

HENS 2.0 ADMINISTRATOR GUIDE

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HENS 2.0 Administrator Guide

Purpose and Overview of HENS 2.0

The HENS 2.0 is a web-based system that provides a way for the hospital to complete both form ODM 3622 (PAS/RR Identification Screen) and form ODM 7000 (Hospital Exemption) electronically and submit the forms, as appropriate, to the PASSPORT Administrative Agency, the state agency and the receiving nursing facility. The nursing facility can then access HENS 2.0 and print and/or save the document so it becomes part of the individual's record.

Pre-Admission Screen/ Resident Review (PAS/RR): Since 1987, with the passage of the Omnibus Budget Reconciliation Act (OBRA), nursing facilities (NF) have been prohibited from accepting new applicants or retaining resident with serious mental illness (SMI) and/ or developmental disabilities (DD) without a thorough evaluation of their need prior to admission.

The PAS process was designed to ensure that individuals with serious mental illness (SMI) or a developmental disability (DD) who are seeking care in a nursing facility will receive appropriate care in the facility to address these conditions. A PAS Identification Screen (PAS-ID) is required for any individual (regardless of the source of payment for the stay) seeking admission to a Medicaid certified nursing facility (42 CFR 483.102, OAC 5101:3-3-15.1). To admit an individual to a nursing facility, hospitals are required to complete ODM 3622 and submit it for a determination. Based on information provided in the 3622, a determination is made as to whether the individual may be admitted to the nursing facility or whether further review is required. The HENS 2.0 system allows the hospital user to complete and submit the 3622, and to receive a determination immediately if no indications of SMI and/or DD are present. The system automatically forwards any documents with indications of SMI and/or DD to the Ohio Departments of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities.

A Resident Review is required for any nursing facility resident with serious mental illness or developmental disability who: 1) was admitted to the facility under hospital exemption, but requires for than 30 days of services at the NF level; or, 2) is transferring between NFs and there are no PASRR records available from the previous NF placement; or, 3) has experienced a significant change in condition (defined in OAC 5101:3-3-14 (B)(33)); or, 4) initially received a categorical determination and has been found to require a stay in a NF beyond the time frame allowed by the categorical determination; or, 5) has received a resident review determination for a specified period of time and has been found to require a stay in a NF exceeding that specified period of time. Nursing facilities are required to complete the 3622 accurately and submit it to the Ohio Department of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities if indications of serious mental illness and/or developmental disabilities are present. The HENS 2.0 system allows the nursing facility to complete the form and submit it directly to the Ohio Department of Mental Health and Addiction Services and/or the Ohio Department of Developmental Disabilities for further review.

Hospital Exemption: The hospital exemption notification provides an exception to the PAS-ID requirements for: Individuals who are being admitted to a Medicaid certified nursing facility, following a hospital stay where the individual has been on admitted status, and the purpose of the nursing facility admission is to receive services to continue treatment for the condition that lead to the hospitalization; and the physician has certified that the nursing facility stay is expected to be 30 days or less.

To admit an individual to a Medicaid-certified Nursing Facility (“nursing facility”) under the PASRR hospital exemption provision of the Ohio Administrative Code, 5101:3-3-15.1, hospitals are required to provide the nursing facility with a completed form ODM 07000 signed by the physician, and then send a copy of the form to the PASSPORT Administrative Agency (PAA).

The electronic notification submitted by the hospital to the PASSPORT Administrative Agency and the nursing facility using HENS 2.0 does not include an actual physician’s signature. However, as part of the submission process, the hospital staff must attest that they have appropriate documentation signed and dated by the physician verifying that the exemption criteria are met. The notification, created by the hospital and submitted to the nursing facility via HENS, will meet the PASRR requirements for admission to the nursing facility. The PASSPORT Administrative Agency will accept the notification submitted via HENS as meeting the requirement to provide a copy of the notification to the PASSPORT Administrative Agency.

The PAA is responsible for forwarding those notifications that include symptoms of SMI and/ or a diagnosis of MRDD to the Ohio Department of Mental Health and Addiction Services (ODMHAS) and/ or the Ohio Department of Developmental Disabilities (DODD). Based on responses to questions in the *Diagnoses* section of the electronic notification, the HENS will automatically make those notifications available to the ODMHAS or DODD.

The general process for using HENS 2.0 is as follows:

The Hospital Process:

- The hospital user will complete the appropriate document in HENS 2.0, certifying that the information provided is accurate and, when submitting an hospital exemption notification, that the individual meets the requirements for exemption.
- The hospital will submit the PAS-ID and if no indication of SMI and/or DD are present, will receive a determination letter via the electronic system immediately. If indications of SMI and/or DD are present, the PAS-ID will be forwarded, along with documentation provided by the hospital, to the appropriate state agency for Level II review.
- The hospital will submit the hospital exemption notification simultaneously to the nursing facility and the PASSPORT Administrative Agency via HENS.

The PASSPORT Administrative Agency (PAA) Process:

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- The PAA will log into HENS and be able to access all notifications submitted by a hospital in their region.
- The HENS 2.0 system will electronically add the notifications into the PAA's PASSPORT Information Management System (PIMS) computer system.

The Nursing Facility Process:

- The Nursing Facility will log into HENS 2.0 and be able to create PAS-ID notifications for individuals seeking admission to their nursing facility.
- The Nursing Facility will log into HENS 2.0 and be able to access all notifications for individuals admitted to their nursing facility.
- The Nursing Facility will be able to print or save a copy of the notification for the individual's file.
- The Nursing Facility will generate a Resident Review request in the system that will be sent to the Ohio Department of Mental Health and Addiction Services and/ or the Ohio Department of Developmental Disabilities for further review as appropriate.

The ODMHAS and DODD Process:

- Documents that need to be referred to the Ohio Department of Mental Health and Addiction Services will be referred automatically by HENS 2.0 based on responses in the documents.
- Documents that need to be referred to the Department of Developmental Disabilities or the County Board of Developmental Disabilities will be referred automatically by HENS 2.0 based responses in the documents.
- ODMHAS, DODD and the CBDD will log into HENS and be able to view/retrieve only those notifications referred specifically to them.
- ODMHAS, DODD and the CBDD will take the appropriate action to perform the Level II review and will provide the user with documentation of the Level II determination.

About the HENS 2.0 application

The HENS 2.0 is a web-based application. To use the system, the user must have a computer with Internet access and printer capability (to print the documents, if needed).

HENS 2.0 will maintain documents after the final activity on the documents has ceased. Final activity includes required action taken by the hospital, the PAA, the Nursing Facility and, if appropriate, the Department of Mental Health and Addiction Services, the Department of Developmental Disabilities or the County Board of Developmental Disabilities. Users that require a print copy of the document for their records should print a copy of the document when they have completed activity on the document.

Role of the HENS administrator

The Ohio Department of Aging developed and is ultimately responsible for the performance of HENS 2.0. The PASSPORT Administrative Agencies have responsibility for working with the hospitals and nursing facilities to identify an administrator at each site. The PAA HENS 2.0 administrator will set up administrator accounts for someone at each hospital and nursing facility. The hospital or nursing facility administrator is then responsible for managing the user accounts at their site. The PAAs are also responsible for setting up the users at their PAA.

ODA has set up administrators at the Ohio Departments of Mental Health and Addiction Services and Developmental Disabilities and the County Board of Developmental Disabilities. Those administrators will then be responsible for setting up users at their site.

- The HENS administrator is responsible for creating user accounts for the identified users at their organization. The HENS administrator can add, change or delete any user they've created.

Each staff member who will use HENS at a location will need a user name and password for the system. The HENS system automatically creates a user name and password when a new user is added to the system. When the account is set up for the plan administrator, that administrator will receive their user name and password via e-mail. HENS sends two e-mails to the new user, using the e-mail address recorded in the system when the new user is added. The first e-mail contains the user's user name for the system. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user's password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you'll remember. For directions on how to change your password, see "Change Password" below. **Passwords are case sensitive**, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If you do not receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

Forgotten Password

If you forget your password, you can re-set it. From the login screen, click on "forgot password?" and enter your user name on the next screen. A new password will be sent to the e-mail address that is on record with the system for the user. You can then use this new password with your user name to log in to the system. The re-set password is randomly generated, so your first act when you've logged into the

system successfully should be to change your password to something that will be easier to remember. Any user with a valid user name can re-set their own password using these instructions.

How to Login

- Type the URL: <http://HENS.ags.ohio.gov> into the browser. The system will take you to the login screen.
- Enter your assigned user name and password and click “login.”
- Please note that user names are NOT case sensitive, but passwords are. If you have trouble logging in with your password, make sure you are using the appropriate case letters.

The screenshot shows the HENS login interface. At the top, there is a yellow banner with the text "HENS" and a photograph of a woman in a white lab coat holding a clipboard. Below this is a black navigation bar containing the following links: "Documents", "My Profile", "Help", "Reports", and "Log Out". The main content area features a red warning message: "This is the TESTING AND TRAINING website for HENS/PASRR. HENS is a State of Ohio computer system, which may be accessed and used only for official state business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action." Below the warning is a red link: "To report any issues with the system, please contact ODA Helpdesk at ODA-150. HelpDesk@ags.ohio.gov". At the bottom of the page is a login form with the following elements: a "Username:" label followed by a text input field, a "Password:" label followed by a text input field, a "Login" button, and a "Forgot Password" link.

Set Up Users Administrators

Once you’ve logged in with an administrator account created for you, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar.



When you click on Manage Users, you'll see this screen.



Set Up Users- PAA Administrators

Once you've logged in with an administrator account created for you by ODA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. NOTE: Instructions for administrators at hospitals and nursing facilities follow the instructions for PAA Administrators.

First "Select User Type" from the drop down box. The choices are Hospital User, MCP User, NF User or PAA User. Once a user type has been selected, the list shown on the screen will show users of that user type.

To add a user in a user type, enter the first name, last name, e-mail address and phone number in the boxes provided. These fields are required for ALL new users.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system.

Creating a user at your PAA

- In addition to the required fields, please select the user's name from the PIMS User drop down box. Then complete the required fields.
- The "roles" box automatically selects "general" as the user type; most users at the PAA will have "general" access. Select "admin" if the individual will also act as a HENS 2.0 administrator at your site.
- The ODA Agency column will be auto-populated with your PAA.
- Click the "save user" box to set the user to an active status.

Creating an administrator at a Hospital or Nursing Facility

- In addition to the required fields, select the appropriate facility from the drop down box in the *Institution* column.
- Select "admin" to set the individual as a HENS 2.0 administrator at the site.
- Click the "save user" box to set the user to an active status.

Set Up Users- Hospital Administrators

Once you've logged in with an administrator account created for you by the PAA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The "Select User Type" box defaults to Hospital User, and that is the only type of user the hospital HENS administrator can create.

To add a user in a user type, enter the first name, last name, e-mail address and phone number in the boxes provided. These fields are required for ALL new users.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system.
- The “institution” selection will be limited to your institution, however, you do still need to select it (point and click to select).
- Most hospital users should have “general” access, which allows them to create documents.
- The ODA Agency column will be auto-populated with your PAA.
- Click the “save user” box to set the user to an active status.
- If a user works at more than one hospital, the user will need a user ID for each hospital setting. The same e-mail address may be registered for a user at multiple settings. It is important that the user use the correct user ID for each hospital setting.

Set Up Users- Nursing Facility Administrators

Once you’ve logged in with an administrator account created for you by the PAA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The “Select User Type” box defaults to NF User, and that is the only type of user the nursing facility HENS administrator can create.

To add a user in a user type, enter the first name, last name, e-mail address and phone number in the boxes provided. These fields are required for ALL new users.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- The “institution” selection will be limited to your institution, however, you do still need to select it (point and click to select).
- Most nursing facility users should have “general” access, which allows them to create notifications.
- The ODA Agency column will be auto-populated with your PAA.
- Click the “save user” box to set the user to an active status.

