

New Reminders and Alerts for Version 14.3

Reminders for Standard MAPCY

1. When an Agency Approver changes the status for Standard MAPCY from Pending Agency Approval to Draft (System creates Reminder for the Assessor):

Reminder: *"MAPCY (Eff. Date) is reset to draft. Review the comments and resubmit for Agency Approval."*

2. When an Agency Approver changes the status for Standard MAPCY from Pending Agency Approval to Agency Approved (System creates Reminder for the Assessor):

Reminder: *"MAPCY (Eff. Date) is Agency Approved. Send **MAPCY Assessment Notice** to caregiver. If this agency is not making the payment to the caregiver, also send written notice of benefit level to the paying agency."*

3. When an Agency Approver changes the EL status for Extraordinary Level from Pending Agency Certification to Reset to draft, system creates Reminder for the Agency Assessor.

Reminder: *MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request was reset to Draft. Review the comments and resubmit for Agency Certification if appropriate.*

Reminders for Extraordinary Levels

1. When an Agency Approver changes the EL status for Extraordinary Level from Pending Agency Certification to Not Agency Certified, system creates Reminder for Agency Assessor.

Reminder: *MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request is Not Agency Certified.*

2. When an Agency Approver changes the EL status for Extraordinary Level from Pending Agency Certification to Pending State Approval, system sends Reminder to the Agency Assessor. (And Notification to the State Approver, which is handled separately).

Reminder: *MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request is certified and has been submitted to DHS for review. Extraordinary Level response will be available within 14 day.*

3. When State Approver changes the EL status for Extraordinary Level from Pending State Approval to Clarification Needed, system creates a Reminder to the Agency Assessor and Agency Approver. (System also creates Alert (1030) only to the Agency Assessor after 15 days, which is handled separately)

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request status: Clarification Needed. Review the comments and either recertify the EL Request and resubmit to DHS, or withdraw the request by <mm/dd/yyyy>, or the request will be denied.

4. When State Approver changes the EL status for Extraordinary Level from Pending State Approval to State Approved, system creates a reminder to the Agency Assessor and Agency Approver.

Reminder: MAPCY (Eff Date: mm/dd/yyyy) EL Request is State Approved. "Extraordinary Level Approval Notice" was sent to the caregiver and saved in Person Documents. Notify paying agency of Final Benefit Level if applicable, unless that agency is DHS.

5. When the State Approver changes the EL status for Extraordinary Level from Pending State Approval to Denied, (State Approver Denies) system creates a reminder to the Assessor and Approver.

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request is Denied. DHS will send "Extraordinary Level Denial Notice – Requirements Not Met" to the caregiver, and save it in Person Documents.

6. When SSIS system does an automatic denial after 30 days (Timed Out Denial – when clarification needed is not recertified), system creates a reminder to the Agency Assessor and Approver.

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request was Auto-Denied; 30 day deadline expired. DHS will send "Extraordinary Level Denial Notice – Auto-Denial" to the caregiver and save it in Person Documents.

7. When the Agency Approver changes the EL Status from Pending State Approval to Withdrawn, system will send a reminder to the Agency Assessor. (and Notification to the State Approver, which is handled separately)

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request has been withdrawn by the Agency Approver. Send "Extraordinary Level Withdrawal Notice" to caregiver.

8. When the Agency Approver changes the EL Status from Clarification Needed to Withdrawn, system will send a reminder to the Agency Assessor (and Notification to the State Approver, which is handled separately)

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request has been withdrawn by the Agency Approver. Send "Extraordinary Level Withdrawal Notice" to caregiver.

Alerts

1. When State Approver changes the EL status for Extraordinary Level from Pending State Approval to Clarification Needed, system creates an Alert to the Assessor after 15 days.

Reminder: MAPCY (Eff Date: <mm/dd/yyyy>) Extraordinary Level Request status: Clarification Needed. Review the comments and either recertify the EL Request and resubmit to DHS, or withdraw the request by <mm/dd/yyyy>, or the request will be denied.

Notification to the State Approver

1. When an Agency Approver changes the EL status for Extraordinary Level from Pending Agency Certification to Pending State Approval (Notification to the State Approver):

Notification: Submitted: MAPCY (Eff Date: <mm/dd/yyyy>) EL Request for <Name> (<SSIS Person#>) by <Agency> Respond by <mm/dd/yyyy>

2. When SSIS system does an automatic denial after 30 days (Timed Out Denial – when clarification needed is not recertified), system creates a notification to the State Approver.

Notification: Auto-Denied: MAPCY (Eff Date: <mm/dd/yyyy>) EL Request for <Name> (<SSIS Person #>) by <Agency> Send Auto-Denial notice to caregiver

3. When the Agency Approver changes the EL Status from Pending State Approval to Withdrawn, system will send a notification to the State Approver.

Notification: Withdrawn: MAPCY (Eff Date: <mm/dd/yyyy>) EL Request for <Name> (<SSIS Person #>) by <Agency> (Local Agency to notify caregiver)

4. When the Agency Approver changes the EL Status from Clarification Needed to Withdrawn, system will send a notification to the State Approver.

Notification: Withdrawn: MAPCY (Eff Date: <mm/dd/yyyy>) EL Request for <Name> (<SSIS Person #>) by <Agency> (Local Agency to notify caregiver)