Desk Review Questions

Normal and Priority Reviews

Question: Is the start date the date we receive the alert in PIA?

Answer: The start date is the day you start the desk review. You have 10 business days from the date you receive the alert to complete it.

Question: Is there a specific format we should follow when entering discrepancies into the comment section for "normal" reviews?

Answer: There is no specific format. For all reviews, you must document if the Redetermination was not completed on time by the MCO and note any discrepancies found within the demographics in the comment section. One example of documentation would be: "The gender did not match. Previous FED was male. Current FED was female."

If the same demographic item (such as state, phone number, voter registration, veteran status etc.) is missing in both sets of data, it is not considered a discrepancy. You do not need to note it. You should document discrepancies only when the demographic information on the two forms is different.

Question: If the veteran and/or voter registration question is blank, should we still compare the FEDs and complete a desk review?

Answer: Yes, you can still proceed with the desk review. If veteran status or voter registration data is missing, you do not need to note the discrepancy in the comment section. The MCOs were not required to capture this information prior to the FED. These two questions do not impact the outcome of the FED NFCE/NFI determination and can be blank.

If there are unanswered questions within the FED itself that have an impact on the translator, you should not proceed with the desk review. Some InterRAI data did not fully import due to interface issues. Please email these instances to your QCSS. Aging Well notify FEI so the data can be imported again.

Question: For normal (non-priority) cases, do we email our QCSS the discrepancies?

Answer: No, you do not need to notify your QCSS of non-priority discrepancies.

Question: For NFCE to NFI priority cases, do we need to email the Desk Review Template to the QCSS as well or do we just upload it into PIA?

Answer: You must upload the completed Desk Review Template in PIA for all priority cases and email your QCSS immediately whenever there is a change from NFCE to NFI. You do not need to send the template to your QCSS by email. The QCSS can access the document in PIA. Please email your QCSS with the initials and PIA ID.

Question: Where should the Desk Review Template be attached in PIA?

Answer: The template should be attached within the desk review section itself prior to submitting the desk review and not in the general attachments under the Person's Information.

Question: If we want to can we use the template for all of the desk reviews?

Answer: The desk review template should be completed only for priority cases when the person's level of care changes from NFCE to NFI.

Question: When will desk reviews be done for UPMC and PHW?

Answer: You may now complete reviews for UPMC and ACFC data. We do not have a specific timeframe for PHW. As of the date of this FAQ, the Redetermination data from PHW has not been fully uploaded into PIA.

Question: How do we record the scores on the desk review template? Are we supposed to write the numeric scores?

Answer: Yes, write the numeric scores under the Current Scores column for any item that has changed the deficit within the Item & Description column. You may list each score for that section with commas in between. If the deficit did not change, you may choose "No Change," and you do not need to write the scores.

Question: The desk review template is missing the option “change from full deficit to no deficit”. What do we do if that scenario occurs?

Answer: Aging Well has updated the template to include this choice and the most up to date fillable PDF version of this form can be found on the Aging Well website.

Question: The alerts in PIA are confusing. How can we better manage the alerts?

Answer: Alerts can be downloaded into an Excel spreadsheet by date range. Once in Excel format, the data can be filtered by alert type and by who the alert is from. This will allow you to manage the alerts by category.

Question: How do we know when a desk review is needed?

Answer: The reviewer will need to look carefully at the dates on MCO-FEDs only for which they are doing desk reviews. A desk review should only be done in the following instances:

- An Annual assessment (333-365 days from the initial MCO-FED and subsequent annual MCO FEDs). If an annual desk review is done after 365, make a note in the comments that the assessment was late and proceed with completing the desk review. The annual desk reviews are when you will compare an initial to an annual or an annual to an annual.

- When an individual goes from NFCE to NFI (a priority review). These cases can be Initial to an annual, initial to a significant change, significant change to significant change, or annual to significant change.

Question: When should a desk review not be completed?

Answer: A desk review should not be done in the following instances:

- Reviewers should no longer complete desk reviews for significant changes that go from NFCE-NFCE.

- OLTL is asking that you not complete a desk reviews during the following scenarios, but rather include this information on the NFI Tracking Sheet and sent it to your QCSS by the end of the day **each** Friday.
  - The initial FED is NFI and the annual is NFCE
  - The Initial FED is NFI and annual is NFI
  - The initial FED NFI and significant change is NFI or NFCE

Question: What templates do I have to send to my QCSS each week?

Answer: To review you will send the following information to your QCSS:

- Initial NFI Tracking Template: Any desk review alerts you receive when the initial FED is NFI. This template is submitted each week by the end of the day Friday.
- Priority Desk review emails: Continue to send those daily after completion.