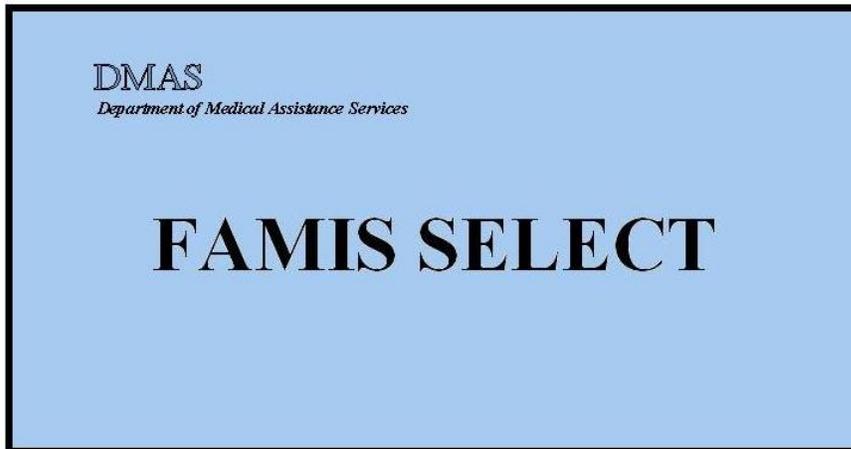


FAMIS Select User Instructions

The FAMIS Select system provides a means to track and facilitate enrollment, payments and recoupments, ongoing eligibility, and other recipient interactions with FAMIS.

System Navigation

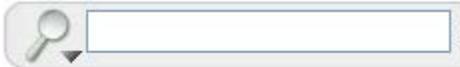
“Folder tabs” are located at the top of each page. The user’s security level determines which tabs are displayed. For example, only an administrator will see “Manager”.



Initial Screen Option: To open the system to the screen that is most used:

- Open the FAMIS Select system
- Go to the desired screen
- Bookmark the URL using the Microsoft Internet Explorer bookmark.
- Or, create a shortcut on the desktop using the URL as the location.

 This is the edit symbol. Mouse clicking this symbol will open a new screen so that changes may be made to the row on which the symbol resides.

 This will facilitate a search within a list.
Click of the hourglass to display search options.

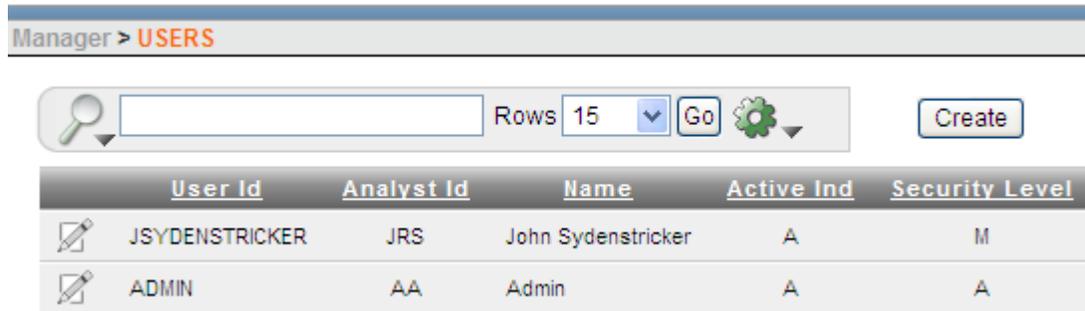
User Maintenance

To access the FAMIS select system a user must be assigned a security level. User Maintenance provides for the entry and update of FAMIS Select users. There are three levels of authority: manager, analyst, and inquiry. Managers have access to all functions within the system. Analysts do not have access to user maintenance and they are also restricted in other parts of the system (detailed later).

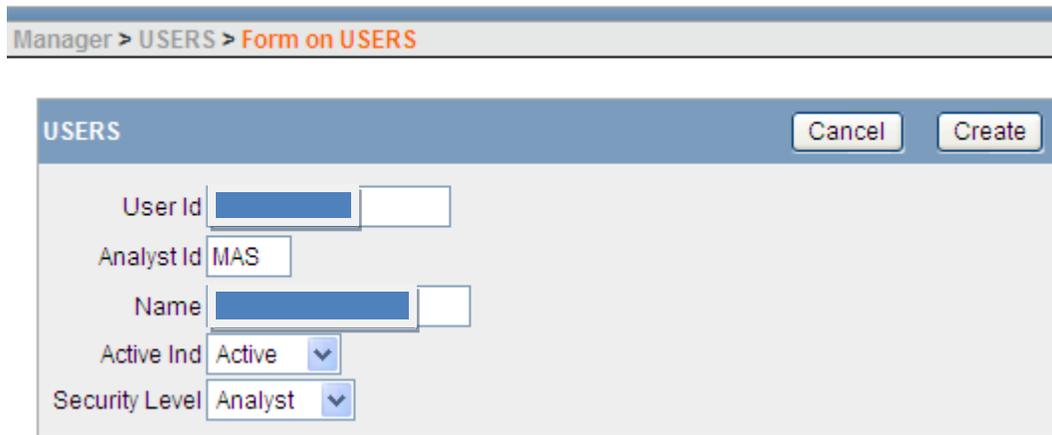
Selecting the “Manager” tab opens the following folder:



Click on “Go” User Maintenance to display the following screen:



Click on “Create” to allow a new user into the system or the edit symbol to update an existing users.



