Florida Safe Families Network

Medicaid Eligibility User Guide

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Prepared for

State of Florida Department of Children and Families

Change History

Release # Date	CR # or Incident #	Change Description	Author(s)	Section Modified
Q2 2014 (1/19/2015)	Eligibility	Initial submission	FSFN Enhancements Team	Initial submission
Q3 2015 (2/13/2015)		Content updated to reflect MES Phase II changes.	FSFN Enhancements Team	Summary tab and FLORIDA tab

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*To document the FLORIDA tab ..... **Error! Bookmark not defined.***

*To view FLORIDA Changes ..... **Error! Bookmark not defined.***

About FSFN User Guide

The Florida Safe Families Network (FSFN) User Guide helps you understand the steps to complete your work in the FSFN system. This user guide does not cover every system feature built into FSFN, but describes the most commonly used functions to complete your day-to-day work in the FSFN application. This user guide, when used with Online Help and the How Do I Guides, helps you successfully use the FSFN system as a support tool in your important work of safeguarding the safety, permanence, and well-being of the children, families, and adults of Florida.

The Intended Audience

This user guide serves a wide audience of FSFN end users who include:

- Child Protective Investigators
- Ongoing Case Managers
- Fiscal Workers
- Revenue Maximization Specialists
- Supervisors

Prerequisite Knowledge

This user guide was developed with specific prerequisite expectations. Before reading this guide, read the following information. If you need to refer to additional User Guides, How Do I Guides, or other information, visit the DCF FSFN website (http://fsfn.dcf.state.fl.us).

- You must have a working understanding of Florida Department of Children and Families Policies and Practices as related to the use and operation of FSFN.

- You must have a working understanding of the basic FSFN navigation and functionality. See the Multi-Topic Basics User Guide and How Do I Guide.

- If you are a supervisor, also see the Multi-Topic Supervisory User Guide and How Do I Guide.

- Key tasks described in this guide start at the FSFN Desktop, Case Book, or Person Book, unless otherwise noted. If you are unfamiliar with how to navigate to these three pages, see the User Guides for Multi-Topic Basics, Case Book, and Person Book.

- The Search page referred to within this user guide is the Search page with four tabs: Person, Case, Provider/Organization, and Worker. This Search page is commonly called the Utility Search or Navigational Search. It is accessed primarily from the Desktop by clicking Search on the Banner or Utilities menu. Other search types may be referred to as data retrieval searches. These searches use different search functionality than the Utility Search. For example, the Person Search page provides a method to search for a person and retrieve person data that pre-fills into the page in which you are working. The Person Search page should not be confused with the Search page with the Person tab.

Related Resources

Visit the DCF FSFN website (http://fsfn.dcf.state.fl.us) for online access to additional resources that support FSFN system end users, including:

- FSFN Project Information
- Online Web-based Training (WBT)
- User Guides
- How Do I Guides (job aids)
- Topic Papers (System Functionality Design)
- Reference Data (Selection Values)

Security Information

FSFN restricts your ability to create, modify, and view specific information through the security profile associated with the Login Profile you used to access FSFN. Specific security applies across all information. For example, if you do not have authorization to launch the Privileged Consultation page from the Meeting page, you cannot access that page.

Medicaid Eligibility Overview

The functional design of the Medicaid Eligibility page represents changes to FSFN resulting from the SACWIS Compliance Project. Enhancements to FSFN support the following program goals to facilitate the safety of children and families:

- Improve quality and consistency of decision making
- Eliminate redundant processes and re-work
- Gain efficiencies through enhanced technology

This User Guide describes the Florida Safe Families Network (FSFN) system functionality of the Medicaid Eligibility module in FSFN.

Create Medicaid Eligibility

About the Medicaid Eligibility page

Medicaid Eligibility is used to request a Medicaid Eligibility Determination via the FLORIDA Interface, as well as track changes to Medicaid Eligibility. The Medicaid Eligibility page is automatically created once the Refer/Return to Supervisor process is completed on the Title IV-E Foster Care Eligibility – Initial Determination since IV-E Eligibility is determined within the FSFN application. In addition, you can manually create the Medicaid Eligibility page through Create Financial Work if needed.

