ADULT SERVICES AUTHORIZED PAYMENTS

(ASAP)

PROVIDER TRAINING GUIDE

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GENERAL INFORMATION

General System Overview

ASAP is the Adult Services Authorized Payments System. This system is designed to generate payments for Home Help (HH), Adult Foster Care (AFC) and Home for the Aged programs. ASAP provides a secure web portal accessible to a wide range of users, including direct provider access.

Warning Notice

ASAP contains Electronic Protected Health Information (ePHI). All Protected Health Information (PHI), in any format, must only be used or disclosed as permitted by the Health Insurance Portability and Accountability Act (HIPAA) and other applicable state and federal confidentiality laws.

Unauthorized or improper use of this information may result in disciplinary action up to and including termination. The Michigan Department of Community Health (MDCH) reserves the right to pursue civil or criminal penalties which may include notifying law enforcement officials and regulatory accreditation and licensure organizations.

The HIPAA Security Rule requires standards to assure the confidentiality of ePHI. Data that is downloaded should be saved to the network, not your C:drive (hard drive). ePHI data that is transferred should be encrypted using MDCH standards.

The ASAP Provider Training Guide will cover:

- View ASAP AFC/HFC Payments
- View/Manage AFC/HFC Claims

Organization of the Training Guide

This Training Guide covers the following Lessons (Create as many lessons and appendices as required):

1. Lesson 1 – Single Sign on (SSO)
2. Lesson 2 – ASAP Basics
3. Lesson 3 – Payments
4. Lesson 4 – Providers
5. Lesson 5 – Claims
6. Appendix A – Acronyms and Abbreviations

LESSON 1 – SINGLE SIGN ON (SSO)

Introduction

This lesson will show the user how to set up a State of Michigan Single Sign On (SSO) account and how to apply to the ASAP application.

Lesson Objectives

In this lesson, you will learn how to:

- Register for an SSO account
- Subscribe to the ASAP application
- Access the ASAP system

Lesson Topics

- Topic A – Creating an SSO Account
- Topic B – Subscribing to the ASAP Application
- Topic C – Accessing the ASAP System

Topic A - Creating an SSO Account

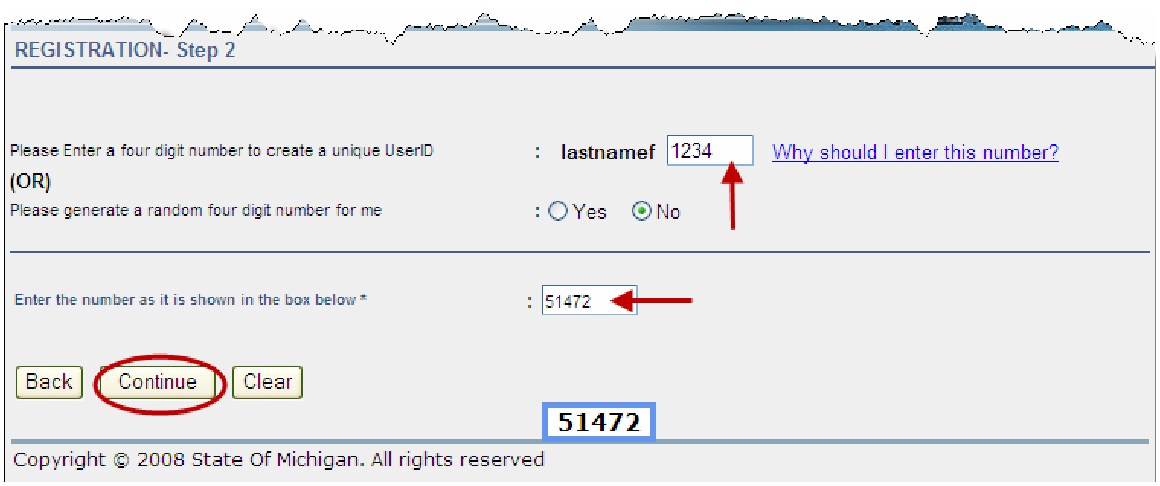
1. To access the State of Michigan Single Sign On website, enter the web address below:
    - https://sso.state.mi.us

2. Click the Register button to create a new account, if you don't already have one.

3. Enter the required fields which are marked with an asterisk (*).

4. Click the Continue button.

5. You may be asked to create a unique four (4) digit number to follow your User ID. When the number is entered, click the Continue button.



6. The User Registration Confirmation page will display what your User ID will be. Click the Submit button.

7. An e-mail will be sent to you when your registration has been approved.

Topic B - Subscribing to the ASAP System

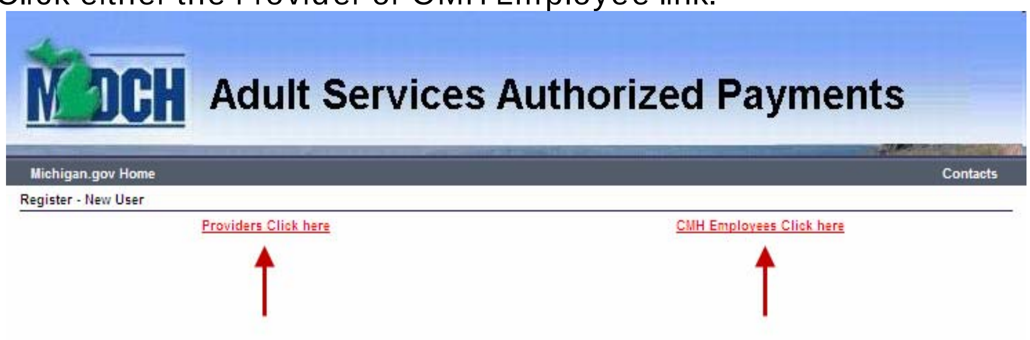
Once you've received your e-mail confirmation, you are now able to log in to your SSO account. To begin, you need to do the following:

1. Go to the State of Michigan Single Sign On web site, https://sso.state.mi.us.

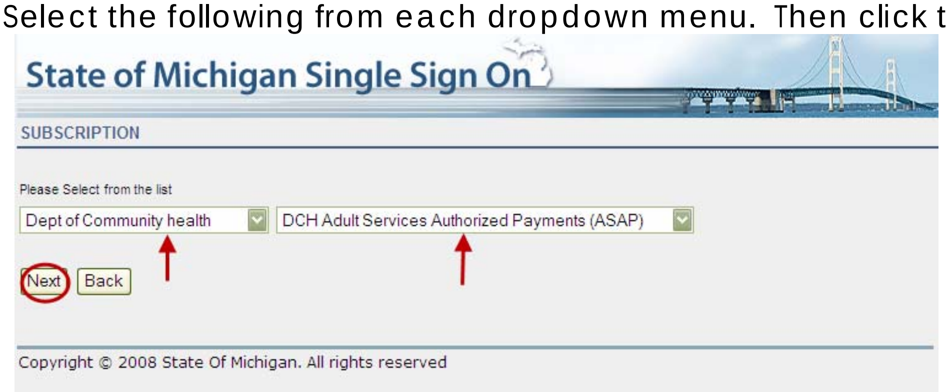
2. Enter your User ID and Password and click the Login button.

3. You will be directed to the Welcome Page. From here, you will click the Subscribe to Applications link.

4. Click either the Provider or CMH Employee link.



5. Select the following from each dropdown menu. Then click the Next button.



6. Click the Submit button.

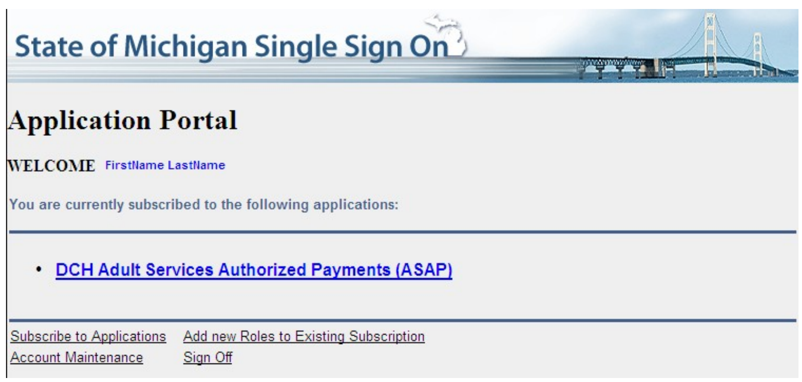
7. You will then need to await your confirmation e-mail before you are able to access the ASAP system.

