

# Hospital Exemption Notification System (HENS) – Ohio Department of Mental Health/ Ohio Department of Developmental Disabilities 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 electronic notification submitted by the hospital to the PASSPORT Administrative Agency, the nursing facility and, as appropriate the state agencies, 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 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 PASSPORT Administrative Agency will accept the notification submitted via HENS as meeting the requirement to provide a copy of the form to the PASSPORT Administrative Agency.

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 form, the HENS will automatically make available to the ODMH or DODD those notifications which are appropriate for them to receive.

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 PASSPORT Administrative Agency and the nursing facility via HENS (and to the state agency as appropriate).

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 should be referred to the Ohio Department of Mental Health will be referred automatically by HENS based on a "yes" answer to question 2 in the Diagnoses section.
- Any notification that should be referred to the Department of Developmental Disabilities will be referred automatically 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 referred specifically to them.

## 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 for thirty days 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. Working with its sister agency partners, the department will identify a HENS administrator at the Ohio Department of Mental Health and the Ohio Department of Developmental Disabilities. The HENS administrator at each state agency is responsible for setting up, updating, adding or removing users for their state agency. Setting up, updating, adding or removing users is covered in the Administrators User Guide.

## Role of the HENS administrator- State Agency

- The system administrator at the state agency will identify and set-up users at the state agency. Each staff member at the state agency who will use the HENS system will need a user name and password for the system. The state agency administrator can add, change or delete any user they've created.

## 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's name and a photo of a healthcare worker. Below this is a dark navigation bar with links for Home, Notifications, My Profile, Tutorial, and Log Out. The central area is a white box titled 'Login' containing two text 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- State Agency

After you’ve logged in, the HENS system shows a list of existing notifications, submitted by a participating hospital and including symptoms of SMI and/ or a diagnosis of MRDD. These notifications are also available to the PAA. 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 and nursing facility, it cannot be deleted or changed by the hospital.
- *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 expected 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 the hospital or PAA has taken.
  - *Submitted*- The notification has been created, completed and submitted to the PAA and nursing facility.
  - *PIMS Loaded*- The notification has been submitted to the PAA and the PAA has added the record to their data management system, PIMS.
- *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 notifications forwarded to the Ohio Department of Mental Health for additional review. If there is a date in this field, it shows that the notification has been reviewed by ODMH. For a user at the Ohio Department of Mental Health, the system defaults to showing only those records that require attention by the Department of Mental Health. Those will be records without a date in this field. You can see all

of the Notifications that came to the ODMH by filtering the list to see other results (see **Changing the Information You See/ Using Filters** below).

- *DODD Review Date*- This field is populated by the system for those notifications forwarded to the Ohio Department of Developmental Disabilities for additional review. If there is a date in this field, it shows that the notification has been reviewed by DODD. For a user at the Ohio Department of Developmental Disabilities, the system defaults to showing only those records that require attention by the Department of Developmental Disabilities. Those will be records without a date in this field. You can see all of the notifications that came to the DODD by filtering the list to see other results (see **Changing the Information You See/ Using Filters** below).
- *Created By*- This field shows that name of the hospital user who 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 DAVID RILEY;  
Agency: ODMH

DELETE	Notification ID	Consumer Name	Hospital Name	Nursing Facility	Status
	1850215	COLA, PENSA	FAIRVIEW	ALTERCARE OF MENTOR	PIMSLoaded
	1850213	CRANE, ICHABOD	FAIRVIEW	ALTERCARE OF WADSWC	SUBMITTED
	1850201	MINI, MOUSE	WEST CHESTER MEDICAL		PIMSLoaded
	1850200	T, T	WEST CHESTER MEDICAL		PIMSLoaded
	1850198	TEST, TEST	WEST CHESTER MEDICAL		PIMSLoaded

Apply Filter | Hide Filter | Remove Filter - Records: 1 - 5 of 5 - 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 state agencies, the system defaults to show those notifications that require action by the state agency. If you want to see all of the notifications that have been received at your state agency, including those for which action has already been taken, use the filter feature at the bottom of the *ODMH (or DODD) Review Date* column to change the results.

At the bottom of this column, click on the double down arrow to the right of the box that says “is null.” 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 state agency, including those that have already been reviewed by the state agency.

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.

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

**Hospital Exemption Notification System**

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

### Notifications List

Welcome DAVID RILEY;  
Agency: ODMH

Report Agency	ODMH Review Date	DODD Review Date	Created By	NF Review Date
A 10A			KEVIN CODY	
A 10A			KEVIN CODY	
A 1		1/19/2011	TEST USER	
A 1		1/19/2011	TEST USER	
A 1			TEST USER	

Filter | Is Null | No Filter | No Filter

Apply Filter | Hide Filter | Remove Filter - Records: 1 - 5 of 5 - Pages: 1

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## 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/ or ODMH/ DODD.

**Patient Information:** This section is aligned with Section A (Identifying Information for the Applicant/Patient) of the 07000 form. The notification will always open on 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 other users can tell the status of the review process at the state agency.

**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. A yes response to question 2 will make the notification available for further review at the Ohio Department of Mental Health. A yes response to either question 3 or 4 will make the notification available for further review at the Ohio Department of Developmental Disabilities.

**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.
- The Date of Expected Admission is a required field.

**Certification:** This section is aligned with Section C (Certification for Hospital Exemption) of the 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 certification date is a required field.](#) The form cannot be submitted 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.

Once the certification is complete, the form is submitted to the PAA and, for those that trigger additional review, to ODMH/ DODD.

## Review of Notifications Received at the State Agency

Once a hospital user has completed a notification and submitted it to the PAA, if questions in the diagnoses section include symptoms of SMI and/ or a diagnosis of MRDD, the state agency will have access to the notification.

To access notifications, open a web browser and type the URL <http://hens.ago.ohio.gov>. Any notification that has been referred to ODMH or DODD will appear in the list of notifications for that agency. By default, the system initially shows only those notifications that require action by the state agency. To select a Notification, click on the number in the *Notification ID* column. For instruction on **Printing a Notification** or **Saving a Notification as a .pdf**, see below.

At the bottom of the *Certification* tab, the state agency should mark that the notification has been reviewed. Once this box has been checked, an alert will appear at the top of the screen that the notification has been reviewed. This action also takes the notification out of the notification list when the user first logs in.

**Hospital Exemption from Preadmission Screening Notification**

Fields marked \*\* are mandatory

This notification has been reviewed.

Patient InformationDiagnosesNursing FacilityCertification

**CERTIFICATION FOR HOSPITAL EXEMPTION**

As the individual's physician, I certify that the individual:

- > Is discharged to a Nursing Facility directly from a hospital after receiving acute patient care at the hospital; and
- > requires nursing facility services for the condition for which he/she received care in the hospital; and
- > as the physician, I certify, no later than the date of discharge, that the individual requires fewer than 30 days of nursing facility services.

Physician's Printed Name \*\*

License # \*\*

Form Signed Date

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.

SaveResetPrint Notification

Submit

This notification has been reviewed by ODMH.

### Viewing All Submissions

Log-in to HENS using your user name and password. The system defaults to show only those notifications that require action on the part of the state agency.

If you want to see all of the notifications that have been received at your state agency, use the filter feature at the bottom of the *ODMH (or DODD) Review Date* column to change the results. At the bottom of this column, click on the double down arrow to the right of the box that says "is null."

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 state agency, including those that have already had action taken at the state agency.

You can use the vertical scroll bar to move up and down in the list. Remember, the list populates with the notifications that have been created most recently at the top.

You can also 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.” 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.

The screenshot shows the 'Main Report' view of a notification. At the top, there is a navigation bar with links for Home, Notifications, My Profile, Manage Users, Help, and Log Out. Below this is a toolbar with a printer icon (labeled 'Print icon') and an export icon (labeled 'Export icon'). The main content area displays a form titled 'HOSPITAL EXEMPTION FROM PREADMISSION SCREENING NOTIFICATION' from the Ohio Department of Job and Family Services. The form includes instructions for hospital discharge staff and a section for identifying information for the applicant/patient.

SECTION A: IDENTIFYING INFORMATION FOR APPLICANT/PATIENT			
Last Name ALEXANDER	First Name WILLIAM	MI	
Street Address	City	State:	Zip
Ohio County of Residence CUYA	Sex M	Date of Birth (mm/dd/yyyy) 08/08/1938	
Social Security # 234567890	Medicaid Recipient <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Pending <input type="checkbox"/> Managed Care Plan		

### 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 on 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.