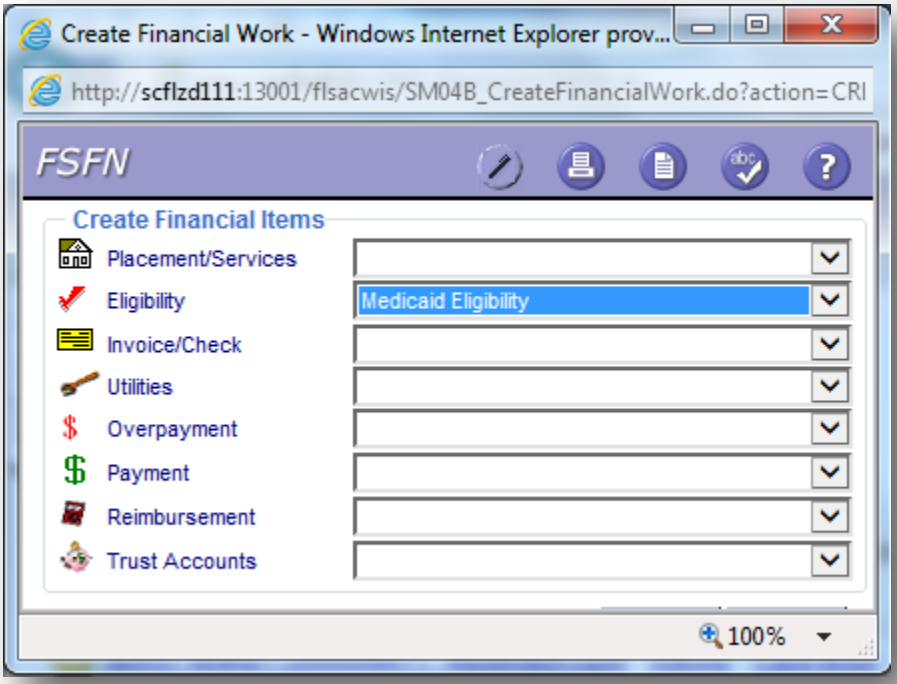
Key Tasks

To create or maintain Medicaid Eligibility from Financial Work

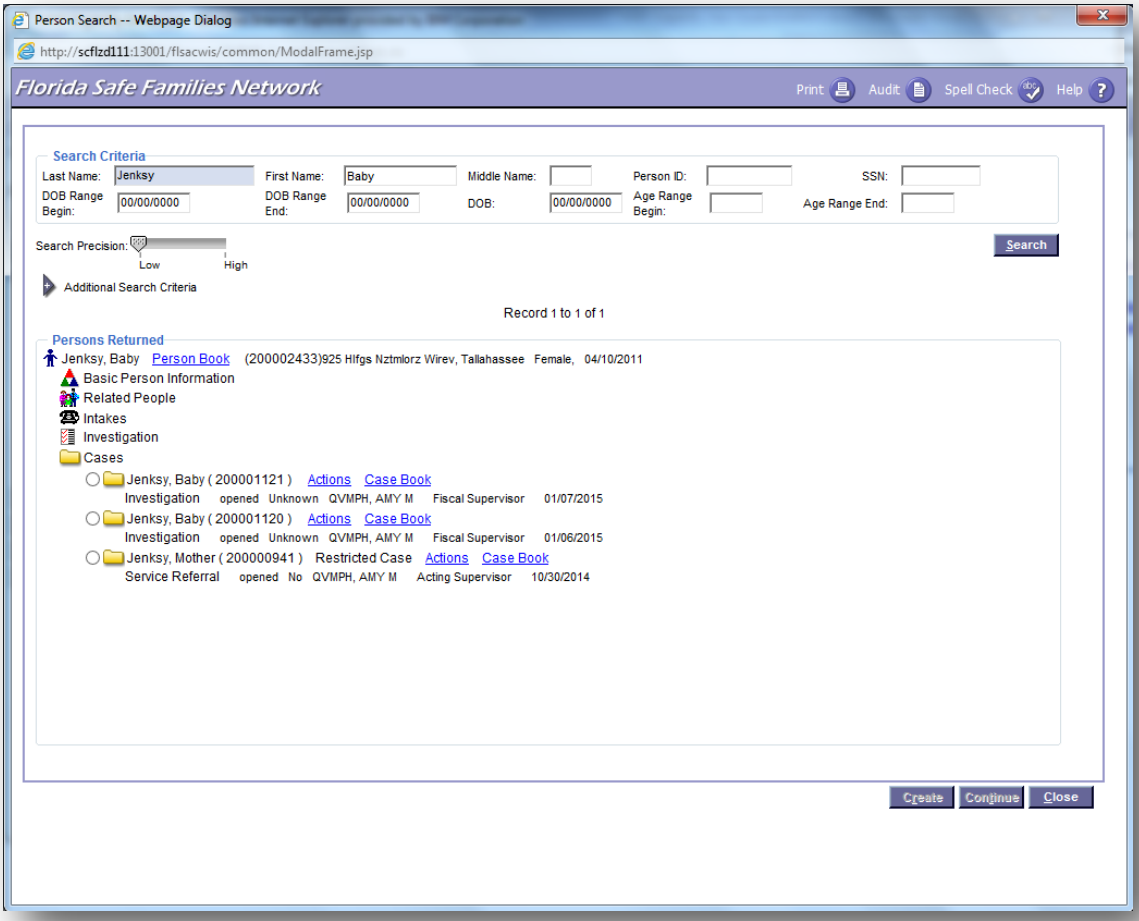
1. On the FSFN Banner, click the **Financial Work** icon.