Topic C - Accessing the ASAP System

Once you've received your e-mail confirmation for the ASAP application, you are now able to log in to the ASAP system. To begin, you need to do the following:

1. Go to the State of Michigan Single Sign On web site, https://sso.state.mi.us.
2. Enter your User ID and Password and click the Login button.

3. Click the ASAP Link.



LESSON 2 – ASAP BASICS

Introduction

This lesson will provide the user with an understanding of the basic functionality and navigational tools of the ASAP system.

Lesson Objectives

In this lesson, you will learn how to navigate within the ASAP system. You will:

- Learn how to navigate between tabs and pages
- Be able to filter data
- Know how to export data
- Know how to access hyperlinks for additional information

Lesson Topics

- Topic A – Tab Navigation
- Topic B – Filter Data
- Topic C – Page Navigation
- Topic D – Export Data
- Topic E – Hyperlinks
- Topic F – i link

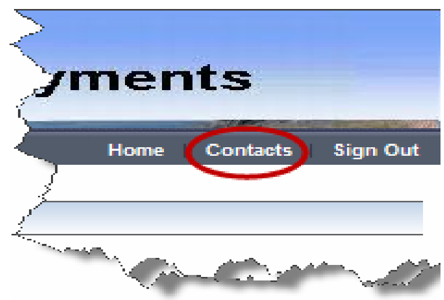
TOPIC A

Tab Navigation

1. Click on the desired tab to access that page.

2. At any point, the user can return to the Welcome page by clicking the Home tab.

3. The Contacts tab will direct the user to the MDCH web page.



4. To close the ASAP session, click the Sign Out tab.

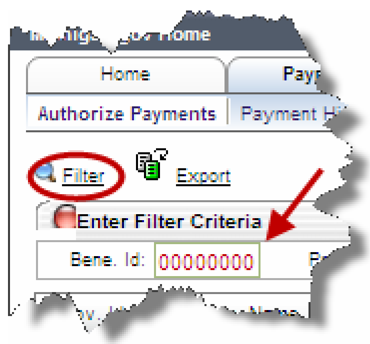
TOPIC B

Topic B - Filter Data

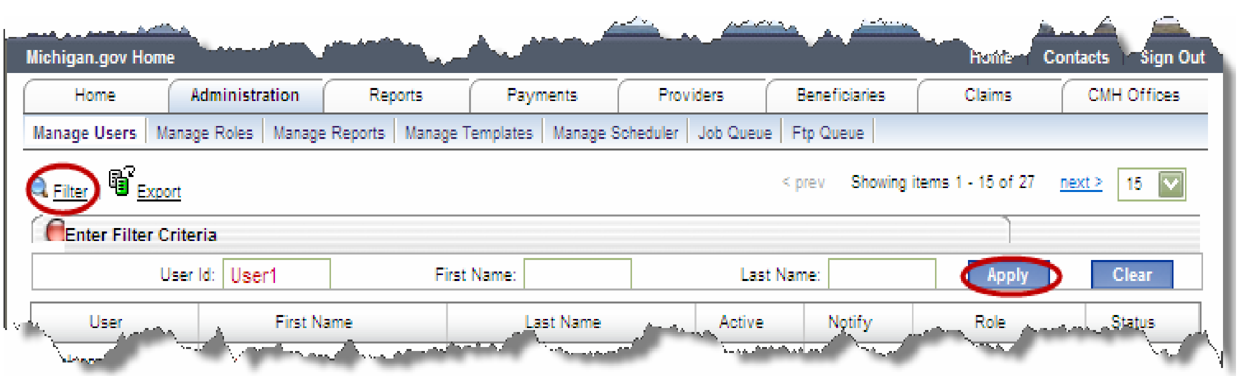
Now that you know how to navigate between tabs, you will now learn how to use the filter function. The filter function is available within each tab. To filter data, you need to do the following:

1. Select the Filter link.

2. Enter filter criteria.



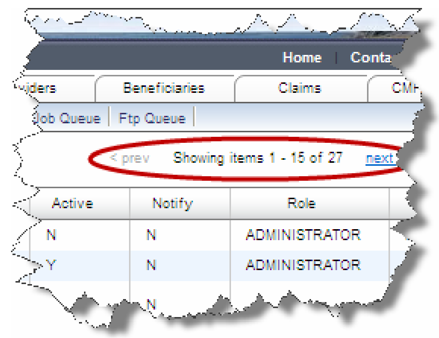
3. Click the Apply button.



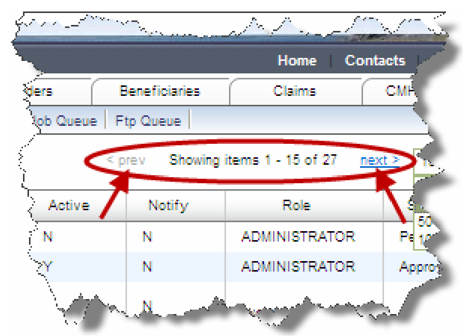
Topic C - Page Navigation

After you have filtered your data, the results that populate may be too large to fit on one page. You will need to know how to display additional pages. To access additional pages, you need to do the following:

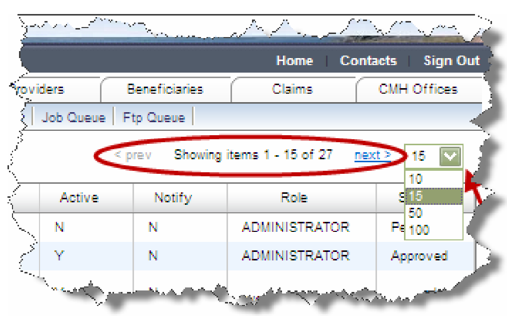
1. The system displays a total page count as well as the number of items currently being viewed.



2. The user can click the Previous (prev) and the Next (next) buttons to navigate between pages.



3. The user can also select the number of items displayed on a page from the drop down menu.

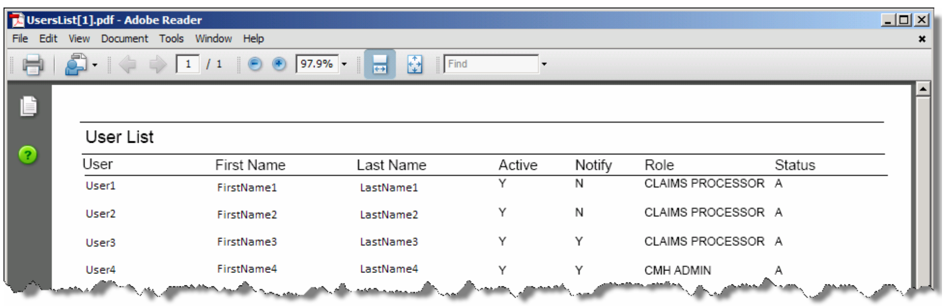


Topic D - Export Data

Now that you know how to filter and view data, you will learn how to export that data into a PDF file. To export data, you need to do the following:

1. Click the Export link.

2. Once the Export link has been selected, a new PDF window will appear.



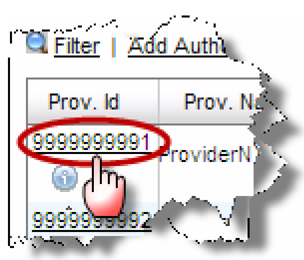
User List

User	First Name	Last Name	Active	Notify	Role	Status
User1	FirstName1	LastName1	Y	N	CLAIMS PROCESSOR	A
User2	FirstName2	LastName2	Y	N	CLAIMS PROCESSOR	A
User3	FirstName3	LastName3	Y	Y	CLAIMS PROCESSOR	A
User4	FirstName4	LastName4	Y	Y	CMH ADMIN	A