- “User Id” is the same id used when the user signs onto the computer in the morning; normally first initial and last name.
- “Analyst Id” should be three letters, normally the user’s initials, and must be unique in the system.
- Security level may be administrator, analyst, or inquiry.
- Status may be active or inactive.

Manager

-  Reason Code Maintenance
-  User Maintenance

Click on “Go” User Reason Code Maintenance to display the following screen:

Manager > Reason Codes

 Rows   

	<u>Code</u>	<u>Description</u>	<u>Begin Dt</u>	<u>End Dt</u>
	C01	Dropped out of employer-sponsored plan	01/01/2009	12/31/2099
	C02	No longer employed	01/01/2009	12/31/2099
	C03	No longer covering child(ren) in private plan.	01/01/2009	12/31/2099
	C04	Failed to send proof for coverage payment.	01/01/2009	12/31/2099
	C05	Child (ren) is no longer approved for FAMIS	01/01/2009	12/31/2099
	C06	Child(ren) are now Medicaid eligible	01/01/2009	12/31/2099
	C07	Requested removal from FAMIS Select.	01/01/2009	12/31/2099
	C09	Other cancellation reason	01/01/2009	12/31/2099
	D01	Not FAMIS approved	01/01/2009	12/31/2099
	D02	Eligible for FAMIS Plus	01/01/2009	12/31/2099
	D03	Information has not been received	01/01/2009	12/31/2099
	D09	Other denial reason	01/01/2009	12/31/2099
	P00	Appliaction Pending	01/01/2009	12/31/2099
	R01	Change in FAMIS status	01/01/2009	12/31/2099
	R02	Change in premium	01/01/2009	12/31/2099

Click on “Create” to enter a new reason code or  to edit and existing reason code.

REASON_CODES

Code C02

Description No longer employed

Effective Date 01/01/2009 End 12/31/2009

Letter Bold
You are no longer employed and covering your child(ren) in an employer-sponsored health plan.
95 of 200

Letter Normal
Should you obtain employment with access to health insurance coverage, contact the FAMIS Select program immediately.
117 of 400

Begin the code as follows:

- “A” - Approved
- “C” – cancellations
- “D” – Denied
- “R” - Reimbursement

“Description” should be a short description used for internal reason code recognitions.

“Letter Bold” will print as bold in the letter; “Letter Normal” as normal print.

Letter example:

Effective November 30, 2009, your children's participation in the FAMIS Select **will be cancelled.** The Virginia Department of Medical Assistance Services will discontinue your enrollment in FAMIS Select. The reason for your cancellation is as follows:

Reason:

You are no longer employed and covering your children in an employer-sponsored health plan.
Should you obtain employment with access to health insurance coverage, contact the FAMIS Select program immediately.

Case Log

Application Log: The first screen will provide a log of FAMIS applications and cases currently in the system.

FS/HIPP	Case Name	Children	Vammis Case	FS Status	Case Status	Analyst	Received	Status Dt
				A09	A	MFG	04/01/2009	04/01/2009
				A09	A	MFG	04/01/2009	04/01/2009
				A09	A	MFG	04/01/2009	04/01/2009
				A09	A	MFG	02/01/2008	02/01/2008
				A09	A	MFG	10/01/2009	10/01/2009
				A09	A	MFG	08/01/2009	08/01/2009
				A09	A	MFG	01/01/2010	01/01/2010
				A09	A	MFG	06/01/2009	06/01/2009

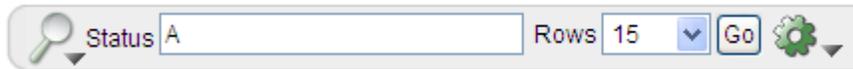
Normally, all cases are displayed, however Oracle provides a way to filter the displayed cases. Unless saved, Oracle filters are lost upon exit.

Oracle APEX filters:

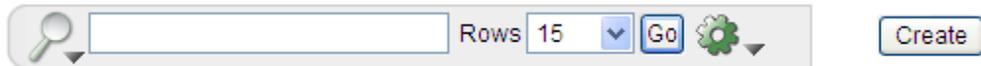
Temporary filters are created by clicking the magnifying glass.

Case Nbr	Name	Status	Status Dt	Famis Status	Analyst	Received
		P				
		C				
		P				
		P				
		P				

As an example, to display all active cases select “Status”



Then enter an “A” and click on “Go”.



Status contains 'A'

Case Nbr	Name	Status	Status Dt	Famis Status	Analyst	Received
		A	09/05/2009	-	AA	09/01/2009
		A	09/06/2009	-	AA	09/05/2009

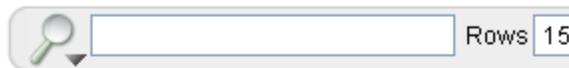
All active statuses are displayed. To remove the filter click on or click then Reset.

To save the Oracle filters click on then .

Save Report
Save (Only displayed for developers)
Name
Description

Enter a name and optional description then apply.

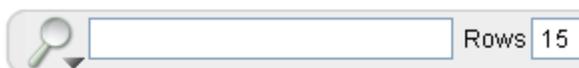
Result:



Working Report Test Filter

Saved Report = "Test Filter"
 Name contains 'sm'

More than one filter may be saved



Working Report Test Filter Test Filter 2

Saved Report = "Test Filter 2"
 App Id contains 14

Once created, the Oracle filters will be available until deleted. Click

 Saved Report = "Test Filter 2"  to delete the filter.

