file” and then “save as” to give the document an identifiable name and save it to a location of your choice.

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