

# Hospital Exemption Notification System (HENS) – PASSPORT Administrative Agency (PAA) User Guide

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## 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) 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 PAA can load the consumer record into PIMS.

The electronic notification submitted by the hospital to the PASSPORT Administrative Agency and the nursing facility 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. 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 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 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 notification, the HENS will automatically make those notifications available to the ODMH or DODD, eliminating the need for the PAA to forward them.

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 complete a notification.
- 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 would be forwarded to the Ohio Department of Mental Health will automatically be made available to ODMH by HENS based on a "yes" answer to question 2 in the *Diagnoses* section.
- Any notification that would be forwarded to the Department of Developmental Disabilities will automatically be made available 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 that have symptoms of SMI or DD.

## 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 (if needed to print notifications).

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.

## 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 participating hospital and nursing facility. The hospital and nursing facility HENS administrators are responsible for setting up users within their setting. Setting up, updating, adding or removing users is covered in the Administrators User Guide.

## Role of the HENS administrator- PAA

- The HENS administrator at the PAA is responsible for creating user IDs for the identified HENS administrator at each of the participating hospitals and nursing facilities. The PAA administrator can add, change or delete any user they've created.
- The system administrator at the PAA will also identify and set-up users at the PAA. Each staff member at the PAA who will use the HENS system will need a user name and password for the system.

## 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.”



The screenshot shows the login interface for the Hospital Exemption Notification System. At the top, there is a yellow banner with the system name and a photo of a doctor. Below this is a dark navigation bar with links for Home, Notifications, My Profile, Tutorial, and Log Out. The central part of the page is a white box titled 'Login' containing a form with two input fields for 'User Name' and 'Password', a 'Forgot Password?' link, and two buttons labeled 'Login' and 'Cancel'.

## 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.

## 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

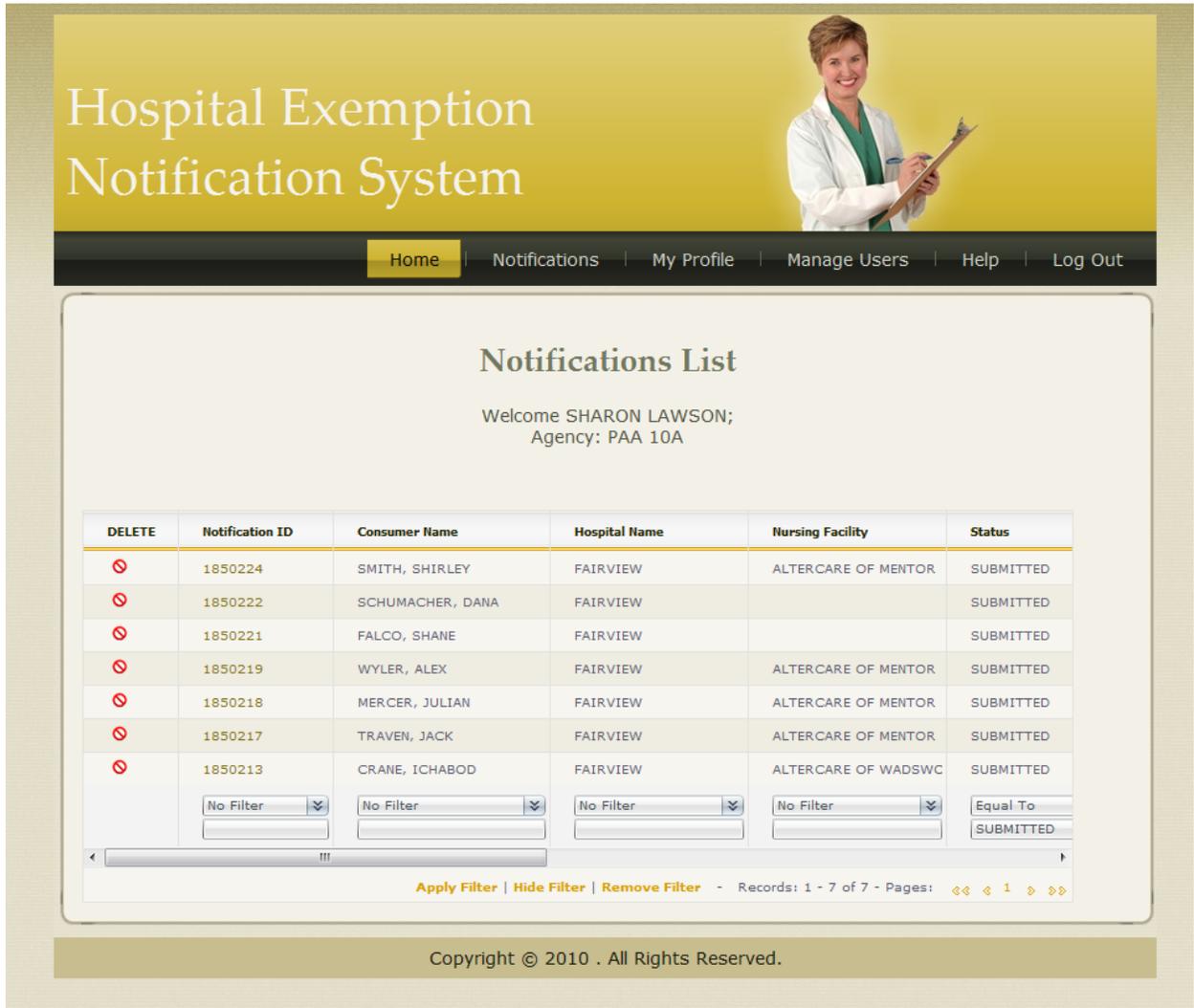
When you are done working in the system, click “Log Out.”

