



Office for People With Developmental Disabilities

CCO Documentation Submission Form User Guide

CCO Documentation Submission Form

(The personal information and accompanying data shown in this guide are fictional and are used for illustrative purposes only.)

This form has two purposes: Eligibility Determination and Service Authorization.

For Eligibility Determination:

CCO staff will need to attach all documents necessary for the DDRO to determine OPWDD Eligibility and Level of Care Eligibility Determination.

Also, specific to this purpose, the person for whom the form is being completed will not be known to the CCO. Therefore, the person will not have an Individual's record in CHOICES. Only when a person is being served by the CCO will an Individual's record be available.

For Service Authorization: The individual will be known to the CCO and therefore, an Individual's CHOICES record will exist from which the form can be completed, or staff can use the look up function explained later in this document. This purpose is used when other OPWDD services are being requested and OPWDD needs additional documentation to review the request.

The CHOICES roles that will have access to this form are the following:

CCO Supervisor – Create, edit and submit

CCO Level 2 - Create, edit and submit

CCO Level 1 – Read only

Documentation Submission Form Section

From the main CHOICES Screen, click the arrow next to **Workplace**, to display the sub-sections of CHOICES. Then click on Documentation Submission from the dropdown selections

The screenshot shows the Dynamics 365 navigation bar with 'Dynamics 365', 'Workplace', and 'Announcements'. Below the navigation bar is a 'Workplace' tile. Underneath are four main categories: 'My Work', 'People', 'Agencies', and 'Forms'. The 'Forms' category contains a list of document icons with labels: 'CCO1-CCO Enrollme...', 'ELI-Transmittal for D...', 'CCO2-CCO Disenroll...', 'LCED-ICF/IID-Level ...', 'DDP1-Registration/...', 'LCED-LCED Date Tra...', 'DDP1s-DDP1 Suppl...', 'Documentation Sub...', 'DDP2-Dev. Disabiliti...', and 'DDP4-Conf. Needs I...'. The 'Documentation Sub...' item is circled in red, and a red arrow points to it from the right.

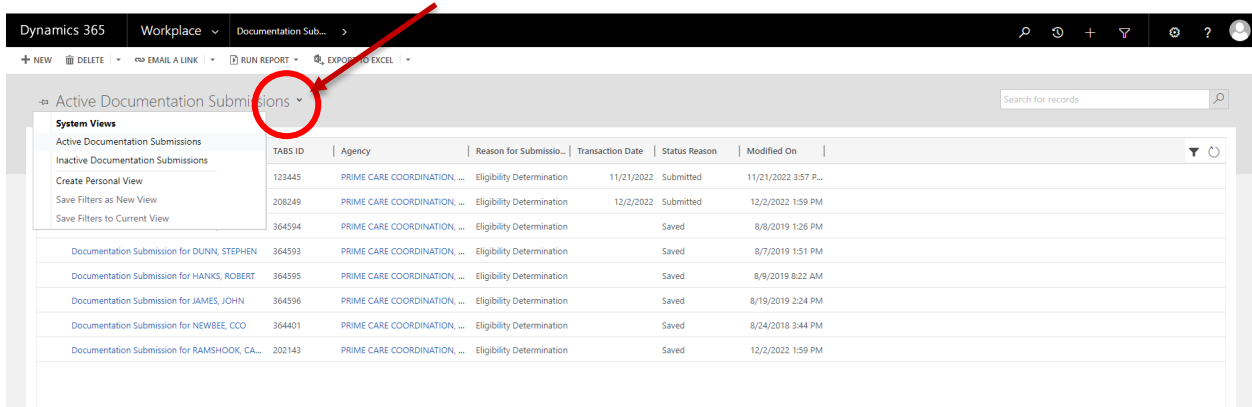
The Documentation Submissions sub-section displays (default views are set).

The screenshot shows the Dynamics 365 breadcrumb trail: 'Dynamics 365 > Workplace > Documentation Sub...'. Below the breadcrumb are action buttons: '+ NEW', 'DELETE', 'EMAIL A LINK', 'RUN REPORT', and 'EXPORT TO EXCEL'. A dropdown menu is open showing 'Active Documentation Submissions'. Below this is a table header with columns: 'Name', 'TABS ID', 'Agency', 'Reason for Submissio...', 'Transaction Date', 'Status Reason', and 'Modified On'.

Views and Sorting

The default is the “Active Documentation Submission” list. At this list, both, Saved and Submitted, forms will display.

The user can change the View. Click on the down arrow to next to the current view to display all *System Views* available.

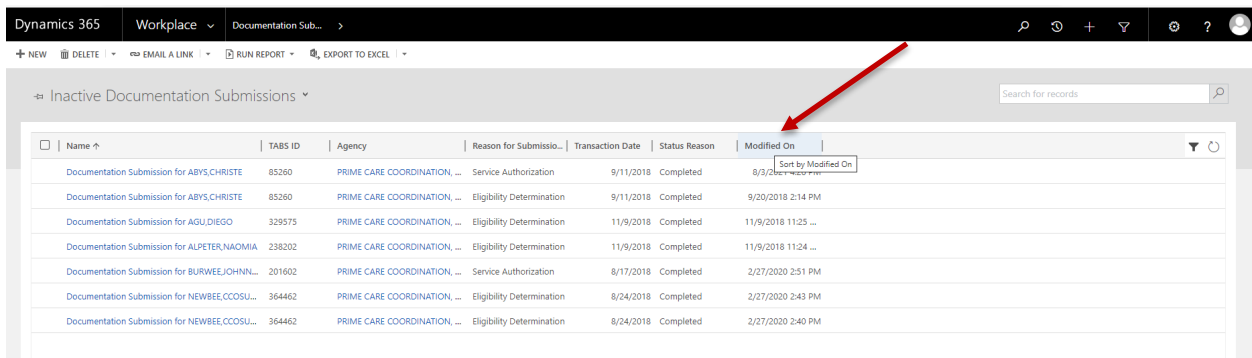


The screenshot shows the Dynamics 365 interface with the 'Active Documentation Submissions' view selected. A red circle highlights the dropdown arrow next to the view name. A red arrow points to the 'Inactive Documentation Submissions' option in the system views menu. The table below shows the data for the active view.

TABS ID	Agency	Reason for Submissio...	Transaction Date	Status Reason	Modified On
123445	PRIME CARE COORDINATION, ...	Eligibility Determination	11/21/2022	Submitted	11/21/2022 3:57 P...
208249	PRIME CARE COORDINATION, ...	Eligibility Determination	12/2/2022	Submitted	12/2/2022 1:59 PM
364594	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	8/8/2019 1:26 PM
364593	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	8/7/2019 1:51 PM
364595	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	8/9/2019 8:22 AM
364596	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	8/19/2019 2:24 PM
364401	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	8/24/2018 3:44 PM
202143	PRIME CARE COORDINATION, ...	Eligibility Determination		Saved	12/2/2022 1:59 PM

By clicking on *Inactive Documentation Submission*, the list displays all inactive forms. (See “Form Statures” Section on the meanings of Active and inactive.)

Each column on the list has a column header, which can be used to sort the list. Hover to highlight, then click to sort.

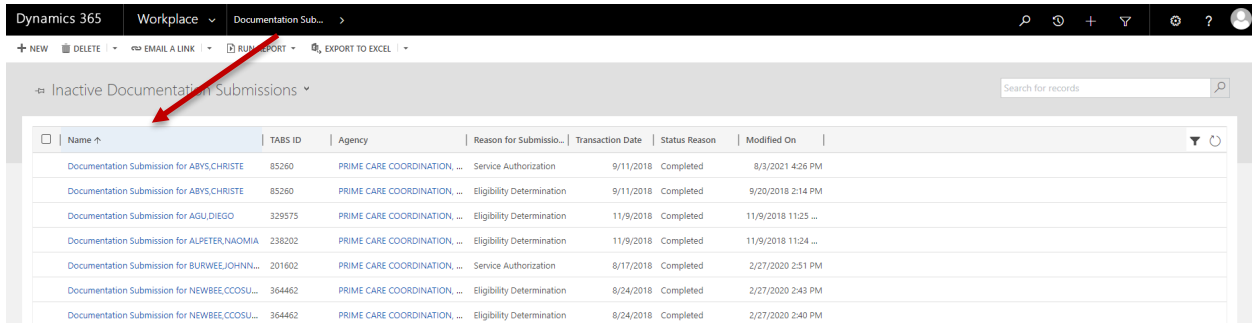


The screenshot shows the Dynamics 365 interface with the 'Inactive Documentation Submissions' view selected. A red arrow points to the 'Modified On' column header, which is highlighted with a tooltip that says 'Sort by Modified On'. The table below shows the data for the inactive view.

Name	TABS ID	Agency	Reason for Submissio...	Transaction Date	Status Reason	Modified On
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Service Authorization	9/11/2018	Completed	8/3/2020 2:51 PM
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Eligibility Determination	9/11/2018	Completed	9/20/2018 2:14 PM
Documentation Submission for AGU,DIEGO	329575	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:25 ...
Documentation Submission for ALPETER,NAOMIA	238202	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:24 ...
Documentation Submission for BURWEE,JOHN...	201602	PRIME CARE COORDINATION, ...	Service Authorization	8/17/2018	Completed	2/27/2020 2:51 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:43 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:40 PM

To Search for a Specific Individual

Click on the column header, *Individual*, to sort the list in an alphabetical order by the individual's last name. The lists can be sorted, A to Z, or Z to A, to search quickly for a specific person.



Dynamics 365 Workplace Documentation Sub...

+ NEW DELETE EMAIL A LINK RUN REPORT EXPORT TO EXCEL

Inactive Documentation Submissions Search for records

Name	TABS ID	Agency	Reason for Submissio...	Transaction Date	Status Reason	Modified On
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Service Authorization	9/11/2018	Completed	8/3/2021 4:26 PM
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Eligibility Determination	9/11/2018	Completed	9/20/2018 2:14 PM
Documentation Submission for AGU,DIEGO	329575	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:25 ...
Documentation Submission for ALPETER,NAOMIA	238202	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:24 ...
Documentation Submission for BURWEE,JOHN...	201602	PRIME CARE COORDINATION, ...	Service Authorization	8/17/2018	Completed	2/27/2020 2:51 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:43 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:40 PM

Form Statuses

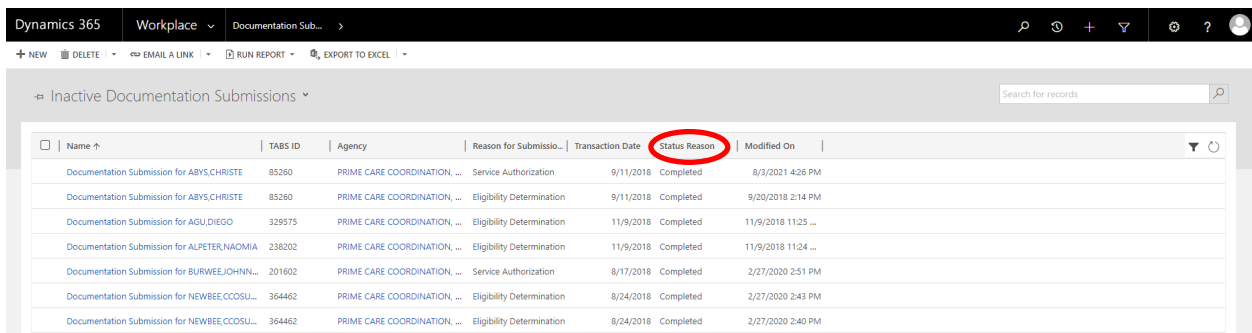
All forms in CHOICES have 2 types of statuses: *Active* or *Inactive*. The status of a form can be found under the header, *Status Reason*.

Active statuses for Documentation Submission reflect as:

1. Saved – A saved form can be opened, edited and then saved or submitted.
2. Submitted – A form that is no longer editable by the CCO, but available to the DDRO for processing or finalizing.

Inactive status for Documentation Submission reflects as:

1. Completed – this form has been submitted and has been finalized by the DDRO.



Dynamics 365 Workplace Documentation Sub...

+ NEW DELETE EMAIL A LINK RUN REPORT EXPORT TO EXCEL

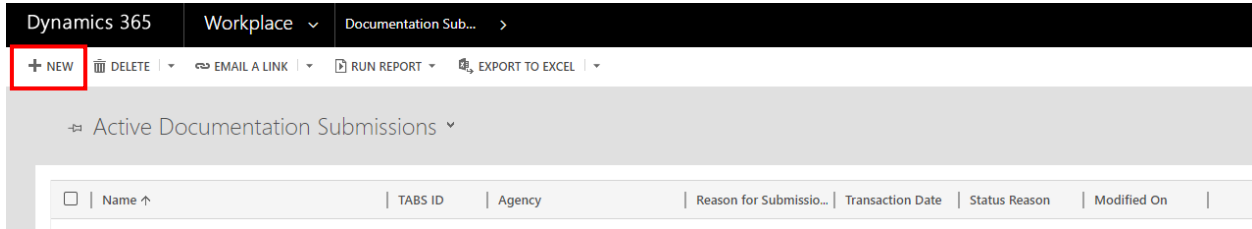
Inactive Documentation Submissions Search for records

Name	TABS ID	Agency	Reason for Submissio...	Transaction Date	Status Reason	Modified On
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Service Authorization	9/11/2018	Completed	8/3/2021 4:26 PM
Documentation Submission for ABYS,CHRISTE	85260	PRIME CARE COORDINATION, ...	Eligibility Determination	9/11/2018	Completed	9/20/2018 2:14 PM
Documentation Submission for AGU,DIEGO	329575	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:25 ...
Documentation Submission for ALPETER,NAOMIA	238202	PRIME CARE COORDINATION, ...	Eligibility Determination	11/9/2018	Completed	11/9/2018 11:24 ...
Documentation Submission for BURWEE,JOHN...	201602	PRIME CARE COORDINATION, ...	Service Authorization	8/17/2018	Completed	2/27/2020 2:51 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:43 PM
Documentation Submission for NEWBEE,CCOSU...	364462	PRIME CARE COORDINATION, ...	Eligibility Determination	8/24/2018	Completed	2/27/2020 2:40 PM

