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# Desk Reviews

## In the PIA System

April 2021

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  - ▶ What you will review for regular and priority desk reviews
  - ▶ Completing and attaching a priority desk review template
  - ▶ Using the comment section
  - ▶ Notifying Aging Well QCSS of completed priority desk reviews

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# Desk Review Alerts in PIA

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When information for a desk review is available, PIA will generate an alert to the AAA.

- ▶ There are two types of desk review alerts.
  - ▶ The first is a **priority** alert when the determination has changed from **NFCE** to **NFI**.
  - ▶ The alert description will state *Priority Level of Care has changed*.
  - ▶ These must **ALWAYS** be given priority.
- ▶ The second alert is *Information for Desk Review is Available*.
  - ▶ This alert is triggered when an MCO completes an assessment.
- ▶ The next slide shows how to look for both types of alerts.

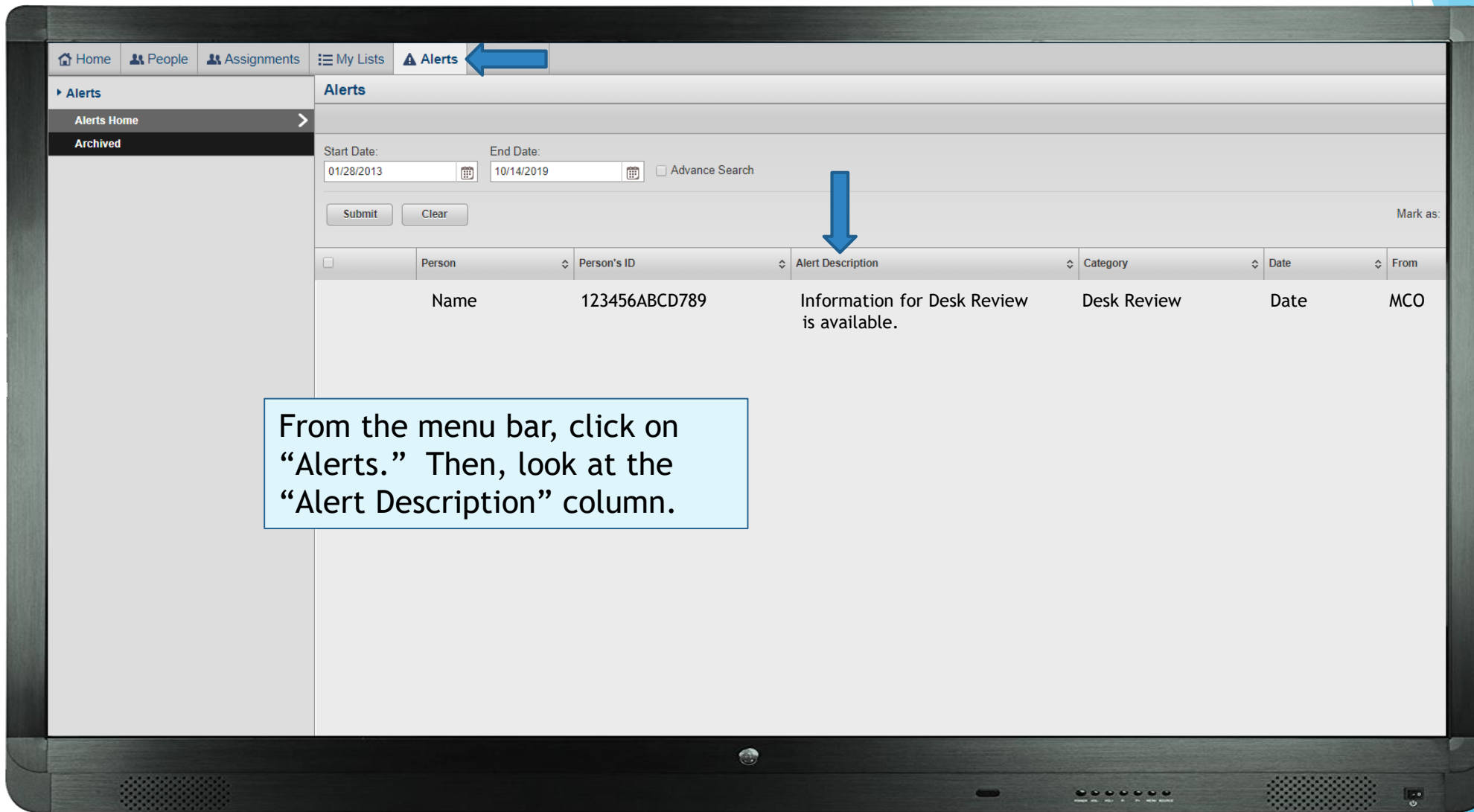
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# Locating desk review alerts in PIA



The screenshot shows a web application interface for locating desk review alerts. At the top, a navigation menu includes 'Home', 'People', 'Assignments', 'My Lists', and 'Alerts'. A blue arrow points to the 'Alerts' tab. Below the menu, the 'Alerts' section is active, showing a search area with 'Start Date' (01/28/2013) and 'End Date' (10/14/2019) fields, a 'Submit' button, and a 'Clear' button. A table below displays alert information. A blue arrow points to the 'Alert Description' column header. A text box explains the steps to find the alert.

	Person	Person's ID	Alert Description	Category	Date	From
<input type="checkbox"/>	Name	123456ABCD789	Information for Desk Review is available.	Desk Review	Date	MCO

From the menu bar, click on “Alerts.” Then, look at the “Alert Description” column.

