

COMPASS



Vendor View for Vendors User Guide

Updated 10/02/2023

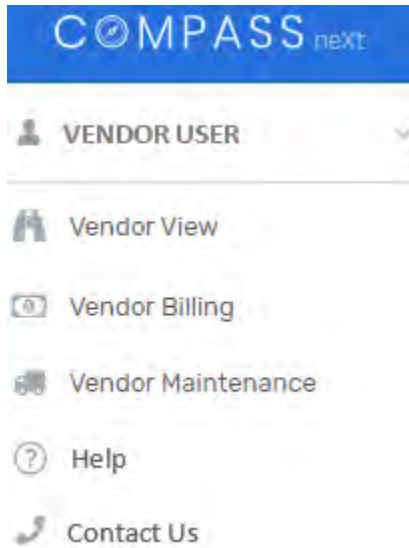
Center for
Information
Management, Inc.

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Introduction

Users that have the Compass neXt permission will show Compass neXt immediately after successful login. Users may not see all of the module options in the picture below.



The Help module will display links to appropriate training materials for the modules the user has permission to access. Training video links are included at the beginning of every user guide.

Selector Screen for Vendors

Once the system recognizes your User ID and password, the Agent/Vendor Selector is displayed.

- The Notices tab is the default display
- If a Vendor user is associated with only one Agent and one Vendor logs in, the Agent and Vendor are automatically displayed in the drop-downs.
- If a Vendor is using Vendor View in conjunction with more than one Agent and/or Vendor, a drop-down list of the Agents and/or Vendors appears on this screen. The Vendor user will select the appropriate Agent and/or Vendor from the drop-down list(s).
 - If the Vendor user is only associated with one Vendor, that Vendor will automatically populate upon selecting an Agent
 - Only participants associated to that Vendor will be reported
 - This selection process is the same regardless of the Tab (Notices, Reports, Report Downloads, Messages) selected
 - Once the Agent/Vendor is selected, these options will remain the same as the user clicks on different tabs



Vendor Users **MUST** select an agent and vendor for any information to appear or to send new messages if not automatically selected.

Notices

The Notices Tab is split into two subtabs: Current Notices and Archived Notices. When first navigating to Vendor View, the user is taken to the Current Notices subtab (the Current Notices subtab is displayed in blue). The two subtabs' displays are similar (note differences below).

- The Current Notices screen displays all current notices that have not yet been reviewed and archived by the Vendor. As events occur in the COMPASS systems, notices are automatically posted on the Current Notices screen, with the most recently posted notice on the top.
- If there are no current notices for the selected vendor, the following message is displayed: "No Notifications Available"

Both subtabs have the capability to search by the following filters and only one filter can be used at a time:

The screenshot shows a search interface with a dropdown menu on the left and a search button on the right. The dropdown menu is open, showing 'Show All' (selected with a checkmark), 'Participant Last Name', and 'Compass ID'. The search button is blue with the text 'Search'. Below the search button is a text input field labeled 'Compass ID'.

- Show All
 - Selected by default
 - 'Show All' displays a complete list of all current notices
- Search for Participant Last Name
 - If the search text box is blank, all notices display
 - Use Search text box from the beginning of the last name, as many letters as desired
- Search for Compass ID - a unique seven-digit numerical identifier that replaces the last four digits of the participant's Social Security Number to protect participant personal health information
 - If the search text box is blank, all notices display
 - Use Search text box to key in the entire Compass ID including dash '#####-##'
 - An error message is returned for invalid formatting
- Once any of the filters are selected and values are entered, click "Search" (or press the Enter key) to conduct the search

Notice Creation

Notices are only created for participants with scheduled services for registered Vendor View Vendors.

Notices are created from different data entry and editing functions in COMPASS, generally including:

- New assessment (triggered by all {re}assessments for Vendors receiving assessment reports; Assessment notices are not created until SW Assessment, Caregivers, RN Assessment, Diseases, Medications, Medical Providers, Pharmacies complete boxes are checked)
- Updated PCSP (triggered by Next Assessment PCSP-SW and PCSP-RN complete boxes are checked)
- Change to participant address or phone number
- Any change to the Care Setting status (e.g. enter the hospital or return home), including new, changed, or removed statuses
- New, changed, deleted, or stopped Service Definition and/or Service Event, Exception, and/or Non-Service; excludes changes to Service Authorization Number
- Optionally Fund Source changes (if agent user chooses to Send Notice when prompted)
- Participant closed

Notices Screen Display

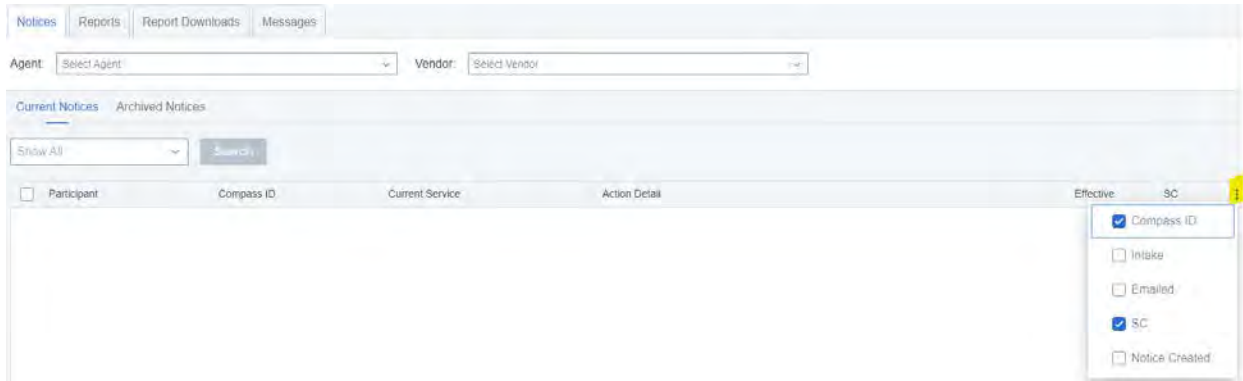
The Notices Screen display includes the following columns:

| Column Heading | Description |
|----------------|-------------|
|----------------|-------------|

| | |
|-------------------------------------|---|
| Check box (Current Notices only) | This column is used to mark the notice(s) to generate the associated report or archive the notice . Clicking the top checkbox results in all notices being checked (or unchecked). |
| Participant | Last Name, First Name |
| Compass ID | Format is numeric including dash; #####-## |
| Intake Date (Current Notices only) | |
| Current Service | For service notices only, this column includes: <ul style="list-style-type: none"> ▪ Service name (short service name defined by agent) ▪ HCPCS code ▪ Procedure/Modifier code (or dash if none) ▪ Standard Remark code (or dash if none) |
| Action Detail | Summarizes the action that resulted in the notice |
| Effective (Date) | Date on which the action takes effect (or today for some notices) |
| Emailed Date (Current Notices only) | Date the notice reminder email was sent to the vendor |
| Supports Coordinator (SC) | Initials of primary Supports Coordinator |
| Notice Created (Date) | Date the notice was created (entry or edit date in COMPASS) |
| Reviewed By (Archived Notices only) | User ID of person who reviewed and archived the notice |
| Reviewed (Archived Notices only) | Date notice was reviewed and archived |

Hide or Add Additional Columns

Clicking the highlighted icon in the below picture will result in displaying the optional fields already displayed in the subtab or others available for the user to include in the display as shown in the next picture.



