



## Summary of Job Aid

This job aid guides a user through the process of how to search for a client in ESM and also instructs a user on how to add, enroll and disenroll a new client into the BSAS program as well as update existing client information.

Refer to this job aid for more information on how to search for clients, add and enroll a new client, update existing client data and disenroll a client from the BSAS program.

### Table of Contents for this Job Aid:

|   |   |
|---|---|
| Summary of Job Aid .....                          | 1 |
| Steps for Intake: New Client .....                | 1 |
| Steps for Intake: Existing Clients .....          | 3 |
| Enrolling Clients: Eligibility to Enrollment..... | 4 |
| Fixing Draft Enrollments .....                    | 5 |
| Disenrolling a Client.....                        | 6 |
| View Enrollments.....                             | 6 |
| Client Enrollment Status Report .....             | 7 |
| Customer Service Assistance.....                  | 8 |

## Steps for Intake: New Client

|    |   |
|----|---|
| 1. | <p>In order to locate or create a client record, users must complete a search.</p> <p><b>Search for a client:</b></p> <ul style="list-style-type: none"><li>• Select the <b>[Client]</b> module and then <b>[Client Search]</b> from the left navigation bar.</li><li>• Enter your search criteria in at least one of the following fields:<ul style="list-style-type: none"><li>○ First or Last name</li><li>○ Date of birth</li><li>○ ID/ID Type (SNN or Client ID)</li></ul></li><li>• Select <b>[Search]</b> button.</li></ul> <p><b>Note:</b> The search results are listed below the search criteria. If the client exists as a client of YOUR organization, users can open the record and update data as needed. If no search results were returned you can add a client record.</p> |
| 2. | <p><b>If client is not returned (is not already in the system for YOUR organization):</b></p> <ul style="list-style-type: none"><li>• Select the <a href="#">[add a client]</a> link.</li><li>• Data already entered will populate this screen.</li><li>• Add additional data.</li><li>• Select <b>[Save New Client]</b> button.</li></ul> <p><b>Note:</b> You are only required to complete fields marked with a red asterisk (*) and those fields noted on your form required by the program. If the system shows that you created this record, this is a new client who does not exist in the system.</p>  |



|  |  |
|--|--|
| 3.   | <p><a href="#">Face Sheet &gt; Personal Information &gt; Address</a></p> <p><b>Enter Personal Information: Address</b></p> <ul style="list-style-type: none"><li>On the client's <b>Face Sheet</b> page, select <b>[Personal Info]</b> from the grey, left navigation bar.</li><li>Select the <a href="#">[add a new Address]</a> link.</li><li>Enter required information.</li><li>If the client is <b>Homeless</b>, select "Homeless" as the Address Type. Do <b>not</b> enter a street address, but <b>do</b> enter a city where the client was on the street or in a shelter.</li><li>The system will allow a record to be saved without a street address <b>if</b> the Address Type is "Homeless".</li><li>Use the Enrollment Date as the Address Effective date.</li><li>Be sure to select the <b>"Primary Address"</b> flag.</li><li>Select the <b>[Save New Address]</b> button.</li></ul> |
| 4.   | <p><a href="#">Personal Information &gt; Demographics</a></p> <p><b>Enter Demographics:</b></p> <ul style="list-style-type: none"><li>Select <b>[Demographics]</b> from the left navigation bar.</li><li>Select the <a href="#">[Add Cultural Background Information]</a> link.</li><li>Enter required information.</li><li>Select the <b>[Save New Cultural Background]</b> button.</li></ul>   |
| 5.   | <p><a href="#">Personal Information &gt; Demographics &gt; Household Characteristics</a></p> <ul style="list-style-type: none"><li>Select <b>[Household Characteristics]</b> from the left navigation bar.</li><li>Select the <b>[Add Household Characteristics]</b> button.</li><li>Select the <b>[Save New Household Characteristics]</b> button.</li><li>Enter required information.</li><li>If you enter \$0 Income, Income Frequency and Income Source are not required.</li><li>To select more than one Income Source, hold down the "Control" key on your keyboard.</li><li>Select the <b>[Save]</b> button.</li></ul>  |
| <b>Go Back to Face Sheet to Select Insurance</b> |  |
| 6.   | <p><b>Enter Insurance Information:</b></p> <ul style="list-style-type: none"><li>Return to client's <b>Face Sheet Summary</b> page by selecting the <a href="#">Face Sheet</a> link in the breadcrumbs.</li><li>Select <b>[Insurance]</b> from the navigation bar.</li><li>Select the <a href="#">[add Insurance]</a> link.</li><li>Enter Insurance Type.</li><li>Select Primary if the client has Insurance (not required if Uninsured).</li><li>Enter Insurance Name.</li><li>Enter the <b>Enrollment Date</b> as the Insurance Effective From Date.</li><li>Select the <b>[Save New Insurance]</b> button.</li></ul>  |