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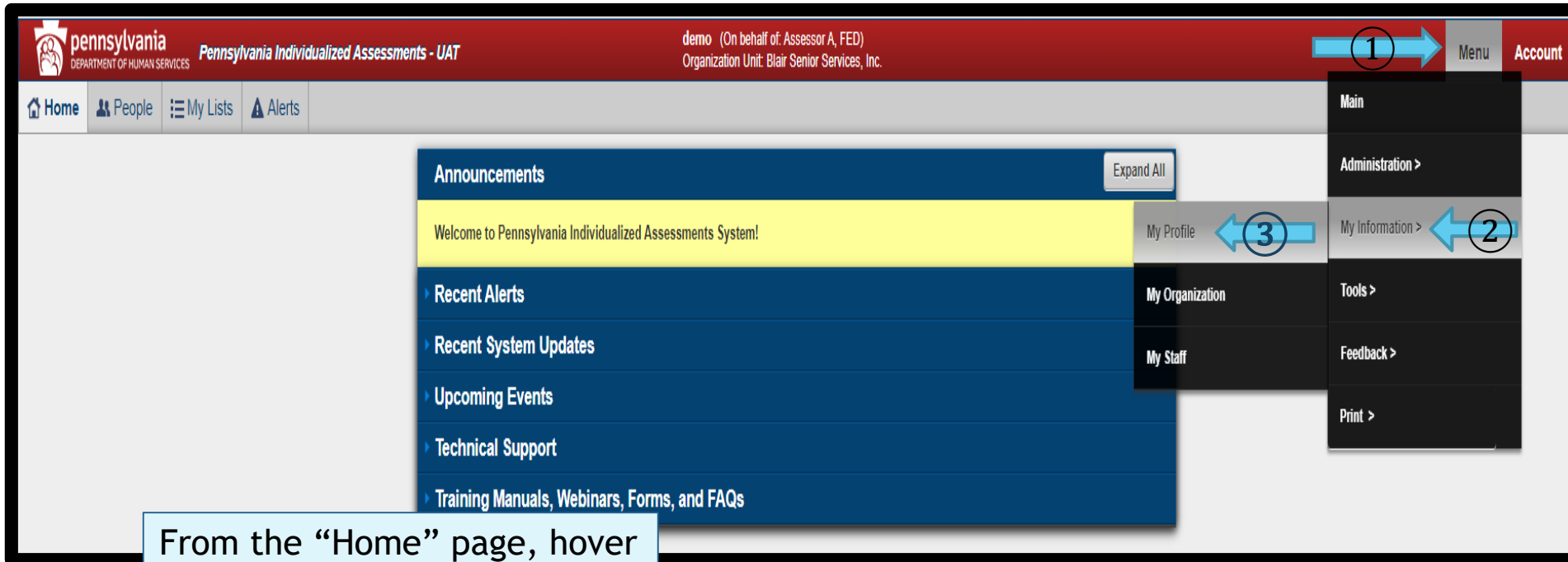
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# Email Alerts

In addition to the alerts in PIA, there is an option to have an email alert sent.



1

Menu Account

Home People My Lists Alerts

Announcements Expand All

Welcome to Pennsylvania Individualized Assessments System!

My Profile

My Organization

My Staff

My Information >

Tools >

Feedback >

Print >

Recent Alerts

Recent System Updates

Upcoming Events

Technical Support

Training Manuals, Webinars, Forms, and FAQs

From the “Home” page, hover on “Menu” then “My Information” & then click “My Profile”

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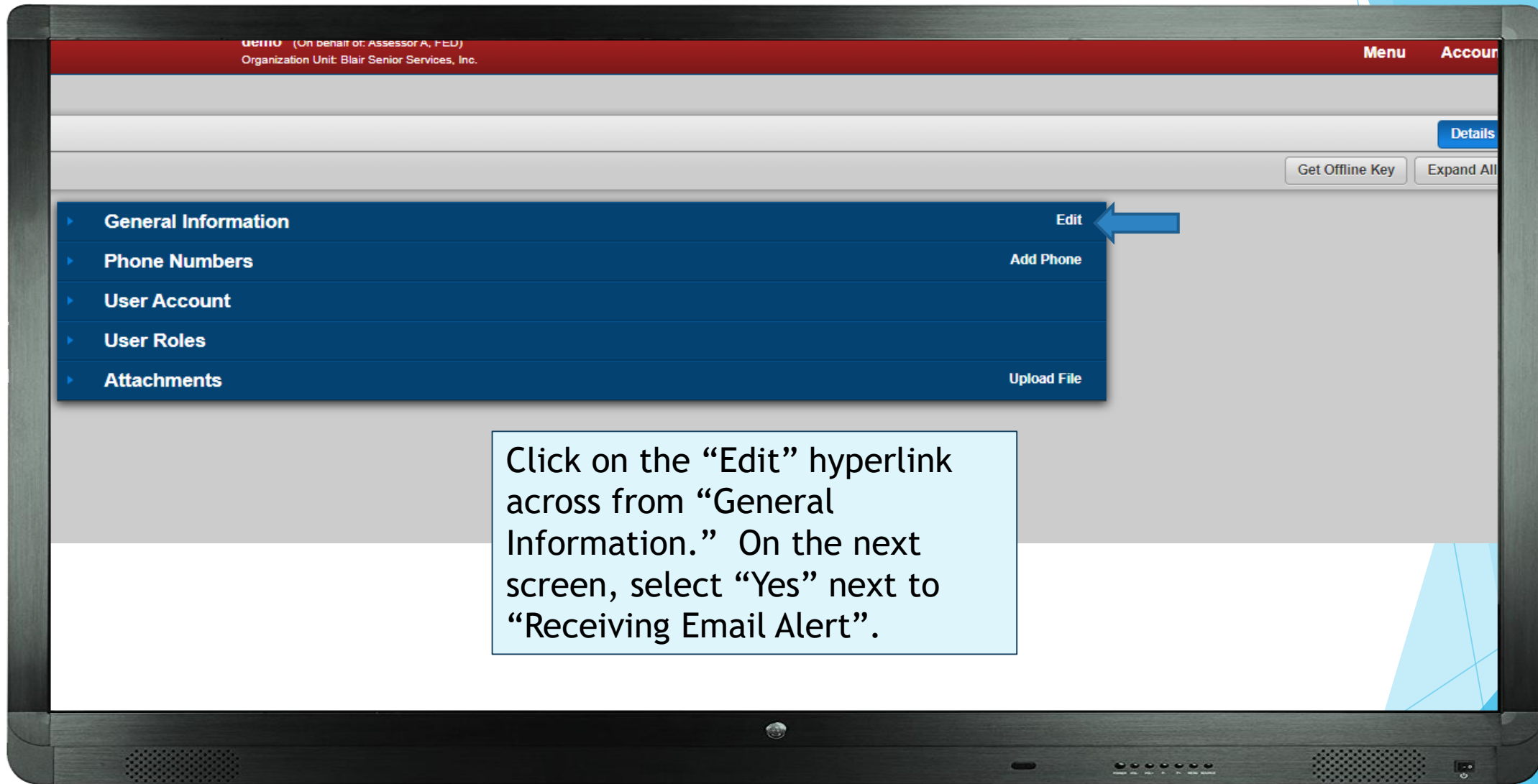
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Click on the “Edit” hyperlink across from “General Information.” On the next screen, select “Yes” next to “Receiving Email Alert”.