## Using the HENS Application- PAA

After you’ve logged in, the HENS system shows a list of existing notifications submitted by participating hospitals in your region. 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, the hospital cannot change or delete it.
- *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 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 you or others that interact with the notification have taken.
  - Submitted- The notification has been created, completed and submitted to the PAA.
  - PIMS Loaded- The notification has been submitted to the PAA and the PAA has added the record to their data management system, PIMS.
  - For the PAA user, the system defaults to show only those notifications that are *Submitted*. These are the notifications that require attention at the PAA. You can see all of the Notifications submitted by filtering the list to see other results (see **Changing the Information You See/ Using Filters** below).
- *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 automatically forwarded to the Ohio Department of Mental Health for additional review. This additional review is triggered by a “yes” response to question two in the *Diagnoses* section. A date in this field shows that ODMH has reviewed the record.
- *DODD Review Date*- This field is populated by the system for those records automatically forwarded to the Ohio Department of Developmental Disabilities for additional review. This additional review is triggered by a “yes” response to questions three and four in the *Diagnoses* section. A date in this column shows that DODD has reviewed the notification.
- *Created By*- This field shows the user name of the hospital user that created the notification.
- *NF Review Date*- This field is populated by the system when the nursing facility reviews/ prints the notification.

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



**Hospital Exemption Notification System**

Home | Notifications | My Profile | Manage Users | Help | Log Out

### Notifications List

Welcome SHARON LAWSON;  
Agency: PAA 10A

DELETE	Notification ID	Consumer Name	Hospital Name	Nursing Facility	Status
	1850224	SMITH, SHIRLEY	FAIRVIEW	ALTERCARE OF MENTOR	SUBMITTED
	1850222	SCHUMACHER, DANA	FAIRVIEW		SUBMITTED
	1850221	FALCO, SHANE	FAIRVIEW		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
	1850213	CRANE, ICHABOD	FAIRVIEW	ALTERCARE OF WADSWC	SUBMITTED

Apply Filter | Hide Filter | Remove Filter - Records: 1 - 7 of 7 - 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 PAA user, the system defaults to show only those notifications that are *Submitted*, as these are the notifications that require attention. If you want to see all of the notifications that have been received at your PAA, use the filter feature at the bottom of the status column to change the results.

At the bottom of the *Status* column, click on the double down arrow to the right of the box that says “equal to.” 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 PAA, including those that have already been loaded into PIMS.

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.