 Rows 

	Case Nbr	Name	Status	Status Dt	Famis Status	Analyst	Received
			P	09/15/2009	-	AA	09/30/2009
			C	10/15/2009	-	AA	10/01/2009
			P	-	-	AA	09/26/2009

To select a case click on ; to enter up a new application click on .

Show Children will display the children names included in the cases. If the case has two or more children then the case will have two or more lines in the report (see 10254 Andress, William below).

Case Log

 Rows 

Row text contains 'Ande' 

	FS/HIPP	Case Name	Children	Vammis Case	FS Status	Case Status	Analyst	Received	Status Dt
	990111				A09	A	MFG	04/01/2009	04/01/2009
	990111				A09	A	MFG	04/01/2009	04/01/2009
	990111				A09	A	MFG	04/01/2009	04/01/2009
	990054				A09	A	MFG	02/01/2008	02/01/2008
	990142				A09	A	MFG	10/01/2009	10/01/2009
	990128				A09	A	MFG	08/01/2009	08/01/2009
	990167				A09	A	MFG	01/01/2010	01/01/2010
	990121				A09	A	MFG	06/01/2009	06/01/2009

1 - 8

Click on "Hide children" to remove the children from the report.

Case Maintenance

Case Log > Case Maintenance

Cancel Apply New App

FSNHFP: 990111 App Rec: 04/01/2009 Case Status: Approved Begin/End: 04/01/2009 - 12/31/2009 Pay Amt: Chg Eff Dt:

Analyst: Admin Champs ID: Parents Cov: 2 N F Child: 0 Vammis Case: Last: Title: SSN: Create Letter: L Date: H Phone: W Phone: Case Fips: Pay Prds: Weekly Address: 211 Oxford Rd City: Williamsburg State: VA Zip: 23185 Comments: 0 of 4000 Payments:

Add Row Cancel Delete Apply

Enrollee ID	Name	Dob	Relationship	Program	FS Status	Reason Date	Begin Date	End Date	Altered	Renewal Date
			Daughter	FAM	A09	04/01/2009	04/01/2009	12/31/2009		
			Daughter	FAM	A09	04/01/2009	07/01/2009	12/31/2009	Date	
			Daughter	FAM	A09	04/01/2009	07/01/2009	12/31/2009	Date	

Show other reason Refresh

Health Insurance Policy Information Create

Insur Co: Address: City: State: Zip: Cov Beg: End: Type of Coverage: Employer Private

Covered Benefits of Plan: Doctors visits Well-Child Check-ups Dental Care Hospital & Emerg Care Immunizations Vision Care Lab & X-rays Prescription Drugs Mental Health Care Other: Premium Monthly Per Pay Ck: Health: Dental: Vision:

Insurance Premium Summary

Health: No insurer found Per Month: Dental: No insurer found Per Month: Vision: No insurer found Per Month:

Attachments

File: Desc: Attach Document Refresh

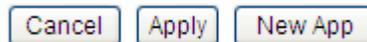
No documents are attached to this case.

Four in One

Even though this appears to be one screen you need to think of it as four screens contained in one. The “Apply” at the top of the screen will apply updates to the “case” information, the “Apply” in the dependant area will apply updates to the dependants, the “Apply” in the insurance area will apply updates to the insurance information; and the attachment section operates independently from the other three sections.

Section 1 – base information

There are three buttons in the base section.



“Cancel” will return to the case log screen.

“Apply” will apply newly enter changes to the case.

“New App” will clear the screen so that a new application may be created.

Reasons

Reason codes are maintained in the Reason Code Maintenance screen. Reasons with the first letter:

“A” are for approvals

“D” are for denials

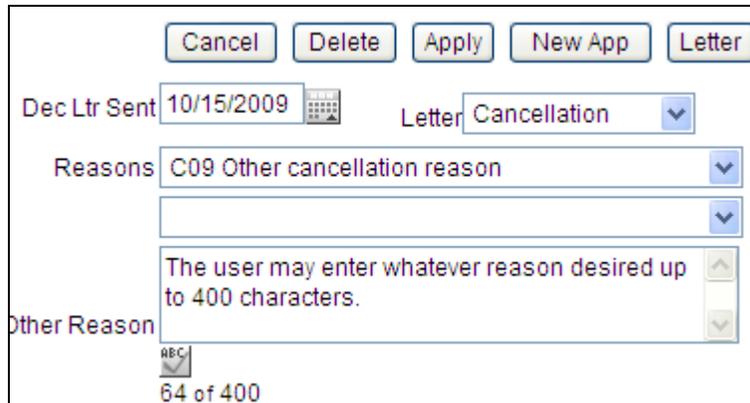
“C” are for cancelations

“P” are for pending

“R” are for change in reimbursement

The two numbers are user defined however “09” is reserved for “Other reason”. When “09 Other reason” is selected a new field is opened up so that the user may enter a free-form reason.

Example:



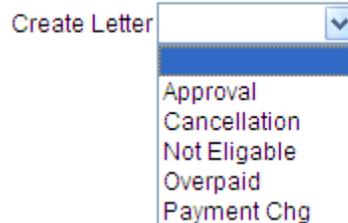
The screenshot shows a software interface with several buttons at the top: Cancel, Delete, Apply, New App, and Letter. Below these buttons, there is a date field labeled "Dec Ltr Sent" with the value "10/15/2009" and a calendar icon. To the right of the date is a dropdown menu labeled "Letter" with "Cancellation" selected. Below the date and letter dropdown is a "Reasons" dropdown menu with "C09 Other cancellation reason" selected. Below the "Reasons" dropdown is a text area labeled "Other Reason" containing the text "The user may enter whatever reason desired up to 400 characters." Below the text area is a small "ABC" icon and the text "64 of 400".