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# Assigning Desk Reviews

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- ▶ When an alert arrives, it must be assigned to someone to complete it. This is done in the same way FEDs are assigned.
- ▶ Instructions for assigning individuals to staff and managing desk review alerts in PIA are located on the Aging Well website <https://agingwellpa.org> under:
  - ▶ AWP Resources for AAAs
    - ▶ PIA Resources > PIA Quick Reference Guides
      - ▶ Supervisor Quick Reference Guide
    - ▶ Resources for AAA's > Desk Review
      - ▶ Desk Review Alert Process
      - ▶ Desk Review Alert- Exporting to Excel Quick Reference

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# How to Complete a Desk Review

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- ▶ In order to do a desk review, you must have two sets of FED data open at the same time.
- ▶ The next series of slides will show you how to do this.





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Home

People

Assignments

My Lists

Alerts

Reports

Person's Details

Tina Michaels

Age: 56  
ID: 1129326IT306100 DOB: 01/02/1963

Person Information

Case Management

Assessment

FED Assessments

PASRR

Desk Review

Person Information — Overview

Person's Demographics

Person's Information

First Name: \*\* Tina

Last Name: \*\* Michaels

Middle Name:

Preferred Name:

Suffix:

Date of Birth: \*\* 01/02/1963

Gender: \*\* Female

Race:

Ethnicity:

Placement County: \*\* Blair

Created By: FED Assessor Supervisor A

Created By OU: Blair Senior Services, Inc.

Original Date of Creation: 01/21/2019

Additional Information

Person's Identifier: 1129326IT306100

SSN: \*\*\*-\*\*-0236

Medicare #

MCI ID:

Harmony ID

Marital Status:

Primary Language: \*\* English

Date of Death:

After opening the person's record click on "Assessments" & then "Desk Review."



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Home People Assignments My Lists Alerts Reports Person's Details

**Tina Michaels**  
Age: 56  
ID: 1129326IT306100 DOB: 01/02/1963

**Desk Review**

Create New

Person Information	Start Date	Due Date	Submitted Date	Created By	Submitted/Withdrawn By	Status	Status Last Modified Date	Actions
Case Management	02/05/2019	02/20/2019	02/05/2019	DHS Super User A	DHS Super User A	Submitted	02/05/2019	<a href="#">Summary</a>
Assessment								
FED Assessments								
PASRR								
Desk Review								

You will now see this screen. Click on "Create New" in the upper right corner.



## Desk Review

Back to List

Create New

	Requested By	Requested Date	Program Type	Assessment Type	Status	Assessment Submitted/Withdrawn Date	Result	Review Requested Date	Review Decision Date	Review Decision
<input type="checkbox"/>	ACFC	11/21/2017	Redeterminations	Initial	Completed	07/18/2018	NFI	N/A	N/A	N/A
<input type="checkbox"/>	ACFC	05/08/2019	Redeterminations	Significant Change	Completed	05/08/2019	NFCE	N/A	N/A	N/A
<input type="checkbox"/>	ACFC	10/28/2019	Redeterminations	Significant Change	Completed	10/28/2019	NFI	N/A	N/A	N/A

When completing a desk review, you must compare two FEDs. You will select the FEDs by marking the radio box to the left of the FED and then clicking Create New.