Set Up Users- State Agency Administrators

Once you’ve logged in with an administrator account created for you by ODA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The “Select User Type” box defaults to Agency User, and that is the only type of user the state agency HENS administrator can create.

To add a user in a user type, enter the first name, last name, e-mail address and phone number in the boxes provided. These fields are required for ALL new users.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- Do not choose an institution for your state agency staff users.
- Most state agency users should have “general” access, which allows them to view documents received at your state agency.
- Click the “save user” box to set the user to an active status.

User Names and Passwords

The HENS system automatically creates a user name and password when an administrator adds a new user to the system. HENS sends two e-mails to the new user, using the e-mail address recorded in the system when the new user is added. The first e-mail contains the user’s user name for the system. Generally the user name will be the first initial of the first name, then the last name (e.g. Sam Smith would be ssmith in HENS). If more than one user would have the same user name, the system adds a number after the user name (e.g. Sara Smith would be ssmith2 in HENS). User names are not case sensitive.

The second e-mail from HENS contains the user’s password for the system. This is randomly generated by HENS and sent only to the user to which it is assigned. When you first log in to HENS, use the password automatically generated by the system, then change the password to something you’ll remember. For directions on how to change your password, see “Change Password” below. **Passwords are case sensitive**, so if you are having problems logging in to the system, be sure you are using the appropriate case.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If you do not receive these e-mails in your inbox, check your spam folder or work with your IT department to retrieve these e-mails from spam.

Re-Sending the Initial E-mails

If a user you’ve registered in the system does not receive their initial e-mails from HENS with their user name and password, you can re-send the e-mail. Log into HENS using your user name and password. Click on the *Manage Users* tab. Find the user’s name in the list that appears. Scroll all the way to the right to the final column and click “Resend Mail”. The system will re-send both the e-mail containing the user name and the e-mail containing the password to the e-mail address you have recorded in the system for that user.

Both the e-mail containing the user name and the e-mail containing the password are sent from an e-mail address that your e-mail system may think is spam (noreply.hens@age.state.oh.us). If your user

does not receive these e-mails in their inbox, have them check their spam folder or work with their IT department to retrieve these e-mails from spam.

Edit Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To edit a user, click on the user's name in the chart. The fields will populate with that user's information. You can edit the user's first name, last name, e-mail address or phone number. You CANNOT edit the user's user name.

Administrators only have access to the user type appropriate to their setting. Once you select a user type, the list will populate with users that have been created in that type.

Once the information has been changed, click on the "save user" box.

Note: Users can edit their own name, e-mail address and phone number using the *My Profile* function- these activities do not require the intervention of a HENS Administrator.

Delete Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To delete a user, click on "delete" in the *Delete* column (the first column on the left) in the list of users that appears. You will be prompted to confirm your delete. Click "yes" to delete or "cancel" to not delete.

Make a User Account Inactive

Rather than deleting a user, you can make their account inactive. If you have a user who will not be using the system for a period of time (e.g. leave of absence), set their account as inactive and then re-activate when they return. To make a user account inactive, click on *Manage Users* in the black bar. To de-activate a user, click on the user's name in the list that appears. The user's information will appear in the required fields. Uncheck the *Active* box to make the account inactive. When you are ready to re-activate the account, simply click on the user's name to populate the required field boxes then click the *Active* box to reactivate the account.



My Profile

Each user in the system has a profile. A user can change their e-mail address, phone number and actual name from the “My Profile” tab. All other fields on this tab are controlled by the system or the HENS administrator at the site and cannot be changed by the user.

Change Password

Users change their password from the *My Profile* page. To do this, first log in to the system using your user name and password. Next, click on *My Profile* from the home page. At the bottom of the profile information, next to “To change password,” click on “click here”. At the next screen, enter your old password, then enter a new password and verify the new password by entering it a second time. Passwords are case sensitive and CANNOT contain characters, only letters and numbers. Finally, click “change password.” Once you have changed your password, an e-mail confirming that your password has been changed will be sent to the e-mail address recorded in your profile. That e-mail will NOT include your new password, so be sure to remember the new password you’ve created.

Log Out

When you are done working in the system, click *Log Out* to leave the system.

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