WISCONSIN DEPARTMENT of HEALTH SERVICES

Basic Information for Screeners

A. Department of Health Services (DHS) Functional Screener Resources Website

https://www.dhs.wisconsin.gov/functionalscreen/index.htm

Information found on the Long Term Care Function Screen (LTCFS) homepage:

- LTCFS form
- LTCFS clinical instructions
- Diagnoses cue sheet
- Guide for I/DD per Federal Definition
- Listserv sign-up
- Screener training materials

B. LTCFS Application

https://fsia.wisconsin.gov/

C. Technical, Security, or Password Issues

Can't get into the LTCFS application (FSIA)? Having trouble updating an incorrect Social Security Number? Having problems with MCI (Master Client Index)? Found duplicate screens? Forgot your password? Contact the DHS SOS Help Desk at:

Tel: 608-266-9198
Email: dhssoshelp@wisconsin.gov

Do not contact the DHS Webmaster.

D. Adult LTCFS Frequently Asked Questions

1. **How do I update agency contact information?**

   Agency contact information is in FSIA under the Admin section (on the top screen title bar); the name of the link is "Modify Agency Contact Information."

   Agency contact information is used to enter an agency display name, a contact name, and a phone and fax number. Screeners can use this information when they need to get in touch with another screening agency regarding a functional screen applicant.

2. **Who should add or modify contact information for my agency?**

   The agency screen liaison, or an agency manager, should add the contact information for your agency.

3. **What if my agency doesn't add agency contact information?**

If your agency doesn't add contact information, then only the agency name will display in FSIA on the applicant screen information page. There will not be a phone or fax number displayed.

4. What is MCI?

MCI stands for Master Client Index. The index is a way to identify each unique person between different computer systems. The MCI contains four pieces of identifying data:

- First and last name
- Social Security Number (SSN)
- Date of birth
- Gender

5. What does 'clearance' mean?

Clearance is a process of checking on identifying data for an applicant. In the functional screen, there are two levels of clearance:

a. LTC clearance—when you are creating a new applicant, the screen application searches through all existing functional screen applicants, looking to see if there are any applicants who have exactly the same Social Security Number (SSN). This is called LTC clearance. You cannot create a new applicant in FSIA if the SSN is already assigned to an existing applicant.
b. MCI clearance—when you are creating a new applicant, MCI searches through all the MCI records, looking to see if there are any individuals who have matching identifying data. MCI clearance is looking for a 'close' match. If the MCI clearance process finds a person who is very close to the new applicant you are creating, you will have to decide if the match is really for the new applicant or a different person.

6. What should I do if the date of birth, SSN, or name of my applicant does not match MCI?

You should go back to your documentation and review the original source for the data you entered. Perhaps you mistyped some of the data. It's also possible that the MCI data was mistyped.

You will have to review the applicant’s records to try to determine the correct information. This may require reviewing the applicant’s driver’s license or Social Security card.

You will want to double-check your documentation when data in the functional screen and MCI do not match.

7. What should I do if my screen applicant already exists in MCI?

When you are creating a new applicant in FSIA, you may occasionally see the MCI clearance page. This means the MCI clearance process found a potential match for your applicant in the MCI.

You will have to evaluate the person who is a potential match and try to decide if it is really the same as the functional screen applicant. Usually, if the name, date of birth, and gender are the same, but the SSN is off by one digit, it is the same person.

8. What are the SSN statuses?

MCI communicates with the Social Security Administration (SSA) for validation of data. The SSN statuses describe the results from SSA.

The most common valid SSN status codes are:

- SSN verified
- SSN unverified

Other SSN status codes are:

- SSN not found in SSA database
- Last name matches, birth date does not
- Name mismatch, birth date and SSN match
- SSN entered not verified. SSA found the correct SSN.
- SSN verified, last name never checked
- Last name matches, birth date does not

9. What should I do if my existing screen applicant has a name change?

You must evaluate whether the person in MCI is the same person as the functional screen applicant. For example, when the SSNs are the same but the last name is different due to a name change and you know the person is the same, you should select the link. This will navigate to the Applicant Screen Information page. Once you are at the Basic Information page, you should change the applicant's name to the correct name. This update will change the name in LTC clearance and MCI clearance.

This same process applies if, for example, the date of birth is incorrect in MCI.

10. How do I change my name? (The screener name, not the applicant name)

Go to the LTCFS application website at: https://fsia.wisconsin.gov.

- Click on the Web Access Management System (WAMS) link. You will see the WAMS page.
- Click on the Profile Management link. At this point, you will have to enter your WAMS User ID and password.
- You will see the Profile Management page. You can type over any information on this page. When you are finished, click on the Submit button at the bottom of this page.
- Once you have updated the information and confirmed the information, contact the DHS SOS Help Desk at 608-266-9198 or dhssoshelp@wisconsin.gov to finish the process.

E. Screener Certification Course

All screeners must pass the screener training course in order to become certified. The online course is available from any computer with Internet access. Talk to your agency's screen liaison about whether you need to become certified.

If you do need to take the course, go to the following website to register: https://wss.ccdet.uwosh.edu/stc/dhsfunctscreen.

F. Still Need Help?

Check with your screen liaison. A screen liaison has been designated for every screening agency. Screen liaisons are THE local resource for information. If your screen liaison is not able to answer your question, he or she will consult with the appropriate staff at DHS.