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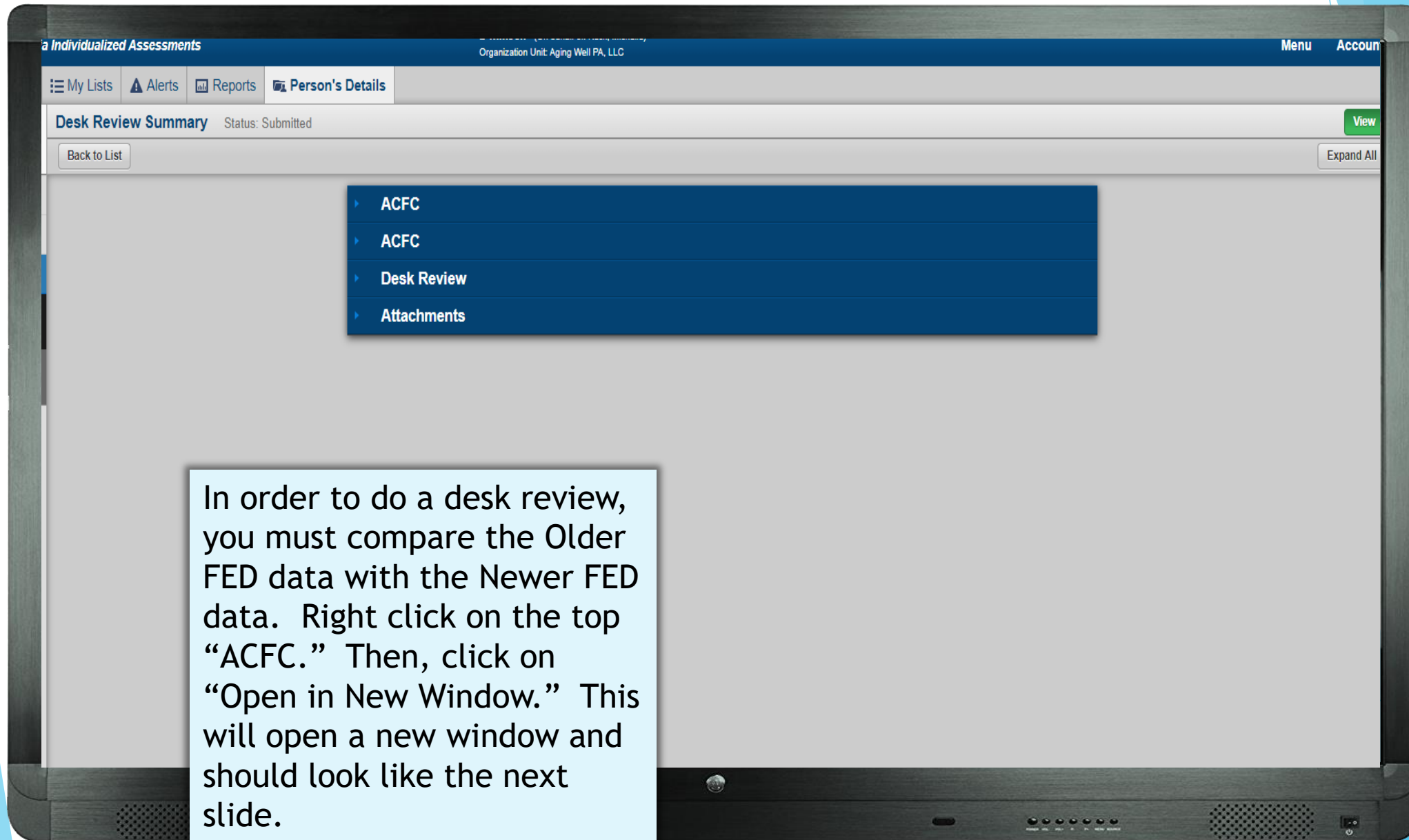
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In order to do a desk review, you must compare the Older FED data with the Newer FED data. Right click on the top “ACFC.” Then, click on “Open in New Window.” This will open a new window and should look like the next slide.

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My Lists Alerts Reports **Person's Details**

**Desk Review Summary** Status: Submitted

[Back to List](#)

**ACFC**

**FED Request**

Requested By: ACFC

Requested Date: 05/01/2019

Due Date: 05/07/2019

Date of Scheduling FED:

Program Type: Redeterminations

Assigned AAA:

Status: Completed

Comments

**FED Assessment**

Created Date	Status	Submitted Date	Submitted By	Comments	Actions
	Submitted	06/03/2019	ACFC		<a href="#">Summary</a>