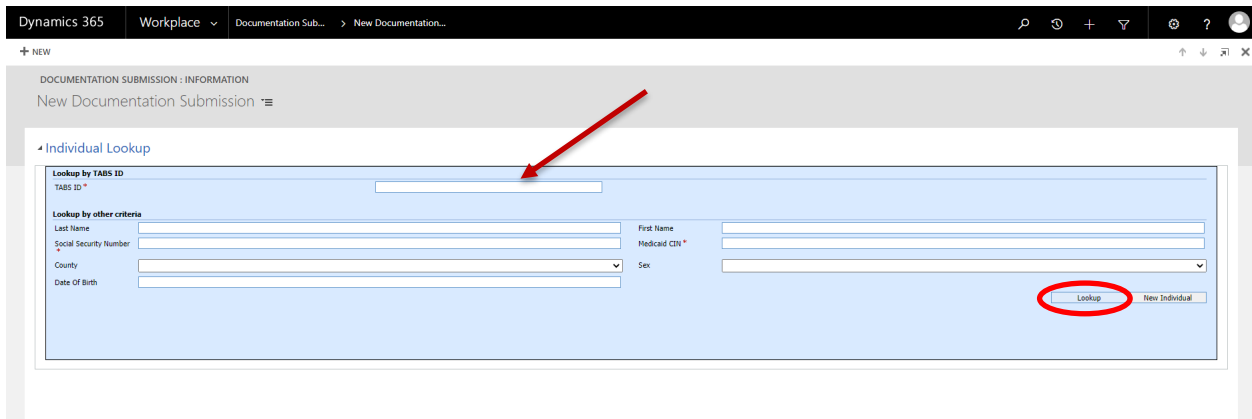
How to Create, Upload Documents and Submit the Form

The person for whom the user needs to upload documents will not be known to the CCO, so will not be on the “Individuals” list.

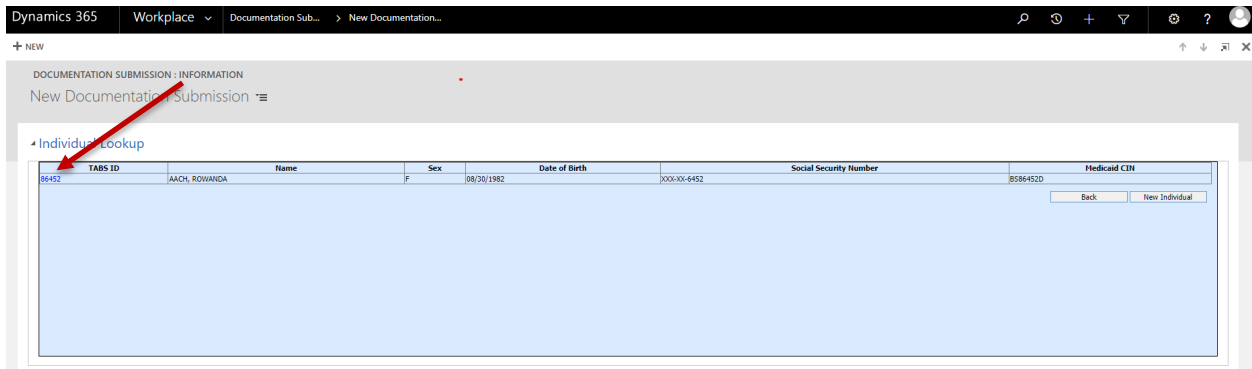
At the Documentation Submissions section, click on the “+ New ”



1. Enter the TABS ID of the person in the TABS ID box, then click Lookup.



2. The results will load, check the person’s name, if a match, click on the TABS ID.



The form will load with the person’s demographic and the Agency (CCO)’s information.

Fields with a red Asterisk * are required to even save the form.

Fields with a lock are not available for the user to complete.


Only two fields: *Reason for Submission* * and *DDSO* are required to be completed by the user to “Submit” the form.

The screenshot shows the Dynamics 365 interface for a 'New Documentation Submission'. The 'Reason for Submission' field is marked with a red asterisk and is circled in red. The 'DDSO' field is also circled in red. The form includes sections for Individual Information, Submission Information, Agency, and Submitted By.

At the *Reason for Submission* field, hover over the field then click to view the options.

1. Eligibility Determination is for all documents necessary for OPWDD to determine a person’s Eligibility Status.
2. Service Authorization is to be used when the care manager is ready to request service authorization for the person.

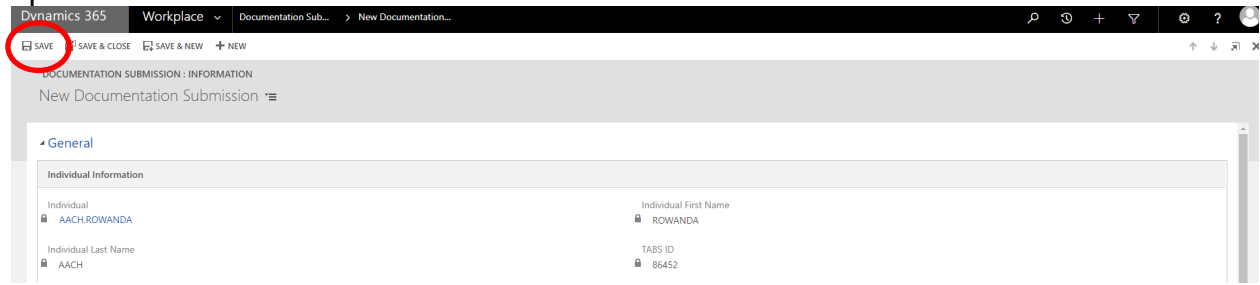
The screenshot shows a close-up of the 'Reason for Submission' dropdown menu. The dropdown is open, showing options: Eligibility Determination, Service Authorization, and Psychiatric Inpatient Treatment and Discharge Planning and/or Guidance Documents. The 'Eligibility Determination' option is selected.