Check or un-check any columns that you want to see or not to change the display of the notices. Not all fields are offered to be added/removed from the display since they are considered essential fields to the notices.

Generate Notice Reports

The Current Notices **Generate Reports** button in the lower left-hand corner of the screen will generate appropriate reports for any checked notices. For example, new services will generate a Service Summary report, changes to care setting will generate a Care Setting report and a new assessment will generate an Assessment or Assessment Comparison report.

Key Notice Report Generation Information:

- Service reports generated from the Notice page automatically INCLUDE Cost/Unit information. Vendors can generate these same reports without Cost/Unit from the Service Reports tab.
- Report generation from the Notice page has been designed to produce only one report if there are multiple notices pertaining to the same service.
- Action Detail information is printed on reports generated from Current Notices subtab, but not on reports generated from Service Reports tab.

Archive Notices

The vendor indicates that a notice has been received and will be acted upon by archiving that notice. The User ID of the person archiving the notice is saved in the archived record, as well as the date of the archive. Agents will check the “Current Notices” subtab to see which notices have not yet been archived and will take appropriate action to be sure the vendor acts on the notice information. Notices can be archived as part of or after the report generation process.

Important: The Reviewed/Archive function tells the agent that a notice has been received and will be handled by the vendor. In the case of the PCSP notice, archiving the notice is considered an electronic signature by the vendor as required by federal law. Only vendors can use this button to archive

notices. DO NOT archive a notice unless the notice has been reviewed and can be handled. The User ID and date/time the notice was archived are saved for reference.

Archived notices can be found by clicking the Archived Notices subtab under the main Notice tab.

To Archive a Notice **after** Report Generation:

1. After reports are generated, check the notice(s) to be archived in the left checkbox column. (Note that checkmarks remain in checkboxes after reports are printed; to archive the same notices, move to step 2. To archive only some of the reported notices, remove checkmarks as necessary)
2. Click the **Reviewed/Archive** button to move notices to the Archived Notices subtab

To Archive a Notice **with** Report Generation:

1. Check the notice(s) to be reported and archived in the left checkbox column
2. Click the **Generate Reports/Review/Archive** button

Note that once notices are archived, the reports cannot be generated from the Archived Notices tab; use the Participant and Service reports tabs to generate up to date information.

Notice Email to Vendors

Twice each day (at 11:30 a.m. and 3:30 p.m.), the Vendor View system finds new, unarchived notices created since the last email, and sends a generic email to any vendor that has new notices. This email is sent from vendorview@ciminc.com to users who have the Notification Emails privilege in Vendor Maintenance.

The subject of the email is “Vendor View: New Notices Available”, with this text:

Please log in to Compass and go to Vendor View Current Notices to review your NEW NOTICE(s) from the following agencies:

- **Agent:** 99 – DEMO AGENCY **Phone:** (999) 123-4567 **Vendor:** 123 – TRAINING VENDOR

Click the link below or open your internet browser and copy this link into the address bar:

<https://webapp.ciminc.com/CompassMI>

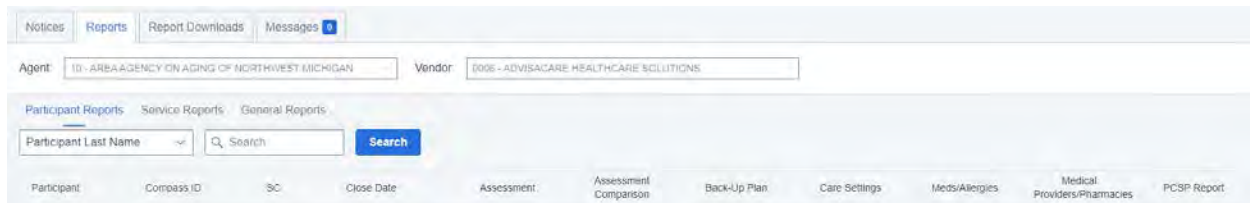
Please do not reply to this email. It has been automatically generated.

No participant information is provided in this email in order to protect participant privacy. Vendor View itself contains the participant information being shared.

Each vendor can have **as many email addresses as needed** to receive emails from Vendor View. CIM suggests that one person is assigned the task of monitoring Vendor View and seeing that appropriate information is delivered within the vendor agency. Other email addresses should be provided as back-up to this assigned person.

Note: It is not necessary to receive an email to review new notices. Notices are posted in Vendor View as soon as they are created by actions in COMPASS. The purpose of the email is a reminder that there are new notices in case the vendor staff is not monitoring the website.

Reports



The Reports Tab is split into three subtabs: Participant Reports, Service Reports and General Reports.

The Participant and Service Reports pages are used to generate reports at any time, independent of notices. Any participants served by the vendor **in the past six months** or **scheduled for the future** are available on the Reports tabs.

Participant Reports

Participant Reports include (samples at end of document):

- **Assessment** (full assessment without financials; available to vendors set up by agents to receive an assessment report; report is most recent assessment completed for time vendor served participant)
- **Assessment Comparison** (available if the vendor has served the participant for the time covering the two assessments; displays only fields that have changed since prior assessment)
- **Back-Up Plan** (information on the participant's plan in case cannot receive services as planned)
- **Care Settings** (i.e. times at home, in hospital, etc.)
- **Current Medications/Allergies**
- **Current Medical Providers/Pharmacies**
- **Person-Centered Service Plan (PCSP)** (Report displays information of all services participant is receiving in the home)

Key participant report information:

- Vendors not set up to receive assessment reports will have an "X" in those report columns, as well as in the Back-Up Plan, Medications, Medical Providers/Pharmacies, and PCSP reports

- Back-Up Plan, Medications, and Medical Providers/Pharmacies reports are automatically produced with an Assessment or Assessment Comparison report generated from the Notices screen, but NOT from the Participant Reports tab
- Vendors will receive a message “No data to report” on the Initial Assessment Report until the Agent marks the SW and RN assessment and associated medications, diseases, medical providers, and pharmacies as completed. New assessments will not be available until they are “completed”; vendors will continue to view older assessments until the new one is “completed”
- Reports only display information for the time period of the vendor service