Eligibility Level: NFCE 1

**ACFC**

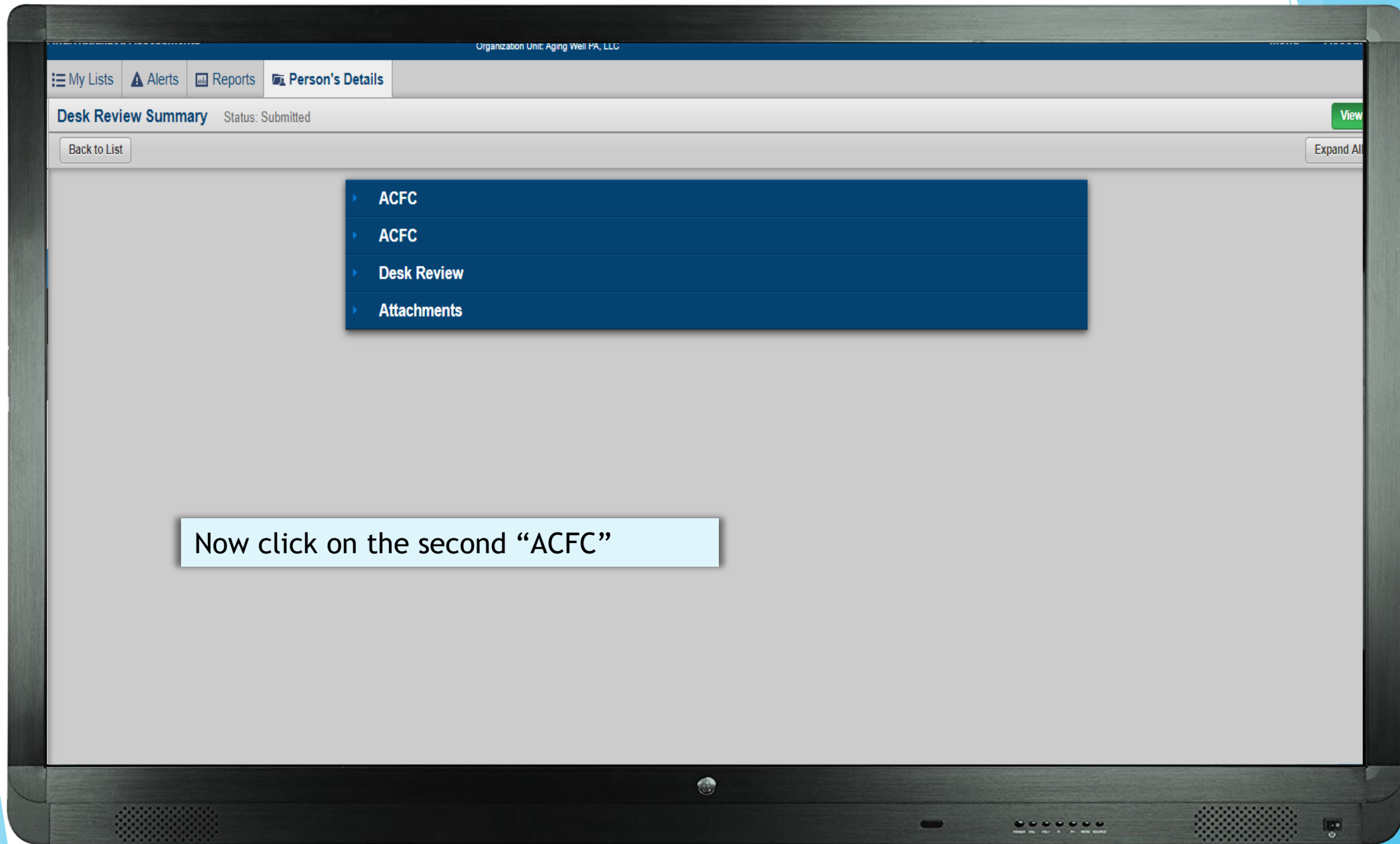
**Desk Review**

**Attachments**

Now return to the other window.



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Reports **Person's Details**

Status: Submitted

▶ **ACFC**

▼ **ACFC**

### FED Request

Requested By: ACFC

Requested Date: 06/01/2020

Due Date: 06/01/2020

Date of Scheduling FED:

Program Type: Redeterminations

Assigned AAA:

Status: Completed

Comments

Both windows should now be displaying basic information. For each of the open windows, click on "Summary."

Submitted Date	Submitted By	Comments	Actions
06/01/2020	ACFC		<a href="#">Summary</a>

NFI

Eligibility Level: 0

▶ **Desk Review**

▶ **Attachments**

## PA FED (Functional Eligibility Determination) form

A. Identification Information

B. Cognition

C. Mood and Behavior

D. Functional Status

E. Continence

F. Treatments and Procedures

Save

Next >

Back to Main System

### 1. Name

First Name \*\*

Harold

Middle Initial

3. Birthdate

08/18/1954

You should now have two windows open that both look like this. Your next step is to place the windows side-by-side to make review easier.

The quickest way to do this is to drag the screen's title bar to one side of your screen. When the cursor touches the screen edge, release the mouse button. Now do the same thing dragging the title bar to the opposite side of the screen. If you are using Windows 10 you can do this even quicker. See the directions located here for these procedures.

<https://support.microsoft.com/en-us/help/4027324/windows-10-snap-your-windows>





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## PA FED (Functional Eligibility Determination) form

Identification Information

Cognition

Mood and Behavior

Functional Status

Continence

Treatments and Procedures

Save Next > Back to Main System

1. Name

First Name \*\*

Harold

Middle Initial

Last Name \*\*

Thompson

Jr. / Sr.

2. Gender \*\*

☒ 1 - Male

3. Birthdate \*\*

08/18/1954

## PA FED (Functional Eligibility Determination) form

A. Identification Information

B. Cognition

C. Mood and Behavior

D. Functional Status

E. Continence

F. Treatments and Procedures

Save Next > Back to Main Sys

1. Name

First Name \*\*

Harold

Middle Initial

Last Name \*\*

Thompson

Jr. / Sr.

2. Gender \*\*

☒ 1 - Male

☐ 2 - Female

3. Birthdate \*\*

08/18/1954

With the previous and current FEDs opened and side-by-side, you can begin the desk review. It may be easier to make notes outside of PIA to keep track of any discrepancies you might find.

# What Will You Review?

For all desk reviews:

- ▶ Look to see if the MCO assessment was completed on time. This means, an assessment was done on one or more occasion by the MCO within the past 300-364 days.
  - ▶ If the MCO assessment was not completed on time, this should be noted in the Comments Section of the desk review (this is covered in later slides).
- ▶ Determine if there are any factual discrepancies in the personal information (correct name, date of birth, gender, etc.)
- ▶ Determine if the FED is complete; are all the items in the original FED in the new assessment?

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# For Priority Reviews NFCE to NFI

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- When you have a case that has gone from NFCE to NFI, you complete all the items listed on the previous slide.
- Then, determine the person's next annual due date based on the reference date in the NFI MCO FED used in the comparison.
- Additionally, you must complete the template presented on the next several slides and add it as an attachment to the person's record.
- The template should not be used for non-priority reviews.

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# Desk Review Template Description

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- ▶ The template includes only the FED items that are used by the translator to calculate a final determination.
- ▶ It includes scoring values for a partial deficit & values for a full deficit.
- ▶ It provides a place to enter information comparing scores & a way to identify if any change in scores has changed deficit level.