To check spelling click on .

The reasons entered here will print in the denial, cancellation, or reimbursement letters when the status is set to denial, cancellation, or reimbursement. If the status is set to approved then the reason is obtained from the dependant section (explained later).

Letters – to create a letter (see “Print Letter Setup” below)

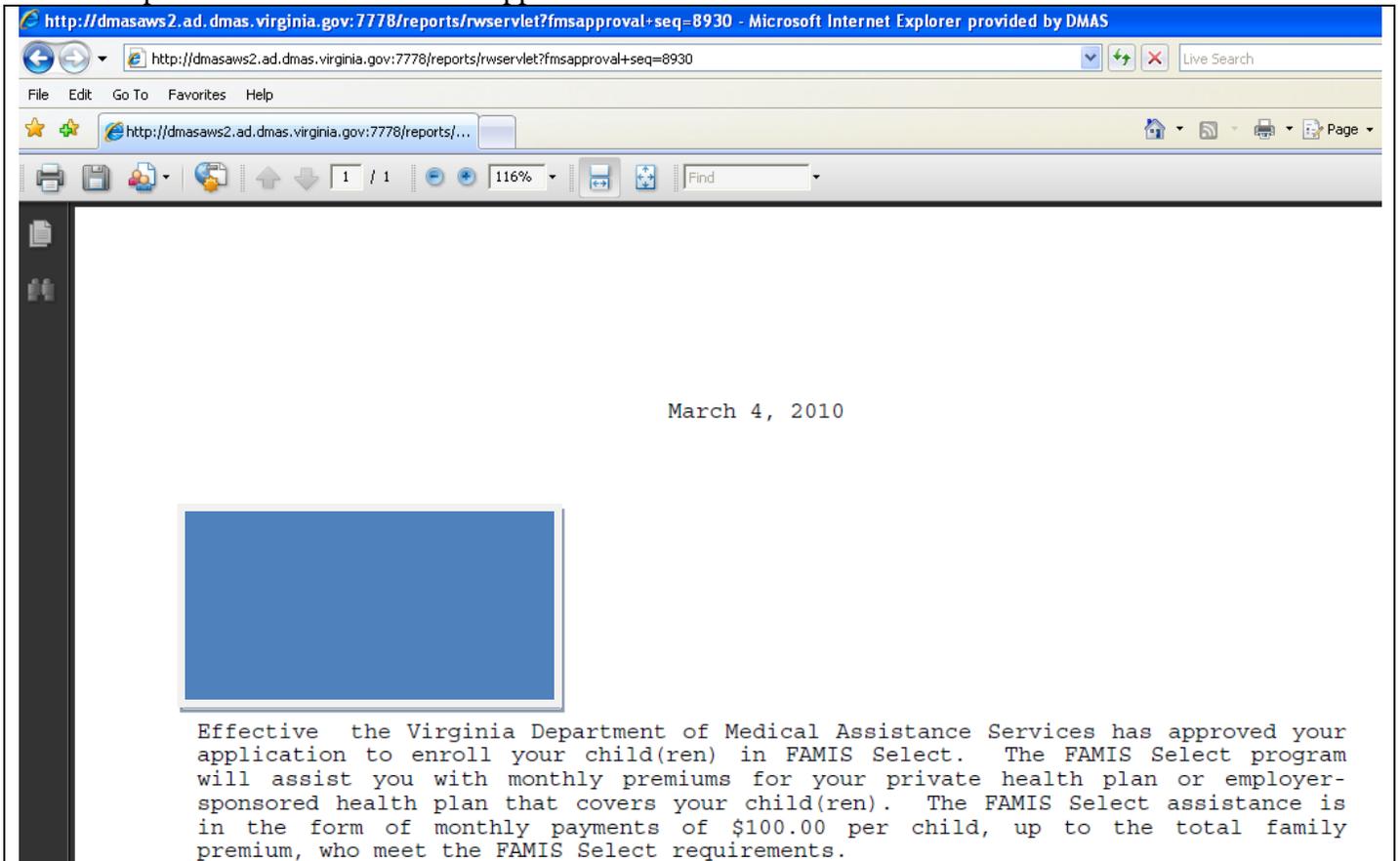
1. Select the desired letter from the “Create Letter” dropdown.



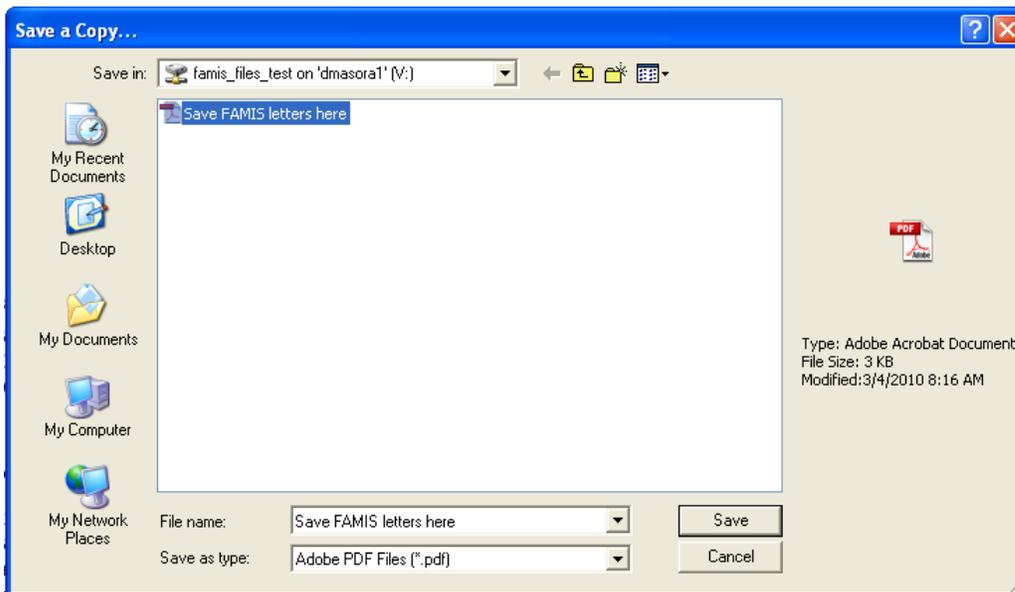
The screenshot shows a dropdown menu labeled "Create Letter" with a list of options: Approval, Cancellation, Not Eligible, Overpaid, and Payment Chg. The "Approval" option is currently selected and highlighted in blue.

2. Enter the letter date (the date to be printed in the letter).
3. Click on “Create Letter”.

Upon selection the letter will appear.

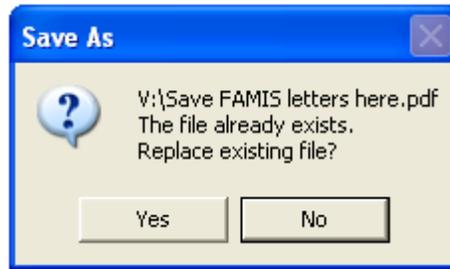


Click on  to print the letter then click on  to save the letter. **The letter will not be attached to the case if it is not saved!** The following will appear:



Click on “Save FAMIS letters here” then click on “Save”.

When the following appears, click on “Yes”.



Click on the back arrow to return to the case maintenance screen



The letter will appear in “attachments”. To view the letter, click on the letter type; ie “Approval letter”. To delete the letter or change the description click on .

Attachments

File

Desc

	Approval letter	created 03/02/2010
	Cancellation letter	created 03/02/2010

1 - 2

Section 2 – dependant information

<input type="checkbox"/>	Last	First	DOB	Medicaid Id	Relationship	FAM	Med
<input type="checkbox"/>	[Redacted]			<input type="text" value=""/>	Son	<input type="text" value=""/>	Y
<input type="checkbox"/>	[Redacted]			<input type="text" value=""/>	Daughter	<input type="text" value=""/>	<input type="text" value=""/>

1 - 2

Buttons:

- “Cancel” will remove unapplied updates.
- “Delete” will delete all marked () dependants.
- “Apply” will store changes.
- “Add Row” will allow a new dependant to be entered.

If the case has been approved then “Status” field is included.

<input type="checkbox"/>	Enrollee ID	Name	Dob	Relationship	Program	FS Status	Reason Date	Begin Date	End Date	Altered	Renewal Date
<input type="checkbox"/>	[Redacted]			Daughter	FAM	A09	04/01/2009	04/01/2009	12/31/2099		
<input type="checkbox"/>	[Redacted]			Daughter	FAM	A09	04/01/2009	07/01/2009	12/31/2099	Date	
<input type="checkbox"/>	[Redacted]			Daughter	FAM	A09	04/01/2009	07/01/2009	12/31/2099	Date	

1 - 3

Show other reason

An approved case may include a dependant that has been cancelled or denied. The “09 Other reason” may be entered here as well. Click on “Show Reason” to enter the free form reason. This reason will appear in the approved cancellation and denial letters.

<input type="checkbox"/>	Status	Last	First	Other Reason
<input type="checkbox"/>	C09	[Redacted]		Enter the other cancellation reason here.

1 - 1

Section 3 – insurance

Health Insurance Policy Information

Insur Co	<input type="text" value="Insurance Company 1"/>		Premium Monthly	<input type="text" value="100.00"/>	Per Pay Ck	<input type="text" value="50.00"/>
Address	<input type="text"/>		Health	<input type="text" value="100.00"/>		<input type="text" value="50.00"/>
	<input type="text"/>		Dental	<input type="text"/>		<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>	Zip	<input type="text"/>	
	<input type="text"/>					
Cov Beg	<input type="text" value="01/01/2009"/>	End	<input type="text" value="12/31/2009"/>	Type of Coverage		
	<input type="text"/>		<input type="text"/>	<input type="radio"/> Employer <input type="radio"/> Private		
Covered Benefits of Plan						
<input type="checkbox"/> Doctors Visits	<input type="checkbox"/> Well-Child Check-ups	<input type="checkbox"/> Dental Care				
<input type="checkbox"/> Hospital & Emerg Care	<input type="checkbox"/> Immunizations	<input type="checkbox"/> Vision Care				
<input type="checkbox"/> Lab & X-rays	<input type="checkbox"/> Prescription Drugs	<input type="checkbox"/> Mental Health Care				
<input type="checkbox"/> Other	<input type="text"/>					
Insurance Company 1 of 1						
						<input type="button" value="Add Company"/>

Overlapping date coverage for insurance type (health, dental, vision) is not allowed.