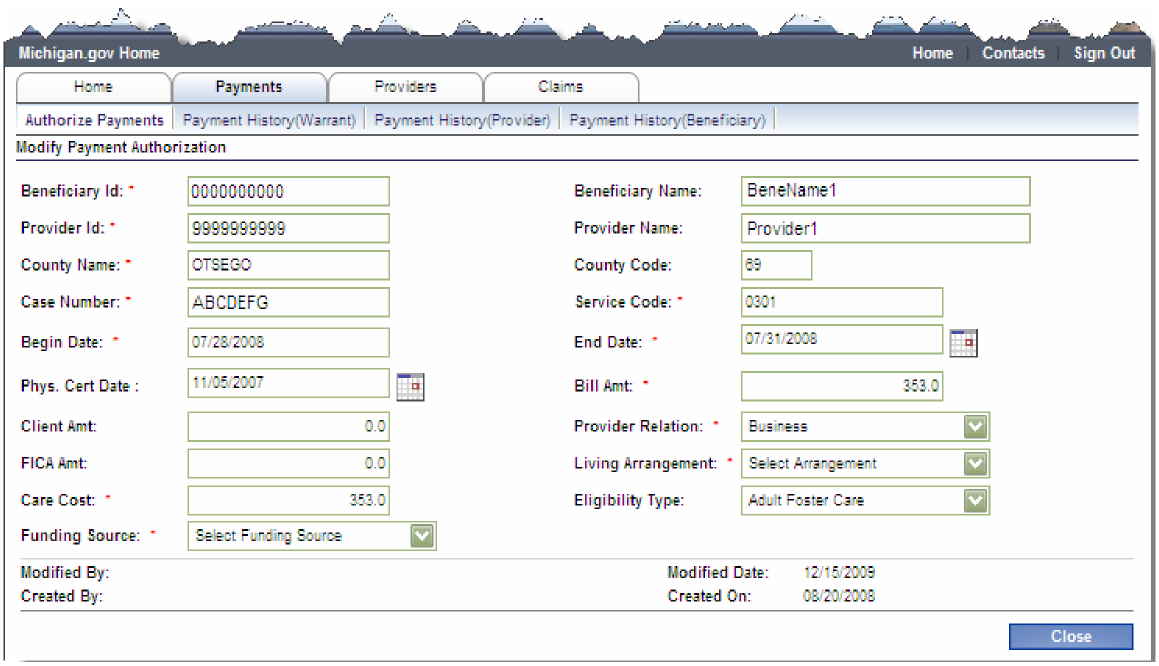
Topic E - Hyperlink

Throughout the ASAP system, there will be hyperlinks available. Data which is a hyperlink, is distinguished with an underline. By clicking the hyperlink text, the system will reveal more detailed information.

1. Click the desired hyperlink.



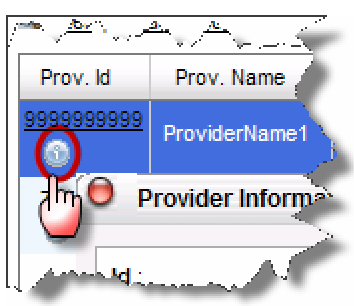
2. Once the hyperlink has been selected, the system will reveal more detailed information regarding the link selected.