You can apply the same filter features to the other columns as well. For example, you could also show just those individuals who have been discharged to a particular nursing facility, by using the filter feature at the bottom of the “nursing facility” column. Select “contains” in the top box, and then type the name of the facility in the bottom box. Click “apply filter”.

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

## 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, so questions are worded similarly. The electronic notification is separated into tabs, which correspond to sections of the paper 07000; the content for each tab is described below.

Required fields are noted with \*\* in the electronic notification system. The notification cannot be saved unless these required fields are completed. If the hospital does not complete a required field, the notification cannot be successfully submitted to the PAA and Nursing Facility.

**Patient Information:** This section is aligned with Section A (Identifying Information for the Applicant/Patient) of the 07000 form. The notification will always open to the *Patient Information* tab.

- The Last Name and First Name are required.
- The Ohio County of Residence field is required.
- The Date of Birth is required.
- The name of the hospital populates automatically, based on the location of the hospital user.
- The Medicaid Recipient field is a required field.
- The Discharge from Psychiatric Unit to NF field is a required field.
- The Discharge Planner’s name is required.
- The bottom section, labeled *Review*, will be completed automatically by HENS when the appropriate agency (DODD/ ODMH) has reviewed the notification. This section is informational, so the PAA can tell the status of the review process.

From this tab, the PAA can search for the individual in PIMS, to see if there is a match to an existing consumer. Using the PIMS search function is addressed in **Matching Incoming Notifications to PIMS** below.

**Diagnoses:** This section is aligned with Section B (Diagnosis of Serious Mental Illness, Mental Retardation, or Related Condition) of the ODJFS 07000 form.

- [A response to questions 2, 3 and 4 is required.](#)
- 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 notification, the HENS will automatically make those notifications available to the ODMH or DODD, eliminating the need for the PAA to forward them.

**Nursing Facility:** This section is aligned with Section D (Identifying Information for the Nursing Facility to Which the Individual will be Admitted) of the ODJFS 07000 form.

- Hospitals are able to choose from an alphabetical drop-down list of nursing facilities. This is the same list that is maintained in PIMS. If a hospital is unable to locate a nursing facility in the drop down list, they can print the notification from HENS, secure the physician's signature and submit it to the nursing facility and PAA via fax. Then the hospital should contact the PAA to have the nursing facility added to the database. The PAA should first check PIMS to see if they can find a match. If no match is found, then to add a missing nursing facility to the list, the PAA users will need to submit a request to the ODA help desk.
- [The Date of Expected Admission is a required field.](#)

**Certification:** This section is aligned with Section C (Certification for Hospital Exemption) of the ODJFS 07000 form.

- The top section captures the certification by the physician that the patient requires nursing facility care for the condition treated in the hospital, and that the patient is expected to be in the nursing facility for less than 30 days.
- [The physician's first and last name and license number are both required.](#)

[The date on which the physician certified the exemption criteria have been met is a required field.](#) The form cannot be submitted to the PAA without this date.

The hospital then must certify that:

- The documentation exists that substantiates the requirements of OAC 5101:3-3-15.1;
- The documentation will be maintained by the hospital and can be furnished upon request of the ODJFS or its designee;
- The information is true, accurate and complete.

The PAA cannot see the section of the notification in which the hospital users attest that the individual meets the exemption requirement and that the documentation will be in the patient record and available upon request. This certification process replaces the need for a signed form to go to the PAA

and the Nursing Facility. Once the certification is complete, the notification is submitted via HENS and is available to the PAA and the Nursing Facility.

If a hospital selects a nursing facility that is NOT currently registered as a HENS user, the notification will be available to the PAA, but will not be submitted to the nursing facility. The hospital user will get a notice on screen that the notification must be faxed to the nursing facility to meet PASRR Hospital Exemption Requirements. Since the HENS has captured the attestations that appropriate documentation exists, the notification printed from HENS will meet the requirement for PASRR. The PAA will receive an automated e-mail that a non-registered NF has been selected and the PAA must work with the nursing facility to add it as a user.

At the bottom of the *Certification* tab, the PAA has the opportunity to create a PAR in PIMS for the consumer (see **Creating a PAR in PIMS** below).