Insurance information is summarized here:

Insurance Premium Summary		
Health: Insurance Company 1	\$50.00	Per Month: \$100.00
Dental: No insurer found		Per Month:
Vision: No insurer found		Per Month:

Section 4 – attachments

Attachments

File

Desc

 Test document for Gerald created 10/21/2009

1 - 1

To add an attachment click on to find the file to attach. Enter a description that will identify the file then click on to attach the file. The file will be brought into Oracle so the original file may be deleted. To change the description or delete the document click on . To retrieve the document click the listed description (*Test document for Gerald*).

Payments

Case	Status	Payee	Dep	Pay P Begin	Pay P End	Pay Date	Pay Interval	Chk Amt	Tot Ins	Last Pay	Recoup Reason	Recoup Amount	Recoupe
	Approved		1	01/02/2010	01/31/2010	01/31/2010	Monthly	100.00			R01	100.00	.00
	Approved		4					400.00					
	Approved		2	01/01/2010	01/31/2010	01/31/2010	Monthly	200.00					
	Approved		1				Biweekly 26	100.00					
	Approved		3					223.45	223.45				

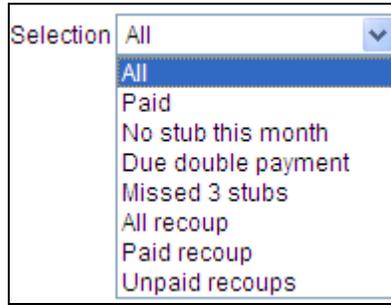
Select the payment month to begin entry of paystub information.

From the stub enter:

- Pay period begin date
- Pay period end date
- Pay date
- Pay interval
- Verify check amount; the check amount is preloaded with the lesser of
 1. The number of dependants time \$100
 2. The total amount of monthly insurance premium

To update the insurance information or edit the case, click on the case number.

Other ways to view payments:



1. List all active cases for the selected month.
2. List all cases marked for payment.
3. “No stub this month” will list all of the active cases where no stub has been received for the month.
4. “Due double payment” will list all of the active cases where a pay stub was entered for the month but no payment was made the previous month.
5. “Misses 3 stubs” will list all active cases where a stub has not been received for three month. This will alert the analyst to cancel those cases.
6. List only cases that include a recoupment for the payment month.
7. List only case where the recoupment has been satisfied for the payment month.
8. List only cases where the recoupment has not been satisfied for the payment month.

Print or create a CSV file (Excel spreadsheet) from the payment list.

1. Click on [Print/CSV](#) to display the following screen:

Payment Month

Payment Month: 01/2010 Search: Refresh Selection: All [Update Screen](#)

Case	Status	Payee	Dep	Pay P Begin	Pay P End	Pay Date	Pay Interval	Chk Amt	Tot Ins	Last Pay	Recoup Rsn	Recoup Amt	Recouped
1	Approvec		1	01/02/2010	01/31/2010	01/31/2010	Monthly	100.00			R01	100.00	.00
4	Approvec		4	-	-	-	Monthly	400.00			-	-	-
2	Approvec		2	01/01/2010	01/31/2010	01/31/2010	Monthly	200.00			-	-	-
1	Approvec		1	-	-	-	Biweekly 26	100.00			-	-	-
3	Approvec		3	-	-	-		223.45	223.45		-	-	-
3	Approvec		3	-	-	-		300.00			-	-	-
3	Approvec		3	-	-	-		300.00			-	-	-
2	Approvec		2	-	-	-		200.00			-	-	-
1	Approvec		1	-	-	-		100.00			-	-	-
2	Approvec		2	-	-	-		200.00			-	-	-

[Download CSV](#) | [Print](#) 1 - 10 Next

2. Click on “Print” to send the list to a printer; “Download CSV” to create a spreadsheet.
- [Download CSV](#) | [Print](#)
3. Click on [Update Screen](#) to return to the payment enter screen.

Recoupment of Payments

Update Payments

Payment Month: 01/2010 Search Refresh Selection All Apply

Case	Status	Payee	Dep	Pay P Begin	Pay P End	Pay Date	Pay Interval	Chk Amt	Health	Dental	Vision	Last Pay	Tot Ins	Recoup Reason	Recoup Amount	Recouped
	Approved		1	12/01/2009	12/31/2009	12/31/2009	Monthly	100.00	00	00	00	(nul)	00	R01	100.00	00
	Approved		4	12/01/2009	12/31/2009	12/31/2009	Monthly	400.00	00	00	00	(nul)	00			
	Approved		1					100.00	00	00	00	(nul)	00			

Select the recoup reason code from the popup box and enter the amount to be recouped.

Search Dialog - Windows Internet Explore

Search Close

- C01 Dropped out of employer-sponsored plan
- C02 No longer employed
- C03 No longer covering child(ren) in private plan.
- C04 Failed to send proof for coverage payment.
- C05 Child (ren) is no longer approved for FAMIS
- C06 Child(ren) are now Medicaid eligible
- C07 Requested removal from FAMIS Select.
- C09 Other cancellation reason
- D09 Other denial reason
- A01 Approved
- R09 Other Reimbursement Reason
- A09 Other approval reason
- D01 Not FAMIS approved
- D02 Eligible for FAMIS Plus
- D03 Information has not been received
- R01 Change in FAMIS status
- R02 Change in premium
- R03 Change in capitation rate
- R04 No longer cost effective
- P00 Application Pending

Row(s) 1 - 20

Click on

Tot Ins	Recoup Reason
.00	R01

 to go to the Recoup screen.

Recoup List

Recoup List

Period: All 01/01/2001 - 12/31/2099
 Status: Outstanding Search: 990020 Refresh

Edit	Case	Name	Month	Amount	Cnt	Recouped
			2010 Jan	100.00	0	.00

1 - 1

Click in Edit to enter recouped money.

Recoup Maintenance Cancel Create

Case Nbr: 990020
 Month: 2010 Jan

Recoup Source:

Recoup Date:

Recoup Amount:

Comments:

Recoup source may be "Recipient payment" or "DMAS writeoff".
 Click on "Create" to save. After saving, the payment will display at the top.

Recoup List

Recoup List							Recoup Transactions						
Edit	Case	Name	Month	Amount	Cnt	Recouped	Edit	Case	Month	Source	Date	Amount	Comments
	990020		10 Jan	100.00	1	80.00			2010 jan	Recipient	04/14/2010	80.00	Partial paym

1 - 1

Recoup Maintenance Cancel Delete Apply Changes New Payment

Case Nbr: 990020
 Month: 2010 Jan

Recoup Source: Recipient Payment
 Recoup Date: 04/14/2010
 Recoup Amount: 80.00
 Comments: Partial payment

Recoupment List

Select the "Recoup" tab.

Recoup List

Recoup List

Period: 01/01/2001 - 12/31/2099

Status: Search:

Edit	Case	Name	Month	Amount	Cnt	Recouped
	<input type="text"/>	<input type="text"/>	2010 Jan	100.00	1	80.00

1 - 1

Status:

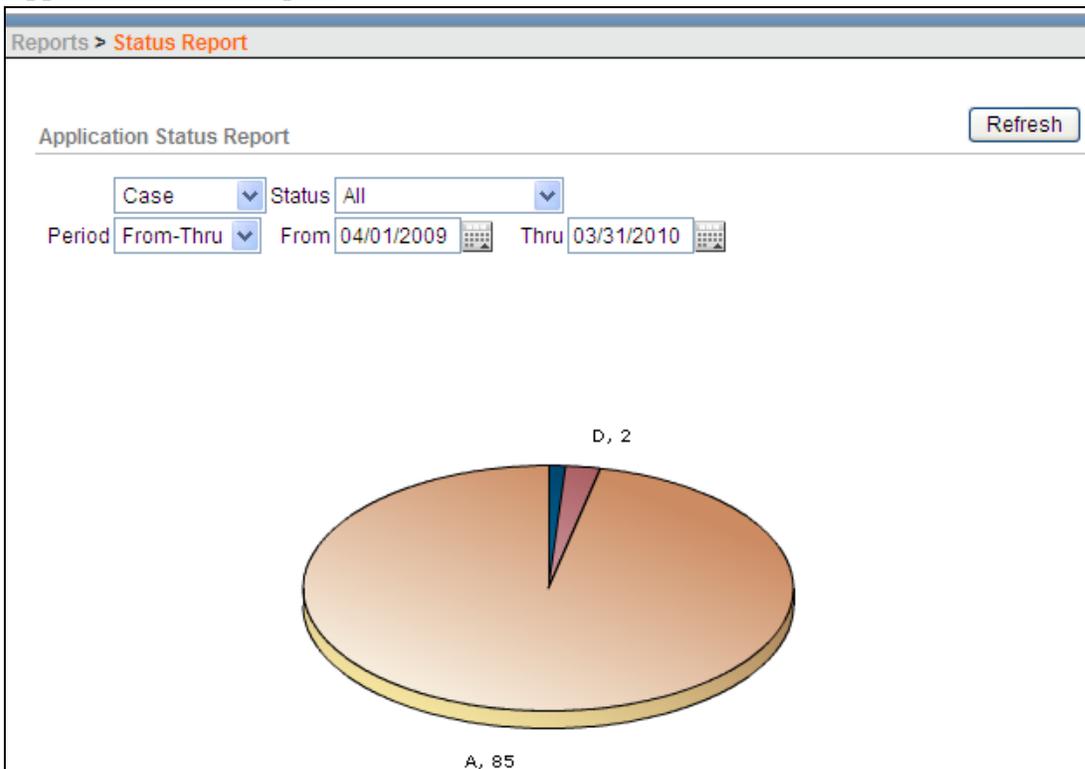
“Outstanding” to display all recoupments with an outstanding balance.

“Recovered” to display all recoupments with a zero balance.

Note: A recoupment will remain outstanding until it comes to a zero balance. If all efforts to get the payee to repay fail then enter the outstanding balance as a write-off to bring the balance to zero.

