



Office for People With Developmental Disabilities

CCO Documentation Submission Form User Guide

CCO Documentation Submission Form

(Data in this guide is fake)

This form has two purposes, Eligibility Determination and Service Authorization.

For Eligibility Determination, CCO staff will need to attach all documents necessary for the DDRO to determine OPWDD Eligibility and Level of Care Eligibility Determination. Also, specific to this purpose, the person for whom the form is being completed will not be known to the CCO. Therefore, the person will not have an Individual's record in CHOICES. Only when a person is being served by the CCO will an Individual's record be available.

The second purpose, Service Authorization, the individual will be known to the CCO and therefore, an Individual's CHOICES record will exist from which the form can be completed or staff can use the look up function explained later in this document. This purpose is used when other OPWDD services are being requested and OPWDD needs additional documentation to review the request.

The CHOICES roles that will have access to this form are the following:

CCO Supervisor – Create, edit and submit

CCO Level 2 - Create, edit and submit

CCO Level 1 – Read only

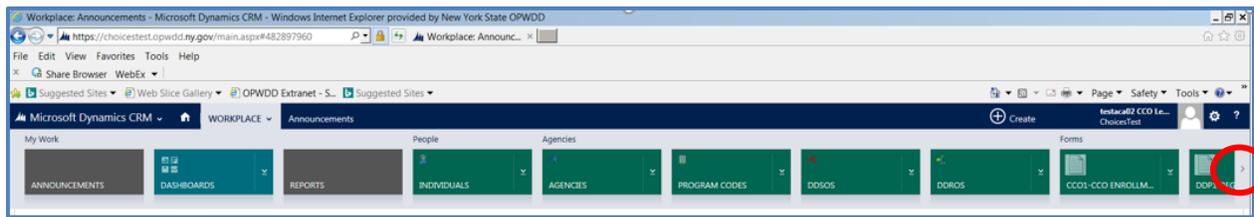
Documentation Submission Form Section

From the main CHOICES Screen, click, **Workplace**, to display the sub-sections of CHOICES.

The screenshot shows the Microsoft Dynamics CRM interface. The 'Workplace' menu item is circled in red. Below the navigation bar, there are several tiles for 'ANNOUNCEMENTS', 'DASHBOARDS', 'REPORTS', 'INDIVIDUALS', 'PORTAL USERS', 'STAFF', 'AGENCIES', 'PROGRAM CODES', and 'DOSOS'. The 'Active Individuals' table is displayed with the following data:

Full Name	TABS ID	Date Of Birth	Medicaid Num...	Address Line 1	Address Line 2	Address City	Address State	Address
ADAMS,APRIL	104016	7/27/1961	D184899L	4844 CELESTE...		BROOKLYN	NEW YORK	13090-1
ADAMS,DAVID	46620	11/12/1973	C189598W	168 THOMP...		CORTLAND	NEW YORK	13045
ALBANESE,BILL	3258	2/9/1952	AT76577R	5958 OLD ON...	LINE 2 OF STR...	ROME	NEW YORK	13440
ALBANESE,MARY	5722	9/22/1940	A644438Z	47 LENNEX D...		CORTLAND	NEW YORK	11619
ALBANESE,RICHARD	8105	10/15/1957		2190 WALTER...		CORTLAND	NEW YORK	12303
ALBANESE,STEVE	3614	5/18/1938		2711 NONTG...		CORTLAND	NEW YORK	1342-1
ALBANESE,TIMOTHY	7082	10/28/1969	BV29401M	37 LEVYDALE...	10/1/95	CORTLAND	NEW YORK	13045
ANDERSON,ZOE	199799	3/31/1966					NEW YORK	
ANZALONE,CHRISTINE J	35303	9/25/1952	AH15692P	9 ALBANY ST...		BROOKLYN	NEW YORK	11211
ANZALONE,DAVID J	8920	1/11/1927		7568 MELBA...	5298 OAKCRE...	CORTLAND	NEW YORK	13850
ANZALONE,DONNA J	159478	10/20/1984		8980 CEMETE...	2455 LAKEWO...	MOHAWK	NEW YORK	13164

Scroll over the tiles, or click the “right” direction arrow, till the *Documentation Submission* tile displays, click on the tile.

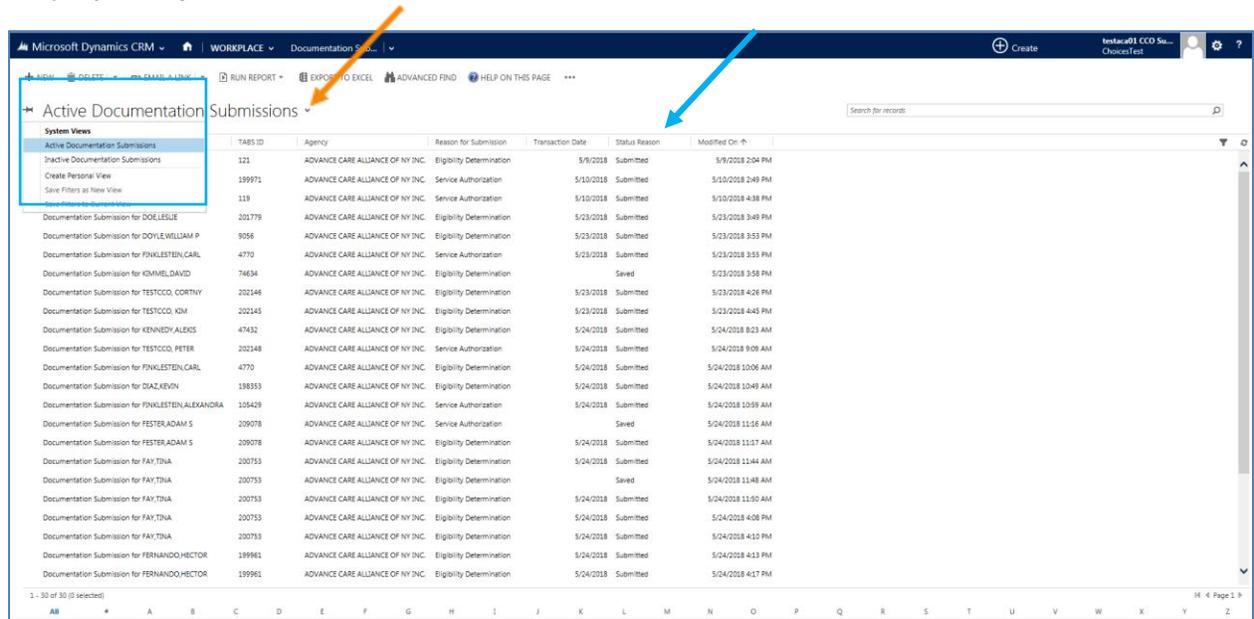


The Documentation Submissions sub-section displays (default views are set).

Views and Sorting

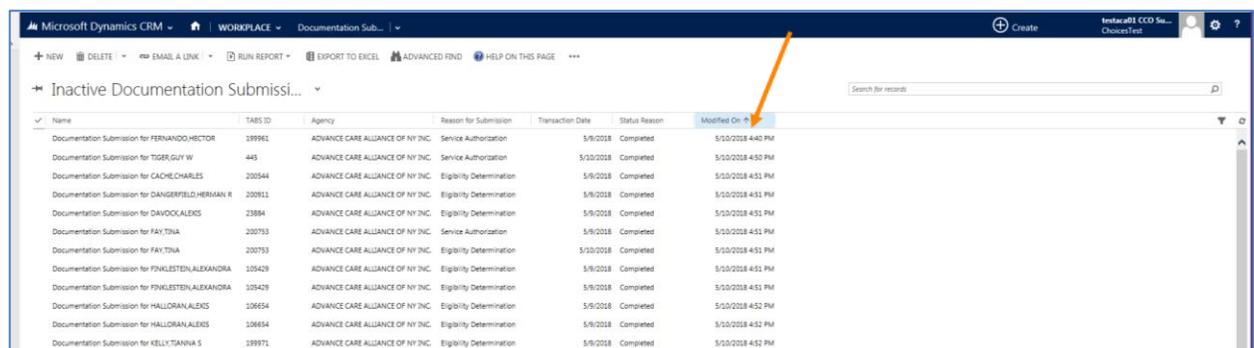
The default is the “Active” list. At this list, both, Saved and Submitted, forms will display.

The user can change the View. Click on the down arrow to next to the current view to display all *System Views* available.



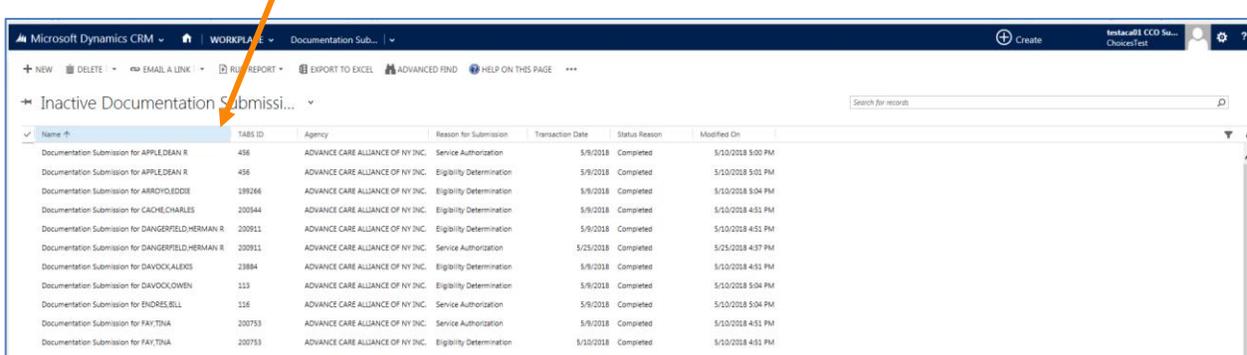
By clicking on the, *Inactive Documentation Submission*, the list displays all inactive forms. See “Form Statuses” Section on the meanings of Active and inactive.

Each column on the list has a column header, which can be used to sort the list. Hover to highlight, then click to sort.



To Search for a Specific Individual

Click on the column header, *Individual*, to sort the list in an alphabetical order by the individual's last name. The lists can be sorted, A to Z, or, Z to A, to search quickly for a specific person.



Name	TABS ID	Agency	Reason for Submission	Transaction Date	Status Reason	Modified On
Documentation Submission for APPLEDEAN R	456	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/9/2018	Completed	5/10/2018 5:00 PM
Documentation Submission for APPLEDEAN R	456	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:01 PM
Documentation Submission for ARROYO,EDDIE	199266	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:04 PM
Documentation Submission for CACHE,CHARLES	200544	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:51 PM
Documentation Submission for DANGERFIELD,HERMAN R	200911	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:51 PM
Documentation Submission for DANGERFIELD,HERMAN R	200911	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/25/2018	Completed	5/25/2018 4:37 PM
Documentation Submission for DAVOCK,ALEXIS	23884	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:51 PM
Documentation Submission for DAVOCK,OWEN	113	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:04 PM
Documentation Submission for ENDRES,BILL	116	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/9/2018	Completed	5/10/2018 5:04 PM
Documentation Submission for FAY,TINA	200753	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/9/2018	Completed	5/10/2018 4:51 PM
Documentation Submission for FAY,TINA	200753	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/10/2018	Completed	5/10/2018 4:51 PM

Form Statuses

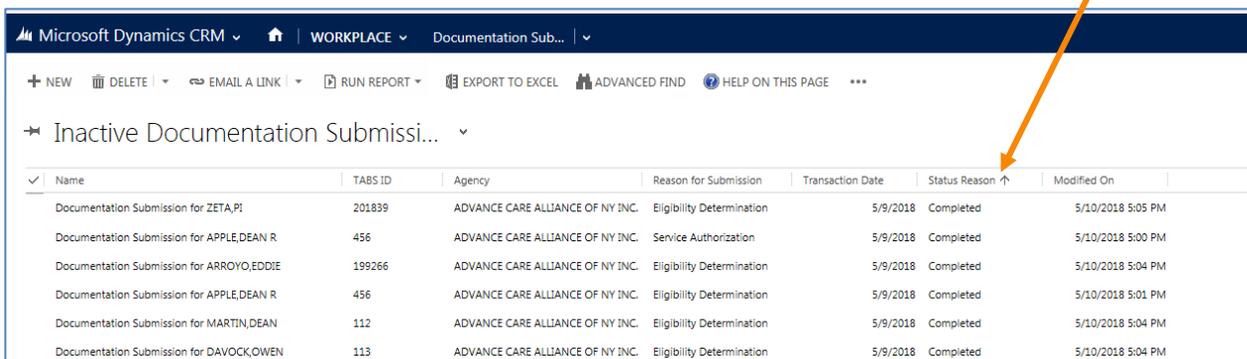
All forms in CHOICES have 2 types of statuses, *Active or Inactive* and then the *form status*, noted as *Status Reason*.