The *DDSO* field is a lookup field, click the  icon to display the values list, then select the *DDSO*. If the *DDSO* is not listed, scroll to the bottom, and select *Look Up More Records*.

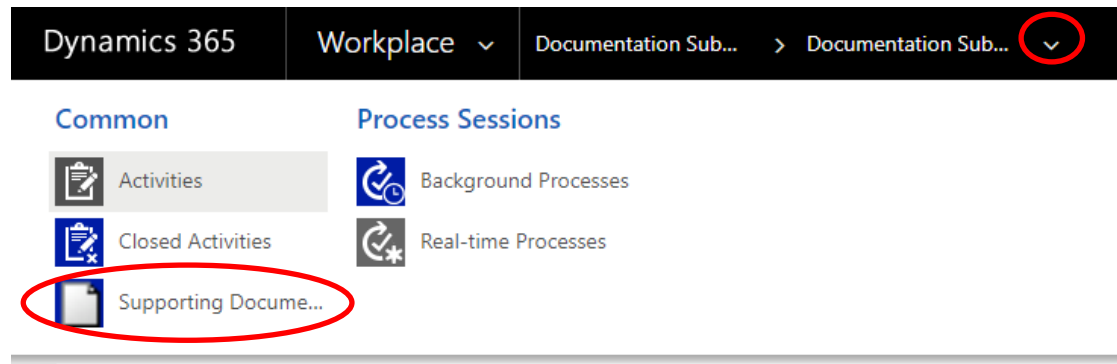
The screenshot shows the DDSO lookup list. The list contains several entries with their respective IDs: CENTRAL NEW YORK DDSO (0261), CENTRAL OFFICE (0200), FINGER LAKES DDSO (0263), HUDSON VALLEY DDSO (0262), INSTITUTE FOR BASIC RESEARCH (0224), and LONG ISLAND DDSO (0227). The 'Look Up More Records' link at the bottom is circled in red.

How to Upload Supporting Documents to the Form

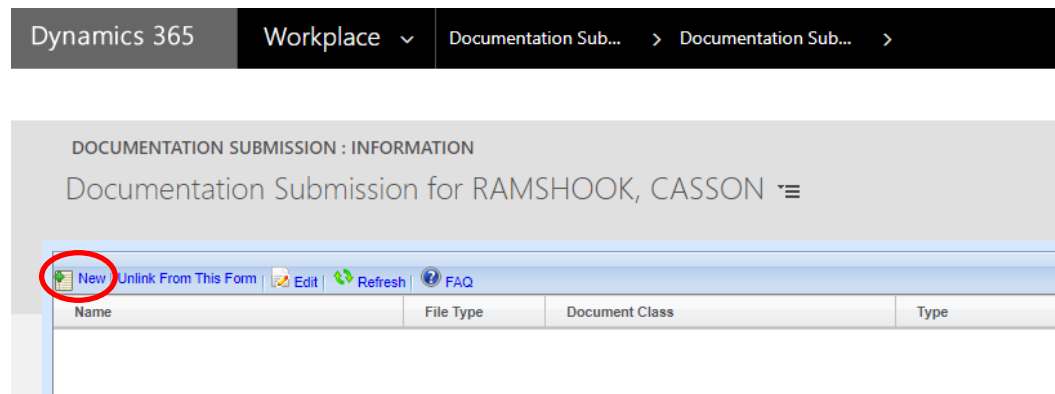
Once the form has been completed, click Save. This will allow for documents to be uploaded.



1. Click on the down arrow next to the **Documentation Sub...**
2. Click on the **Supporting Documents** tile.



3. The Supporting Documents for Documentation Submission will appear.
4. To upload a document, click “New”

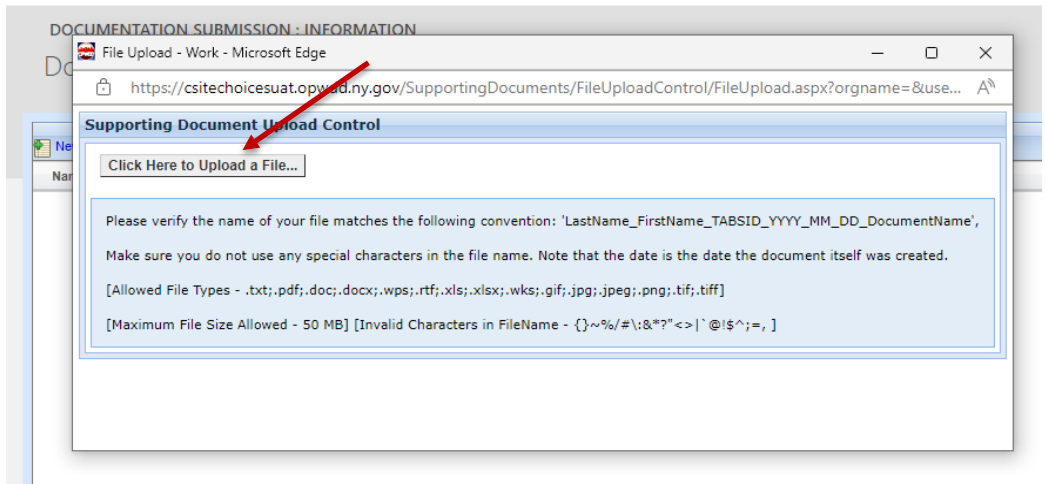


Note: Prior to uploading, ensure the name of any document adheres to the standard naming convention below. This is necessary to ensure all users can easily find a document within a person’s record.