## Steps for Intake: Existing Clients

|     |  |
|-----|--|
| 1.  | <p>In order to locate or create a client record, user must complete a search.</p> <p><b>Search for a client:</b></p> <ul style="list-style-type: none"><li>• Select the <b>[Client]</b> module and then <b>[Client Search]</b> from the navigation bar.</li><li>• Enter your search criteria in at least one of the following fields:<ul style="list-style-type: none"><li>○ First or Last name</li><li>○ Date of birth</li><li>○ ID/ID Type (SNN or Client ID)</li></ul></li><li>• Select the <b>[Search]</b> button.</li></ul> <p><b>Note:</b> The search results are listed below the search criteria. If the client exists as a client of YOUR organization,, users can open the record and update data as needed. If no search results were returned you can add a client record.</p> |
| 2.a | <p><b>If client is returned (is already in the system as a client of YOUR organization) -</b></p> <ul style="list-style-type: none"><li>• Select the <a href="#">[Last Name]</a> link.</li><li>• You will be taken to client <b>Face Sheet</b>.</li><li>• Review data to see if information has changed and if required enter current information for name, Address, Demographics,</li></ul> <p><b>OR</b></p>  |
| 2.b | <p><b>If client is not returned (is not a client of your organization)</b></p> <ul style="list-style-type: none"><li>• You enter the name, SNN, birth date, education and gender and select the <b>[Save]</b> button.</li><li>• Record is returned created by another user – the client exists in the system.</li></ul>  |
| 3.  | <p><b>Review Personal Information: Address</b></p> <ul style="list-style-type: none"><li>• From the client's <b>Face Sheet</b> page, review current address information. If the information is the <b>same</b>. There is no updating to be done. Go to the next section, Household Characteristics.</li><li>• <b>If the Address has changed:</b><ul style="list-style-type: none"><li>○ Open existng Address record and enter the clients Enrollment Date minus 1 day in the <b>Effective To</b> field (if enrolled as of 3/11/212, enter 3/10/2012.)</li><li>○ Select the <b>[Save]</b> button.</li></ul></li><li>• Enter new Address records using the steps listed in this job aid under the 'Steps for Intake: New Client' section.</li></ul>  |
| 4.  | <p><b>Household Characteristics: IF OLDER THAN 60 DAYS</b></p> <ul style="list-style-type: none"><li>• Select <b>[Personal Info]</b> then <b>[Demographics]</b> from the left navigation bar</li><li>• Select <b>[Household Characteristics]</b>.</li><li>• <b><u>Even when the data is unchanged, you will have to re-enter the information</u></b><ul style="list-style-type: none"><li>○ Re-enter the Household Characteristics with the New Enrollment date as the Report date.</li></ul></li><li>• <b><u>If the information is different</u></b>, enter a new Household Characteristics Record.</li></ul> <p><b>Note:</b> If this is not updated, an enrollment can't be entered.</p>   |