Active statuses for the Documentation Submission form are:

1. Saved – A saved form can be opened, edited and then saved or submitted.
2. Submitted – A form that is no longer editable by the CCO, but available to the DDRO for processing or finalizing.

Inactive status for the Documentation Submission form is:

1. Completed – this form has been submitted and has been finalized by the DDRO.

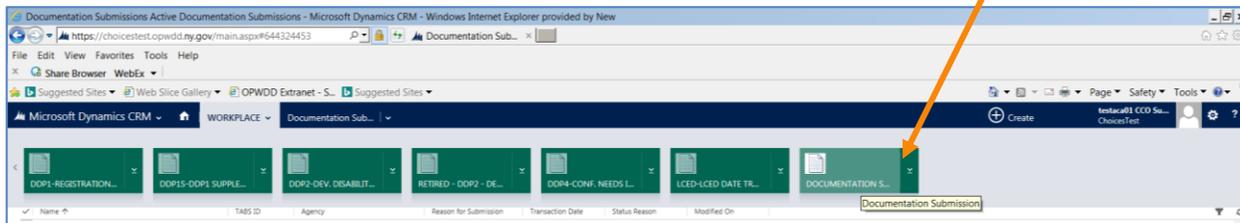


Name	TABS ID	Agency	Reason for Submission	Transaction Date	Status Reason	Modified On
Documentation Submission for ZETA,PI	201839	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:05 PM
Documentation Submission for APPLE,DEAN R	456	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/9/2018	Completed	5/10/2018 5:00 PM
Documentation Submission for ARROYO,EDDIE	199266	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:04 PM
Documentation Submission for APPLE,DEAN R	456	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:01 PM
Documentation Submission for MARTIN,DEAN	112	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:04 PM
Documentation Submission for DAVOCK,OWEN	113	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 5:04 PM

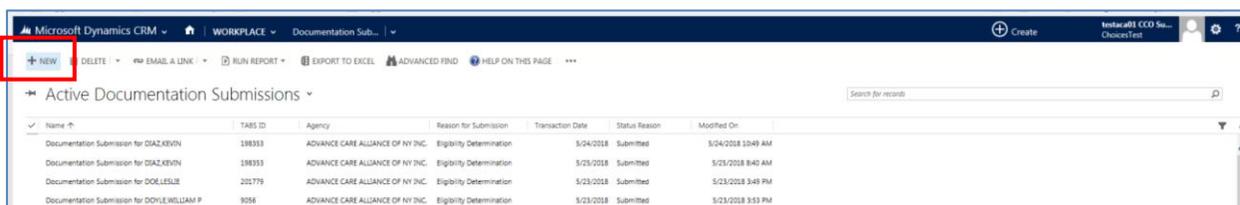
How to Create, Upload Documents and Submit the Form

The person for whom the user needs to upload documents should not be known to the CCO, therefore not on the “Individuals” list.

Go to the **Documentation Submission** sub-section under, **Workplace**.

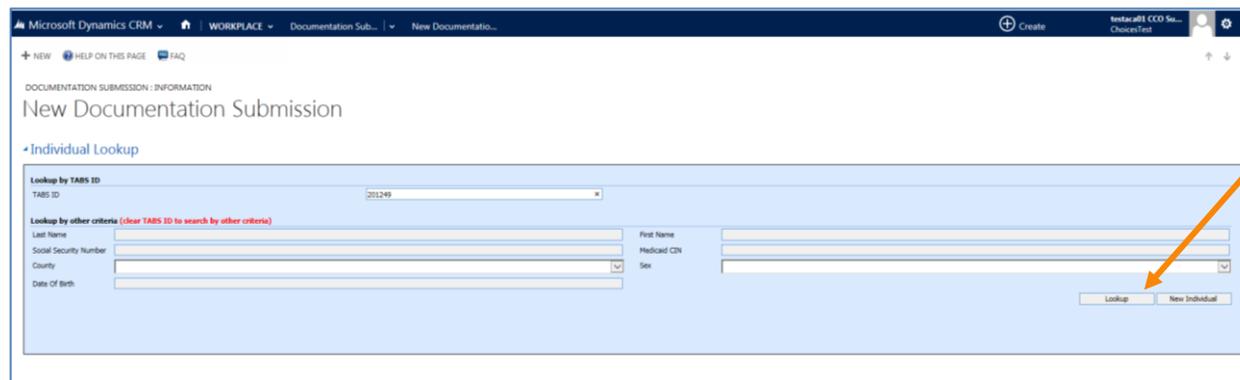


At the Documentation Submissions section, click on the “+ New ”

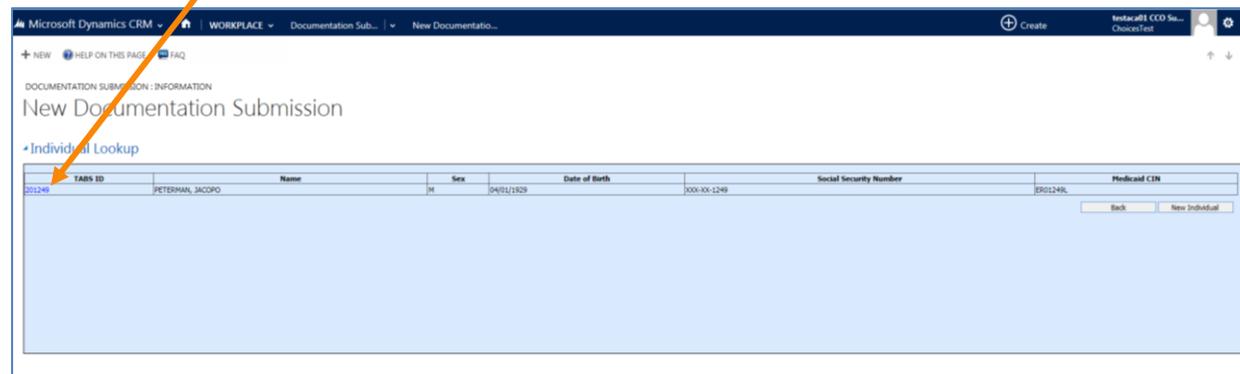


Pull the Individual’s demographic information into the form by TABS ID.