Service Reports

Service Reports include (samples at end of document):

- **Service Summary** (combined service authorizations for date range)
- **Service Calendar** (not available yet)
- **Participant Notice Report** (all notices for a participant, the Reviewer ID and review date)

On the Service Reports tab, selection criteria for reports are on the top of the screen. Users can select:

- a time period (in months)
- to include or exclude Cost/Unit information (exclude is default)

Key service report information:

- **Reporting period defaults to 3 months:** current, prior, and next
- **A report will print “No Data to Report”** if there is no service event or scheduled exception in the month
- Any **Notes to Vendor pertaining to the service or tasks** will appear on the Service Summary and the Service Calendar reports
- **"At Risk: Needs Services Exactly as Authorized"** appears on service reports if applicable
- The types of patterns are:
 - One-time – this happens one time either on a specific date or within a date range
 - Repeating – this is ongoing and will continue indefinitely or stops on the until date shown; these could repeat at any interval, but most common is every day, week, or month, but you may see something like every 2 weeks or months as well
 - Date-Time – this indicates there are specified days and times associated to this service
 - Date-Anytime – this indicates that there are specified days, but no specified times associated to this service
 - Weekly-Anytime – this indicates that the service is authorized to occur weekly and the number of units aren't for specific days, however, there may be a specified number of days and units/day if shown
 - Monthly-Anytime – this indicates that the service is authorized to occur monthly and the number of units aren't for specific days/dates, however, there may be a specified number of days and units/day if shown
- **Service Calendar Report will not print any data if there is:**
 - no service event for the month
 - no service scheduled in the month
- On Service Calendar Report, **if multiple service schedules in the month**, each schedule will be shown with the tasks and notes associated with each service authorization.

General Reports

The General Reports tab includes (samples at end of document):

- **Active Participants** (list of active participants and their contact/address information)
- **Supports Coordinators** (list of the selected agent's supports coordinators initials, names, and phone number)
- **Unarchived Notices** (all notices that are not yet archived by the vendor)

Participant Reports Service Reports **General Reports**

Report Selection

Active Participants

Supports Coordinators

Unarchived Notices

Format

PDF ▾

Generate Report

- Users have three reports available to select
- Users may only select one report at a time as different parameters may exist
- Click the appropriate button to select the report
- The picture below shows the available format options, PDF is the default

Format

PDF ▾

HTML

✓ PDF

XLS

CSV

- Click on the desired format
- Click the **Generate Report** Button

Report Downloads

The Report Downloads tab includes all submitted and completed reports that have been requested by the user. Reports remain in the Report Downloads list for 24 hours from the time of submission. All Vendor View reports that can be generated should appear here. This includes:

- Current Notice Reports
- Archived Notice Reports
- Participant Reports
- Service Reports
- General Reports

When a user selects a report by:

- Clicking **Generate Report(s)** successfully from one of the abovementioned subtabs in Vendor View, the user automatically moves to the Reports Download tab and displays the queued report in the Pending Reports area.
 - The report is unavailable for the user to select while the Download button is grey and the Status is “Submitted”. Users are able to press **F5** to refresh the Pending Reports area to see if the report is available for download

Reports are available for 24 hours from the time of submission.

Pending Reports - Press refresh [F5] to see if report is ready to download.

| Action | Status | Report Name | Submitted | Format |
|----------|-----------|-----------------------|------------------|--------|
| Download | Submitted | Supports Coordinators | 07/13/2023 03:20 | PDF |

- Once the Download button is blue and the Status is “Completed”, users are able to press the Download button to view the report
- Depending on your browser preference, the report may automatically open in a new browser tab or download to your computer to be opened
- Once the report is open, users can save or print these reports

Reports are available for 24 hours from the time of submission.

Pending Reports - Press refresh [F5] to see if report is ready to download.

| Action | Status | Report Name | Submitted | Format | Additional Information |
|----------|-----------|---------------------|------------------|--------|------------------------|
| Download | Completed | Active Participants | 07/13/2023 01:13 | PDF | |

- Once the report is viewed, the report moves to the Downloaded Reports area

Reports are available for 24 hours from the time of submission.

Pending Reports - Press refresh [F5] to see if report is ready to download.

| Action | Status | Report Name | Submitted | Format | Additional Information |
|--------|--------|-------------|-----------|--------|------------------------|
| | | | | | |

Downloaded Reports

| Action | Report Name | Submitted | Format | Additional Information |
|--------------------------|---------------------|------------------|--------|------------------------|
| Download | Active Participants | 07/13/2023 01:13 | PDF | |

Messages

Agents and vendors are able to communicate about services and participants securely that will prevent unauthorized access to participant protected health information by using Vendor View messages.

Note: Vendor View messages are sent to the organization, not a specific staff person at either agent or vendor; the staff monitoring Vendor View messages must distribute them within the organization. Each agency must decide how the messages system will be used internally.

Message Threading

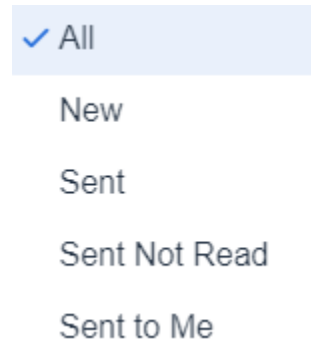
In Compass Vendor View, message threading is used in the Messages module so that users can easily read and reply to messages. Adding this conversation-style functionality improves organization, adds context to a conversation, and makes Agent-Vendor communication much easier. "Threads" will consist of a group of messages that have been directly replied to back and forth between the sender and recipient. Message threading will only contain two different organizations (the sender and the recipient). Message threading allows for "collapsing" and "expanding" messages when there are multiple messages.

Messages Filter Bar

The last primary tab is the Messages tab and is displayed below.

Show Filter

The highlighted area above shows the default type of message is 'All'. All options available are displayed in the picture below.



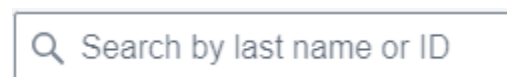
- **All** – Show all messages threads; this is set as the default. Show the most recent message sent by either organization (and its corresponding sent date/time) in the message grid
- **New** – Show messages threads that were sent to the logged-on user's organization that are not marked read yet. Show the most recent message sent to the user's organization (and its corresponding sent date/time) in the message grid
- **Sent** – Show messages threads that include at least one message that was sent by the logged-on user's organization. Show the most recent message sent by the user's organization (and its corresponding sent date/time) in the message grid
- **Sent Not Read** – Show messages threads that have at least one message that was sent by the logged-on user's organization that is not yet marked as read by the recipient. Show the most recent sent message that is not yet read from the user's organization (and its corresponding sent date/time) in the message grid
- **Sent to Me** – Show messages threads where the original message was sent to the logged-on user (use the new 'To User' field). Show the most recent message sent by either organization (and its corresponding sent date/time) in the message grid

Search

There are a few ways to search for messages – by last name, Compass ID, or anything within the subject or message itself. You can use a combination of the two search boxes, date range, and the message type filter (New, All, etc.) to find messages.