|   |  |                       |                       |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |
|---|--|-----------------------|-----------------------|----------------------|-----------------------|---------------------|-----------------|----|-----------|------------|------------|--------------|-----------|--|------------|--|
| 5   | <p><b>Insurance: IF OLDER THAN 60 DAYS</b></p> <ul style="list-style-type: none"><li>• Select [<b>Insurance</b>] from the left navigation bar.</li><li>• If Insurance is the SAME:<ul style="list-style-type: none"><li>○ Open the most current Insurance record.</li><li>○ Select the [<b>Save</b>] button.</li></ul></li><li>• If Insurance has changed:<ul style="list-style-type: none"><li>○ End date the previous Insurance “Effective TO Date” to equal the new Enrollment date minus 1 day.</li><li>○ For example</li></ul></li></ul> <table><tr><td><i>Insurance Name</i></td><td><i>Insurance Type</i></td><td><i>Policy Number</i></td><td><i>Effective From</i></td><td><i>Effective To</i></td></tr><tr><td>Harvard_Pilgrim</td><td>C1</td><td>HP0293791</td><td>07/14/2011</td><td>08/01/2012</td></tr><tr><td>No Insurance</td><td>Uninsured</td><td></td><td>08/02/2012</td><td></td></tr></table> <ul style="list-style-type: none"><li>○ Then enter the new Insurance record.</li><li>○ Select the [<b>Save</b>] button.</li></ul> <p><i>Note: If this is not updated, an enrollment can't be entered.</i></p> | <i>Insurance Name</i> | <i>Insurance Type</i> | <i>Policy Number</i> | <i>Effective From</i> | <i>Effective To</i> | Harvard_Pilgrim | C1 | HP0293791 | 07/14/2011 | 08/01/2012 | No Insurance | Uninsured |  | 08/02/2012 |  |
| <i>Insurance Name</i>                                 | <i>Insurance Type</i>  | <i>Policy Number</i>  | <i>Effective From</i> | <i>Effective To</i>  |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| Harvard_Pilgrim                                       | C1   | HP0293791             | 07/14/2011            | 08/01/2012           |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| No Insurance  | Uninsured  |                       | 08/02/2012            |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| <h2>Enrolling Clients: Eligibility to Enrollment</h2> |  |                       |                       |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| 1.  | <p>In order to ensure the client is eligible for this activity, users must complete an eligibility determination.</p> <p><b>Determine Eligibility:</b></p> <ul style="list-style-type: none"><li>• Start at the client's <a href="#">Face Sheet</a>.</li><li>• Select [<b>Single Activity Eligibility</b>] from the navigation bar.</li><li>• Select [<b>Activity</b>] from by selecting the radio button in front of the Activity.</li><li>• Select [<b>Select Activity</b>].</li><li>• Select [<b>Contract</b>] from the drop down and select [<b>Select Contract</b>].</li><li>• Select [<b>Enrolling Organization</b>] from the drop down and select [<b>Determine Eligibility</b>].</li><li>• Select the [<b>Create Enrollment</b>] button.</li></ul> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• The system will display a message indicating eligibility status. For eligible clients, users proceed to create an enrollment.</li></ul>   |                       |                       |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| 2.  | <p>You will be taken to the Enrollment Date Page where you will see a field for entering the Enrollment date but this can do be done, as yet. You must first complete the Enrollment Assessment.</p> <p><b>Complete an enrollment assessment:</b></p> <ul style="list-style-type: none"><li>• Select the [<b>Complete Enrollment Assessment</b>] link from bottom right of page. At this time, do not enter date of enrollment.</li><li>• The Enrollment Assessment will open up.</li><li>• Enter required information.</li><li>• Select [<b>Next Page</b>] to progress to the next section of the assessment.</li><li>• Select [<b>Submit Survey</b>] once completed with entering data.</li></ul>  |                       |                       |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |
| 3.  | <p>Once the Assessment is successfully submitted you will be taken back to the Enrollment Date page.</p>   |                       |                       |                      |                       |                     |                 |    |           |            |            |              |           |  |            |  |