Naming Convention: Last name_first name_TABS ID_YYYY_MM_DD_Document Name

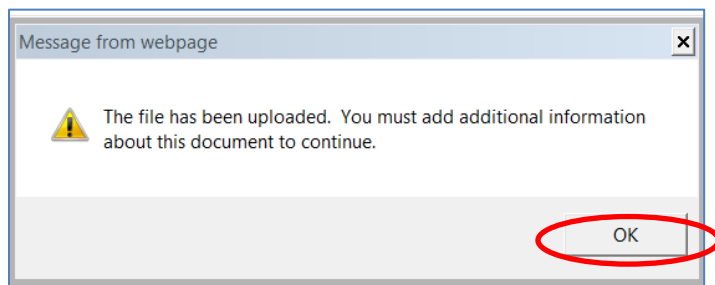
Example: Peterman_Jacopo_201249_2018_02_28_PsychologicalEvalJP

4. A dialog box displays, click the “Click Here to Upload a File...” button to begin.

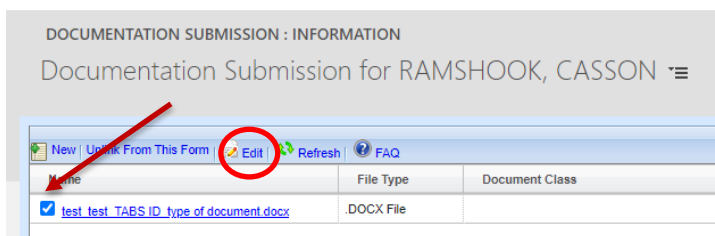


A “browse” dialog box displays for the user. Find the document to upload.

5. Once the document has finished uploading, a message will display noting the user will need to categorize the document, click OK.



6. Click the check box next to the document and then edit to categorize per the standard for the reason for submission either Eligibility Determination or Service Authorization. If unsure, please check with your supervisor or the DDRO.



7. Select a Document *Class*, *Type* and *Subtype*.

Type is dependent on the *Class* chosen.

Subtype is dependent on the *Type*. For some *Types*, there are no *Subtypes*.

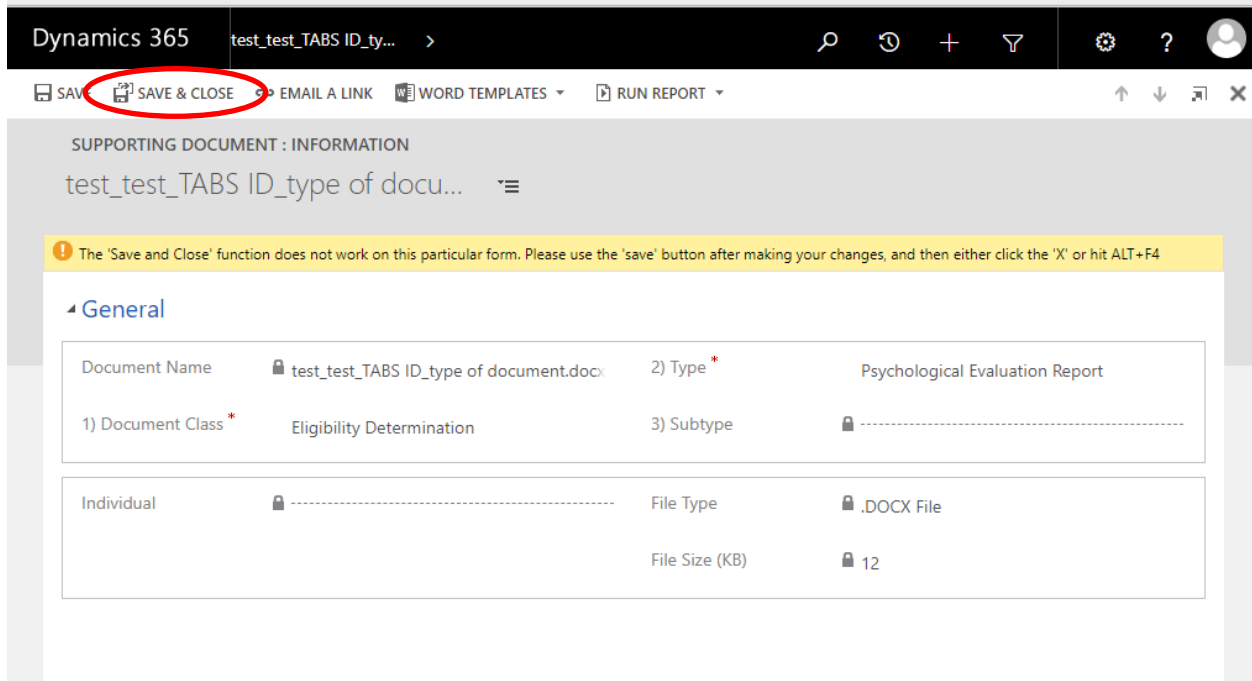
In the example below, the document is for the DDRO to establish OPWDD Eligibility.