Search for Participant

This search is to filter the messages for a specific participant. This only pulls messages that had the participant selected when the message was created. It will not search for the participant's name or ID within the message body itself. You could use the Search Anything feature if the participant was only named in the message



- Search for Participant Last Name

- Use Search text box from the beginning of the last name, as many letters as desired
- Search for Compass ID
 - Use Search text box to key in the entire Compass ID including dash '#####-##'

Search Anything

This search box in the Messages tab allows the user to search literally anything that they can see within the messages. Below are some basic rules for the user regarding search functionality.

- **Searches with spaces looks for any word**

- Example: If <authorized amount> is searched, then return message threads that contain either <authorized> OR <amount>
- If you want to search for <authorized amount> together only, then the search should add double quotation marks around the phrase like this:

- **Search the Subject line Only**

- **Search messages with attachments**



- **Search messages that include multiple conditions**

- AND
 - For example, <meeting and has: attachment>; that should find messages where at least one message has that keyword (meeting in this case) and an attachment
 - Note the attachment would have to be on the same message; you shouldn't get a result if the message that included the word "meeting" was not the same message that included the attachment
- OR
 - For example, <subject: authorized or "auth units">; this should find messages for either subject having word authorized or auth units anywhere in the message
- **Note:** You cannot combine AND and OR in the same search

- **Minus Filter**

- If you want to remove a certain word from your search results, you can type a minus sign before the word.
 - For example, if you type < -approved>; all message threads where approved was used in one of the messages will be removed from the results
- You can also use quotes around a phrase to remove from your search (i.e.: -"Quoted text")

Sent Date Range Filter

Sent Date:  to 

- Select dates from the calendar or enter them in MM/DD/YYYY format to find messages sent within that date range

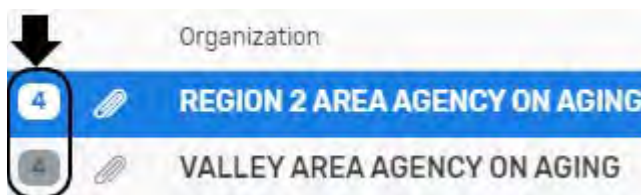
New Messages Alert



The new message alert displays the number of new messages that have not been marked as read for the entire organization. This does not change based on the filters in the message search. This won't display a count until both agent and/or vendor is selected in the drop down. The count is determined based on "unread" threads - not specific messages, so the count will actually be the number of threads that have at least one unread message.

- For example, if a user replies twice in a row to the same thread, the New Messages Alert would say (1) for the number of unread threads rather than (2) for each unread message
- Or if there were 3 threads and two new messages in each of them, then the new message count would be (3), not (6)

This count of message threads is different than the count that is to the left of each message thread (pictured below w/black arrow). The individual message count is the total number messages in the thread.



View Messages within a Thread

The Messages show a list of all the message threads related to the selected agent and/or vendor. When a message thread is selected, then the messages within that thread appear on the right panel.

| Organization | Sent Date | Subject | |
|--------------|---------------------------------|------------|---|
| 1 | VALLEY AREA AGENCY ON AGING | 12/07/2018 | Praesent nunc lacus |
| 2 | REGION IV AREA AGENCY ON AGING | 12/07/2018 | Nam scelerisque quis augue nec aliquet |
| 3 | REGION VII AREA AGENCY ON AGING | 12/07/2018 | Vivamus felis augue |
| 4 | REGION 2 AREA AGENCY ON AGING | 12/07/2018 | Lorem ipsum dolor sit amet, consectetur adipiscing elit |
| 5 | TRI COUNTY OFFICE ON AGING | 11/10/2018 | Praesent nunc lacus |
| 6 | REGION IV AREA AGENCY ON AGING | 11/10/2018 | Nam scelerisque quis augue nec aliquet |
| 7 | TRI COUNTY OFFICE ON AGING | 11/10/2018 | Vivamus felis augue |
| 8 | REGION 2 AREA AGENCY ON AGING | 11/10/2018 | Lorem ipsum dolor sit amet, consectetur adipiscing elit |

Delete
Mark as read
✕

Difficulty Reaching Client

Participant: 12345-44 Deen, John Primary SC Initials: TBD

To user: Bob Miles

Sam Jon 12/07/2018 06:00 AM ✓ Bob Miles 03/22/2021 08:26 PM

Hello, the client is not responding & the unit has not been installed yet and we are approaching 30 days. Do you have alternate contacts for this client so we can reach to have the unit installed? Thank you, Sam Jon

Lindon Brian 12/07/2018 03:00 PM ✓ Bob Miles 03/22/2021 08:26 PM

Good afternoon. We have been trying to reach John Deen to install the new unit. We have left messages, but have not received any response. Please ask John to call us, ASAP, at 800-333-4444. Thank you, Lindon Brian, Ann Arbor Equipment Needs

Bob Miles: 03/22/2021 08:26 PM


Sorry to hear you have been struggling to reach John, we have the best luck communicating with John using this number: (734)-222-5555. Have you been using that number?

Write a message Send

Post this message as a Progress Note for the participant?

Message Column Details

All the columns have the ability to hover over the field to see the full information in a tooltip as some fields may be cut off depending on the size of the browser and contents of the messages.

- Thread Count 2 - The number of messages in the thread are displayed
- Attachment - A paper clip icon  is displayed if the message contains any attachments
- Organization - Display the agent's name that the user is communicating with.
- Sent Date – Displays the most recent sent date or time; if today's date, this shows just the time, otherwise it shows the date.
- To User – This is shown if a user was selected when the message was created
- Subject
- Participant – This is shown if a participant was selected when the message was created
- Message – This shows the most recent message of that thread

Message Thread Details

- Subject – shown at the top
- Participant is shown if applicable
- Primary SC initials are shown if the message had a participant selected
- To user is shown if applicable
- Sender Name: Shows the logged-on user's info who sent the message

- Sent Date/Time: Shows the Date/Time the message was sent
- Read by Name: Shows the user's name who marked the messages read by either clicking the (Mark as Read button or by sending a reply which auto-marks previous unread messages from the other org as read)
- Read by Date/Time: Shows the Date/Time the message was read
- Message
- Tooltips are included that show "Sent by" or "Read by" to help distinguish what info is displayed

Mark Message as Read

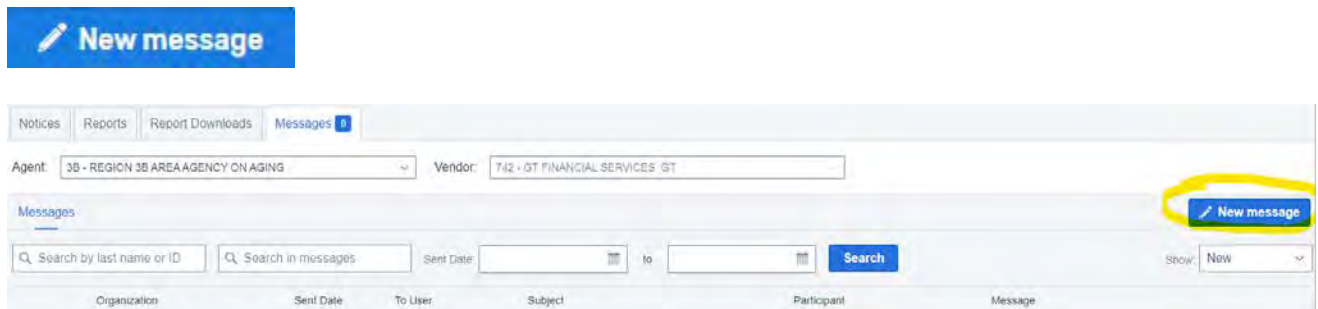
In the message thread details section, users need to mark the messages as read so that the sending organization knows that you've received it and you remove your "New" messages. There are two ways to mark messages as read:

- Click **Mark as read** when the message details are shown on the right panel; this adds your user name and the date/time that you marked the message as read to the thread
- Reply to a message; this automatically marks all unread messages above the reply as read

Reply to Message

If a message was sent to you, you can easily reply by typing in the box that says, "Write a message" and click Send. You can also attach files using the paperclip icon in that reply. There is no need to start a New Message if just need to reply.

Send New Message



The **New Message** button displays when the user has selected the Agent/Vendor. To add a new message,

1. Click the **New Message** button
2. This will bring up the New Message dialog box:

- Select the type of message to be sent
 - Make sure to select Send Participant message if this is about a specific person; this helps with finding those messages about a participant later
 - Standard Message is the default and used for general messages not related to a participant
- To is a required field that will always be read-only for vendors and prepopulated based upon your selection of the agent drop/down from the Messages tab; if you mean to send to a different Agent, click Cancel, change the Agent in the drop down, and click New Message button again
- To User is an optional field; Select from the drop-down list if you'd like to send this to a particular agent user
 - The agent user list comes from the users that have permission to view Vendor View
 - If a participant is selected, then this defaults to the primary Supports Coordinator, even if they don't have permission to view Vendor View
- Subject is a required field
- Message
- Attachments are optional
 - Click Upload Files or drag and drop a file if you'd like to attach it to this message
 - Users can select more than one file at a time to upload
 - Maximum attachment file size is 15 MB; Maximum number of attachments to one message is 10
 - Successfully upload files will show the "file name" and "x" below the Attachment box
 - If attached a file in error, click the X button to remove it

When all is complete, click the Send button. Cancel if you do not want to send this message.

Note that if you sent a message in error, you need to contact the Agent and they can delete it. Vendors cannot delete messages.

Message Email to Vendors

Twice each day (at 11:30 a.m. and 3:30 p.m.), the Vendor View system polls for new messages created since the last email that have not been marked as read and sends a generic email to the recipient vendor or agency. **Note: This is not just new unread messages. This is for all unread messages.** This email is sent from vendorview@ciminc.com to users who have the Notification Emails privilege in Vendor Maintenance.

The subject of the email is “Vendor View: New Messages Available”, with this text:

Please log in to Compass and go to Vendor View Messages to review your NEW MESSAGE(s) from the following agencies:

- **Agent:** 99 – DEMO AGENCY **Phone:** (999) 123-4567 **Vendor:** 123 – TRAINING VENDOR

Click the link below or open your internet browser and copy this link into the address bar:

<https://webapp.ciminc.com/CompassMI>

Please do not reply to this email. It has been automatically generated.

No participant information is provided in this email in order to protect participant privacy. Vendor View itself contains the participant information being shared.

Note: It is not necessary to receive an email to review new notices. Notices are posted in Vendor View as soon as they are created by actions in COMPASS. The purpose of the email is a reminder that there are new notices in case the vendor staff is not monitoring the web site.

Each vendor can have **as many email addresses as needed** to receive emails from Vendor View. This is set in the Vendor Maintenance User privileges. It is recommended that at least one person is assigned the task of monitoring Vendor View and seeing that appropriate information is delivered within the vendor agency. Other email addresses should be provided as back-up to this assigned person.

Report Samples

Assessment Report

Vendor View Assessment Report

Report Type: EXPANDED
 Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN
 Vendor: ADVISACARE HEALTHCARE SOLUTIONS

12034-25 SMITH, BRANDON
 123 SESAME ST
 TRAVERSE CITY, MI 49684

Phone: (517) 555-7894
 Primary Supports Coordinator: JW
 Secondary Supports Coordinator: CHR
 Date of Birth: 01/01/1990

Assessment Date: 08/01/2023

Section A: Identifying Information

| | |
|---|---|
| <p>Others Present:</p> <p>Marital Status at this Assessment:</p> <p>Residential / Living Status at Time of Assessment:</p> <p>Who person lived with at time of referral (assessment) or currently lives with (reassessment):</p> <p>Residential History Over Last 5 Years (Code for all settings person lived in during 5 YEARS prior to date case opened)</p> <ul style="list-style-type: none"> Long-term care facility--e.g., nursing home: Mental health residence--e.g., psychiatric group home: Psychiatric hospital or unit: Board and care home, assisted living: Setting for persons with intellectual disability: <p>About Me</p> <p>Records strengths, abilities, desires, choices, interests, etc:</p> <p>Person's expressed goals of care:</p> <p>Description of Conditions Noted Above:</p> <p>Include in PCSP?</p> <p>If yes, briefly describe issue, if no, briefly indicate why:</p> | <p>Beth - Mother/Guardian</p> <p>Never married</p> <p>Private home / apartment / rented room</p> <p>With sibling(s)</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>Uses PODD Talk to communicate. Likes bird sounds and listening to the harp. Enjoys listening to music and stories. I require specialized care that is rare and not well-known: Lindeman Trach, Stomach Venting, Rectal Venting, Dysautonomia, Dysreflexia, Laryngectomy Tube Care</p> <p>"The level of care is beyond what a nursing facility can provide. It is at the level of an intensive care unit. Decisions need to be made to provide equipment and environmental services similar to an acute level of care." per Beth and physicians involved</p> <p>Routine reassessment per LMSW and RN at the home. Guardian/mom Beth provides all information due to Brandon's limited ability to communicate. Brandon had an OBRA evaluation in 2017 for nursing home placement. The evaluation indicated intensity of care needed was too high for nursing home placement, so his care needs must be met at home. He remains eligible for the MI Choice Waiver program via Door 1.</p> <p>Yes</p> <p>Brandon and guardians wish for him to remain enrolled in MI Choice Waiver program in order to receive Supports coordination services.</p> |
|---|---|