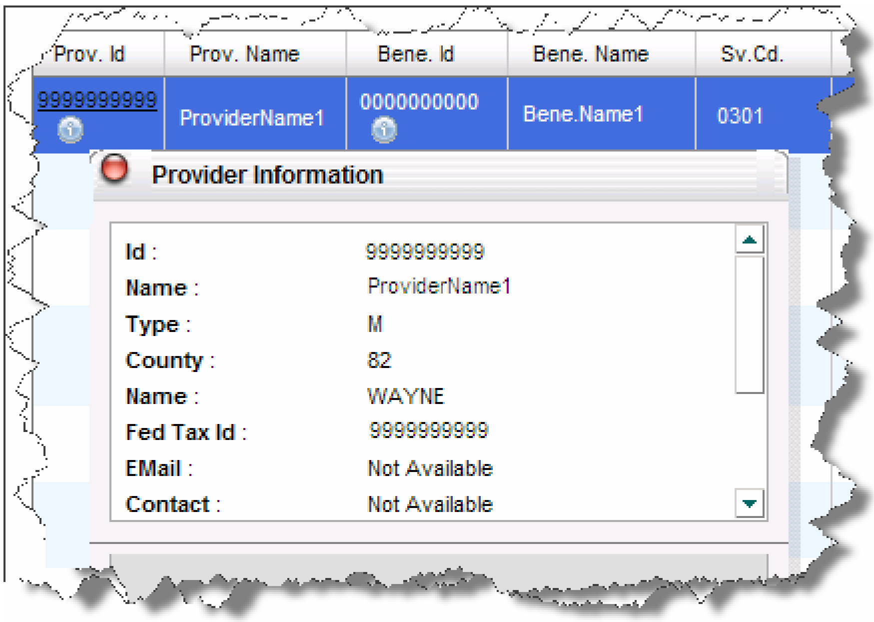
Topic F - i link

There is a second way to reveal more information; through the i link . To view this additional information, you need to do the following:

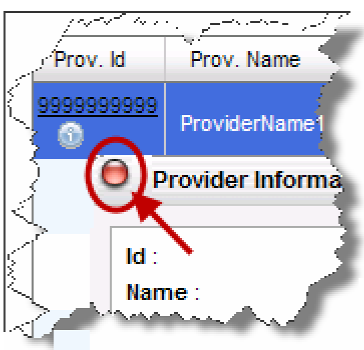
1. Click i link button .



2. Once the button has been selected, a pop-up window will appear with more detailed information.



3. To close the pop-up window, click the red circle in the upper left hand corner.



LESSON 3 – PAYMENTS

Introduction

The Payments function will allow the user to view payment history.

Lesson Objectives

In this lesson, you will learn how to:

- View/add authorizations
- View payment history

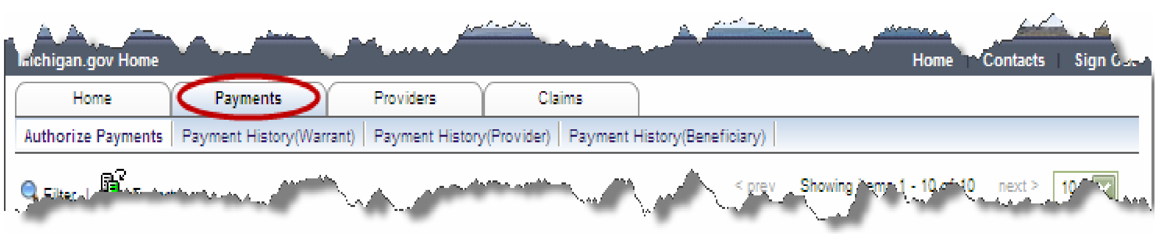
Lesson Topics

- Topic A – Authorize Payments
- Topic B – Payment History (Warrant)
- Topic C – Payment History (Provider)
- Topic D – Payment History (Beneficiary)

Topic A - Authorize Payments

The Authorize Payments section allows the user to view a list of authorized payments.

