

# Federally – Certified Nursing Homes MDS 3.0 Section Q Referrals



## Referral Management Module – LCA Process (Part 1)

### Nursing Home Workflow Topics

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- ❑ Background
- ❑ Logging In
- ❑ Program Participation System (PPS) Home Page
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- ❑ Big Picture
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- ❑ Accessing Inbox and Referrals
- ❑ Documenting Referral Outcomes
- ❑ Transferring a Referral
- ❑ Individual Referral Reports
- ❑ Reviewing Referral Status



## Background

### Background

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- Per Federal Code 42 CFR 483.20 nursing homes that participate in the Medicare or Medicaid programs must complete the Minimum Data Set (MDS) assessment for all residents admitted to the facility.
  - Nursing Homes are required to make a referral to the designated Local Contact Agency (LCA) for any resident who indicates they wish to talk to someone about returning to the community. The nursing home is required to make the referral to the LCA within 10 business days of completing Section Q.
  - LCAs are expected to contact the resident within 10 business days of receipt of referral



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## Background

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- ❑ Wisconsin received a federal grant to automate the referral process
- ❑ Nursing Home Referral Management Module was designed to meet this need
- ❑ For more details visit:
  - [http://www.dhs.wisconsin.gov/rl\\_dsl/publications/11-007.htm](http://www.dhs.wisconsin.gov/rl_dsl/publications/11-007.htm)



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## Logging On

## Logging In

**Step 1:** Go to <https://pps.wisconsin.gov>

**Step 2:** Click on **PPS - Production**

The screenshot shows a Windows Internet Explorer browser window displaying the 'Gateway Page - Windows Internet Explorer provided by DHS - State of Wisconsin'. The address bar shows 'https://pps.wisconsin.gov/'. The page features the State of Wisconsin logo and the text 'State of W I S C O N S I N'. Below this is the 'Human Services System Gateway' with a link to 'Add this Page to Favorites'. A section titled '\*\* Production Environment \*\*' contains a paragraph of text and three application links: 'FSIA - Production' (Functional Screen Information Access (Production Environment)), 'PPS - Production' (Program Participation System (Production Environment)), and 'WAMS' (To access PPS / CWW / FSIA, sign up for a Web Access Management System (WAMS) ID.). A blue box highlights the 'PPS - Production' link, with a '2' in a box next to it. A '1' in a box is next to the address bar.

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## Logging In

**Step 3:** Enter your **WAMS ID** and **Password**

**Step 4:** Click Login

The screenshot shows a Windows Internet Explorer browser window displaying the WAMS login page. The address bar shows 'https://prd.wamsdp.wisconsin.gov/?Id=EntLogin&sid=0&option=credential&sid=0 - Wisconsin Web Ac - Windows Internet Explorer pro'. The page features the State of Wisconsin logo and the text 'State of W I S C O N S I N'. Below this is the 'WAMS WEB ACCESS MANAGEMENT SYSTEM' logo. There are two input fields: 'User ID:' and 'Password:'. A 'Login' button is located below the 'Password:' field. A '3' in a box is next to the 'User ID:' field, and a '4' in a box is next to the 'Login' button. Below the login fields are two links: 'Forgot your password? Is your account locked?' and 'Request a Wisconsin User ID and Password.'. At the bottom of the page, there is a disclaimer: 'You are accessing the State of Wisconsin Local wide area network. This system is for authorized users only. All equipment, systems, services, and software connected to this network are intended only for the official business use of the State of Wisconsin. The State of Wisconsin reserves the right to audit, inspect and disclose all transactions and data sent over this medium in a manner consistent with State and Federal laws. By using this system you expressly consent to all such auditing, inspection and disclosure. Only software approved, scanned for virus, and licensed for State of Wisconsin use will be permitted on this network. Any illegal or unauthorized use of State of Wisconsin equipment, systems, services, or software by any person(s) may be subject to civil or criminal prosecution under state and federal laws, and may also result in disciplinary action where appropriate.' At the very bottom, there are links for 'WAMS Home' and 'Wisconsin Portal Home', and a note: 'Please don't bookmark this page.'



## Navigating PPS

### Navigating PPS - PPS Home Page

- Displays the 10 most recently viewed individuals
  - If this is the first time you have logged into the system, no individuals will be displayed on this page.

Program Participation System Home

User ID: tiffanyhachfeld User Name: T Hachfeld

ACCEPTANCE

Help Logout

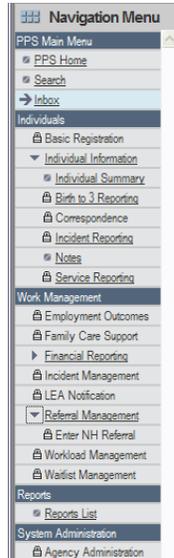
Navigation Menu

- PPS Main Menu
- PPS Home
- Search
- Inbox
- Individuals
  - Basic Registration
  - Individual Information
- WMA Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waiver Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Most recently accessed participants. Click magnifying glass to view/edit.

Name	Last Accessed	View/Edit
SMITH, JAN S	10/28/2011	
SMITH, SUSIE	10/27/2011	
FERRI, BRAND L	10/24/2011	
JAKOB, GERAR G	10/24/2011	
CHRIS, DAVI E	10/24/2011	
AVNES, JO O	10/24/2011	
ANDER, REBECC L	10/21/2011	
CLEGG, LIS M	10/21/2011	
STAND, CHEST M	10/21/2011	
ECCLE, KATHL KATHL	10/21/2011	

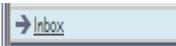
## Navigating PPS – Navigation Menu & Access



- ❑ The system's Navigation Menu is located on the left of the page.
- ❑ Items listed with this icon  are not available.
- ❑ Items listed with this icon  are available.
- ❑ Items with this icon  indicate that more menus are available for that particular heading.

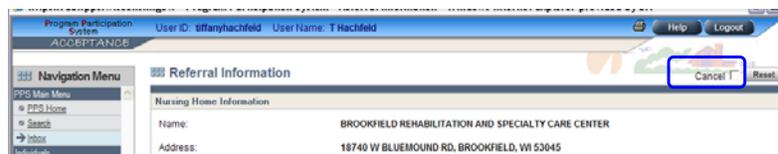


- ❑ The Navigation Menu will also display an arrow and highlight the menu you are currently viewing.



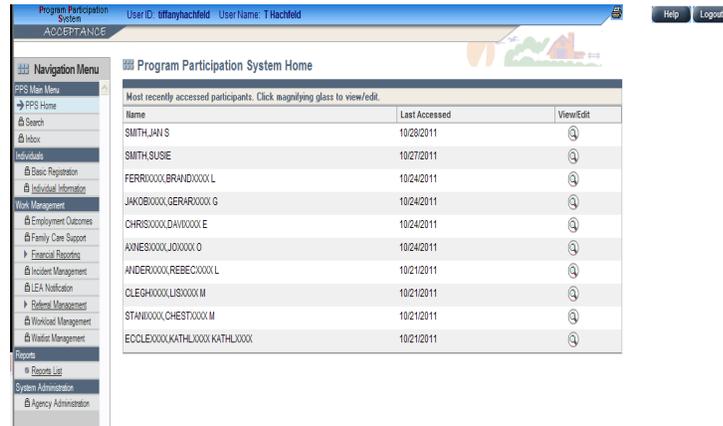
## Navigating PPS – Cancel & Reset

- ❑ Clicking the **Cancel** checkbox and selecting a different link from the navigation menu will cancel any changes and navigate off the page.
- ❑ Clicking **Reset** changes the data back to the last save and keeps you on the same page.



## Navigating PPS – Help

- If you have questions you can always click the  button for more details.



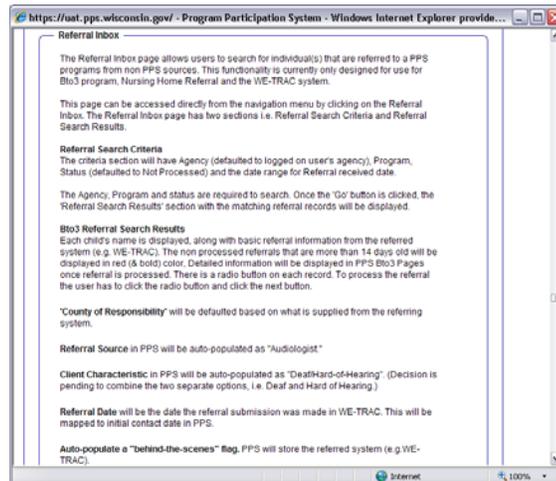
Program Participation System Home

Most recently accessed participants. Click magnifying glass to view/edit.

Name	Last Accessed	View/Edit
SMITH, JAN S	10/28/2011	
SMITH, SUSIE	10/27/2011	
FERRXXXX, BRANDXXXX, L	10/24/2011	
JAKOXXXX, GERARXXXX, G	10/24/2011	
CHRISXXXX, DAVIDXXXX, E	10/24/2011	
ANNESXXXX, JOXXXX, O	10/24/2011	
ANDERXXXX, REBECCXXXX, L	10/21/2011	
CLEGHXXXX, LISXXXX, M	10/21/2011	
STANXXXX, CHESTXXXX, M	10/21/2011	
ECCLEXXXX, KATHLXXXX, KATHLXXXX	10/21/2011	

## Navigating PPS - Help

- Help Text appears in a different window.
- When finished click  to close the window. PPS will remain open.



Referral Inbox

The Referral Inbox page allows users to search for individual(s) that are referred to a PPS programs from non PPS sources. This functionality is currently only designed for use for Bto3 program, Nursing Home Referral and the WE-TRAC system.

This page can be accessed directly from the navigation menu by clicking on the Referral Inbox. The Referral Inbox page has two sections i.e. Referral Search Criteria and Referral Search Results.

**Referral Search Criteria**  
The criteria section will have Agency (defaulted to logged on user's agency), Program, Status (defaulted to Not Processed) and the date range for Referral received date.

The Agency, Program and status are required to search. Once the 'Go' button is clicked, the 'Referral Search Results' section with the matching referral records will be displayed.

**Bto3 Referral Search Results**  
Each child's name is displayed, along with basic referral information from the referred system (e.g. WE-TRAC). The non processed referrals that are more than 14 days old will be displayed in red (& bold) color. Detailed information will be displayed in PPS Bto3 Pages once referral is processed. There is a radio button on each record. To process the referral the user has to click the radio button and click the next button.

'County of Responsibility' will be defaulted based on what is supplied from the referring system.

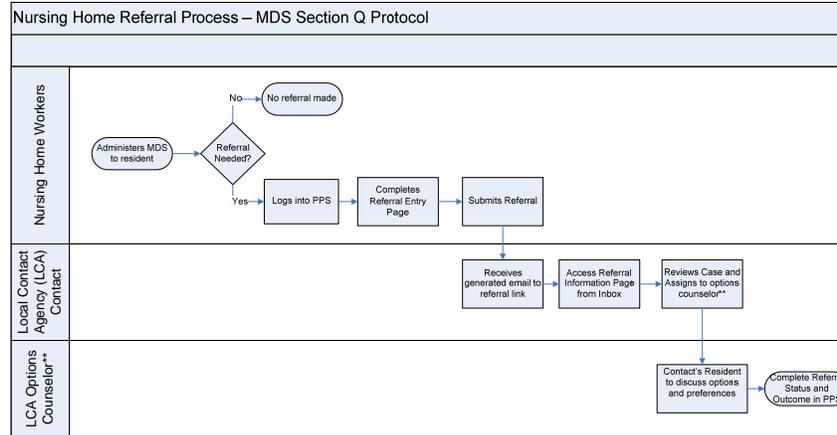
Referral Source in PPS will be auto-populated as "Audiologist"

Client Characteristic in PPS will be auto-populated as "Deaf-Hard-of-Hearing". (Decision is pending to combine the two separate options, i.e. Deaf and Hard of Hearing.)

Referral Date will be the date the referral submission was made in WE-TRAC. This will be mapped to initial contact date in PPS.

Auto-populate a "behind-the-scenes" flag. PPS will store the referred system (e.g WE-TRAC).

## Big Picture – Nursing Home Referral Workflow



\* If assessment shows that a referral should have been made and resident wants to talk to someone about community care, a referral can be made.

\*\*This individual may not be a separate roll at your organization. However, it is important to denote the different workflow steps for those organizations that do. If you will be performing both tasks, the steps in the workflow steps in the third row will be applicable to you.