### Review of Notifications Received at the PAA

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

To access notifications submitted to the PAA, open a web browser and type the URL <http://hens.age.ohio.gov>. Any notification submitted to the PAA will appear in the list of notifications. By default, the system first shows those notifications with a status of *Submitted*. This means that the notification has come to the PAA for review, but the individual has not yet had a PAR created. Once a PAR has been created for an individual, their status is *PIMS Loaded*.

### Matching Incoming Notifications to PIMS

To select an existing notification from the list, click on the number in the *Notification ID* column on the screen. The notification will always open on the *Patient Information* tab. You can review the information included in any of the tabs by clicking on the tab name.

First check to see if the consumer is already in PIMS. To do this, click on the “click here” button under “To search PIMS for a consumer”.

Hospital Exemption from Preadmission Screening Notification

Fields marked \*\* are mandatory

Patient Information | Diagnoses | Nursing Facility | Certification

IDENTIFYING INFORMATION FOR APPLICANT/PATIENT

**Member Information**

To search PIMS for a consumer, [Click Here](#)

Last Name \*\* TCAAC

MI

First Name \*\* NEWT

Street Address

City

State (Ex. OH)

Zip

Ohio County of Residence \*\* MARION

Social Security # (99999999) \*\* 193408065

**Medical Information**

Hospital Name \*\* MOUNT CARMEL EAS

Medicaid Receptient \*\* Yes

Discharge from Psychiatric Unit to NF? \*\*  Yes  No

Discharge Planner Name \*\* CLIFF

Discharge Planner Phone

The next window opens to a “PIMS Consumer Search” tool that allows you to search based on any combination of four criteria: first name, last name, Social Security number or date of birth.

Using more than one search criteria will greatly improve your chances of correctly matching the individual in the notification with a consumer record in the PIMS database. For example, enter the Social Security number and last name for the individual.

Once you’ve entered the search criteria, select “search.” If there is a match in PIMS to the criteria you’ve selected, the name will appear in the screen. If a match appears, click on the radio button in the left column to select the individual and then click “save consumer.” When you match a notification to PIMS, HENS will update the record with the PIMS consumer ID. You will not be able to see this number on the screen.

If no match is found in PIMS, you can change the search criteria and search again. Or click “close” to return to the *Patient Information* screen. You can create a PAR in PIMS for the consumer whether they are found in PIMS or not.

### Creating a PAR in PIMS

HENS will populate the PAR fields in PIMS with information collected in the electronic notification. To create a PAR in PIMS, go to the *Certification* tab. At the bottom, under the *Submit* section, click on the “Create PAR for this consumer” box. When a PAR has been successfully created in PIMS, an alert will appear at the top of the screen.

Once you've created a PAR for a notification, the status of the notification will change to *PIMS Loaded* and the notification will no longer appear on the notifications screen as needing attention when you first log into the system.

Physician's Printed Name \*\* DR BOB

License # \*\* 2365

Certification Date 2/9/2011

Please note: The individual cannot be admitted to the nursing facility through the hospital exemption if all three criteria are not met. If the individual does not meet the three criteria for exemption, the individual may still seek nursing facility admission through a pre-admission screen via completion of the ODJFS 03622. Admission cannot occur until the pre-admission screen is completed and a determination is made that nursing facility placement is appropriate. Physician Signature on this form is required.

Save Reset Print Notification

Submit

Create PAR for this consumer

## Viewing past submissions

Log-in to HENS using your user name and password. The system defaults to show only those notifications that have a status of *Submitted*. These are notifications that still require action on the part of the PAA.

If you want to see all of the notifications that have been submitted to your PAA, use the filter feature at the bottom of the *Status* column to change the results. At the bottom of the *Status* column, click on the double down arrow to the right of the box that says "equal to." 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 by your PAA.

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.

You can 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**). Once the consumer record is open, click on the *Certification* tab and then click on "print notification."

Since the HENS system provides the PAA with the ability to create a PAR in PIMS, PAAs should not need to print notifications, but the print option is available. The print preview screen shows the notification as it will print. To print, select 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.



### 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 Notification” on the *Certification* tab. Click on “print notification” and then, when the print preview screen appears, 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.