September 7, 2018

ALL-COUNTY INFORMATION NO. I-52-18

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM MANAGERS

SUBJECT: MODIFICATIONS IN CMIPS FOR IHSS PROVIDER ENROLLMENT

REFERENCES: All County Letter (ACL) 09-52 (October 1, 2009), All County Letter (ACL) 11-12 (January 26, 2011), All County Letter (ACL) 16-53 (July 7, 2016)

This All-County Information Notice (ACIN) provides counties with information regarding changes to provider enrollment screens in the Case Management, Information and Payrolling System (CMIPS).

The ACL 16-53 informed counties of the regulations implementing provider enrollment requirements mandated by legislation. Currently counties are responsible for tracking provider enrollment activities and maintaining documents relating to a prospective provider. The CMIPS has been updated to assist county workers in tracking the 90-day enrollment completion timeframe as stated in the California Department of Social Services’ (CDSS) Manual of Policies and Procedures (MPP) 30-776.2.

CMIPS MODIFICATIONS

The changes to CMIPS include updates to existing screens, new data entry fields and task generation. These changes were applied on August 27, 2018.

New Provider Enrollment Begin Date and Provider Enrollment Due Date

Two new fields have been added to the Modify Enrollment pop-up in CMIPS to assist the county worker in tracking the 90-day completion timeframe for provider enrollment activities: (1) “Provider Enrollment Begin Date” and (2) “Provider Enrollment Due Date”
(see Figure 1). Selecting the “Edit” link on the Provider Details screen displays the Modify Enrollment pop-up screen.

![Modify Enrollment Pop-Up Screen](image)

Figure 1 – Modify Enrollment Pop-Up Screen

The “Provider Enrollment Begin Date” will auto-populate with the current date and the “Provider Enrollment Due Date” will auto-populate with a date that is 90 calendar days from the current date when the county worker initially selects one or more of the following checkboxes:

- SOC 426 - Provider Enrollment
- SOC 846 – Overtime Agreement
- Provider Orientation
- DOJ Background Check
- SOC 846 – Provider Agreement
- New Good Cause Extension Checkbox
During provider enrollment, a provider may need additional time to complete the enrollment process. To assist with these occasions, a county worker may grant a provider additional time by selecting the “Good Cause Extension” checkbox (see Figure 2). When the “Good Cause Extension” checkbox is selected, the “Provider Enrollment Due Date” will be extended an additional 45 days from the original 90-day due date. Once the “Good Cause Extension” checkbox has been selected and the action is saved on the Modify Enrollment pop-up screen, the new “Provider Enrollment Due Date” is auto-populated and the extension cannot be revoked.
County Notice of Potential Provider 15 Day Notification

If a provider has not completed provider enrollment within 75 days of the Provider Enrollment Begin Date (15 days prior to the Provider Enrollment Due Date), a task is triggered to the Public Authority Work Queue and the SOC 851A (In-Home Supportive Services Program Notice to Applicant Provider of Incomplete Provider Process 15-Day Notification) is sent to the provider. This task is intended to aid the county in knowing the provider enrollment due date is near and a follow up with the potential provider may be necessary.

Users must be assigned to the Public Authority Work Queue to view and work these tasks. County users should contact their County Security Administrator for CMIPS to obtain access to the Public Authority Work Queue.

Automatic Inactivation of Provider Record

Providers have 90 calendar days to complete the provider enrollment process and an additional 45 days when good cause is indicated. Currently, the county worker must set the provider’s eligibility to “No” on the Modify Enrollment pop up screen when the provider has not completed enrollment. After the implementation of these changes, when the 90-day timeframe or additional 45-day extension has elapsed and the provider has not completed all enrollment requirements, CMIPS will automatically:

- Uncheck any of the enrollment boxes that have been checked on the Modify Enrollment pop-up screen
- Set the “Provider Enrollment Begin Date” and the “Provider Enrollment Due Date” fields to blank
- Update the status from “Pending” to “Ineligible” with the Ineligible Reason “Provider Enrollment Incomplete”

Additionally, CMIPS will automatically generate the SOC 851 (In-Home Supportive Services Program Notice to Applicant Provider of Provider Ineligibility Incomplete Provider Process) for a provider in “Pending” status that has not completed the enrollment process.