|  |  |
|--|--|
|  | <p><b>Create Enrollment:</b></p> <ul style="list-style-type: none"> <li>Enter <b>Enrollment Period Start Date</b> (This date must be within the previous <b>365</b> days).</li> <li>Select the <b>[Calculate Timeframe]</b> button.</li> </ul> <p><b>Note:</b> There are program-specific time period rules associated with individual programs that range from seven days up to 99 year of age.</p>   |
| 4.   | <p><b>Confirm Enrollment:</b></p> <ul style="list-style-type: none"> <li>Review the information for accuracy, especially Start Date.</li> <li>Select the <b>[Confirm Enrollment]</b> button.</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The user must select the <b>[Confirm Enrollment]</b> button, otherwise the enrollment will go to <b>Draft</b>.</li> </ul>   |
| <h2>Fixing Draft Enrollments</h2> <p><b>Search for Draft Enrollments</b></p> <p>One on a regular basis, users should use Advanced Client Search to make sure there are no enrollments in "Draft" status.</p> |  |
| 1.   | <p><b>Go to Advanced Client Search</b></p> <ul style="list-style-type: none"> <li>Select the <b>[Client]</b> module and then <b>[Advanced Client Search]</b> from the navigation bar.</li> <li>In <b>Status</b> criteria box located at the bottom of the right column, select <b>"Draft"</b> from the dropdown.</li> <li>Select the <b>[Search]</b> button.</li> <li>If records are returned, these are enrollments that are in <b>"Draft"</b> and need to be taken to <b>"Active"</b>.</li> </ul>  |
| 2.   | <p><b>Fix Drafts</b></p> <p><b>If the Assessment was done on a different day:</b></p> <ul style="list-style-type: none"> <li>Select the <b>[Client Last Name]</b> to open record.</li> <li>Select <b>[Enrollments]</b> from the left navigation bar.</li> <li>Open the enrollment that is in <b>"Draft"</b>.</li> <li>Select <b>[Open Enrollment Update]</b> from the left navigation bar.</li> <li>Select the <b>[Enrollment Assessment Number]</b> ( blue hyperlink).</li> <li>Move through the completed assessment by using the next page button.</li> <li>Select the <b>[Submit]</b> button.</li> <li>The Assessment will now be update with the current date.</li> </ul> <p><b>If Enrollment Assessment was entered today you can start here, if not continue</b></p> <ul style="list-style-type: none"> <li>Repeat Enrollment steps. This will not create a new enrollment but will, instead, update the <b>"Draft"</b> to <b>"Active"</b>.</li> <li>Select <b>[Single Activity Eligibility]</b> from the navigation bar.</li> <li>Select the radio button in front of <b>[Activity]</b> and select the <b>[Select Activity]</b> button.</li> <li>Select <b>[Contract]</b> from the drop down and select the <b>[Select Contract]</b> button.</li> <li>Select <b>[Enrolling Organization]</b> from the drop down and select the <b>[Determine Eligibility]</b> button.</li> </ul> |



|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Select the <b>[Create Enrollment]</b> button.</li> <li>Enter <b>Enrollment Period Start Date</b> (This date must be within the previous <b>365</b> days).</li> <li>Select the <b>[Calculate Timeframe]</b> button.</li> <li>Select the <b>[Confirm Enrollment]</b> button.</li> </ul>  |
| 3.   | The “Draft” Enrollment will now be “Active”.  |
| <h2>Disenrolling a Client</h2>   |   |
| 1.   | <p><b>Close an Enrollment:</b></p> <ul style="list-style-type: none"> <li>Start at the client's <b>[Face Sheet]</b>.</li> <li>Select <b>[Enrollments]</b> from the navigation bar.</li> </ul> <p>Select the <b>[Enrollment ID]</b> link for the Enrollment to be closed.</p> <ul style="list-style-type: none"> <li>Edit the necessary information. <ul style="list-style-type: none"> <li><b>Enrollment status:</b> Closed.</li> <li>Select the <b>Disenrollment Reason</b> from the drop down box.</li> <li><b>Enrollment End Date:</b> Enter actual date the client left the program or last date of contact if client dropped out.</li> <li>Enter comments (optional).</li> </ul> </li> <li>Select the <b>[Save Changes]</b> button.</li> </ul> |
| 2.   | <ul style="list-style-type: none"> <li>Select <b>[Disenrollment Assessment]</b> from left navigation bar.</li> <li>The BSAS Assessment will display.</li> <li>Enter required information.</li> <li>Select the <b>[Next page]</b> button to progress to the next section of the assessment.</li> <li>Select the <b>[Submit]</b> button once completed with data entry.</li> </ul>  |
| <h2>View Enrollments</h2> <p>There are two ways for user to review their enrollments in EIM. One is the View Enrollment functionality and the other is the Client enrollment Status Report. This section will guide the user in the use of View Enrollments. From this screen the user can:</p> <ul style="list-style-type: none"> <li>Identify duplicate enrollments</li> <li>Identify Draft Enrollments</li> <li>Identify clients enrolled to incorrect organization and fix that association</li> </ul> |   |
| 1.   | <p><b>To Review all enrollments</b>, their status and the enrolling organization,</p> <ul style="list-style-type: none"> <li>Select the <b>[Client]</b> module and then <b>[View Enrollments]</b> from the navigation bar.</li> <li>Enter your contract number in the box labeled <b>Filter</b> (You can use a wild card instead of entering the entire number: INTF2352%).</li> <li>Select the <b>[Filter]</b> button.</li> <li>All contract numbers for the user's organization will populate in the <b>Contract Box</b>.</li> <li>Select the <b>[Contract Number]</b> for the Fiscal Year to be reviewed, from the <b>Contract</b> dropdown box.</li> </ul>  |