1. Enter the TABS ID of the person in the TABS ID box, then click Lookup.



2. The results will load, check the person’s name, if a match, click on the TABS ID number, which is a hyperlink.



The form will load with the person’s demographic and the Agency (CCO)’s information. All fields with a red asterisk are required even to initially save the form. Any field with a lock is not available to the user to complete. Only two fields, *Reason for Submission* * and *DDSO* (required to “Submit” the form) need to be completed by the user to submit.

At the *Reason for Submission* field, hover over the field then click to view the options.

1. Eligibility Determination is for all documents necessary for OPWDD to determine a person’s Eligibility Status.
2. Service Authorization is to be used when the care manager is ready to request service authorization for the person. For this purpose, the form can be opened at the person’s record, under the sub-section, Individuals.

The *DDSO* field is a lookup field, click the icon to display the values list, select DDSO.

How to Upload Supporting Documents to the Form

Once the form's general page has been completed the user can upload any necessary documents.

In CHOICES, forms need to be saved to allow additional functionality in the form.

Click, Save.



Microsoft Dynamics CRM - WORKPLACE - Documentation Sub... - New Documentatio... Create testca01 CCO Sa... ChoicesTest

SAVE | SAVE & CLOSE | SAVE & NEW | NEW | HELP ON THIS PAGE | FAQ

DOCUMENTATION SUBMISSION : INFORMATION
New Documentation Submission

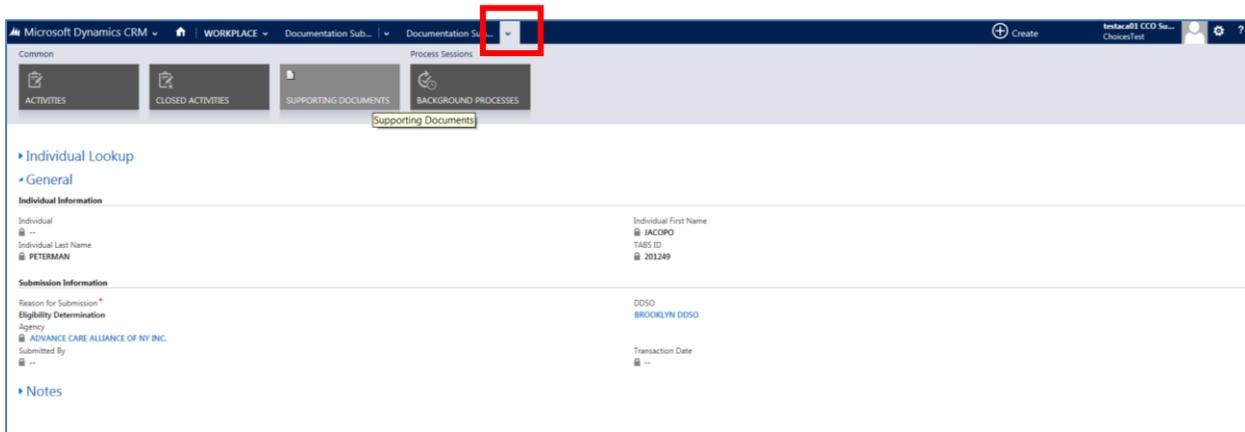
Individual Lookup
General

Individual Information

Individual	Individual First Name
--	JACOPO
Individual Last Name	TABS ID
PETERMAN	201249

The ability to move to the **Supporting Documents** section of the form is now available.

1. Click on the down arrow (on the blue CRM line) next to the **Documentation Sub...** tile for the person to display the sections of the form.
2. Click on the **Supporting Documents** tile to move to that section of the form.



Microsoft Dynamics CRM - WORKPLACE - Documentation Sub... - Documentation S... Create testca01 CCO Sa... ChoicesTest

Common | Process Sessions

ACTIVITIES | CLOSED ACTIVITIES | SUPPORTING DOCUMENTS | BACKGROUND PROCESSES

Supporting Documents

Individual Lookup
General

Individual Information

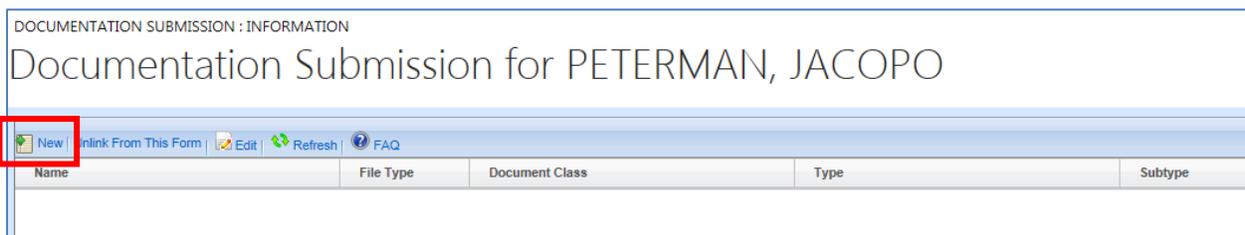
Individual	Individual First Name
--	JACOPO
Individual Last Name	TABS ID
PETERMAN	201249

Submission Information

Reason for Submission	DDSO
Eligibility Determination	BROOKLYN DDSO
Agency	ADVANCE CARE ALLIANCE OF NY INC.
Submitted By	Transaction Date
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Notes

3. To upload a document, click "New"



DOCUMENTATION SUBMISSION : INFORMATION

Documentation Submission for PETERMAN, JACOPO

New | Link From This Form | Edit | Refresh | FAQ

Name	File Type	Document Class	Type	Subtype
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Note: There is an established naming convention for any document to be uploaded to a person's record. Also, users need to categorize the document for ease of retrieval.

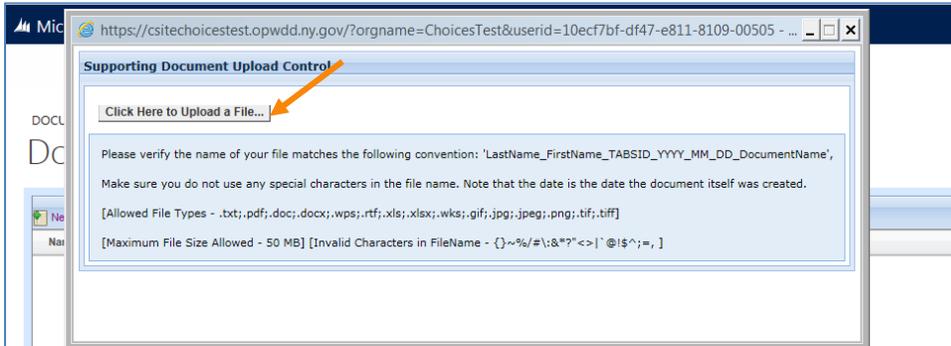
This is necessary to ensure all users of a person’s record can find a document without delay or users do not open other documents that they do not need to see.

Naming Convention: Last name_first name_TABS ID_YYYY_MM_DD_Document Name

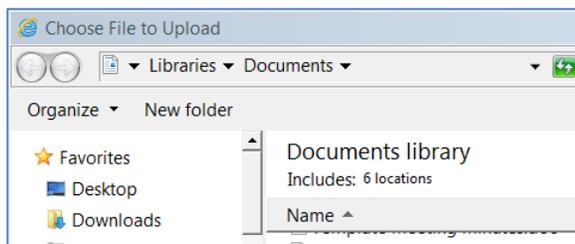
Example: Peterman_Jacopo_201249_2018_02_28_PsychologicalEvalJP

Be sure your document file name adheres to the naming convention prior to beginning this process.

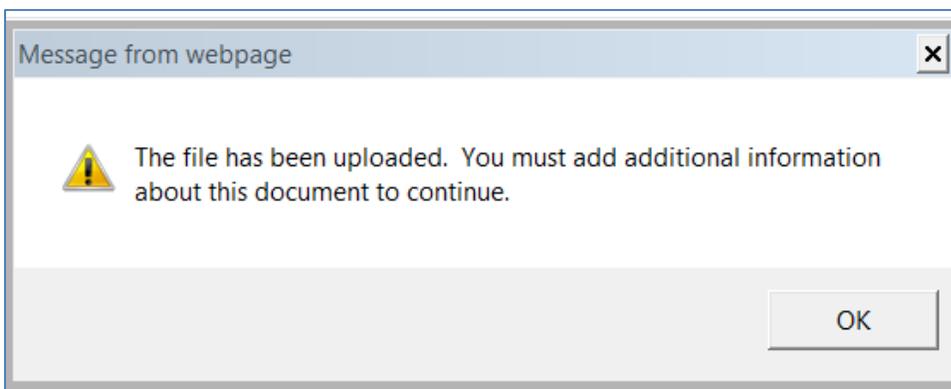
4. A dialog box displays, click the “Click Here to Upload a File...” button to begin.



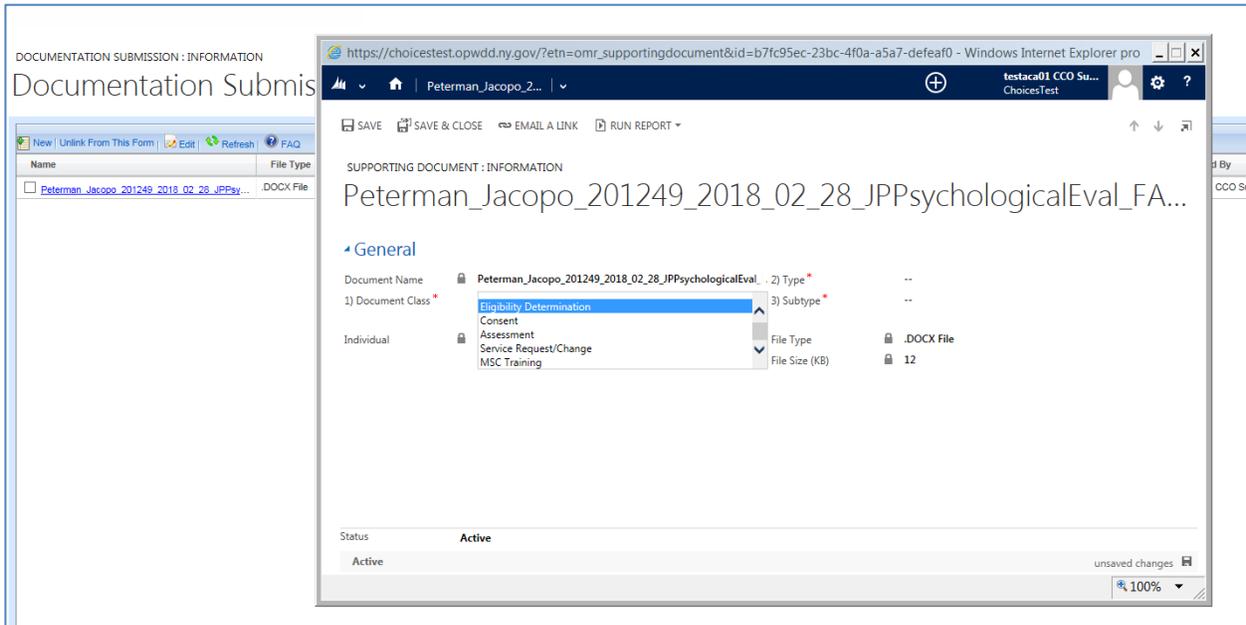
A “browse” dialog box displays for the user to locate, on their computer, the document to upload.



5. Once the document has finished uploading, a message will display noting the user will need to categorize the document, click OK.



6. Categorize per the standard for the reason for submission either Eligibility Determination or Service Authorization. If unsure, please check with your supervisor or the DDRO.



Select a *Class*, *Type* and *Subtype*.