Class: Eligibility Determination

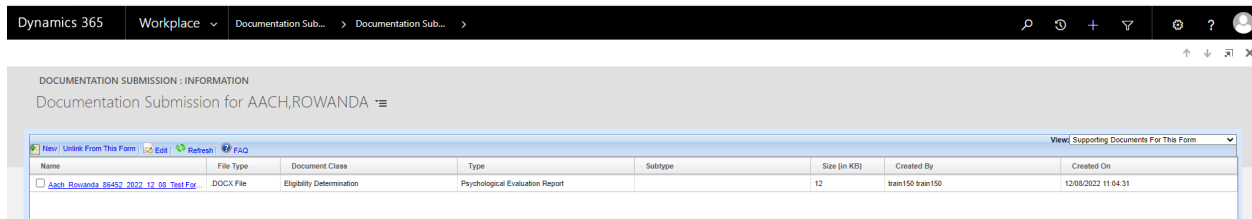
Type: Psychological Evaluation Report

Subtype: This Type has none, so the field is locked.

8. Click the *Save & Close* button



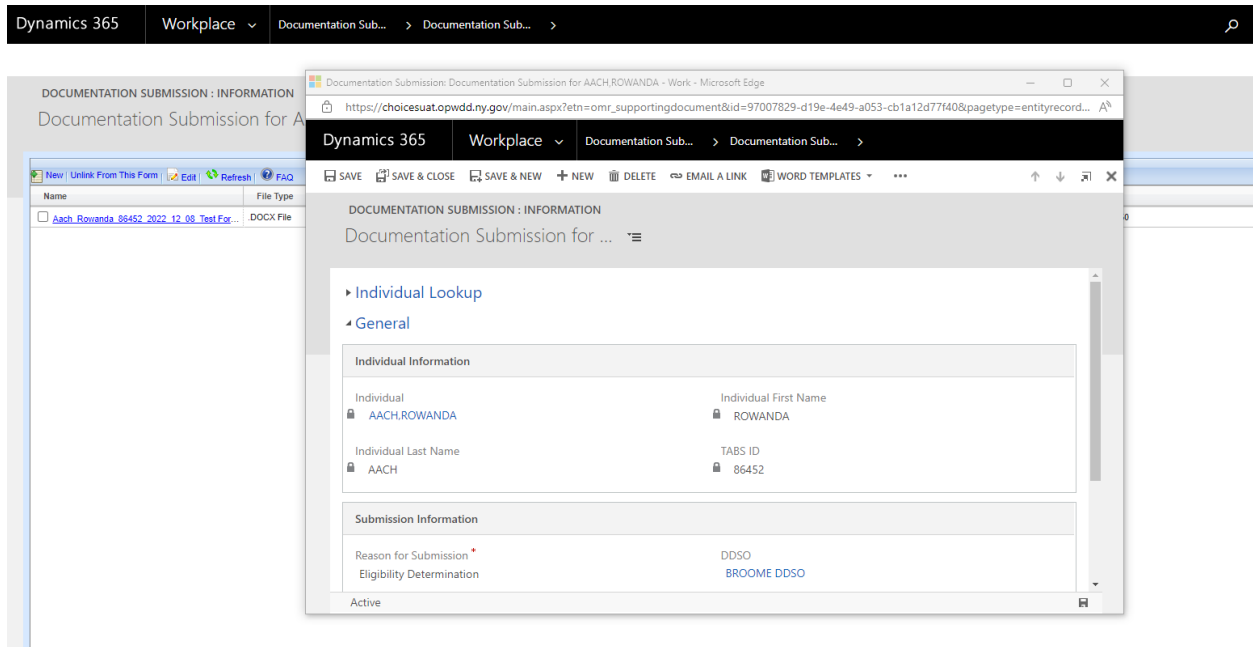
The popup above closes. The classification may or may not be readily displayed. You may need to click on refresh to display the classification.