## How Are Referrals Created?

## How Are Referrals Created?

- ❑ Nursing Home Access Referral Management Module
- ❑ Completes Referral Entry Page
- ❑ Submit Referral
- ❑ Referral generates email

The screenshot shows a web-based form titled "Referral Entry". The form is divided into several sections:

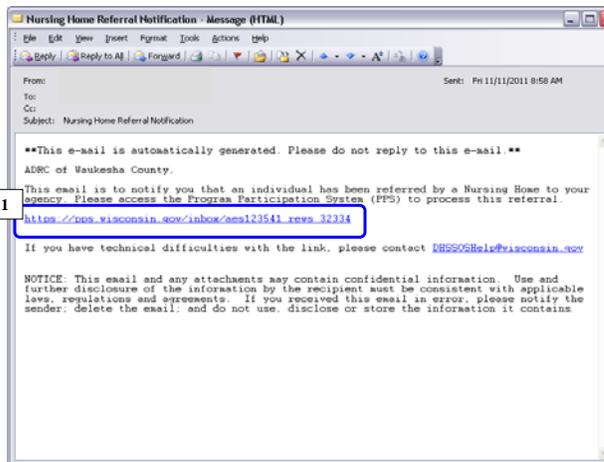
- Nursing Home Information:** Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER; Address: 18748 W BLUEMOUND RD, BROOKFIELD, WI 53045.
- Nursing Home Contact Information:** Name: Jane Vestin; Title: Program Manager; Email: jane.vestin@ascoscan.com; Phone: 608 508 1234.
- Resident Information:** Referral Date: 11/30/2011; Original Admission Date: 10/20/2011; First Name: Dan; Last Name: Smith; Gender: Female; Birth Date: 04/02/1931; Resident's Phone: 608 508 5555; County/Location Preference: 17 Waubesa.
- Current Nursing Home Payer:** Includes checkboxes for Medicare, Medicaid, Family Care, Private Pay, and Insurance, and a checkbox for "Other" with a text field for "Other Text" containing "972 Favor".
- Legal Guardian or Power of Attorney Contact:** Includes questions about legal guardianship and designated contacts, with radio button options for Yes/No.
- Designated Contact Information:** First Name: Dan; Last Name: Smith; Address: 222 Red Brick Road; City: Madison; State: WI; Zip Code: 53724; Phone: 608 508 1234.



## Accessing Inbox & Referrals

## Accessing Inbox & Referrals

- An email will be generated from the referral
- **Step 1:** Click the link to access the Inbox



## Accessing Inbox & Referrals

- **Step 2:** Enter your WAMS ID and password



You are accessing the State of Wisconsin Local/Wide area network. This system is for authorized users only. All equipment, systems, services, and software connected to this network are intended only for the official business use of the State of Wisconsin. The State of Wisconsin reserves the right to audit, inspect and disclose all transactions and data sent over this medium in a manner consistent with State and Federal laws. By using this system you expressly consent to all such auditing, inspection and disclosure. Only software approved, accessed for virus, and licensed for State of Wisconsin use will be permitted on this network. Any illegal or unauthorized use of State of Wisconsin equipment, systems, services, or software by any person(s) may be subject to civil or criminal prosecution under state and federal laws, and may also result in disciplinary action where appropriate.

[WAMS Home](#) [Wisconsin Portal Home](#)  
Please don't bookmark this page.

## Accessing Inbox & Referrals

- ❑ **Step 3:** Accept Default Search Criteria (or modify as needed)
  - A red asterisk (\*) indicates the field is required
  - Agency defaults based upon the user that is logged in.
  - Item Type will always be NH Referral
  - Status will default to Not Processed, but can be changed
  - Referral Dates are **not** required

The screenshot shows the 'Referral Inbox' search criteria form. The form is titled 'Referral Search Criteria' and includes the following fields:

- Agency:** A dropdown menu with 'ADRC of Waukesha County' selected.
- Item Type:** A dropdown menu with 'NH Referral' selected.
- Status:** A dropdown menu with 'Not Processed' selected.
- Referral Received From Date:** A date input field with a calendar icon, showing 'MM / DD / YYYY'.
- To Date:** A date input field with a calendar icon, showing 'MM / DD / YYYY'.
- Go:** A button to execute the search.
- Reset:** A button to clear the search criteria.

A blue box highlights the search criteria fields, and a red asterisk (\*) is visible next to the Agency, Item Type, and Status fields, indicating they are required.

## Accessing Inbox & Referrals

- ❑ You can enter the date or use the calendar to select a date.

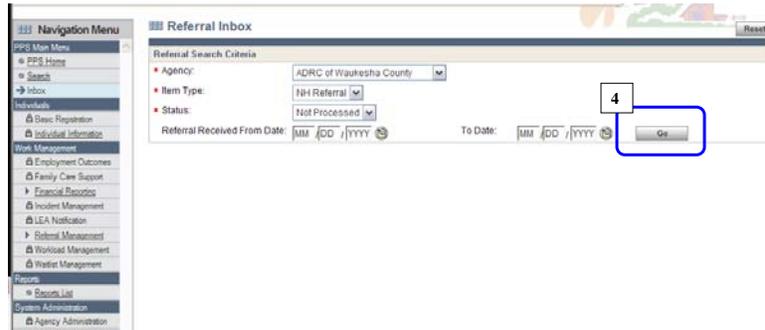
The screenshot shows the 'Referral Inbox' search criteria form, similar to the previous one. However, a calendar popup is displayed over the 'Referral Received From Date' field. The calendar shows the month of November 2011, with the 8th day highlighted. The calendar is titled 'November' and '2011'. The URL 'https://uat.pps.wiscon...' is visible in the browser window above the calendar.

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

## Accessing Inbox & Referrals

- **Step 4:** Click the  button



Referral Search Criteria

Agency: ADRG of Waukesha County

Item Type: NH Referral

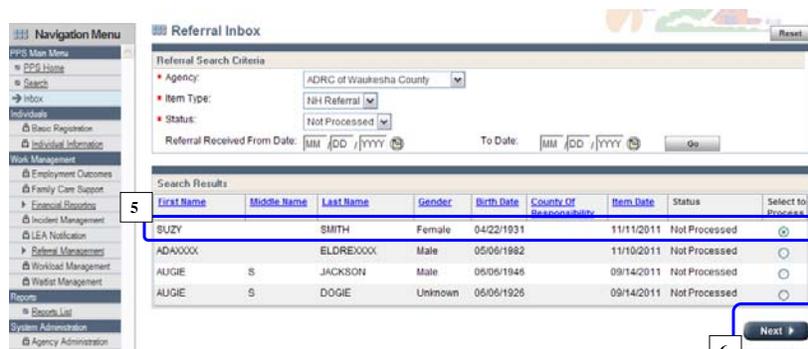
Status: Not Processed

Referral Received From Date: MM / DD / YYYY To Date: MM / DD / YYYY

**4** 

## Accessing Inbox & Referrals

- **Step 5:** Select the referral you want to process.
- **Step 6:** Click the  button.