If the provider completes the enrollment process prior to the “Provider Enrollment Due Date” and there is a delay in entering the information that causes the provider to be inadvertently made ineligible, the county user can restore the information on the Provider Details screen by checking the boxes for the provider enrollment requirements already completed by the provider without requiring the provider to complete the enrollment steps again.

Pending Status Providers

During the enrollment process, there are times when a SOC 426A (In-Home Supportive Services Program Recipient Designation of Provider) is submitted by a recipient to the
county prior to the provider completing provider enrollment. As counties were previously required to wait until the provider was enrolled to assign the provider to a case, providers were delayed in getting added to cases. To assist counties, CMIPS has been modified to allow county workers to assign a provider in Pending status to a case. A Pending status provider assigned to a case will not receive timesheets or be paid for providing services until he/she completes the provider enrollment requirements and is made “Eligible” on the Provider Details screen.

Adding A Pending Provider to a Case

Before a pending provider can be added to a case, he/she must exist in CMIPS and be in ‘Pending’ status on the Provider Details screen. To add a provider in Pending status to an eligible case, the county worker must access the Case Providers screen and select the “Assign a Provider” button. From there the Assign Case Provider pop-up will display. The county worker may then begin the search for the provider listed on the SOC 426A form prior to the completion of the provider enrollment process. The county worker may select the provider while the record is still in Pending status. After entering the Begin Date located in the IHSS Hours cluster on the Assign Case Provider pop-up and selecting the appropriate provider relationship to the recipient, the county worker will select the “Save” button.

The county worker will receive an informational message on the Assign Case Provider pop-up that states: “You are adding a pending provider to a case. Timesheets will be issued automatically when the Provider Eligible field has been set to Yes. Do you want to continue?” (see Figure 3).
Once the county worker has selected the “Continue” button, the previously selected provider will be added to the selected case with a “Pending” provider status and will display on the Case Providers screen (see Figure 4.). If a provider in “Pending” status does not complete provider enrollment within the allotted timeframe, CMIPS will automatically inactivate him/her from the case and he/she will no longer display on the Case Providers screen.

The same business rules on the Case Providers screen for active providers applies for providers in pending status.
Eligible Status Provider

Once the provider completes all enrollment activities and the county user updates the provider’s status to “Eligible” on the Provider Details screen, the associated “Case Provider Status” will be automatically updated to “Active” and timesheets back to the effective date will be triggered.

Ineligible Status Provider

CMIPS will not be able to automatically update a provider’s record to “Active” status in the instance where a provider is added to a case in “Pending” status prior to completing his/her fingerprinting and subsequently the county was informed that there was a Tier 1 or Tier 2 conviction. Providers who have a Tier 1 conviction must be manually removed from the case. For providers who have a Tier 2 conviction, counties should follow the existing process in obtaining a waiver from the recipient. If a recipient waiver is received, the county must enter that information into CMIPS and manually update the provider status on the case to ‘Active.’ These instances require the county worker to remove the pending case assign record and re-assign the provider after the recipient waiver is in place.

Other CMIPS Changes for Provider Management

New Relationship Selections

The following two new relationships are now available for selection on the “Relationship to Recipient” drop down list:

- Step-Parent
- Grandparent

Error Messages

Effective Date

The existing business rules regarding a provider’s effective date, which is the “hire date” on the Provider Details screen, cannot be after the “Begin Date” on the Assigned Case Provider pop-up screen. County staff will receive the following error message if a provider’s effective date is modified and the pending status provider is assigned to a case: “Effective date cannot be after the earliest pending case assignment begin date <mm/dd/yyyy>”

Pending Evidence

County staff will not be able to add a pending provider to a case that has pending evidence. If county staff try to add a pending provider to a case that has pending
evidence, they will receive the following error message: “Pending Provider cannot be assigned due to pending evidence on the case”

Data Downloads

The new provider enrollment fields “Provider Enrollment Begin Date” and “Provider Enrollment Due Date” have been added to the Provider Data Download. This data is available in the daily and monthly provider enrollment data download files.

The following fields have been added to the Provider Enrollment Data Download:

- Begin Date (PROVIDER_ENROLLMENT_DATA_DATADWLDENRL)
- Due Date (PROVIDER_ENROLLMENT_DATA_DATADWLDENRL)

Questions regarding the content of this ACIN may be directed to the CMIPS Systems Operations Unit within the Systems Operations and Data Analysis Bureau at the following email address: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA