

CSA – Emergency Needs Assessments

Purpose:

Complete Emergency Needs Assessments (ENA) at the request of the Case Manager (CM) or Agency designee to determine if the member has experienced a significant change in his/her condition or the Agency which will determine if a full assessment is needed.

Identification of Roles:

Case Manager (CM) – Submits request for Emergency Needs Assessment.

Agency Designee – Submits request for Emergency Needs Assessment.

Assessor – Completes Emergency Needs Assessments and makes determination as to whether a full assessment is needed.

Assessment Scheduler – Uploads completed ENA to Iowa Medicaid Portal Access (IMPA). Schedules face-to-face assessment if deemed necessary.

Communications Triage Team – Manages and processes incoming assessment requests through centralized scheduling system and assigns to Assessor Supervisor. Uses the JIRA Service Management platform (IA CSA Service Desk) as the primary tracking system.

Assessment Supervisors – Reviews Emergency Needs Assessment request at brief glance to ensure request is appropriate for an ENA. Transfers or assigns Emergency Needs Assessment to Assessor.

Performance Standards:

Conduct and submit to the Agency an Emergency Needs Assessment in situations that necessitate an immediate adjustment in services and care plans within two (2) business days from notice of an Emergency Needs Assessment Request.

Path of Business Procedure:

Step 1: CM or Agency designee identifies an urgent health and safety need for a member which the member has experienced a significant change in his/her condition. CM or Agency Designee submits request for an Emergency Needs Assessment through JIRA Service Management platform (IA CSA Service Desk) or centralized phone system with callback feature.

Step 2: The Communication Triage Team will respond to and assign all Emergency Needs Assessment requests to an Assessment Supervisor prior to the end of each workday. The Assessment Supervisor will review the request and secure the phone

number of the CM or Agency Designee to enable the Assessor to contact them at the earliest opportunity and no later than two business days. The Assessment Supervisor may also contact the CM or Agency Designee to schedule the Emergency Needs Assessment and place it on an Assessor's calendar. This may require the Assessor to call a non-business number of the caller.

The Assessor should determine if the CM or Agency Designee is able to complete the phone conversation in a private location to maintain the member's confidentiality. The Assessor is available to complete the Emergency Needs Assessment outside of regular business hours, including evenings, weekends, and holidays.

Communications Triage Team monitors and processes requests through JIRA Service Management platform (IA CSA Service Desk). Auto response notifications sent to confirm receipt of request. Automated tracking of the 'two (2) business days' response requirement. Assessor Request is assigned to a dedicated Assessment Supervisor.

Step 3: The Assessment Supervisor or Assessor will complete a screening with the member's CM or Agency Designee to evaluate for compliance with the criteria of a qualifying event. When no qualifying events are identified for the member, the Assessor will complete a screening with the member's CM to evaluate if an Emergency Needs Assessment is required.

Digital documentation completed in the JIRA system as needed.

Step 4: The Assessor will consult with the CM to complete all the questions on the Agency-approved Emergency Needs Assessment form. The Assessor will make the determination as to whether a full assessment is needed.

The criteria for a referral for a full assessment are: Significant change in at least three (3) of the five (5) domains that is **likely to continue**. If unsure, the Assessor will discuss this with an Assessment Supervisor.

The Assessor will complete a reason and rationale statement supporting their determination if a full assessment is needed or not.

Step 5: The Assessor will complete all data entry and upload the assessment into SAM. After a quality review, the Assessment Scheduler will upload the assessment into IMPA within two (2) business days of the referral.

Digital documentation completed in the JIRA system as needed. Automated notifications to relevant parties as applicable.

Step 6: If a full assessment is necessary, the Assessor will share this information with the CM or individual with whom contact was established. The Assessor will also submit a request to the Assessment Scheduler. The assigned Assessment Scheduler will then

follow standard scheduling and notification procedures to allow for completion of the face-to-face assessment within thirty (30) calendar days of the Emergency Needs Assessment.

SMS notifications will be sent for scheduling confirmations. Digital calendar management will be utilized for face-to-face assessment scheduling. Automated notification will be processed through a centralized platform.

Forms/Reports:

Emergency Needs Assessment Form

RFP Reference:

1.3.1.2.C

1.3.1.3.B

Interfaces:

IMPA

SAM

JIRA

Talkdesk

Attachments:

N/A