Referral Search Criteria

Agency: ADRG of Waukesha County

Item Type: NH Referral

Status: Not Processed

Referral Received From Date: MM / DD / YYYY To Date: MM / DD / YYYY

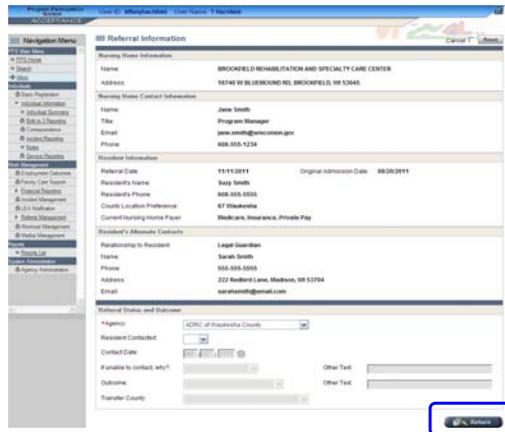
**5**

First Name	Middle Name	Last Name	Gender	Birth Date	County Of Responsibility	Item Date	Status	Select to Process
SUZY		SMITH	Female	04/22/1931		11/11/2011	Not Processed	<input checked="" type="radio"/>
ADA		ELDREXXX	Male	05/06/1982		11/10/2011	Not Processed	<input type="radio"/>
AUGIE	S	JACKSON	Male	05/05/1948		09/14/2011	Not Processed	<input type="radio"/>
AUGIE	S	DOGIE	Unknown	05/05/1925		09/14/2011	Not Processed	<input type="radio"/>

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## Accessing Inbox & Referrals

- The Referral Information page contains all of the details from the nursing home.
- When finished review, click the  button.



**Referral Information**

**Nursing Home Information**

Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER  
Address: 16740 W BURNING RD, BROOKFIELD, WI 53005

**Nursing Home Contact Information**

Name: Jane Smith  
Title: Program Manager  
Email: jane.smith@brookfield.com  
Phone: 488-555-1234

**Resident Information**

Referral Date: 11/11/2011 Original Admission Date: 08/26/2011  
Resident's Name: Susy Smith  
Resident's Phone: 888-555-5555  
County Location Preference: ST Wisconsin  
Current Nursing Home Paper: Medicare, Medicaid, Private Pay

**Resident's Alternate Contacts**

Relationship to Resident: Legal Guardian  
Name: Susan Smith  
Phone: 555-555-5555  
Address: 222 Redford Lane, Madison, WI 53704  
Email: susan.smith@gmail.com

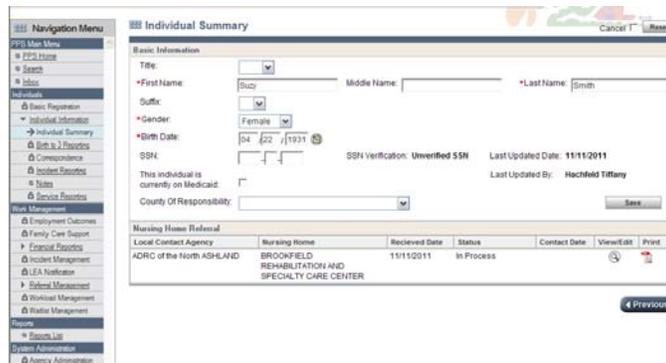
**Referral Dates and Outcomes**

Agency: ACR of Washburn County  
Resident Contacted:   
Contact Date:   
Failable to contact, why?  Other Text:   
Outcome:  Other Text:   
Transfer Count:



## Accessing Inbox & Referrals

- Individual Summary page opens
- To view the information click the  icon
- To print, click the  icon



**Individual Summary**

**Basic Information**

Title:   
\*First Name:  Middle Name:  \*Last Name:   
Suffix:   
\*Gender:   
\*Birth Date:   
SSN:  SSN Verification: Unverified SSN Last Updated Date: 11/11/2011  
This individual is currently on Medicaid:  Last Updated By: Hachfeld Tiffany  
County Of Responsibility:  Save

**Nursing Home Referral**

Local Contact Agency	Nursing Home	Received Date	Status	Contact Date	View/Edit	Print
ADRC of the North Ashland	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	11/11/2011	In Process			



## Accessing Inbox & Referrals

- Some individuals may already exist in PPS
- The system will prompt you to match a record or create a new one.

The screenshot shows the 'Referral Inbox' interface. At the top, there are search criteria: Agency (ADRC of Waukesha County), Item Type (NH Referral), and Status (Not Processed). Below this is a table of search results with columns: First Name, Middle Name, Last Name, Gender, Birth Date, Counts of Responsibilities, Item Date, Status, and Select to Process. Two records are shown: ADAXXXX (ELDREXXXX, Male, 05/05/1982, 11/10/2011, Not Processed) and ALGJE (S, JACKSON, Male, 06/05/1945, 09/14/2011, Not Processed). A 'Next' button is at the bottom right of the table.

Below the table is the 'Individual Clearance List' interface. It shows 'Individual as entered' details: First Name: Adaxxxx, Middle Name: Adaxxxx, Last Name: Eldrexxxx, Gender: Male, SSN: [redacted], Birth Date: 05/05/1982. Below this is a table with columns: S, SSN, First Name, Middle Name, Last Name, Birth Date, Gender, Exists in PPS. One record is shown: S: 92, SSN: 201-20-3549, First Name: ADAXXXX, Middle Name: [redacted], Last Name: ELDRXXXX, Birth Date: 05/05/1982, Gender: Male, Exists in PPS: Yes. There are radio buttons for 'Match existing individual' (selected) and 'Create new individual using entered individual's basic information'. 'Previous' and 'Next' buttons are at the bottom right.

## Accessing Inbox & Referrals

- To match the record, click the radio button next to the available match.
- Click the **Next** button.
- If you are unsure of what to do, click the **Previous** button to return to the Inbox.

The screenshot shows the 'Individual Clearance List' interface. It shows 'Individual as entered' details: First Name: Adaxxxx, Middle Name: Adaxxxx, Last Name: Eldrexxxx, Gender: Male, SSN: [redacted], Birth Date: 05/05/1982. Below this is a table with columns: S, SSN, First Name, Middle Name, Last Name, Birth Date, Gender, Exists in PPS. One record is shown: S: 92, SSN: 201-20-3549, First Name: ADAXXXX, Middle Name: [redacted], Last Name: ELDRXXXX, Birth Date: 05/05/1982, Gender: Male, Exists in PPS: Yes. There are radio buttons for 'Match existing individual' (selected) and 'Create new individual using entered individual's basic information'. 'Previous' and 'Next' buttons are at the bottom right.

## Accessing Inbox & Referrals

- ❑ If there is no match, click the radio button to create a new individual.
- ❑ Click the **Next** button to proceed.