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# Desk Review Template

The most up to date fillable PDF copy of this form can be found on the Aging Well PA Website.

When filling in the answers to the “Current Scores” column, you may write each score in that section with a comma in between as shown in the picture.

## DESK REVIEW TEMPLATE

When completing a desk review, in addition to identification information look at the following items to determine if a change how the FED Translator calculates the final determination. For example, you will look to see if a full deficit has changed to a full deficit. The following are the items to examine.

Item & Description	Scoring for a Partial Deficit	Scoring for a Full Deficit	Current Scores
B.1. Cognitive Skills for Daily Decision Making	A score of 2 to 4 = partial deficit.	A score of 5 = full deficit	<div><input checked="" type="checkbox"/> No Change</div> <div>FED #1 Score <div></div></div> <div>FED #2 Score <div></div></div>
B.2.a. Short Term Memory B.2.b. Procedural Memory B.2.c. Situational Memory	A score of 1 on one or more on any item = partial deficit.	No full deficit possible with just these items.	<div><input type="checkbox"/> No Change</div> <div>FED #1 Scores <div>0, 0, 0</div></div> <div>FED #2 Scores <div>1, 0, 1</div></div>
B.3.a. Easily Distracted B.3.b. Disorganized Speech B.3.c. Mental Function Varies	A score of 1 or 2 on one or more of any item = partial deficit.	No full deficit possible with just these items.	<div><input type="checkbox"/> No Change</div> <div>FED #1 Scores <div>0, 0, 0</div></div> <div>FED #2 Scores <div>2, 0, 2</div></div>

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# DESK REVIEW TEMPLATE

Name \_\_\_\_\_ PIA ID \_\_\_\_\_ Date \_\_\_\_\_

Completed by: \_\_\_\_\_

When completing a desk review, in addition to identification information look at the following items to determine if any scoring change was significant enough to change how the FED Translator calculates the final determination. For example, you will look to see if a full deficit has changed to a partial deficit or if a partial deficit has changed to a full deficit. The following are the items to examine.

Item & Description	Scoring for a Partial Deficit	Scoring for a Full Deficit	Current Scores	If there is a change in deficit classification, please indicate which it is.
B.1. Cognitive Skills for Daily Decision Making	A score of 2 to 4 = partial deficit.	A score of 5 = full deficit	___ No Change FED #1 Score ____ FED #2 Score ____	___ Change from partial to no deficit ___ Change from partial to a full deficit ___ Change from full deficit to a partial deficit ___ Change from full deficit to no deficit ___ Change from no deficit to a partial deficit ___ Change from no deficit to a full deficit
B.2.a. Short Term Memory B.2.b. Procedural Memory B.2.c. Situational Memory	A score of 1 on one or more on any item = partial deficit.	No full deficit possible with just these items.	___ No Change FED #1 Scores ____ FED #2 Scores ____	___ Change from no deficit to a partial deficit ___ Change from partial deficit to no deficit
B.3.a. Easily Distracted B.3.b. Disorganized Speech B.3.c. Mental Function Varies	A score of 1 or 2 on one or more of any item = partial deficit.	No full deficit possible with just these items.	___ No Change FED #1 Scores ____ FED #2 Scores ____	___ Change from no deficit to a partial deficit ___ Change from partial deficit to no deficit

C.1.a. Wandering C.1.b. Verbal Abuse C.1.c. Physical Abuse C.1.d. Socially Inappropriate or Disruptive	A score of 2 or 3 on one or more of any item = partial deficit.	No full deficit possible with just these items.	___ No Change FED #1 Scores _____ FED #2 Scores _____	___ Change from no deficit to a partial deficit ___ Change from partial deficit to no deficit
D.1.a. Bathing D.1.b. Personal Hygiene D.1.c. or D.1.d. Dressing D.1.e. or D.1.f. Walking/ Locomotion D.1.g. or D.1.h. Toilet use or transfer D.1.i. Eating	A score of 3 to 6 on any two items = partial deficit.	A score of 3 to 6 on any three or more items = full deficit.	___ No Change  FED #1 Scores _____  FED #2 Scores _____	___ Change from partial to no deficit ___ Change from partial to a full deficit ___ Change from full deficit to a partial deficit ___ Change from full deficit to no deficit ___ Change from no deficit to a partial deficit ___ Change from no deficit to a full deficit
D.2.a. Primary Mode of Locomotion	A score of 2 = partial deficit.	A score of 3 = full deficit.	___ No Change FED #1 Score _____ FED #2 Score _____	___ Change from partial to no deficit ___ Change from partial to a full deficit ___ Change from full deficit to a partial deficit ___ Change from full deficit to no deficit ___ Change from no deficit to a partial deficit ___ Change from no deficit to a full deficit
D.3. Managing Medications	A score of 5 or 6 = partial deficit.	No full deficit is possible with this item.	___ No Change FED #1 Score _____ FED #2 Score _____	___ Change from no deficit to a partial deficit ___ Change from partial deficit to no deficit
E.3. Bowel Continence	No a partial deficit possible.	A score of 4 or 5 = full deficit.	___ No Change FED #1 Score _____ FED #2 Score _____	___ Change from no deficit to a full deficit ___ Change form full deficit to no deficit



# Using the Comments Section

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- ▶ The Comments box is used to describe any discrepancy with the person's identification information and document if the MCO assessment was not completed on time.
- ▶ See the next slide for an example.