Section B: Social Functioning

| | |
|--|---|
| <p>Social Relationships[Note: Whenever possible, ask person]</p> <p>Participation in social activities of long-standing interest:</p> <p>Visit with a long-standing social relation or family member:</p> <p>Other interaction with long-standing social relation or family member--e.g., telephone, e-mail:</p> | <p>In last 3 days</p> <p>In last 3 days</p> <p>Never</p> |
|--|---|

Assessment Comparison

Vendor View Assessment Comparison Report

Report Type: EXPANDED
 Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN
 Vendor: ADVISACARE HEALTHCARE SOLUTIONS

12034-25 SMITH, BRANDON
 123 SESAME ST
 TRAVERSE CITY, MI 49684

Phone: (517) 555-7894
 Primary Supports Coordinator: JW
 Secondary Supports Coordinator: CHR

Assess Date: 09/25/2023

*Prior Assess Date: 08/01/2023

Section A: Identifying Information

| | |
|--|---|
| Place of Assessment: | Home No Response |
| Assessment Reason: | Return assessment - An assessment conducted when the person returns from the hospital, nursing facility or reenters the home care system after a planned absence. No Response |
| Reason for Late Assessment: | Participant choice/scheduling issue No Response |
| Description of Conditions Noted Above: | Beth provides all information due to Brandon's limited ability to communicate. Brandon had an OBRA evaluation in 2017 for nursing home placement. The evaluation indicated intensity of care needed was too high for nursing home placement, so his care needs must be met at home. He remains eligible for the MI Choice Waiver program via Door 1. <i>Routine reassessment per LMSW and RN at the home. Guardian/mom Beth provides all information due to Brandon's limited ability to communicate. Brandon had an OBRA evaluation in 2017 for nursing home placement. The evaluation indicated intensity of care needed was too high for nursing home placement, so his care needs must be met at home. He remains eligible for the MI Choice Waiver program via Door 1.</i> |

Section B: Social Functioning

| | |
|--|--|
| Social Relationships[Note: Whenever possible, ask person] Participation in social activities of long-standing interest: | 4 to 7 days ago In last 3 days |
| Visit with a long-standing social relation or family member: | 4 to 7 days ago In last 3 days |

Section Reminder

| | |
|---|---|
| Previous Reminder Reminder notes entered at previous assessment: | "Services paid for with MI Choice funds must not duplicate nor replace services available through the State Plan. Where applicable, the participant must use State Plan, Medicare, or other available payers first. MI Choice is the funding source of |
|---|---|

Back-Up Plan

Vendor View
Back-Up Plan for BRANDON L. SMITH
 123 Sesame St Traverse City, MI 49684
Phone Number: (517) 555-7894 Date of Birth: 01/01/1990 As of today: 09/26/2023

In an EMERGENCY always CALL 911 or push your PERS button
For medical issues that are not an emergency, call your doctor's office:
 Selle Phone Number: (231) 935-0614

AREA AGENCY ON AGING OF NORTHWEST MICHIGAN is authorizing your Services.

Your Current Supports Coordinators are:
JESSICA WARPUP Phone number: (231) 947-8920
CHARLOTTE RYKSE Phone number: (231) 947-8920

If they cannot be reached, please call the agency at 231-947-8920 or toll-free at 800-442-1713.

** It is important to call AREA AGENCY ON AGING OF NORTHWEST MICHIGAN about any changes in your services, condition, or circumstances, including if you were hospitalized. **

The purpose of this plan is to address your needs when you experience an issue that disrupts your scheduled service such as bad weather or an unavailable caregiver.

SERVICE NEED LEVEL: 1A This means you cannot be left alone. If your services are not delivered as planned, your backup plan needs to start immediately.

CONTACTS

Emergency Contacts

| | |
|--|--------------------------------|
| Beth Smith | Relationship: Parent/ guardian |
| Main: (517) 456-1234 Mobile: (517) 456-5555 | Work: |
| Emily Wee | Relationship: Parent/ guardian |
| Main: (517) 555-9999 Mobile: | Work: |
| Tom Smith | Relationship: Parent/ guardian |
| Main: (517) 555-1234 Mobile: | Work: |

Continued on next page

Back-Up Plan continued for BRANDON L. SMITH

My Legal Guardian: Beth Smith

Main: (517) 456-1234 Mobile: (517) 456-5555 Work:

My Legal Guardian: Emily Wee

Main: (517) 555-9999 Mobile: Work:

My Legal Guardian: Tom Smith

Main: (517) 555-1234 Mobile: Work:

My DPOA: none

ADVANCE MEDICAL DIRECTIVES

I have advance medical directives: Yes

These are located at: At their home

EMERGENCY ASSISTANCE

I will need assistance in evacuating my home due to fire, flood, etc.

This is my evacuation plan: Exit out the side door or the main door. Ramp is in place.
Brandon would need 2 people to carry him out of the home.
"Safety problem in evacuating from home if there is a fire. No viable, safe access through the window of the bedroom for fire evacuation"- per guardian

I use medical equipment that relies on power.

Is there a back-up system in case of power failure? Yes

What is the back-up system? Generator

Back-up oxygen tanks are present.

My medication list is located: at the bedside

ALTERNATE CAREGIVERS

I want an alternate caregiver to provide services if my regularly scheduled person is not available.

My Back-Up Plan For Care Is:

Albridge provides back up caregivers. Parents will act as paid CLS provider if emergency coverage needed. In the event that neither co-guardian is able to perform their duties, Samantha Garcia will be contacted to perform guardianship duties in accordance with state regulations. A conservator would be appointed by the court for financial management.