|    |  |
|----|--|
|    | <ul style="list-style-type: none"> <li>Select the <b>[View Enrollments]</b> button.</li> <li>The Fiscal year box will self populate.</li> <li>The system will return all enrollment records, Active, Closed, Draft.</li> </ul>   |
| 2. | <p><b>If Enrolling Organization Location is incorrect</b>, it can be changed</p> <ul style="list-style-type: none"> <li>Select the box in front of client(s) enrolled at the wrong location.</li> <li>Scroll to bottom of the page and select the correct location from the <b>[Apply Location To Selected Clients]</b> dropdown box.</li> <li>Select the <b>[Apply]</b> button.</li> <li>Select the <b>[Save]</b> button.</li> </ul>  |
| 3. | <p><b>Review for Duplicates</b></p> <ul style="list-style-type: none"> <li>Look for duplicates of the same client, enrolled on the same date.</li> <li>Select one to be Closed as <b>"Enrolled in Error"</b>.</li> <li>Note "Enrollment ID" for the one to be Closed.</li> <li>Go back to Client Search and search for the client with duplicate enrollments.</li> <li>Go to client <b>[Face Sheet]</b> and select <b>[Enrollments]</b> from left navigation Bar.</li> <li>Open the enrollment with the matching "Enrollment ID" and close as "Enrolled in Error" and set the <b>[Enrollment End Date]</b> to equal the <b>Enrollment Start Date</b>.</li> </ul> |
| 4. | <p><b>Review for Drafts</b></p> <ul style="list-style-type: none"> <li>If there are Drafts go to the "Fixing Draft Enrollment" Job Aid for the steps required to take "Draft" Enrollments to "Active" status.</li> </ul>   |

## Client Enrollment Status Report

|    |   |
|----|---|
| 1. | <p><b>To Review all enrollments</b>, their status and the enrolling organization in a printable format,</p> <ul style="list-style-type: none"> <li>Select the <b>[Reports]</b> module.</li> <li>Select <b>[Client Enrollment Status]</b> from the left menu.</li> <li>Enter the following values in the criteria fields: <ul style="list-style-type: none"> <li><b>Report Format:</b> PDF</li> <li><b>Date Type:</b> Enrollment</li> <li><b>Period Start Date:</b> Select start date for period you want to review. For example to view year to date, enter 7/1/2012.</li> <li><b>Period End date:</b> Select end date for period you want to review. For example to view year to date, enter current date.</li> <li><b>Activity:</b> Select your Activity form the drop down</li> <li><b>Organization Type:</b> Select Contracted, <ul style="list-style-type: none"> <li>Then select the <b>[Select Organization]</b> button.</li> <li>A new box will appear labeled <b>Organization</b></li> </ul> </li> <li><b>Organization:</b> Your Parent organization's name should display in the new box, if not, select it from the drop down.</li> <li>Select the <b>Run Report</b> button.</li> </ul> </li> <li>The report will generate in a new window.</li> <li>Select the <b>[Print]</b> button.</li> </ul> <p><b>OR</b></p> |
|----|---|



- Once open, select [**Save As**] from the Internet Explorer header under “**File**”.
- Save to your computer.

## Customer Service Assistance

### DPH Program Related Questions or Assistance with Clients and/or Enrollments

Contact the DPH EIM-ESM Management Office:

Cathy Wheeler ([Cathy.Wheeler@MassMail.State.MA.US](mailto:Cathy.Wheeler@MassMail.State.MA.US))

- OR -

Monique Thompson ([Monique.Thompson@MassMail.State.MA.US](mailto:Monique.Thompson@MassMail.State.MA.US))

-----

### Virtual Gateway (VG) Related Questions or Assistance Accessing the Virtual Gateway

Call Virtual Gateway Customer Service

1-800-421-0938

(617-847-6578 - TTY for the deaf and hard of hearing)

8:30 am to 5:00 pm Monday through Friday