The screenshot shows the 'Individual Clearance List' interface. On the left is a 'Navigation Menu' with categories like PPS Main Menu, Individuals, Work Management, Reports, and System Administration. The main area is titled 'Individual Clearance List' and contains a form for 'Individual as entered' with fields for First Name (Adaxxxx), Middle Name, Last Name (Eldrexxx), Gender (Male), SSN, and Birth Date (05/06/1982). Below the form is a table of 'Individual matches found' with columns for SSN, First Name, Middle Name, Last Name, Birth Date, Gender, and Exists in PPS. A single match is shown with SSN 201-20-3549 and Last Name ELDRXXXX. At the bottom, there is a radio button labeled 'Create new individual using entered individual's basic information' and 'Next' and 'Previous' buttons.

## Accessing Inbox & Referrals

- ❑ The system will ask you to confirm your choice.
- ❑ If you are certain, click the radio button to create a new individual
- ❑ Click the **Next** button to proceed.

This screenshot is similar to the previous one but includes a yellow confirmation message at the top: 'The following events have occurred: PPS1.2 : A New individual will be established in MCI. Please confirm your selection.' The rest of the interface, including the form and table, remains the same as in the previous screenshot.



## Documenting Referral Outcomes

## Documenting Outcome Referrals

- **Step 1:** Select **Search** from the Navigation Menu

The screenshot displays a web application interface. On the left is a 'Navigation Menu' with a tree structure. A blue box highlights the 'Search' option, with a small white box containing the number '1' next to it. The main content area is titled 'Search Criteria' and includes a 'Reset' button. Below the title is a warning message: '\*\*\* AUTHORIZED USERS ONLY \*\*\*' and a larger 'WARNING' paragraph. The 'Demographics Information' section contains fields for 'First Name', 'Last Name', 'Birth Date', and 'County Of Responsibility', each with a 'Go' button. The 'Identification Number' section contains an 'SSN' field with a 'Go' button.

**Navigation Menu**

- PPS Main Menu
- PPS Home
- Search**
- Access
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Medist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

**Search Criteria** Reset

\*\*\* AUTHORIZED USERS ONLY \*\*\*

**WARNING:** This computer system is for authorized users and uses only. You should only access the information that is needed to complete your task. You should also be aware that regardless if individuals are listed in the system, this doesn't necessarily mean they have received services. Your actions on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. You may not re-disclose any information you have accessed unless needed to complete your task or allowed by law. Any improper use or unauthorized access of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system, you consent to these terms and conditions.

**Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)**

First Name:   Starts With  Exact

Last Name:   Starts With  Exact

Birth Date:

County Of Responsibility:

**Identification Number**

SSN:

## Documenting Outcome Referrals

- ❑ **Step 2:** Enter First Name, Last Name, and Birth Date
- ❑ **Step 3:** Click the  button

Navigation Menu

- PPS Main Menu
  - PPS Home
  - Search
  - Index
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waiver Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Search Criteria

\*\*\* AUTHORIZED USERS ONLY \*\*\*

**WARNING:** This computer system is for authorized users and uses only. You should only access the information that is needed to complete your task. You should also be aware that regardless if individuals are listed in the system, this doesn't necessarily mean they have received services. Your actions on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. You may not re-disclose any information you have accessed unless needed to complete your task or allowed by law. Any improper use or unauthorized access of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system, you consent to these terms and conditions.

Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)

First Name:   Starts With  Exact

Last Name:   Starts With  Exact

Birth Date:   Starts With  Exact

County Of Responsibility:

Identification Number

SSN:

## Documenting Outcome Referrals

- ❑ **Step 4:** Click the  icon to update a record.

Navigation Menu

- PPS Main Menu
  - PPS Home
  - Search
  - Index
- Individuals
  - Basic Registration
  - Individual Information
    - Individual Summary
    - Birth in 3 Periods
  - Correspondence
  - Incident Reporting
  - Notes
  - Security Reporting
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waiver Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Individual Summary

Basic Information

Title:

\*First Name:  Middle Name:  \*Last Name:

Suffix:

\*Gender:

\*Birth Date:  SSN Verification:  Last Updated Date:

SSN:    Last Updated By:

This individual is currently on Medicaid:

County Of Responsibility:

Nursing Home Referral

Local Contact Agency	Nursing Home	Received Date	Status	Contact Date	View/Edit	Print
ADRC of the North ASHLAND	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	11/11/2011	In Process		<input type="button" value="View/Edit"/>	<input type="button" value="Print"/>

## Documenting Outcome Referrals

- ❑ The Referral Information page will open.
- ❑ Enter referral outcomes in the last section.

**Navigation Menu**

- Home
- 2011 Data
- Send
- Help
- Referrals
- Exit Referral
- Initial Referral
- Initial Services
- Sub A.1 Services
- Continuance
- Update Services
- Tools
- Search Results
- Information
- Employment Outcomes
- Family Care Support
- Control Factors
- Worker Management
- 24 Hourcare
- Subst. Management
- Medical Management
- Public Management
- Home
- Tools/Help
- Agency Administration
- Agency Administration

**Referral Information**

**Referring Agency Information**

Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER  
Address: 15740 W BLUEBOND RD, BROOKFIELD, WI 53045

**Referring Agency Contact Information**

Name: Jane Smith  
Title: Program Manager  
Email: jane.smith@wiscare.com  
Phone: 888 555 1234

**Resident Information**

Referral Date: 11/07/2011 Original Admission Date: 10/26/2011  
Resident's Name: Ruby Smith  
Resident's Phone: 888 555 5555  
County/Location Preference: 47 Waukesha  
Current Nursing Home Payer: Other: XYZ Payer

**Resident's Alternate Contacts**

**Relationship to Resident**  
Relationship to Resident: Legal Guardian  
Name: Sarah Smith  
Phone: 888 555 1234  
Address: 212 Red Brick Street, Madison, WI 53704  
Email: sarahsmith@gmail.com

**Referral Status and Outcome**

Agency: ADRC of Waukesha County  
Resident Contacted: Yes  
Contact Date: 11 / 11 / 2011  
Unable to contact, why?:  
Outcome:  
Transfer County: Provided information only  
Provided options counseling  
Referred for enrollment counseling  
Transferred  
Other

Other Text:  
Other Text:

Return

## Documenting Outcome Referrals

- ❑ **Step 5:** Complete the Referral Status and Outcome section
  - Complete all required questions
  - Provide as much information as possible

**Referral Status and Outcome**

\* Agency: ADRC of Waukesha County

Resident Contacted: Yes

\* Contact Date: 11 / 11 / 2011

If unable to contact, why?: Other Text:

Outcome: Other Text:

Transfer County: Provided information only  
Provided options counseling  
Referred for enrollment counseling  
Transferred  
Other

Return

## Documenting Outcome Referrals

- ❑ If you are unable to find an appropriate choice for the Outcome, you can select other.
- ❑ Doing so will require you to fill out the Other Text field.

The screenshot shows a web form titled "Referral Status and Outcome". The form contains the following fields:

- Agency:** A dropdown menu with "ADRC of Waukesha County" selected.
- Resident Contacted:** A dropdown menu with "Yes" selected.
- Contact Date:** A date picker showing "11 / 11 / 2011".
- If unable to contact, why?:** A dropdown menu.
- Outcome:** A dropdown menu with "Other" selected.
- Transfer County:** A dropdown menu.
- Other Text:** A text input field with the placeholder text "enter other text here". This field is highlighted with a blue border.

## Documenting Outcome Referrals

- ❑ Select **No** if you are unable to contact the resident
- ❑ Document the reason why you were unable to contact them
  - If you select other, you will need to fill out the Other Text field
- ❑ This section should only be used to document **final** outcomes

The screenshot shows the same "Referral Status and Outcome" form. In this instance:

- Resident Contacted:** A dropdown menu with "No" selected.
- Outcome:** A dropdown menu with "Other" selected. A list of options is visible: "Already discharged", "Declined contact", "Died", and "Other".
- Other Text:** Two text input fields are present, both with placeholder text "Other Text:". The top one is highlighted with a blue border.



## Transferring Referrals to Other LCAs

## Transferring Referrals to Other LCAs

- **Step 1:** Document Referral Status and Outcome details.
  - Select Yes for Resident Contacted
  - Enter the Contact Date
  - Document the Outcome as **Transferred**
  - Select the correct Transfer County
  - **PRINT A COPY FOR YOUR RECORDS** (you will not be able to after you transfer the record).
- **Step 2:** Click the  button.

Referral Status and Outcome

\* Agency: ADRC of Waukesha County

1 Resident Contacted: Yes

\* Contact Date: 11 / 11 / 2011

If unable to contact, why?:

Outcome: Transferred

\* Transfer County: 02 Ashland

Other Text:

Other Text:

2  Return

## Transferring Referrals to Other LCAs

- ❑ You will receive a warning to ensure you want to transfer the referral.
- ❑ If you do, click the  button.
- ❑ If you do not, click select the cancel checkbox and click return.



**Referral Information**

**You are about to transfer your referral. Please click return to continue or select cancel and click return to abandon the transfer.**

**Referring Home Information**

Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER  
Address: 10740 W BLUEBONNET RD, BROOKFIELD, WI 53005

**Receiving Home Contact Information**

Name: Jane Smith  
Title: Program Manager  
Email: jane.smith@wisconsin.gov  
Phone: 608.555.1234

**Resident Information**

Referral Date: 11/11/2011 Original Admission Date: 08/28/2011  
Resident's Name: Susy Smith  
Resident's Phone: 608.555.5555  
County Location Preference: 07 Milwaukee  
Current Housing Home Type: Medicare, Insurance, Private Pay

**Referring Agency Contact**

Referring to Resident: Inge Gustafson  
Name: Inge Gustafson  
Phone: 608.555.5555  
Address: 222 Bedford Lane, Madison, 53704  
Email: ingegustafson@gmail.com

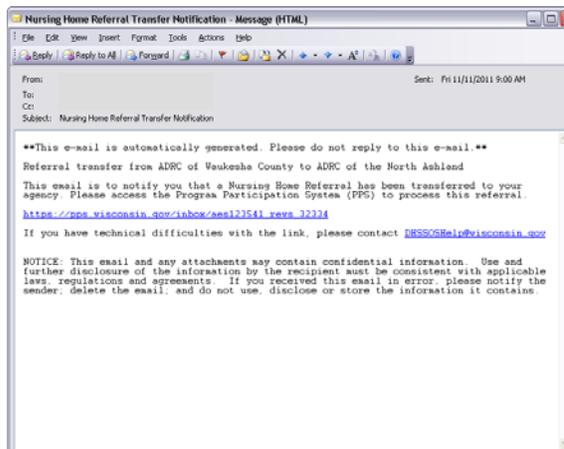
**Referral Status and Status**

Agency: ADRC of Milwaukee County  
Resident Contact: Yes  
\* Contact Date: 11/11/2011  
\* Available to contact why? Other Text:  
Outcome: Transferred Other Text:  
\* Transfer County: 02 National

**Return**

## Transferring Referrals to Other LCAs

- ❑ Referral will be reassigned
- ❑ Transfer notification email will be sent to the receiving county.



## Transferring Referrals to Other LCAs

- ❑ When referrals are transferred to Family Care, IRIS, Partnership or PACE, the referral should be faxed.
- ❑ Document **Other** for the Outcome.
- ❑ Document where the referral was transferred to in the Other Text field.

Referral Status and Outcome

\* Agency:

Resident Contacted:

\* Contact Date:

If unable to contact, why?:  Other Text:

Outcome:

Transfer County:   
Provided options counseling  
Referred for enrollment counseling  
Transferred  
Other



## Individual Referral Report

## Individual Referral Report

- ❑ **Step 1:** Select **Search** from the Navigation Menu
- ❑ **Step 2:** Enter First Name, Last Name, and Birth Date
- ❑ **Step 3:** Click the **Go** button

Navigation Menu

- PPS Main Menu
- PPS Home
- Search**
- Jobbox
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Search Criteria

\*\*\* AUTHORIZED USERS ONLY \*\*\*

WARNING: This computer system is for authorized users and uses only. You should only access the information that is needed to complete your task. You should also be aware that regardless if individuals are listed in the system, this doesn't necessarily mean they have received services. Your actions on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized personnel. You may not re-disclose any information you have accessed unless needed to complete your task or allowed by law. Any improper use or unauthorized access of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system, you consent to these terms and conditions.

Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)

First Name:   Starts With  Exact

Last Name:   Starts With  Exact

Birth Date:   Starts With  Exact

County Of Responsibility:

Go

Identification Number

SSN:  -  -

## Individual Referral Report

- ❑ **Step 4:** Click the icon to run a separate report that you can print. You can also review the information without printing.
- ❑ You can also click the icon to view the information,

Navigation Menu

- PPS Main Menu
- PPS Home
- Search
- Jobbox
- Individuals
  - Basic Registration
  - Individual Information
    - Individual Summary**
    - Birth to 3 Reporting
    - Correspondence
    - Incident Reporting
    - Notes
    - Service Reporting
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Individual Summary

Cancel

Basic Information

Title:

\*First Name:  Middle Name:  \*Last Name:

Suffix:

\*Gender:

\*Birth Date:

SSN:  SSN Verification:  Last Updated Date:

This individual is currently on Medicaid:  Last Updated By:

County Of Responsibility:

Save

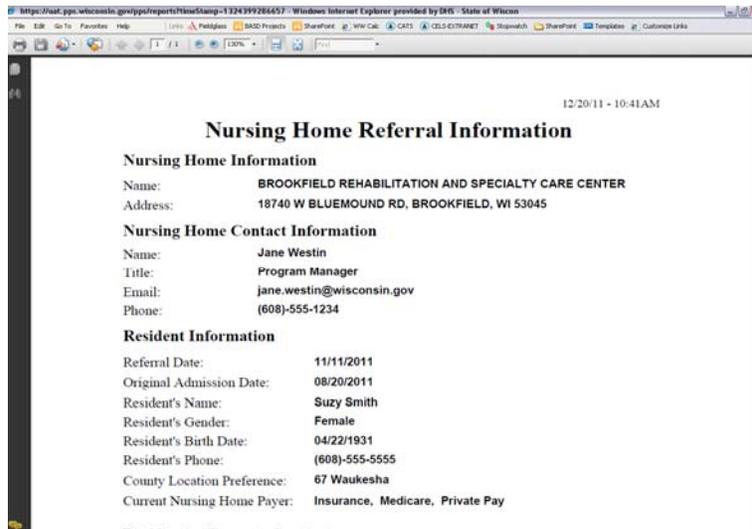
Nursing Home Referral

Local Contact Agency	Nursing Home	Received Date	Status	Contact Date	View	Print
ADRC of the North ASHLAND	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	11/11/2011	In Process			

4 Previous

## Individual Referral Report

- The Nursing Home Referral Report appears in a separate window.



12/20/11 - 10:41AM

### Nursing Home Referral Information

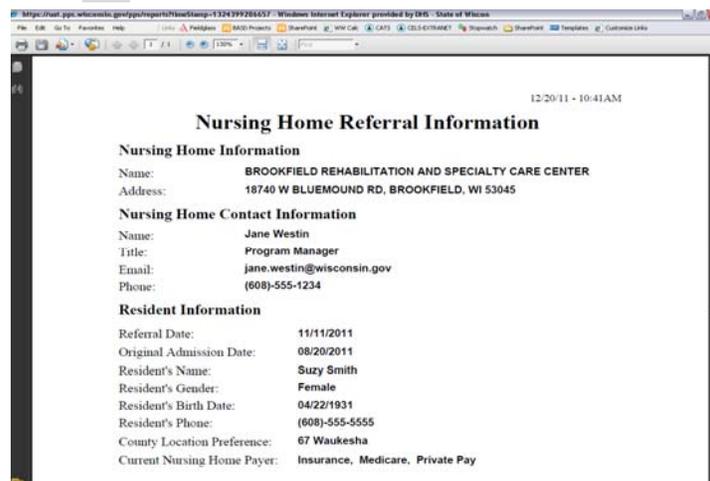
**Nursing Home Information**  
Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER  
Address: 18740 W BLUEMOUND RD, BROOKFIELD, WI 53045

**Nursing Home Contact Information**  
Name: Jane Westin  
Title: Program Manager  
Email: jane.westin@wisconsin.gov  
Phone: (608)-555-1234

**Resident Information**  
Referral Date: 11/11/2011  
Original Admission Date: 08/20/2011  
Resident's Name: Suzy Smith  
Resident's Gender: Female  
Resident's Birth Date: 04/22/1931  
Resident's Phone: (608)-555-5555  
County Location Preference: 67 Waukesha  
Current Nursing Home Payer: Insurance, Medicare, Private Pay

## Individual Referral Report

- Click the  button to print the report
- Click the  button to save the report



12/20/11 - 10:41AM

### Nursing Home Referral Information

**Nursing Home Information**  
Name: BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER  
Address: 18740 W BLUEMOUND RD, BROOKFIELD, WI 53045

**Nursing Home Contact Information**  
Name: Jane Westin  
Title: Program Manager  
Email: jane.westin@wisconsin.gov  
Phone: (608)-555-1234

**Resident Information**  
Referral Date: 11/11/2011  
Original Admission Date: 08/20/2011  
Resident's Name: Suzy Smith  
Resident's Gender: Female  
Resident's Birth Date: 04/22/1931  
Resident's Phone: (608)-555-5555  
County Location Preference: 67 Waukesha  
Current Nursing Home Payer: Insurance, Medicare, Private Pay



## Referral Status for All Residents

## Referral Report

- ❑ **Step 1:** Select the Reports List from the Navigation Menu
- ❑ **Step 2:** Click on the Referral Report link

The screenshot displays the Program Participation System interface. On the left, the 'Navigation Menu' is visible, with 'Reports List' highlighted by a blue box and a '1' in a white box. On the right, the 'Program Participation System Reports List' page is shown, with 'Referral Report' highlighted by a blue box and a '2' in a white box. The page header includes 'User ID: sfanyhachfeld' and 'User Name: T Hachfeld'. The main content area shows a table with one row containing the link 'Referral Report'.

## Referral Report

- Report Type and Local Contact Agency default based upon user

ACCEPTANCE

Navigation Menu

- PPS Main Menu
- PPS Home
- Search
- Index
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Referral Report

Criteria

(Note: A blank report will be opened if there are no records found matching the specified criteria.)

- Report Type: Local Contact Agency
- Nursing Home:
- Local Contact Agency: ADRC of Waukesha County
- Referral From Date: MM / DD / YYYY To Date: MM / DD / YYYY
- Referral Status:

Export Type

- Export Type: PDF

Go

## Referral Report

- **Step 3:** Select the Referral Date Period (From and To)
- **Step 4:** Select the Referral Status

Navigation Menu

- PPS Main Menu
- PPS Home
- Search
- Index
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Referral Report

Criteria

(Note: A blank report will be opened if there are no records found matching the specified criteria.)

- Report Type: Local Contact Agency
- Nursing Home:
- Local Contact Agency: ADRC of Waukesha County
- Referral From Date: 11 / 01 / 2011 To Date: 11 / 07 / 2011
- Referral Status:
  - New Referral
  - In Process
  - Completed

Export Type

- Export Type:

Calendar: November 2011

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

## Referral Report

- ❑ **Step 5:** Select the Export Type
- ❑ **Step 6:** Click the  button

Navigation Menu

- PPS Main Menu
  - PPS Home
  - Search
  - Inbox
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Reports List
- System Administration
  - Agency Administration

Referral Report

Criteria

(Note: A blank report will be opened if there are no records found matching the specified criteria.)