Note Financial Workers are not required to have an assignment to the FSFN Case to create the Medicaid Eligibility page.

2. The **Create Financial Work** page displays.



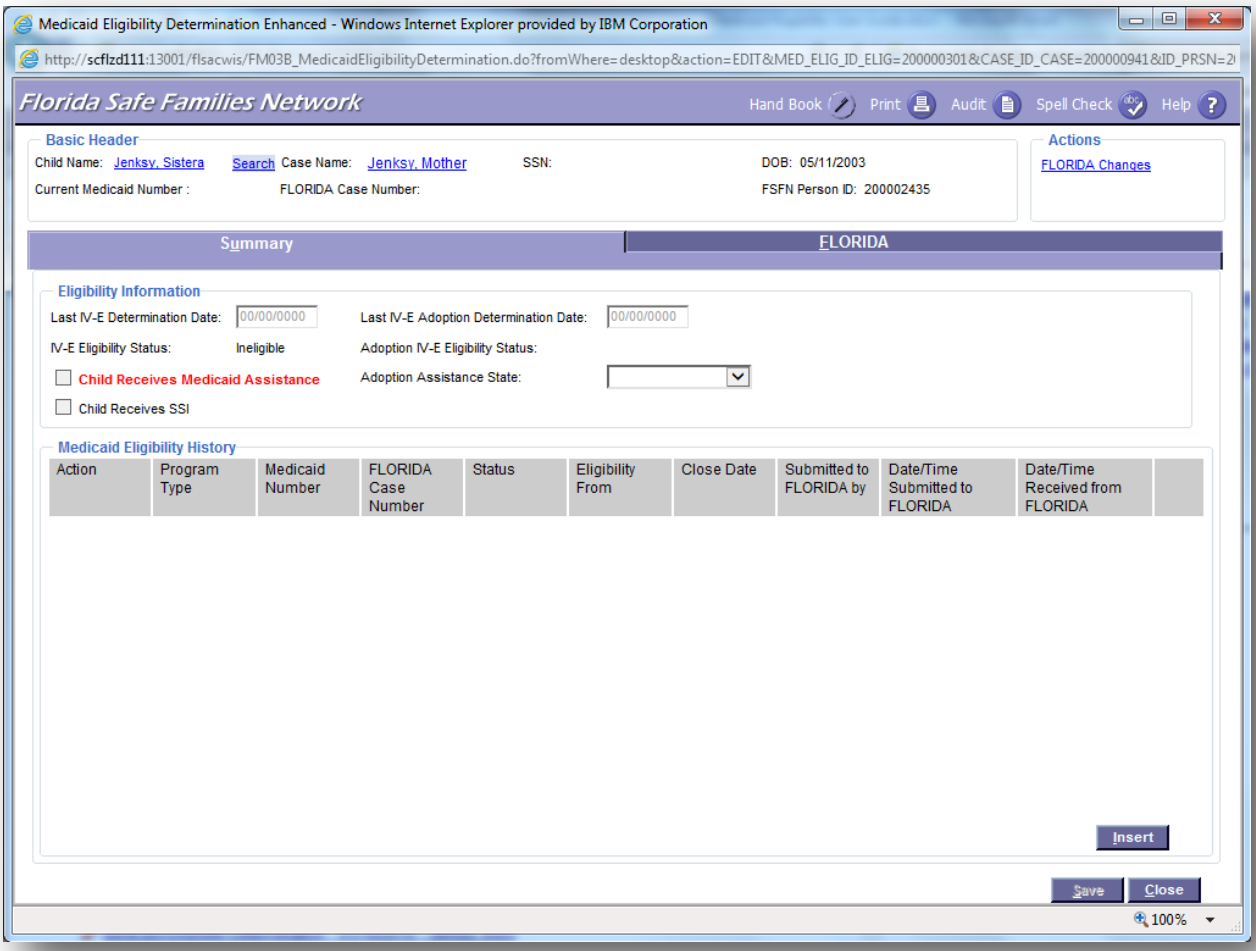
3. From the **Eligibility** drop down, select ***Medicaid Eligibility***.
4. Click **Continue**.
5. **Medicaid Eligibility** page displays.
6. Click the **Search** hyperlink to the right of the Child Name field.
7. **Person Search** page displays.
8. Enter the applicable **Search Criteria** and click **Search**.
9. Search results are displayed in the **Persons Returned** group box.
10. Click on the applicable **Person** icon.
11. Click on the **Case Folder** icon.
12. Select the applicable **radio button** for the FSFN Case in which you want to create or maintain the Medicaid Eligibility page.