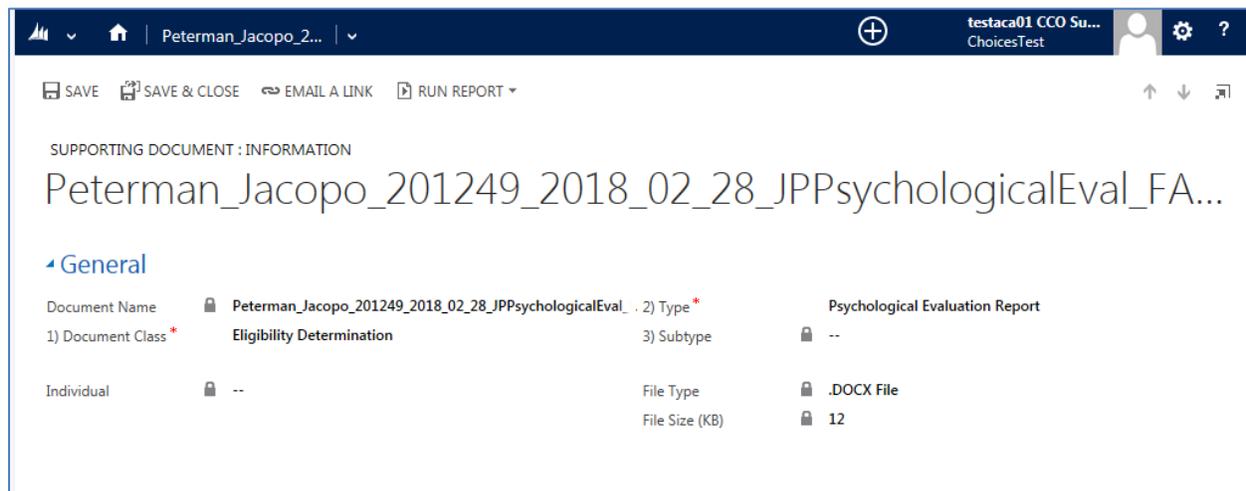
Type is dependent on the *Class* chosen. And *Subtype* is dependent on the *Type* and for a few *Types*, there are no *Subtypes*.

In the example below, the document is for the DDRO to establish OPWDD Eligibility.

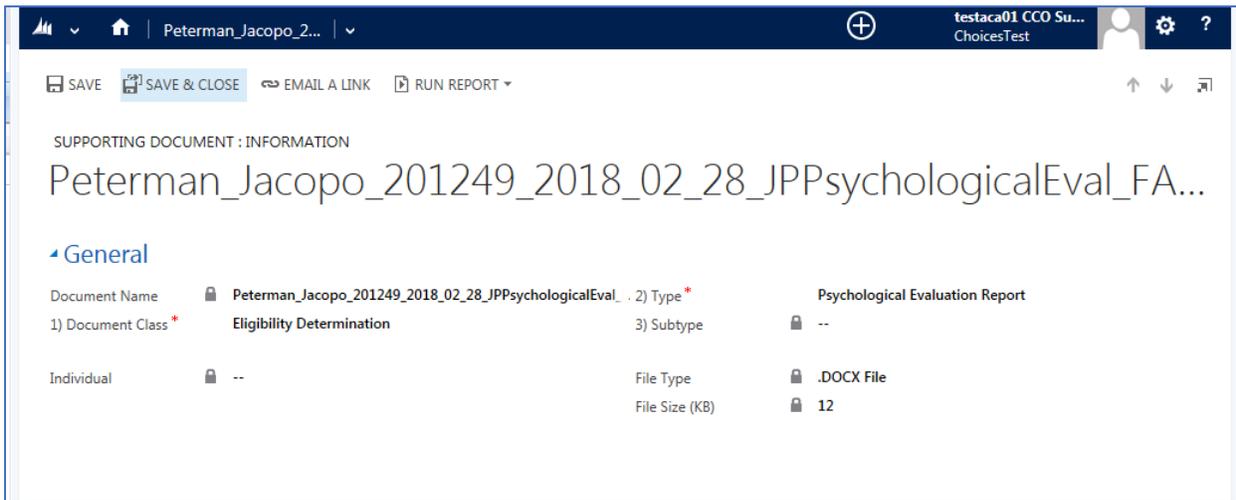
Class: Eligibility Determination

Type: Psychological Evaluation Report

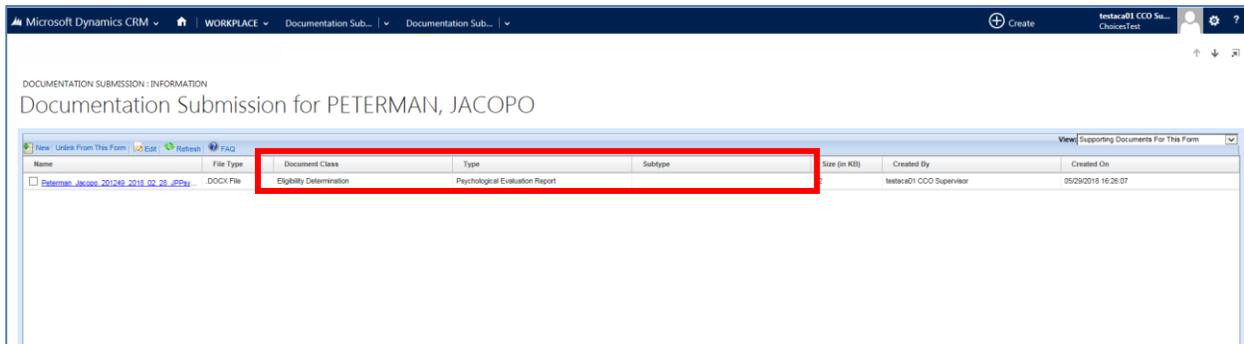
Subtype: None are available with this Type so the field just locks



