

Ohio Department of Medicaid
**INSTRUCTIONS FOR THE USE OF THE ODM 03528 HEALTHCHEK AND PREGNANCY RELATED
SERVICES INFORMATION SHEET**

Purpose for the ODM 03528

The ODM 03528 Healthchek and Pregnancy Related Services Information Sheet (ODM 03528) is used to document informing consumers about Healthchek and Pregnancy Related Services. The data collected during the informing process shall be used by the County Department of Job and Family Services (CDJFS) to assist consumers in obtaining Healthchek and Pregnancy Related Services.

Consumer's Parents, Guardians or Legal Custodians Involvement in the Informing Process

For purposes of completing the ODM 03528, references made to consumers refer to individuals who are Medicaid eligible for Healthchek and/or Pregnancy Related Services. The consumer's parents, guardians or legal custodians must be involved in the informing process, as applicable.

Timeframes for Informing

Each consumer shall receive the ODM 03528 within 60 days after the consumer is determined eligible for Medicaid and at least once each year thereafter. For newborns, the parents, guardians, or legal custodians must be informed as soon as the agency learns of the child's birth.

Support and Social Services

It is the responsibility of the CDJFS to ensure support services, requested verbally or indicated on the ODM 03528, are followed up by appropriate CDJFS staff, and/or referred to the appropriate agency or entity at the local level. This includes making referrals for medical and non-medical services, to facilities willing to take consumers on a sliding fee scale or free for medical services. Additionally, referrals may be made to other local agencies such as the public health department, Help Me Grow, Head Start and WIC; and to community social services for clothing, food or furniture. Coordination activities between the consumer and the agency, provider, or Managed Care Plan (MCP) where the referral is made should be handled by the CDJFS.

Managed Care Plan

For consumers that have not enrolled in a MCP, it should be explained to the consumers they will receive a Fee for Service Medicaid card. They will also be receiving information in the mail about MCPs in their county and should make a choice, as soon as possible. They should also be advised to check to make sure their provider is in the plan they choose. Regardless of the choice of MCP by the consumer, the CDJFS is responsible for following up with services or referrals requested on the ODM 03528 or verbally.

Methods for Informing

The methods for informing consumers may include a combination of conducting a face-to-face meeting, telephone call, home visit or mailing the form to the consumer for completion. All available identifying information including: case name, case number, children's names, birth date and Medicaid billing number should be completed. If additional space is needed, the consumer may attach a sheet of paper with the other children's names and information. If the ODM 03528 is mailed to the consumer, all pages must be included. If the ODM 03528 is returned undeliverable, a second attempt to contact the consumer by an alternate informing method **must** be made.

Based on the method of informing, specific information regarding the ODM 03528, signature requirements and documentation requirements are provided below:

Face-to-Face Meeting or Home Visit: The consumer must be asked to sign and date the ODM 03528 even if Healthchek services are not requested at the time of informing. The signature acknowledges the consumer has been informed of the availability of Healthchek services. The caseworker who completes the informing is required to sign the form as well; this indicates they did the informing and provides an audit trail for the county and state.

Telephone Call: If the county is informing via telephone, the caseworker may complete the ODM 03528 while speaking to the consumer, **OR**, if the database screen is available, the caseworker may complete the screen. If the ODM 03528 is completed by the caseworker during the informing conversation, the form shall be signed and dated by the caseworker, noting informing was conducted via telephone. If the database screen is completed during the informing conversation, the screen may be printed, signed and dated by the caseworker, along with a notation indicating informing was conducted via telephone. For each method, document informing took place via telephone in the database. It is not necessary in these two examples to mail the ODM 03528 to the consumer as informing has been conducted verbally, however, if a copy is requested, than the caseworker must send the form to the consumer.

Mailing: If the ODM 03528 is returned and signed by the consumer, the caseworker is required to sign the form. This provides the county and state an audit trail of who handled the case. The information from the ODM 03528 must be entered directly into the database screen and documented in database. If the ODM 03528 is returned not completed and signed by the consumer, the caseworker should complete the database screen indicating informing was conducted as the consumer's signature was obtained. The caseworker should note in the database, no information was provided on the ODM 03528.

Documentation

After completing the informing process, the caseworker must document in the ODJFS' information systems database, the method of informing and whether the ODM 03528 and the appropriate screen were completed. All requests for services or referrals made by the consumer must be followed upon by the CDJFS responsible staff person and documented on the appropriate screens.

The ODM 03528 or the database screen print used for informing shall be kept by the CDJFS as part of the documentation maintained in the case file for each consumer. Follow agency's internal protocols for document management of the ODM 03528 or the database screen print. The ODM 03528 or the database screen print must be available to ODJFS any time for review.

Distribution

A copy of the ODM 03528 or the database screen print must be provided to the consumer's MCP.

If the CDJFS plans to email the document, it must be encrypted option to comply with HIPPA regulations. For CDJFS that do not use the ODJFS GroupWise application, contact should be made with the OIS staff at the county to determine a way to comply with the requirement to use encrypted email services for transporting confidential data.