13. Click **Continue**.

Note If the participant you search for does not have an existing, open Medicaid Eligibility record, clicking Continue and saving the Medicaid Eligibility page creates the Medicaid Eligibility. If the participant you search for already has an existing, open Medicaid Eligibility record, clicking Continue launches the existing, open Medicaid Eligibility record.

14. **Medicaid Eligibility** page displays.



To document the Summary tab

15. Click **Insert** within the **Medicaid Eligibility History** group box.

16. **Initiate Action** pop-up page displays.

Note Effective From date pre-fills with the current Removal Begin Date. If there is not a current Removal, the Effective From field is null.

Note When a change occurs in FSFN, the system automatically generates an Action record if there is an existing Medicaid Eligibility record for which the Initial Action was processed, and automatically captures the following information:

- Action of "Change"
- Eligibility From Date equal to the child's current Removal Begin Date
- Circuit and associated CIC Worker or Supervisor will be derived as the Circuit and CIC Worker or Supervisor captured on the last submission to FLORIDA. This is not a required field.
- Placement Address will be derived as the child's current Placement Address
- Notification Address will be derived as the same Unit Address captured on the last submission to FLORIDA, if applicable, where the check box was selected
- Comments text field will contain the following text: System generated action based on a change in FSFN.

17. Select the **Circuit**.

18. Select the applicable **CIC Worker** or **CIC Supervisor**.

Note The CIC Worker and CIC Supervisor drop downs dynamically display the applicable workers based on the selected Circuit. This is not a required field.

Note Placement Address pre-fills based on the child's current Out of Home Placement.

Note Notification Address pre-fills with the address of the worker's Unit who is creating the Initial Action pop-up page.

