



**CMS NET SYSTEM ENHANCEMENT
WEB CORRESPONDENCE CONFERENCE CALL
June 12, 2008 – 1:00 p.m. – 2:30 p.m.
DHCS – CMS
1515 K Street, Conf. Room 427 - Sacramento, CA**



➤ **Mailman Legacy Menu Option:**

The Mailman Menu option will be removed from the Legacy system. The Web Messaging feature in the web is fully functional. The Web Message User Manual is posted on the web.

<http://www.dhcs.ca.gov/services/ccs/cmsnet/Documents/cmsnetwebsection30.pdf>

➤ **Web Correspondence:**

Question	Answer
Can timeout period be changed? CMS Net is timing out when entering text on a case.	<p>The CMS Net System has a timeout period set to 30 minutes for security purposes. The timeout clock does not begin until the start of inactivity. If data is entered, the record has not been submitted and the system times out due to inactivity, the data will not be saved.</p> <p>We will test this time out issue with several different counties, will add a new time out message to notify you when you are timed out versus kick out of the system and revisit our timeout methodology.</p> <p>We suggest you press the submit button, if you are interrupted to ensure your data is saved. If you are <u>working on a case</u> and you are timed out, please contact the help desk. This will assist us with troubleshooting the time out problem.</p>
Can you provide a flow of how the letters should be generated?	<p>Each letter will start the process in Legacy system and be completed in Web Correspondence. Either way the edit screen in Web Correspondence will need to be completed by initiating party.</p> <p>Your county can choose to print them all at the end of the day by one person or each individually at the time of completion.</p>



**CMS NET SYSTEM ENHANCEMENT
WEB CORRESPONDENCE CONFERENCE CALL
June 12, 2008 – 1:00 p.m. – 2:30 p.m.
DHCS – CMS
1515 K Street, Conf. Room 427 - Sacramento, CA**



<p>Since there are three new NOAs and a cancellation letter, how do we know when to use them?</p>	<p>The system will automatically generate the appropriate NOA or letter for you. The system will select the correct citations for each denial/cancellation reason</p>	<p>Event used</p> <p>a. Case closure (Open/Active case)</p> <p>b. New referral denial (case has never been opened and eligibility has not been established)</p> <p>c. Service Cancellation or Denial</p> <p>d. SAR cancelled because provider terminated/ended services</p>	<p>NOA/Letter</p> <p>a. Case Management NOA</p> <p>b. New Referral NOA</p> <p>c. SAR NOA</p> <p>d. Cancellation letter</p>
<p>Do all correspondences require you to select a party to courtesy copy (CC:)?</p>	<p>No. Most of the functionality for selecting a courtesy copy remains the same and is optional for selection. <i>There is one exception.</i> For SAR cancellation/denials NOAs and cancellation letters, the system will automatically select the active Managed Care Plan (if it exists) and Vendor to courtesy copy.</p>		
<p>Will we still be able to print or view legacy letters?</p>	<p>No. There is one exception. The Batch Correspondence option will allow you to view and print letters from there.</p>		
<p>Will the 'Print Correspondence' option be available on Web Correspondence?</p>	<p>The option has been integrated onto the Web Correspondence search screen.</p>		
<p>Will Batch Correspondence be affected?</p>	<p>It will slightly be affected. The C-16B, C-20B, and C-21B letters will require users to complete them on Web Correspondence after they're initiated using Batch Correspondence.</p>		
<p>Will the SAR letters be available to reprint on Web Correspondence?</p>	<p>Yes</p>		
<p>Will the old letters be available to reprint on Web Correspondence?</p>	<p>Yes</p>		



CMS NET SYSTEM ENHANCEMENT
WEB CORRESPONDENCE CONFERENCE CALL
 June 12, 2008 – 1:00 p.m. – 2:30 p.m.
DHCS – CMS
1515 K Street, Conf. Room 427 - Sacramento, CA



What is the letter approval process? Is it mandatory?	The letter approval process is not mandatory for counties. It is a feature that will allow counties to designate letters to require approval prior to being printed/sent.
How long can a letter remain incomplete?	Letters can remain incomplete for as long as you want. Counties should ensure that letters are completed and sent in a timely manner. However, there are instances where letters are issued in error and can remain incomplete. We advise incomplete letters entered in error to be deleted.
Can a letter be attached to a Web Message?	Yes. Letters can be attached and sent to users within the CMS Web system.
What will be the format of the letters?	Letters will display in a PDF format. Letters will no longer have to be printed using the printers with U-numbers in Legacy with the exception of Batch Correspondence.
Will we still be able to generate the C-72 letter?	The NOAs and cancellation letter will take the place of the C-72 letter. The new NOAs will have an automatic carbon copy generated to the provider.
Will a report be created to track incomplete letters?	We can create one easily and will add that as an enhancement.
Can the search screen default to our county?	Yes
What kind of training will be provided prior to implementation?	<p>Due to time constraints the training cannot be rolled out before we go live. Our go live date is contingent upon the Sacramento County Conversion date of June 28th. We agreed to implement the Web Correspondence and Case Notes module prior to them coming on to the system. We are currently working on an online training tool (Webinar) and will hopefully have it rolled out very soon. We will attempt to have it completed before the enhancement but no guarantees.</p> <p>We have put the system development documentation out on the web under New Upcoming Changes New and Upcoming Projects for reviewing. We will let you know when the application has been moved to the training environment for practicing.</p>
Will the new NOAs include the non standard citations?	Yes
Will we be able to add the providers to the distribution list?	All NOAs will include a carbon copy to the managed care plan provider (if applicable) and the provider listed on the SAR. At a minimum you will have at least two printed copies of the NOA every time a SAR is cancelled and possible three.
Will we have the ability to generate a NOA if there isn't a signed Application?	Yes
Once the reason	Yes



CMS NET SYSTEM ENHANCEMENT
WEB CORRESPONDENCE CONFERENCE CALL
 June 12, 2008 – 1:00 p.m. – 2:30 p.m.
DHCS – CMS
1515 K Street, Conf. Room 427 - Sacramento, CA



<p>for the cancellation/denial of the SAR is entered, will the citation pull automatically?</p>	
<p>Will we be able to reprint NOAs from the SAR system?</p>	<p>Yes, all letters will be printed from Web Correspondence.</p>
<p>When SARs are cancelled and SARs are closed, which NOA is appropriate?</p>	<p>The Case Management NOA is appropriate because it generically specifies all medical services will be cancelled. You will send only one letter that covers the case closure and cancelled SARs. But, if you choose, you may also send out a SAR NOA for every service requested to the family.</p>
<p>The Appeal Right instructions include a space for CCS Representative name. Is this auto-populated?</p>	<p>We will only list the CCS County name. No individual names will be used.</p>
<p>We understand a .cc will be sent to the managed care plan but the medical home is not necessary?</p>	<p>Sending a copy to the Managed Care plan is required as stated in policy. The primary care provider will be optional.</p>