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Tina Michaels

Age: 56  
ID: 1129326IT306100 DOB: 01/02/1963

Person Information

Case Management

Assessment

FED Assessments

PASRR

Desk Review

Desk Review Summary

Desk Review Summary

Status: Submitted

Back to List

Previous FED Request

Current FED Request

Desk Review

Desk Review

Start Date: 02/05/2019

Due Date: 02/20/2019

Submitted Date: 02/05/2019

Created By: DHS Super User A

Submitted/Withdrawn By: DHS Super User A

Is there a delay? ☐ Yes ☒ No

Is there a discrepancy? ☐ Yes ☒ No

Comments:

Attachments

To complete the desk review, return to the Desk Review Summary page & click on "Desk Review." Indicate if there was a delay or any discrepancies. Include comments when there are discrepancies or a delay. The next several slides will elaborate on doing this.



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Cancel

Expand All

Previous FED Request

Current FED Request

### Desk Review

#### Desk Review

Start Date: \*

10/07/2019



Due Date: \*

10/22/2019



Submitted Date: \*



Created By: \*

Aging Well Super User A

Submitted/Withdrawn By:

Is there a delay? \*

☐ Yes ☐ No

Is there a discrepancy? \*

☒ Yes ☐ No

Comments:

The gender did not match. Previous FED was male. Current FED female.  
The MCO assessment was not completed within the 365 day timeframe.

# Using the Comments Section

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- ▶ For any NFCE to NFI situation, complete the comments section with the following:

“See Desk Review Template attachment for details.”



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Cancel

Expand All

▶ Previous FED Request

▶ Current FED Request

### Desk Review

#### Desk Review

Start Date: \*

10/07/2019



Due Date: \*

10/22/2019



Submitted Date: \*



Created By: \*

Aging Well Super User A

Submitted/Withdrawn By:

Is there a delay? \*

☐ Yes ☐ No

Is there a discrepancy? \*

☐ Yes ☐ No

Comments:

See Desk Review Template attachment for details.

# How to Attach the Desk Review Template

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For Priority Cases where you will need to attach the Desk Review Template within the Desk Review “Attachments” section, the next slides will outline the steps taken to attach your template.

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Once you have typed your desk review attachment comment, you will then click save at the top right corner.

The screenshot shows a web application interface for a desk review form. The form is titled "Desk Review" and is located within a larger application window. The window has a "New" button in the top right corner and "Expand All" and "Save" buttons below it. A blue arrow points to the "Save" button. The form itself has a "Desk Review" header and several fields: "Start Date:" with a value of "05/29/2020", "Due Date:" with a value of "06/12/2020", "Created By:" with a value of "Aging Well Super User A", and a checkbox for "Is there a discrepancy?" with "Yes" selected. At the bottom is a large text area for "Comments" with the text "See Desk Review Attachment for Details".

PHW

**Desk Review**

**Desk Review**

Start Date: \* 05/29/2020 ⓘ

Due Date: \* 06/12/2020 ⓘ

Created By: \* Aging Well Super User A

Is there a discrepancy? \* ☒ Yes ☐ No

Comments:

See Desk Review Attachment for Details |

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Next, you will open the attachments tab and click “upload.”

Person's Details

gress

PHW

Desk Review

Attachments

Edit

Upload

Integrity

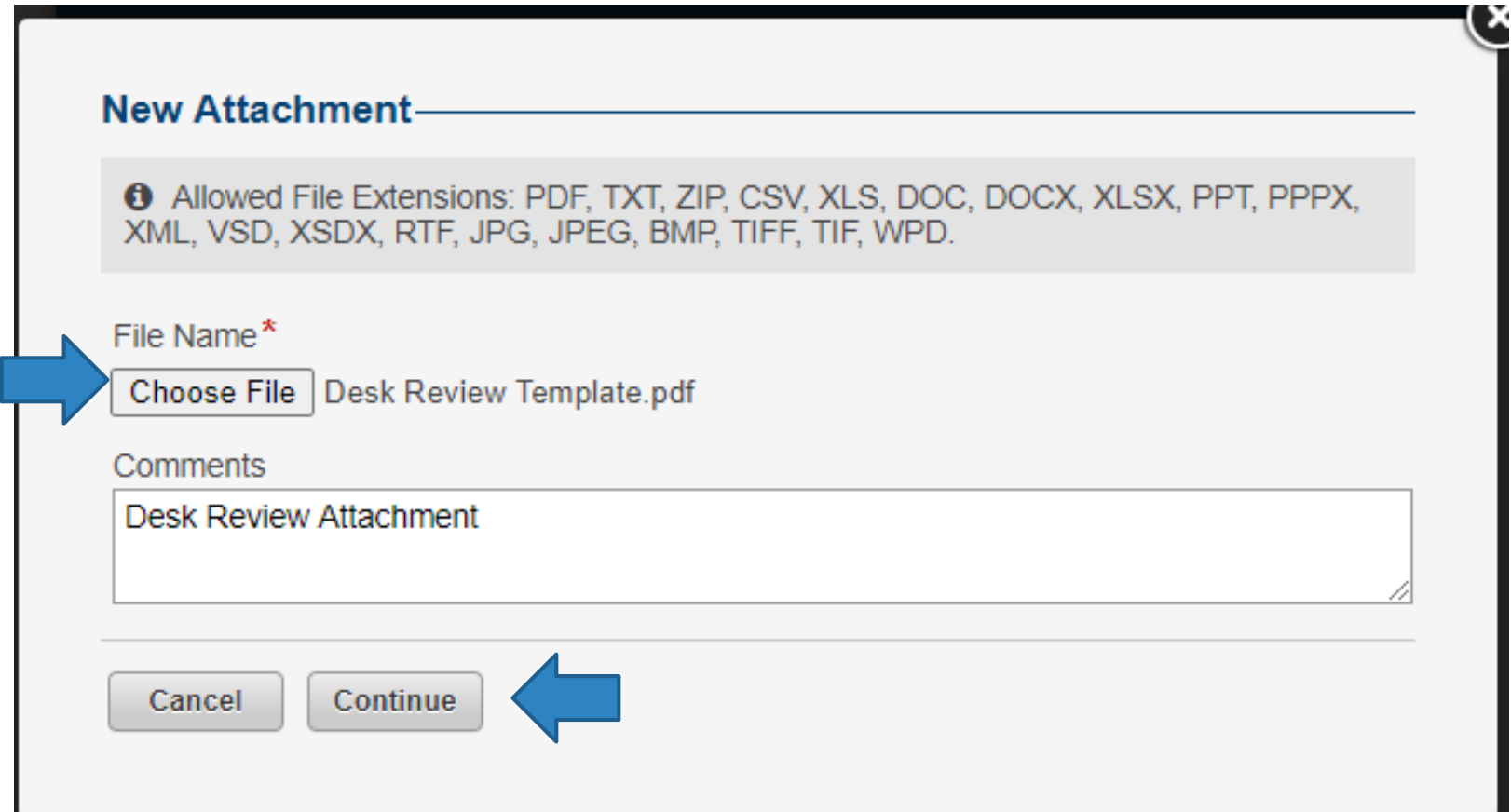
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This box will pop up. Click on “Choose File” to upload your Desk Review Attachment form. You may write a comment if you choose. Then, click continue.