19. Enter any applicable **Comments**.

20. Click **Save**.

21. Click **Close**.

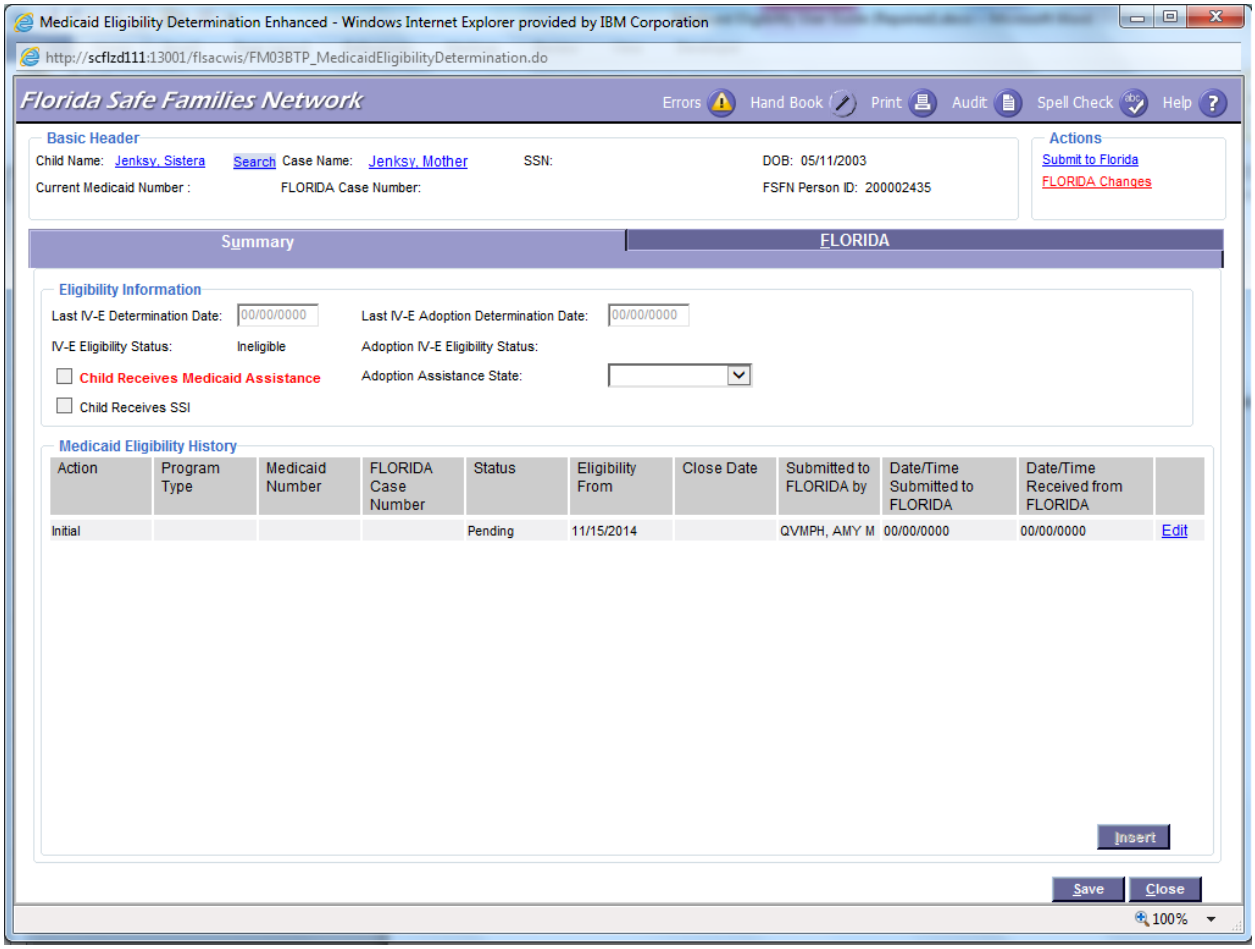
22. **Medicaid Eligibility** page displays and a row populates within the Medicaid Eligibility History group box.

Note When a change occurs in FSFN to the following pieces of work/elements, a new row automatically displays and is captured in the Medicaid Eligibility History group box and the Action is identified as "Change":

- Placement Changes
- Address Changes
- Last Name, Suffix, First Name or Middle Name Changes
- SSN Changes
- Date of Birth Changes
- Citizenship Changes
- IV-E Eligibility Status Change

Note When a change record is automatically generated by FSFN, FSFN automatically

performs the “Submit to FLORIDA” function.



23. Until the row is submitted to FLORIDA, an **Edit** hyperlink displays for the associated row. Clicking the Edit hyperlink launches the Initiate Action pop-up page to make any necessary updates.

The **Status** is based upon the bi-directional interface with FLORIDA. When a file is submitted to FLORIDA, but is rejected, the Status column will provide the user with sufficient details to understand why the file was rejected.

24. Once a response for the submitted row is **received** from FLORIDA the row is updated and captures the applicable **Program Type**, **Medicaid Number** and **FLORIDA Case Number**.