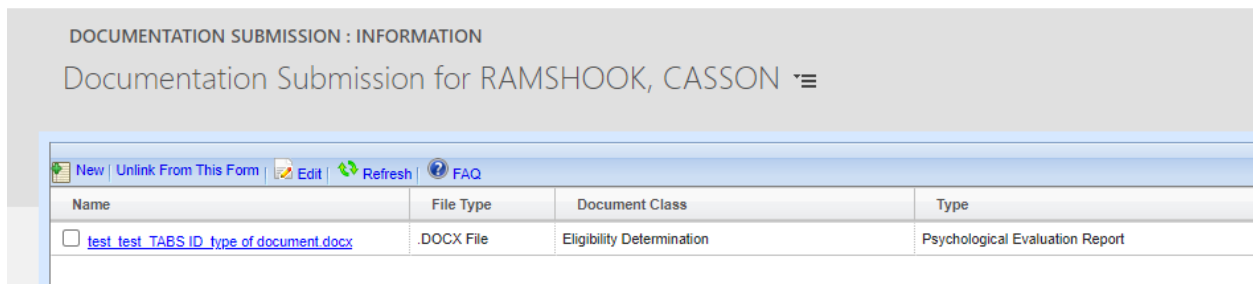
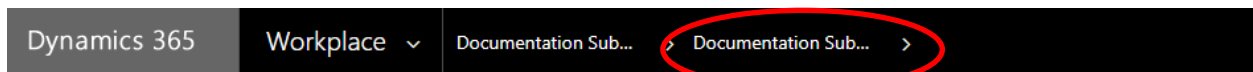
To add more documents, repeat the above steps.


How to Submit the Form

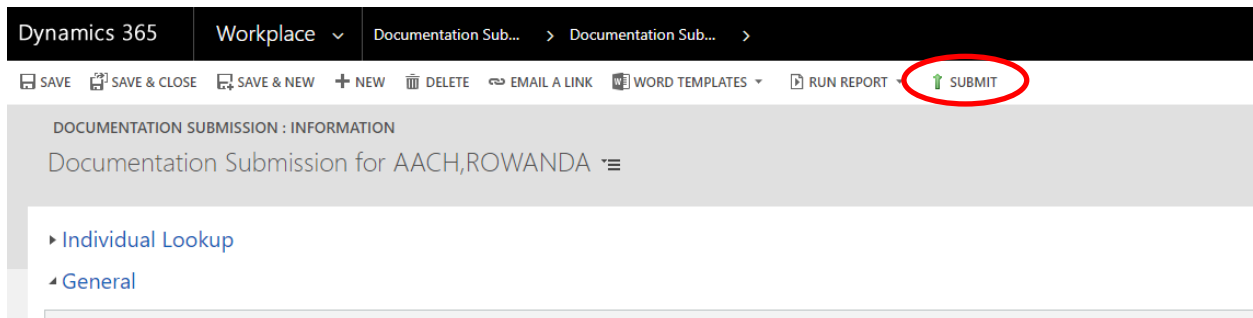
When finished uploading documents to return to the Document Submission form, a second window will be open allowing you to return to this form.



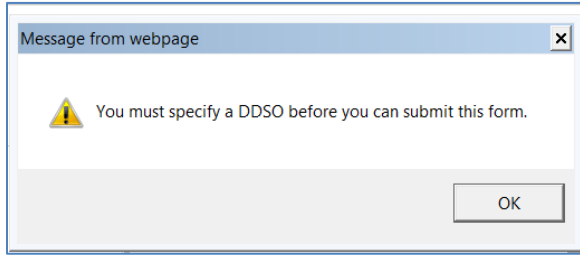
If the second window is not open, you can also return to the form by clicking the last Documentation Sub....



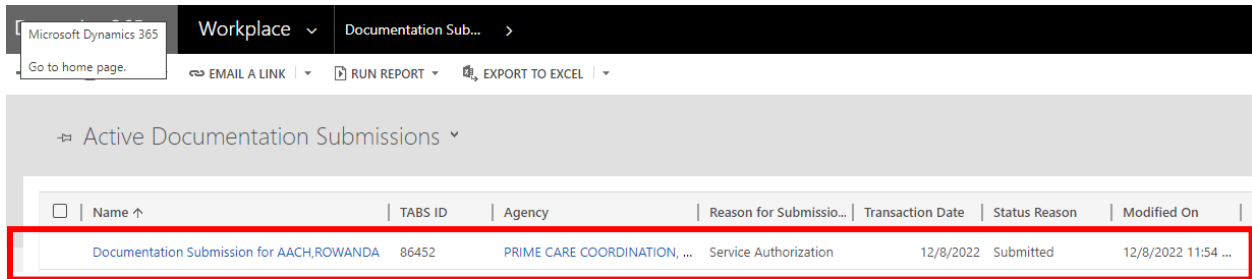
On the General page, click the "Submit."  icon.



Note: If the DDSO field or Reason for Submission is not completed, an error message will display. Click, OK and complete that field. Then click “Submit”



The user is returned to the Active Documentation Submissions List and the form now appears with a “Submitted” Status Reason.



Name	TABS ID	Agency	Reason for Submission	Transaction Date	Status Reason	Modified On
Documentation Submission for AACH,ROWANDA	86452	PRIME CARE COORDINATION, ...	Service Authorization	12/8/2022	Submitted	12/8/2022 11:54 ...

Note: Once a form has been submitted no additional documents can be added. If an attempt is made, the document will not upload.

Processing Documentation Submission Forms

The DDRO now has a copy of the Documentation Submission form. The CCO can monitor the progress by checking the either the *Active* or the *Inactive* list of the Documentation Submission list.