

# HCSIS Alert!

## *June 16, 2012 Participation Allocation Management (PAM) ENHANCEMENT RELEASE*

### *Version 4*

PAM is a waiver administration tool that will assist DDS staff manage work associated to the Home and Community-Based Services (HCBS) adult waiver programs. The system will help DDS monitor and meet waiver program regulations by identifying incompatible service/program enrollments, implementing waiver service limits, and ensuring that Plans of Care (POCs) include all federally required information before they are generated.

PAM consolidates information from multiple source systems (EIM, MEDITECH, PPL, MMARS) to provide DDS staff with budget and expenditure management features that will enable compliance with HCBS waiver program regulations and provide improved individual-centered budgeting and planning information over time. PAM will not be used to prior-authorize or deny any provider bills.

### *HCSIS-PAM Release 4 Key Features:*

#### **Enrollments and Plan of Care (POC):**

- Provides a consolidated view of individual's enrollments and current frequency/duration across service delivery models
- Provides functionality to generate POCs

#### **Frequency/Duration and Rates:**

- Provides functionality to enter frequency/duration and select rates (for services with standard rates)
- Implements point of entry controls to monitor waiver service limits

#### **Budgets and Utilization:**

- Calculates unit and dollar based budgets for services that have standard rates
- Calculates unit based budgets for services that have negotiated rates (non-standard rates)

#### **Provider Contracts:**

- Provides a summary of select contract roster information
- Tracks contract utilization against the 'max obligation' amount

#### **Reports:**

- Provides access to reports that will help monitor waiver program regulations, including service enrollment errors and expenditure analysis

#### **Reference:**

- Provides helpful documents about waiver program regulations and PAM Job Aids

## *HCSIS-PAM Training for Area Office Staff*

Training for all Area office staff is being provided at their area office locations. The training is composed of two parts:

1. Demonstration of PAM features
2. Hands-on training for F/D entry, Plan of Care generation, and Reporting

DDS trainers and business analysts will return to area offices throughout the summer to provide additional hands-on training as requested.

### **Death Reporting REMINDER to AREA OFFICE / FACILITY STAFF:**

DDS Death Reporting Protocol (DRP) requires that a death report be submitted via HCSIS within 24 hours of the Area or Facility Office becoming aware of the death, regardless of the death certificate being received.

*TRAINING MATERIALS explaining the new HEALTH CARE RECORD process are available through the "HCSIS" link at <http://mass.gov/dds>.*

#### *OTHER available materials:*

- Incident Management GUIDELINES*
- *Incident Management CATEGORIES & DEFINITIONS*
- *Incident Management INDIVIDUAL & SITE BASED INCIDENT REPORTS and INSTRUCTIONS*
- *Incident Management CATEGORY CHANGES SUMMARY*
- *HCSIS QUICK GUIDES*
- *HCSIS FREQUENTLY ASKED QUESTIONS*

#### *OTHER CONTACTS for assistance:*

- *AGENCY HCSIS LEAD*
- *AREA OFFICE*
- *REGIONAL HCSIS LEAD*
- *DDS CUSTOMER SERVICE DESK 866-367-8163*

#### **REMEMBER:**

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DDS Customer Service Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues