

# Equipment, Technology, and Systems

## ADRC Operations Manual

### I. Introduction

ADRCs are required to have up-to-date and fully operational equipment, technology, and systems so that services can be provided to customers in a timely and convenient manner.

### II. Access to Systems

#### A. Process for Obtaining Access

ADRCs that need to obtain access for staff to any of the required systems can do so by completing the [System Access Request \(F-02000\)](#). Follow the [System Access Request Form Instructions \(F-02000A\)](#) when completing this form. Requests for access should only be made for systems needed to complete assigned job duties.

There are some systems that require a different method in order to obtain access. If a different method is necessary, that process is described below in the corresponding section.

#### B. Process for Terminating Access

ADRCs are responsible for ensuring that former staff members, whether paid or unpaid, no longer have access to any data systems that contain information about the ADRC or its customers. Access can be re-established for individuals who qualify for access in their subsequent employment.

ADRCs must submit requests to have a staff member's data systems access deactivated within one business day of their termination or within three business days of their voluntary departure or reassignment.

ADRCs should submit deactivation requests using the [System Access Request \(F-02000\)](#) and following the [System Access Request Form Instructions \(F-02000A\)](#).

Access to systems that have not been used for an extended period of time may be deactivated by the state-level systems administrator. Each system may vary in how the user regains access. Consult the [System Access Request Form Instructions \(F-02000A\)](#) for more information. Contact your assigned regional quality specialist with specific questions.

## III. Equipment and Systems

### A. Telephone

ADRCs are required to have a telephone system and toll-free phone number that is advertised to the public. The ADRC may also have a local phone number that they advertise to the public. The telephone system must transfer calls internally within the ADRC without requiring the caller to place a separate call. The capability to transfer calls internally within the ADRC applies regardless of whether an ADRC has a single office or multiple branch offices.

During business hours, the calls made to the ADRC must be answered directly by a person who identifies to the caller that they have called the ADRC. Incoming calls to the ADRC should be answered promptly.

If the ADRC phone is not answered by a person after business hours, then it must be answered by a system that identifies the ADRC's regular business hours, allows callers to leave a message, and refers callers to an emergency phone number.

### B. Internet-Based Communication

ADRCs are required to have a high-speed internet connection and the capacity to stream both video and audio over the internet, including access to remote meeting capabilities. All ADRC staff must have a computer and the ability to access the internet for data input and communication purposes. For the purposes of mobility and continuity of operations beyond the physical ADRC office space, ADRCs are encouraged to provide staff with mobile technology such as laptops, tablets, or mobile phones.

The ADRC must have a well-publicized email address that is published on the ADRC’s website and included in all of their marketing materials. If the ADRC is based in a county, the ADRC should publish their contact information on the homepage of the county’s website. When ADRCs receive email contacts from a customer, they should respond by the end of the next business day, even if it is just to acknowledge receipt of the message.

The ADRC needs to have a website to communicate its services to the client populations and the general public. The website should be user-friendly and directly accessible to the public through search engines. The website should include descriptions of the ADRC mission, the populations served, and the information and services it provides. Contact information for the ADRC must be highly visible and easy to find on the ADRC’s homepage.

Although ADRCs are not required to have a social media presence, social media can be an effective method for reaching customers and the general public. If an ADRC chooses to have a social media presence, the ADRC must have control over what is posted on social media sites they maintain.

## **C. Client-Tracking Database**

### **1. ADRC Specialists, Dementia Care Specialists, and ADRC Support Staff**

Each ADRC is required to designate a staff person as their client-tracking database lead.

Staff providing adult protective services (APS) cannot enter APS-related client information in the ADRC client-tracking database.

WellSky is the client-tracking system currently supported by DHS, and it is in use by most ADRCs. ADRCs that currently operate WellSky are required to continue using WellSky. These ADRCs are not allowed to transition to any other client-tracking system without first consulting with DHS and obtaining a waiver of the requirement. ADRCs that currently operate a client-tracking database other than WellSky may not transition to a new, non-WellSky client-tracking database without first consulting with DHS and obtaining a waiver of the requirement. All newly formed ADRCs must use WellSky or consult with DHS and obtain a waiver of this requirement. Waivers may be requested by using the [Client-Tracking System Waiver Request \(F-02715\)](#).

ADRCs are required to notify their assigned regional quality specialist (RQS) in writing of their intent to explore a new client-tracking system. This notification must occur before the request for a waiver is completed. Any request

for a waiver must be submitted to DHS at least 120 days in advance of the proposed start date, and the client-tracking database cannot be implemented until DHS has approved a waiver.

If an ADRC has been approved to operate a system other than WellSky, the ADRC will provide access to its client-tracking system to its assigned RQS for quality assurance purposes. Additionally, if an ADRC has been approved to operate a system other than WellSky, then that approved system must be maintained and updated to meet the DHS client-tracking system requirements. Any system modification must be implemented no later than the date indicated by DHS. DHS will provide at least 60-day notice of any impending changes to its client-tracking system requirements to any ADRCs that do not use WellSky.

## 2. Benefit Specialists

The [elder benefit specialist](#) (P-03062-06) and [disability benefit specialist](#) (P-03062-05) programs are required to use the WellSky system for client-tracking and case management. There is not an option to waive the use of this system for these program areas. Detailed information on the reporting requirements for these program areas can be found in their respective chapters of the ADRC operations manual.

## D. Encounter

Each ADRC is required to submit their monthly agency data through the long-term care Encounter system. This system is used to collect ADRC client-tracking data statewide. It is necessary because not all ADRCs are currently using the same client-tracking database. It is important for ADRC staff to input their data into the client-tracking system in a timely manner so that accurate data is submitted to Encounter. The statewide data is used on a regular basis for reporting to state and federal partners.