If alternative housing is necessary due to changes in guardianship/assets, SCs will work with new

Continued on next page

*Care Settings***Vendor View Care Settings Report**

Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

Participant: 12034-25 SMITH, BRANDON**Supports Coordinators:** JW**Address:** 123 SESAME ST

CHR

TRAVERSE CITY, MI 49684

Phone: (517) 555-7894

| <u>Start Date</u> | <u>Stop Date</u> | <u>Care Setting</u> | <u>Memo</u> |
|-------------------|------------------|---------------------|---------------|
| 08/21/2023 | | Home | |
| 06/05/2022 | 04/30/2023 | Home | Example memo. |

Current Medications/Allergies

Vendor View Current Medications and Allergies Report

Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

| Participant: 12034-25 SMITH, BRANDON | | Supports Coordinators: JW CHR | | | | | | |
|--|--------------------|--|------|--|-----------------|------------|-----------|--|
| Address: 123 SESAME ST TRAVERSE CITY, MI 49684 | | | | | | | | |
| Phone: (517) 555-7894 | | | | | | | | |
| Name/Strength | Route | Frequency | PRN* | Purpose | Prescribed By | Start Date | Stop Date | |
| ACETAMINOPHEN 500 MG/1 | ET (Enteral tube) | TID (3 times daily) and 1 tab QD PRN for pain | No | pain | Scott Selle MD | 11/30/2017 | | |
| ACIDOPHILUS 1 CAPSULE <small>Pure Encapsulations 8 am; probiotic cap 4pm</small> | ET (Enteral tube) | BID (2 times daily) | No | GI probiotic | Scott Selle MD | 11/30/2017 | | |
| ALBUTEROL 2.5 MG/3 ML (3ML) | IH (Inhalation) | BID (2 times daily) | No | open airways | Dr. Selle MD | 01/27/2022 | | |
| AMINO ACID POWDER 3 TBSP | ET (Enteral tube) | QD (Daily) | No | supplement | Dr. Scott Selle | 12/17/2021 | | |
| ANDROGEL PUMP GEL- 4 SQUIRTS TOP (Topical) <small>on shoulders or belly after shower</small> | | QD (Daily) | No | hormone replacement | Dr. Selle MD | 07/26/2017 | | |
| ANTACID 10-20 ML | PO (By mouth/oral) | OTH (Other)/as needed | Yes | heartburn/reflux | Scott Selle MD | 01/27/2022 | | |
| APPLE CIDER VINEGAR 30 ML | ET (Enteral tube) | OTH (Other)/BID PRN UTI protocol | Yes | supplement | Dr. Scott Selle | 12/08/2020 | | |
| BABY GLYCERIN LAXATIVE 8ML | REC (Rectal) | QD (Daily) and at 6pm prn if no BM after am administration | No | bowel program | Scott Selle MD | 11/30/2017 | | |
| BACLOFEN 10 MG/1 (2 TABS) | ET (Enteral tube) | TID (3 times daily) | No | muscle rigidity | Dr. Selle MD | 01/27/2022 | | |
| BACTRIM DS 800MG-100MG/1 | ET (Enteral tube) | BID (2 times daily) | No | antibiotic | Dr. Scott Selle | 12/18/2021 | | |
| BACTROBAN OTC TOPICAL CREAM TO SORES | TOP (Topical) | OTH (Other)/as needed to wounds/sores/cuts | Yes | prophylactic for skin infection or for infection | Scott Selle MD | 11/30/2017 | | |
| BAG BALM TOPICAL APPLICATION | TOP (Topical) | OTH (Other)/as needed to cover skin problem/rash | Yes | skin irritation/rash | Scott Selle MD | 11/30/2017 | | |
| BENADRYL- DYE FREE 12.5MG/5CC- GIVE 15CC | ET (Enteral tube) | OTH (Other)/every 4-6 hours | Yes | hives/anylphylaxis | Scott Selle MD | 11/30/2017 | | |
| CALCIUM CITRATE 1 TAB | ET (Enteral tube) | QD (Daily)/8pm | No | supplement | Dr. Scott Selle | 12/08/2020 | | |
| CARNITINE 100 MG/ML (30 ML) | ET (Enteral tube) | OTH (Other)/diluted in 1000ml H2O | No | Supplement | Dr. Selle MD | 01/27/2022 | | |
| <small>500 ml medicated water used during day shift, 500 ml used during night shift; water contains carnitine, salt, choline, sugar, lysine, potassium chloride and chelated Magnesium</small> | | | | | | | | |
| CHELATED MAGNESIUM POWDER 1 TSP | ET (Enteral tube) | OTH (Other)/diluted in 1000 ml H2O | No | supplement | Dr. Scott Selle | 01/27/2022 | | |
| <small>500 ml medicated water used during day shift, 500 ml used during night shift; water contains carnitine, salt, choline, sugar, lysine, potassium chloride and related Magnesium</small> | | | | | | | | |
| CHOLINE 1 TSP | ET (Enteral tube) | OTH (Other)/diluted in 1000ml H2O | No | supplement | Dr. Scott Selle | 12/08/2020 | | |
| <small>500 ml medicated water used during day shift, 500 ml used during night shift; water contains carnitine, salt, choline, sugar, lysine, potassium chloride and chelated Magnesium</small> | | | | | | | | |
| CHROMIUM PICONOLATE 1 TAB/1 | ET (Enteral tube) | QD (Daily) | No | supplement | Dr. Scott Selle | 12/08/2020 | | |
| CIPRO 500 MG/1 | ET (Enteral tube) | BID (2 times daily) | No | antibiotic | Dr. Scott Selle | 12/18/2021 | | |
| CLARITIN 10 MG/1 | ET (Enteral tube) | QD (Daily)/crush tab | No | allergies | Scott Selle MD | 11/30/2017 | | |
| COLLOIDAL SILVER 2 ML | SL (Sublingual) | OTH (Other)/QID PRN UTI protocol | Yes | supplement | Dr. Scott Selle | 12/08/2020 | | |

*PRN is a medical abbreviation for frequency of "as needed".

Printed 09/26/2023 8:08 PM

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Page 1 of 4

Current Medical Providers/Pharmacies

Messed up – created cared - 09/26

Person-Centered Service Plan (PCSP)

Vendor View
Person-Centered Service Plan for
BRANDON SMITH

123 Sesame St Traverse City, MI 49684

Phone: (517) 555-7894

Date of Birth: 01/01/1990

As of: 09/26/2023

Preferred Method of Communication

Email: Beth Smith - beth@email.com

My Supports Coordinators from AREA AGENCY ON AGING OF NORTHWEST MICHIGAN are:
JESSICA WARPUP, LMSW (231) 947-8920 CHARLOTTE RYKSE, RN (231) 947-8920

About Me

Uses PODD Talk to communicate. Likes bird sounds and listening to the harp. Enjoys listening to music and stories. I require specialized care that is rare and not well-known: Lindeman Trach, Stomach Venting, Rectal Venting, Dysautonomia, Dysreflexia, Laryngectomy Tube Care
I choose to live At home with formal and informal supports in place. Per parent's/guardian's preference.

Communication Support Needs

Limited communication through PODD talk.
Parents/guardians and experienced caregivers interpret needs.
Persons untrained in PODD Talk cannot communicate with Brandon, guardian requests that someone that knows PODD Talk is necessary to accompany Brandon at all times for the IADL service of communication.

Expressed Goals of Care

"The level of care is beyond what a nursing facility can provide. It is at the level of an intensive care unit. Decisions need to be made to provide equipment and environmental services similar to an acute level of care." per Beth and physicians involved

Communication Plan

I agreed to have my Supports Coordinator contact me every 30 days.
I agreed to assessments every 360 days.
I agreed to have a person-centered planning meeting every 180 days.