Reports

Application Status Report



Dependant ▼

- Case
- Dependant

This may be run by “case” or “dependant”

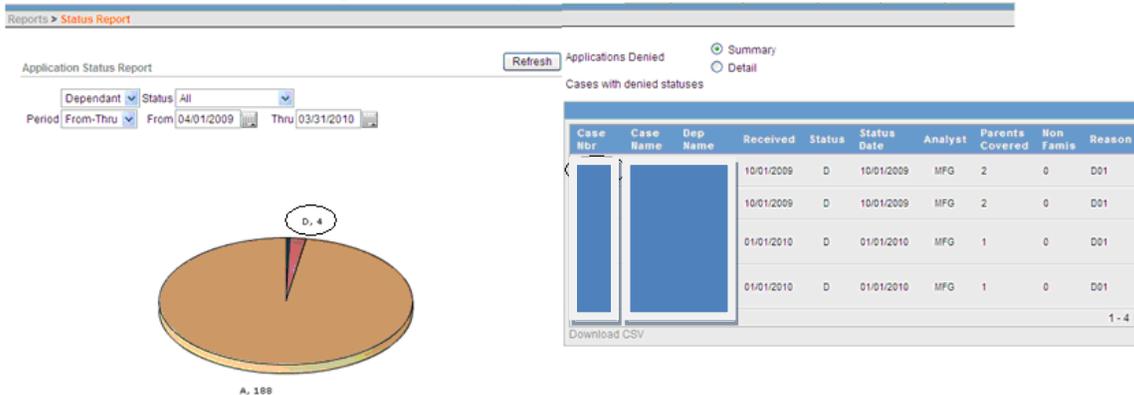
Status All ▼

From All

- All
- Approved
- Denied
- Cancelled
- Approved & Denied
- Pending

and for any status

Click in the section of the pie (or verbiage i.e. “D,4”) when detail is needed.



Click on “Case Nbr” to edit the case in the Case Management screen.

Quarterly Report

Quarterly Report - Windows Internet Explorer provided by Yahoo!

http://dmasaws2.ad.dmas.virginia.gov:7778/pls/apex/f?p=118:115:1297627635001577::NO::

Quarterly Report

Reports > Quarterly Report

Quarter: 1st Qtr 2010

FAMIS Select activity	January 2010	February 2010	March 2010	Total for Quarter
Applications received	8	11	4	23
Application disposition				
... Approved	6	11	4	21
... Pending	1	0	0	1
... Denied	1	0	0	1
Denial reasons				
... D01: Not FAMIS approved	1	0	0	1
FAMIS Select payments made				
FAMIS Select Caseload	January 01, 2010	February 01, 2010	March 01, 2010	
# Families enrolled	167	178	182	
# Children enrolled	404	423	438	
FAMIS Select enrollment activity	January 2010	February 2010	March 2010	
# Families Enrolled	2	4	1	
# Families Disenrolled				
# Children Enrolled	13	19	15	
# Children Disenrolled				
FAMIS Select Payments	1st Qtr 2010	2nd Qtr 2010	3rd Qtr 2010	4th Qtr 2010
Total FAMIS Select payments made				

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Select the report quarter.

Click in any number to view detail i.e. “13” for “# Children Enrolled”.

Detail Report

Order

- Case Number
- Name**

* then click on **Name** to display the detail.

Detail Report

Order

Case	Name	Received	Status	Dt	Enrolled	Analyst	Rsn	Case Id	Child	Child Rsn	Enrolled
		01/01/2010	A	01/01/2010	01/01/10-12/31/99	MFG				A09	01/01/10-12/31/99
		01/01/2010	A	01/01/2010	01/01/10-12/31/99	MFG				A09	01/01/10-12/31/99
		01/01/2010	A	01/01/2010	01/01/10-12/31/99	MFG				A09	01/01/10-12/31/99

Click on “Case” to edit the case in then Case Maintenance screen.

Print Letters Setup

** Before printing letters the following server directory must be mapped on your computer:

Production: [\\dmasora\famis_files](#)

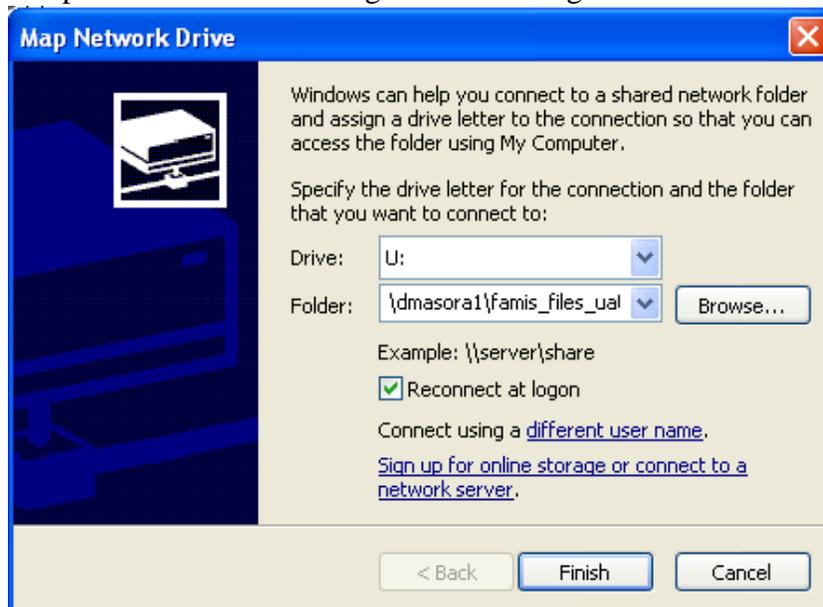
UAT: [\\dmasora1\famis_files_uat](#) (only needed when testing)

To map the server directory:

1. Right click “Start”; then click on “Explore”.
2. Right click “My Computer”



3. Select “Map Network Drive...” to get the following window.



4. Select any available drive (“U:” was selected above).
5. Type in [\\dmasora\famis_files](#). (UAT: [\\dmasora1\famis_files_uat](#))
6. Click on “Finish”