ADRCs must submit and certify their data to the Encounter system by the 20<sup>th</sup> of the following month. For example, January data needs to be submitted and certified by February 20. If the 20<sup>th</sup> of the month lands on a weekend or holiday, the encounter data must be submitted by close of business on the following business day. Follow these [instructions](#) on how to submit and certify data to Encounter.

## E. Resource Database or Directory

Each ADRC is required to designate a staff person as their resource database lead.

ADRCs must maintain a resource directory or an electronic resource database. The resource database or directory must be sufficient to support the provision of information and assistance, options counseling, and other required ADRC services.

The resource database or directory must contain detailed information about the full range of programs and services available for older people and people with disabilities in the ADRC's geographic service area. The information in the database or directory needs to be complete and current. It should be updated at least annually.

ADRCs are encouraged to establish a policy for inclusion and exclusion of providers from their local resource database or directory. When establishing a policy, ADRCs should consult their local corporation counsel as well as the [Conflict of Interest Policy \(P-03062-03\)](#).

## F. Program-Specific Systems

There are several systems that certain ADRC staff are required to access in order to perform their job duties. Information on how these systems are used can be found in the corresponding sections of the ADRC Operations Manual. Additional information applicable to these systems can be found in the [System Access Request Form Instructions \(F-02000A\)](#).

### 1. ForwardHealth interChange (FHiC)

FHiC is a portal that allows ADRCs and screen-certified tribal ADRCs to electronically and securely submit and manage long-term care enrollment records for customers. FHiC also allows users to view current health care information, such as cost shares.

Access to FHiC is required for ADRC staff members who perform [enrollment counseling \(P-03062-03a\)](#). ADRCs are also required to designate at least one staff person with FHiC access specifically for the purpose of retrieving [nursing home referrals \(P-03062-02a\)](#). ADRC staff who support other program areas may also benefit from having access to FHiC and may request access, as appropriate.

### 2. CARES Worker Web (CWW)

CWW is a web-based, automated computer system that collects nonfinancial and financial information of applicants for certain public assistance programs, such as FoodShare, BadgerCare Plus, Medicaid, W-2 and Child Care.

ADRC staff who perform [disability benefit counseling \(P-03062-05\)](#), [elder benefit counseling \(P-03062-06\)](#), [options counseling \(P-03062-02\)](#), or any duties related to [publicly funded long-term care programs \(P-03062-03\)](#) will need access to CWW. ADRC staff will only be granted read-only privileges to this system. ADRC staff who support other program areas may also benefit from having access to CWW and may request access as appropriate.

### 3. Functional Screen Information Access (FSIA)

FSIA is the web-based application used by ADRCs and screen-certified tribal ADRCs to collect information about an individual's functional status, health, and need for assistance in order to determine functional eligibility for adult long-term care programs.

Staff who are certified to perform the [long-term care functional screen \(P-03062-04a\)](#) need to request access to FSIA upon successful completion of their certification training.

## G. SharePoint

All ADRC staff should have access to the ADRC SharePoint site in order to access important information related to performing their job duties. The ADRC SharePoint site is the primary location for ADRC staff to find information and technical assistance. DHS uses SharePoint as a coordinated access point for ADRCs. The site contains a wide variety of information including, but not limited to:

- A training and meeting calendar.
- An ADRC directory.
- Easy access to required forms and publications.
- The ADRC Operations Manual.
- Access to program-specific SharePoint sites.

In order to gain access to SharePoint, ADRC staff must self-register for [WILMS](#) and the ADRC supervisor must submit a [System Access Request \(F-02000\)](#).

There are program-specific SharePoint sites that ADRC staff may wish to access. Anyone with access to the ADRC SharePoint site will automatically have access to the Aging SharePoint site. There are also SharePoint sites for the dementia care specialist, disability benefit specialist, and elder benefit specialist programs. Access to these SharePoint sites can be requested by contacting the program manager.

## H. Learning Management System

Web-based training modules for ADRCs can be found on the [learning management system](#) (LMS). Not all ADRC training is provided via the LMS; however, there is a wide array of training available that can be accessed at the individual's convenience.

## I. Return on Investment Calculator

ADRCs have access to a web-based [return on investment calculator](#) that can be used to determine their local return on investment and also see the statewide return. To submit a request for access to the calculator, follow the instructions in the [user guide](#).

# IV. Operational Policies and Procedures

## A. Statutory References

[Wis. Stat. § 46.283](#)

[Wis. Admin. Code ch. DHS 10.23](#)

## B. Agency Requirements

Agencies' technology resources must be compatible with required system specifications. Macro-enabled Excel workbooks or specific internet browser settings are examples of required system specifications.

## C. Supervision

Supervisors need to know who their county's CARES security officer and FSIA authorized signer are in order to assist staff with access to these systems.

Supervisors are responsible for ensuring that staff have access to the systems required to perform their job duties as well as requesting deactivation when staff no longer require access or are no longer with the ADRC.

Supervisors must ensure that staff are aware of and compliant with all policies and procedures related to these required systems.

#### **D. Allowable Funding Source(s)**

[ADRC grant](#) (P-03062-16)

#### **E. Policy Requirements**

[Confidentiality](#) (P-02923-06)

[Conflict of Interest](#) (P-02923-03)

[Long-Term Care Authorization, Enrollment, and Disenrollment Form Signatures Policy](#) (P-02923-05)

#### **F. Training**

Recorded trainings on these systems can be found on the ADRC SharePoint site.

## **V. Additional Resources and Tools**

[Systems Access Request Form](#) (F-02000)

[Encounter Reporting Process](#)