Click the *Save & Close* button

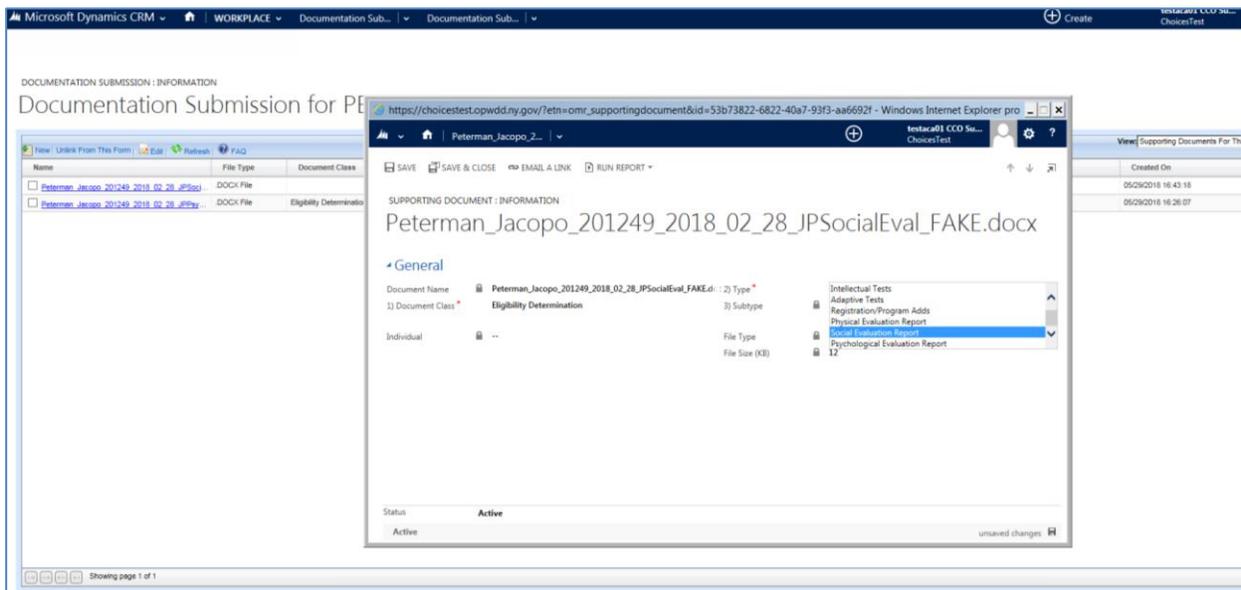


The pop up closes and the classification may or may not be readily displayed.



To add more documents, repeat the above steps.

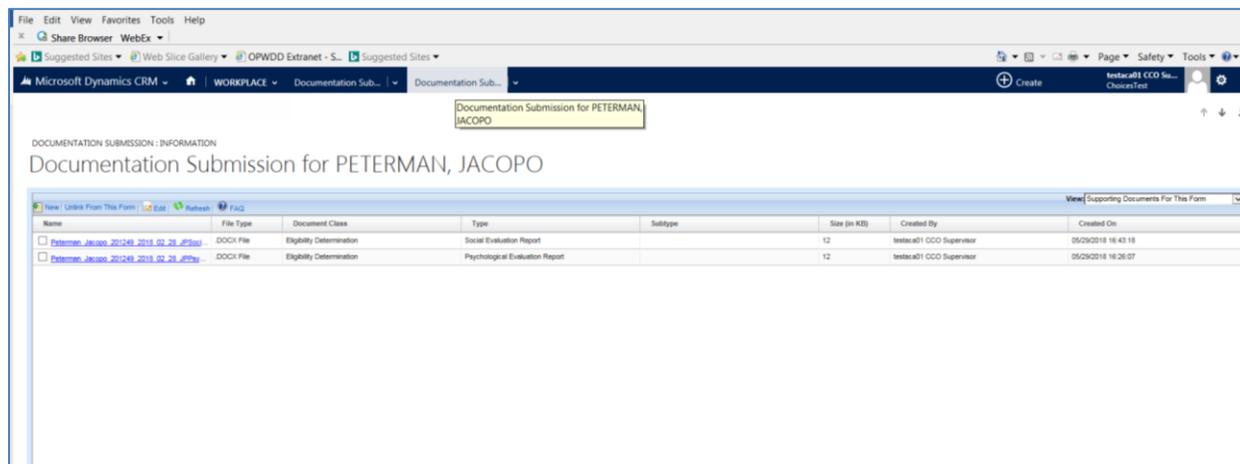
The example below is now a Social Evaluation being categorized.



Return to the General Page of the Form

The last tile on the CRM line is the opened window.

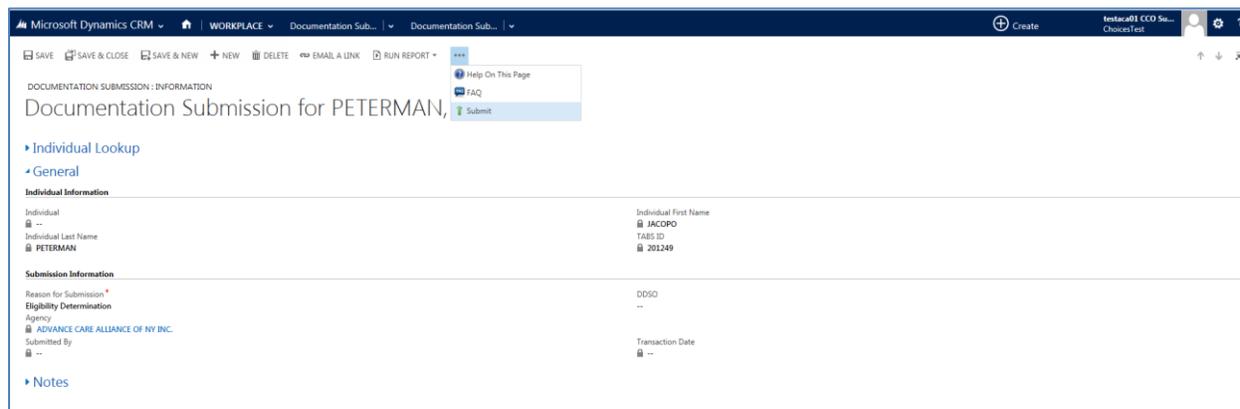
Click on the tile to return to the general page of the form.



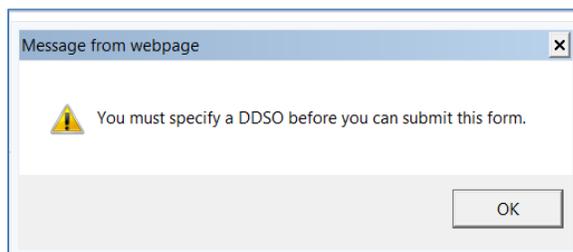
How to Submit the Form

Once all documents have been uploaded, the form can be submitted.

On the General page, click the 3 dots to display more functions, including, "Submit."



Note: If the DDSO field is not completed an error message will display. Click, OK and complete the DDSO field. Then click "Submit"



The form will “blink”, complete the *Transaction Date* and *Submitted By* fields and then close. The user is returned to the Active Documentation Submissions List.