Report Type: Local Contact Agency

Nursing Home:

Local Contact Agency: ADRC of Waukesha County

Referral From Date: 11/01/2011 To Date: 11/07/2011

Referral Status:

Export Type: PDF

PDF

EXCEL

Go

## Referral Report

- ❑ Referral report opens in a new window in PDF format

Program Participation Report  
Referral Status Report  
Referrals From: 11/01/2011 Referrals To: 11/07/2011

Local Contacted Agency: ADRC of Waukesha County

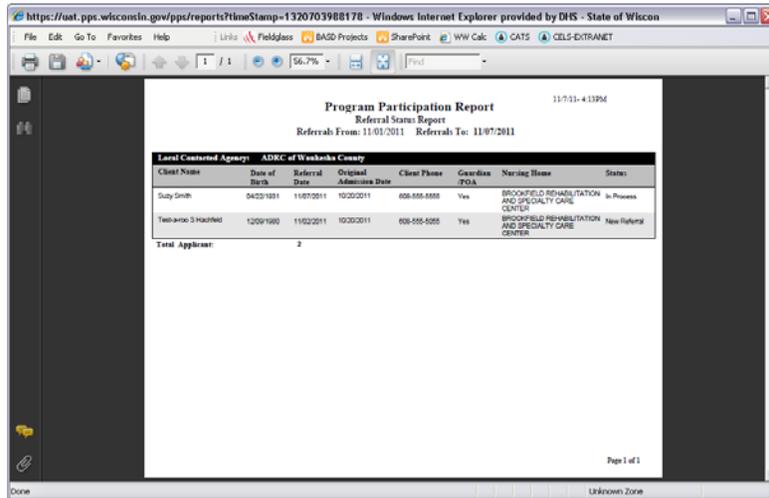
Client Name	Date of Birth	Referral Date	Original Admission Date	Client Phone	Guardian POA	Nursing Home	Status
Stacy Smith	04/23/1981	11/07/2011	10/20/2011	888-888-8888	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	In Process
Tesharone S. Haultfield	12/29/1990	11/02/2011	10/20/2011	888-888-8888	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	New Referral

Total Applicants: 2

Page 1 of 1

## Referral Report

- ❑ Click the  button to print the report
- ❑ Click the  button to save the report



Program Participation Report  
Referral Status Report  
Referrals From: 11/01/2011 Referrals To: 11/07/2011

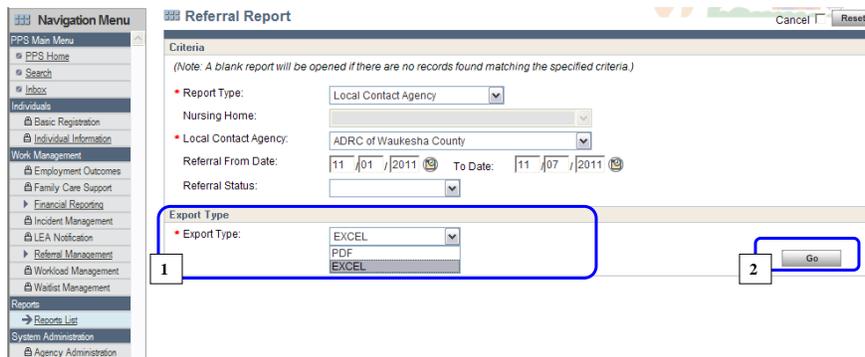
Local Contacted Agency: ADRC of Waukesha County

Client Name	Date of Birth	Referral Date	Original Admissions Date	Client Phone	Guardian	Nursing Home	Status
Stacy Smith	04/03/1981	11/07/2011	10/20/2011	608-888-8888	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	In Process
Terrence S Hachfeld	12/09/1960	11/02/2011	10/20/2011	608-555-5255	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	New Referral
Total Applicants:							2

Page 1 of 1

## Referral Report

- ❑ **Step 1:** Select the Export Type
- ❑ **Step 2:** Click the  button



Navigation Menu

- PPS Main Menu
  - PPS Home
  - Search
  - Inbox
- Individuals
  - Basic Registration
  - Individual Information
- Work Management
  - Employment Outcomes
  - Family Care Support
  - Financial Reporting
  - Incident Management
  - LEA Notification
  - Referral Management
  - Workload Management
  - Waitlist Management
- Reports
  - Exports List
- System Administration
  - Agency Administration

Referral Report

Criteria  
(Note: A blank report will be opened if there are no records found matching the specified criteria.)

- Report Type: Local Contact Agency
- Nursing Home:
- Local Contact Agency: ADRC of Waukesha County
- Referral From Date: 11 / 01 / 2011 To Date: 11 / 07 / 2011
- Referral Status:

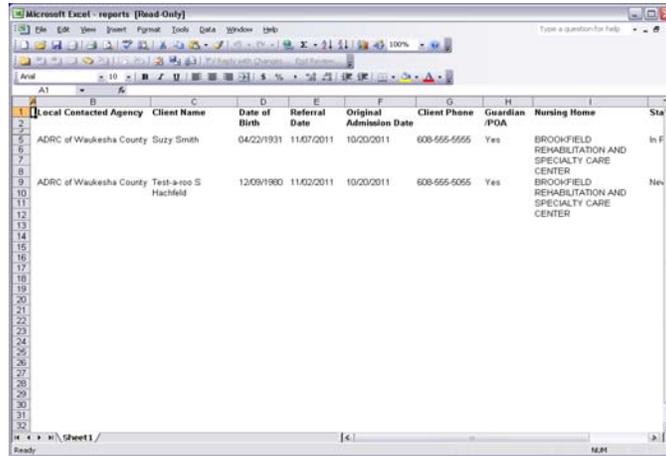
Export Type

- Export Type: EXCEL, PDF, EXCEL

1 2 Go

## Referral Report

- Click the  button to print the report
- Click the  button to save the report



The screenshot shows a Microsoft Excel spreadsheet with the following data:

Local Contacted Agency	Client Name	Date of Birth	Referral Date	Original Admission Date	Client Phone	Guardian /POA	Nursing Home	Sta
ADRC of Waukesha County	Suzy Smith	04/22/1931	11/07/2011	10/20/2011	608-555-5555	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	In F
ADRC of Waukesha County	Test-a-roo S Hachfeld	12/09/1900	11/02/2011	10/20/2011	608-555-5055	Yes	BROOKFIELD REHABILITATION AND SPECIALTY CARE CENTER	Ne

## Additional Help Contact Information

- System Questions
  - DHS SOS Help
    - E-mail: [DHSSOSHelp@wisconsin.gov](mailto:DHSSOSHelp@wisconsin.gov)
- LCA Requirements Questions
  - Contact your Regional Quality Specialist



WISCONSIN  
DEPARTMENT OF  
HEALTH SERVICES