Person-Centered Service Plan continues for BRANDON SMITH

I prefer for my Supports Coordinator to communicate with Beth about my services and supports.
 Participant/Guardian/Legal Representative will take responsibility to communicate with all informal supports regarding their role in care
 My other preferences for communication are: -Supports Coordinator as needed will update Guardian weekly via email on status of pending requests.
 -Supports Coordinator will coordinate with guardian to a keep list of supplies and equipment that has been approved in the past and update it throughout the year as new services are requested.
 -AAANM will deliver or ship all supplies to the home, not asking the guardian to pick them up.
 -Communication is preferred to be by email. If a response is needed within 24 hours then AAANM will call and email guardian. Does not want paper mail.
 -If appointments between guardian and supports coordinator are cancelled they will be rescheduled within 10 days.
 -Guardian allows for three way calls with providers as necessary

Informal Supports providing me regular assistance

| Provider | Phone | Tasks | Start Date | Stop Date |
|--------------------------------|----------------|--|------------|-----------|
| Beth Smith Parent/ guardian | (517) 456-1234 | Guardian only provides guardianship duties which consist of authorizing, requesting, and signing for services. In addition she provides paid Community Living Supports above what paid caregivers provide. | 09/28/2018 | |
| Tom Smith Parent/ guardian | (517) 555-1234 | Guardian only provides guardianship duties which consist of authorizing, requesting, and signing for services. In addition she provides paid Community Living Supports above what paid caregivers provide. | 09/28/2018 | |
| Emily Wee Parent/ guardian | (517) 555-9999 | Provides support and assistance to guardians as needed. Stand by guardian if guardians are unable to fulfill their duties. | 01/29/2020 | |

Service Summary

In progress still as of 09/26

Participant Notice Report

**Vendor View
Participant Notice Report**

for
08/01/2023 to 10/31/2023

Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

Participant: 12034-25 SMITH, BRANDON **Supports Coordinators:** JW
CHR
Current Address:
 123 SESAME ST
 TRAVERSE CITY, MI 49684
Phone: (517) 555-7894

Vendor: ADVISACARE HEALTHCARE SOLUTIONS

| <u>Action Detail</u> | <u>Current Service</u> | <u>Effective Date</u> | <u>Notice Create Date/Time</u> | <u>Reviewed Date/Time</u> | <u>Reviewed By</u> |
|---|---|-----------------------|--------------------------------|---------------------------|--------------------|
| New Service Schedule for H2010--2000. Starting on 01/01/2023 to 01/01/2023. | Medication management /15 min-H2010--2000 | 01/01/2023 | 09/26/2023 08:09 pm | | |
| New/Changed Care Setting | | | 09/26/2023 08:09 pm | | |
| New Assessment | | 09/25/2023 | 09/26/2023 08:09 pm | | |
| PCSP Updated | | 09/26/2023 | 09/26/2023 07:09 pm | | |
| New Assessment | | 08/01/2023 | 09/26/2023 07:09 pm | | |
| New Phone Number | | 09/26/2023 | 09/26/2023 04:09 pm | | |
| New Address | | 11/18/2016 | 09/26/2023 04:09 pm | | |

Active Participants

Vendor View - Active Participants Report

Agent: 10 AREA AGENCY ON AGING OF NORTHWEST MICHIGAN
 Vendor: 0006 ADVISACARE HEALTHCARE SOLUTIONS

| Name | Compass ID | Address | County | Phone | SC Initials |
|------------|------------|------------|----------------|------------|-------------|
| [REDACTED] | 11615-96 | [REDACTED] | EMMET | [REDACTED] | BK/MB |
| [REDACTED] | 12713-00 | [REDACTED] | WEXFORD | [REDACTED] | AS/DBW |
| [REDACTED] | 12854-11 | [REDACTED] | EMMET | [REDACTED] | BK/MB |
| [REDACTED] | 12781-65 | [REDACTED] | EMMET | [REDACTED] | BK/MB |
| [REDACTED] | 12034-26 | [REDACTED] | GRAND TRAVERSE | [REDACTED] | W/CHR |
| [REDACTED] | 12118-74 | [REDACTED] | CHARLEVOIX | [REDACTED] | MB/BK |
| [REDACTED] | 12649-40 | [REDACTED] | CHARLEVOIX | [REDACTED] | MB/BK |
| [REDACTED] | 12508-58 | [REDACTED] | EMMET | [REDACTED] | E/SW |
| [REDACTED] | 12034-25 | [REDACTED] | GRAND TRAVERSE | [REDACTED] | JW/CHR |
| [REDACTED] | 11109-76 | [REDACTED] | EMMET | [REDACTED] | AW/None |

Supports Coordinators

**Vendor View
Supports Coordinator Report**

Agent: 10 - AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

| <u>SC Initials</u> | <u>Name</u> | <u>Phone</u> |
|--------------------|---------------------|----------------|
| AS | SALK, ANDREW | (231) 947-8920 |
| AW | WESTOVER, ASHLEY | (231) 947-8920 |
| BK | KOPROWICZ, BRITTANY | (231) 947-8920 |
| BR | ROBBINS, BARBARA | (231) 947-8920 |
| CHR | RYKSE, CHARLOTTE | (231) 947-8920 |
| DBW | WAUGH, DIANA | (231) 947-8920 |
| DM | MONROE, DEBRA | (231) 947-8920 |
| JW | WARPUP, JESSICA | (231) 947-8920 |
| KD | DILLON, KALEY | (231) 947-8920 |
| KS | SMITH, KATELYN | (231) 947-8920 |
| MAT | HAMBURG, MATTHEW | (231) 947-8920 |
| MB | BOSLEY, MICHAEL | (231) 947-8920 |
| MUR | MURRAY, ANDREW | (231) 947-8920 |
| RV | VANCORE, REBECCA | (231) 947-8920 |
| SW | WILLINGHAM, SHANIA | (231) 947-8920 |
| TT | TANNER, TAMMI | (231) 947-8920 |
| WG | GURKA, WHITNEY | (231) 947-8920 |

Unarchived Notices

Vendor View Unarchived Notices Report

Notices Created On or Before: 09/26/2023

Agent: AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

Vendor: ADVISACARE HEALTHCARE SOLUTIONS

| Vendor Code | Vendor Name | Number of Notices | Min. Notice Create Date | Max. Notice Create Date |
|----------------------------------|---------------------------------|-------------------|-------------------------|-------------------------|
| 0006 | ADVISACARE HEALTHCARE SOLUTIONS | 7 | September 26, 2023 | September 26, 2023 |
| Total Unarchived Notices: | | <u>7</u> | | |