Name	TABS ID	Agency	Reason for Submission	Transaction Date	Status Reason	Modified On
Documentation Submission for PETERMAN, JACOPO	201249	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/29/2018	Submitted	5/29/2018 5:00 PM
Documentation Submission for FINKLESTEIN, CARL	4770	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 1:03 AM
Documentation Submission for FAY, TINA	200753	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 9:22 AM
Documentation Submission for FAY, TINA	200753	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 9:20 AM
Documentation Submission for LAING, DEVON	200549	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 9:09 AM
Documentation Submission for DIAZ, KEVIN	198353	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 8:40 AM
Documentation Submission for HALLORAN, ALEXIS	106654	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/25/2018	Submitted	5/25/2018 8:36 AM
Documentation Submission for FERNANDO, HECTOR	199961	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/24/2018	Submitted	5/24/2018 4:19 PM
Documentation Submission for FERNANDO, HECTOR	199961	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/24/2018	Submitted	5/24/2018 4:17 PM

The Submission Information section is now completed with the user’s information.

DOCUMENTATION SUBMISSION : INFORMATION

Documentation Submission for PETERMAN, JACOPO

- Individual Lookup
- General
- Individual Information
 - Individual: PETERMAN, JACOPO
 - Individual Last Name: PETERMAN
 - Individual First Name: JACOPO
 - TABS ID: 201249
- Submission Information
 - Reason for Submission: Eligibility Determination
 - Agency: ADVANCE CARE ALLIANCE OF NY INC.
 - Submitted By: testaca01 CCO Supervisor
 - Transaction Date: 5/29/2018
 - DDSO: BROOKLYN DDSO
- Notes

Note: Once a form has been submitted no additional documents can be added. Below is a copy of the error message.

Supporting Document Upload Control

Progress: 53%

There was a problem with Upload - SecLib::AccessCheckEx failed. Returned hr = -2147187962, ObjectID: 326cd74b-5163-e811-810b-005056b4217b, OwnerId: d0044939-3714-e011-872c-005056b31e91, OwnerIdType: 8 and CallingUser: 10ecf7bf-df47-e811-8109-005056b45301, ObjectTypeId: 10110, objectBusinessUnitId: 1bbed092-3714-e011-872c-005056b31e91, AccessRights: AppendToAccess - please make sure you have proper authorization.

Message from webpage

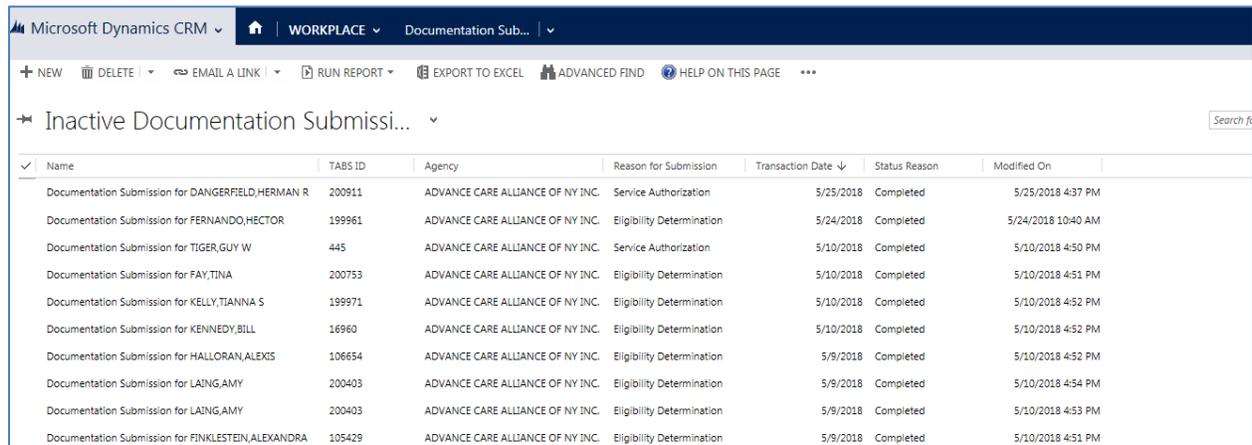
There was a problem with Upload - SecLib::AccessCheckEx failed. Returned hr = -2147187962, ObjectID: 326cd74b-5163-e811-810b-005056b4217b, OwnerId: d0044939-3714-e011-872c-005056b31e91, OwnerIdType: 8 and CallingUser: 10ecf7bf-df47-e811-8109-005056b45301, ObjectTypeId: 10110, objectBusinessUnitId: 1bbed092-3714-e011-872c-005056b31e91, AccessRights: AppendToAccess - please make sure you have proper authorization.

Processing Documentation Submission Forms

The DDRO will have a copy of submitted forms in a queue from which they will verify the documents.

They will then take the necessary steps to start the business process for either the eligibility determination or service authorization. The DDRO will contact the CCO if there is a problem.

The CCO or submitter can monitor the progress by checking the either the *Active* or the *Inactive* list.



The screenshot shows the Microsoft Dynamics CRM interface. The breadcrumb trail is WORKPLACE > Documentation Sub... The page title is Inactive Documentation Submissi... A search box is visible on the right. Below the title is a table with the following columns: Name, TABS ID, Agency, Reason for Submission, Transaction Date, Status Reason, and Modified On. The table contains 10 rows of data.

Name	TABS ID	Agency	Reason for Submission	Transaction Date	Status Reason	Modified On
Documentation Submission for DANGERFIELD,HERMAN R	200911	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/25/2018	Completed	5/25/2018 4:37 PM
Documentation Submission for FERNANDO,HECTOR	199961	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/24/2018	Completed	5/24/2018 10:40 AM
Documentation Submission for TIGER,GUY W	445	ADVANCE CARE ALLIANCE OF NY INC.	Service Authorization	5/10/2018	Completed	5/10/2018 4:50 PM
Documentation Submission for FAY,TINA	200753	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/10/2018	Completed	5/10/2018 4:51 PM
Documentation Submission for KELLY,TIANNA S	199971	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/10/2018	Completed	5/10/2018 4:52 PM
Documentation Submission for KENNEDY,BILL	16960	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/10/2018	Completed	5/10/2018 4:52 PM
Documentation Submission for HALLORAN,ALEXIS	106654	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:52 PM
Documentation Submission for LAING,AMY	200403	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:54 PM
Documentation Submission for LAING,AMY	200403	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:53 PM
Documentation Submission for FINKLESTEIN,ALEXANDRA	105429	ADVANCE CARE ALLIANCE OF NY INC.	Eligibility Determination	5/9/2018	Completed	5/10/2018 4:51 PM

NOTE: There is no functionality to delete any submitted or completed forms.

Following is the error message a user will receive if they click, Delete...