**New Attachment**

 Allowed File Extensions: PDF, TXT, ZIP, CSV, XLS, DOC, DOCX, XLSX, PPT, PPPX, XML, VSD, XSDX, RTF, JPG, JPEG, BMP, TIFF, TIF, WPD.

File Name <sup>\*</sup>

Desk Review Template.pdf

Comments

Desk Review Attachment

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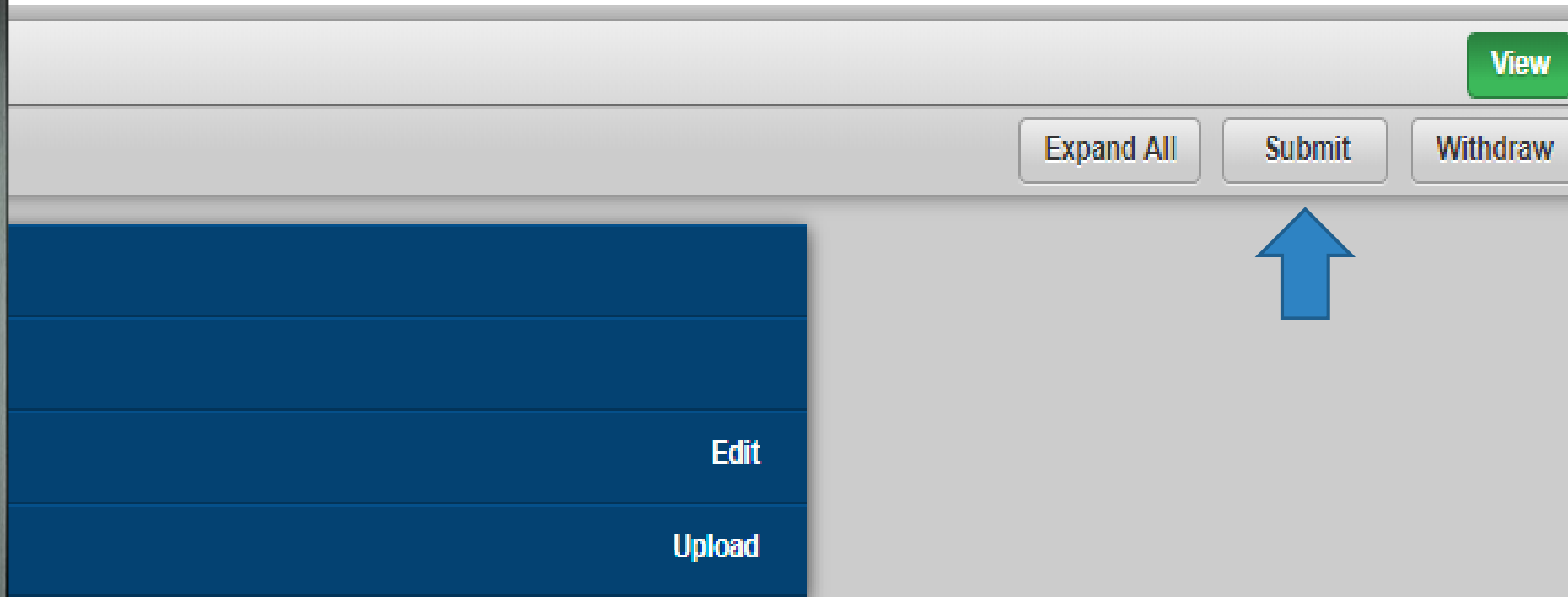
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As the final step to upload your attachment, you must go to the top right of your screen and hit submit.



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# Alerting Aging Well

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- ▶ All NFCE to NFI situations should be brought to the immediate attention of your QCSS by sending an email with “Priority Desk Review” in the subject line. These will be sent for a MDR.
- ▶ The email should include the participant’s ID number and next annual due date. Do not include any additional identifying information.

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# Additional Information

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- ▶ This presentation is available in a PDF format & posted on the Aging Well website.
- ▶ If you have additional questions or need assistance, please contact your Quality Compliance & Support Specialist.

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