1. To access payment information, click the Payments tab.

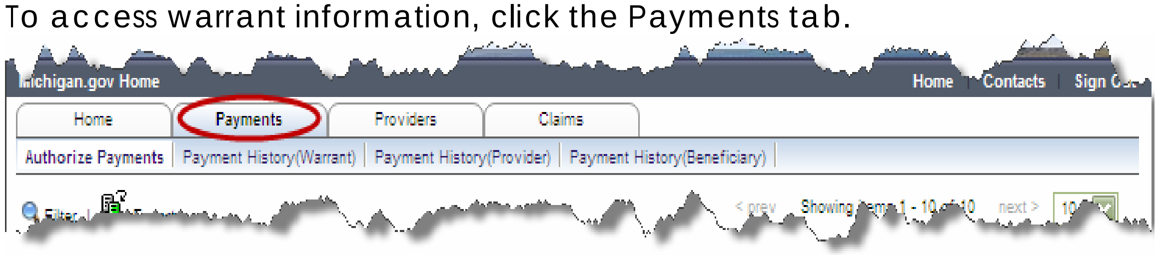


2. Then click the Authorize Payments sub-tab to view a list of authorized payments.

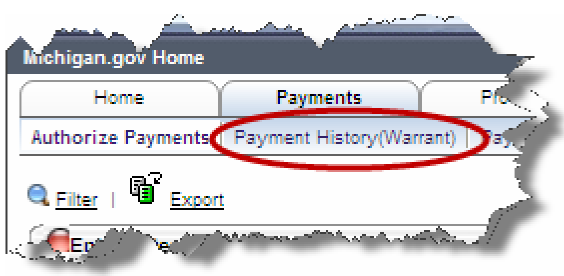
Topic B - Payment History (Warrant)

The payment History (Warrant) section allows the user to view warrant information.

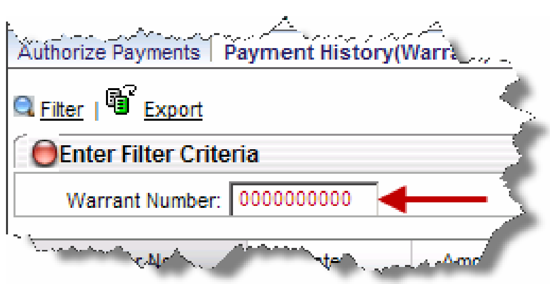
1. To access warrant information, click the Payments tab.



2. Select the Payment History (Warrant) sub-tab.



3. Enter filter criteria.

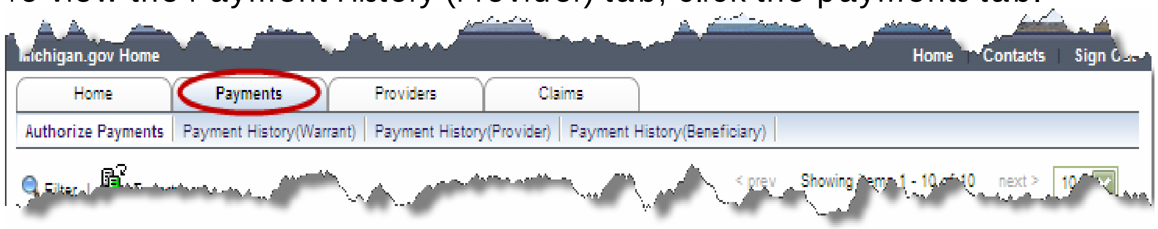


4. Click the Apply Button.

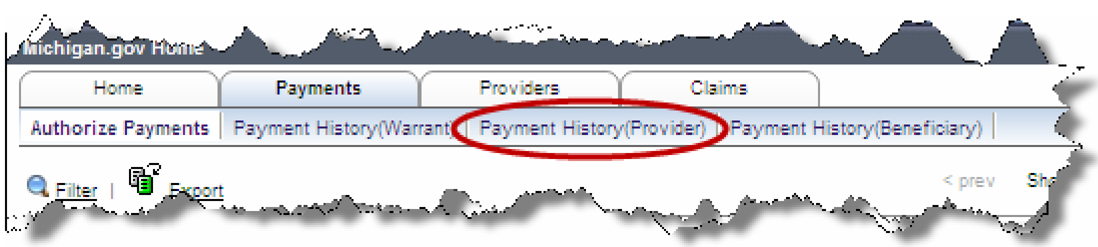
Topic C - Payment History (Provider)

This section allows the user to view payment history information for a particular provider (ex: warrant number, warrant date, amount, etc.).

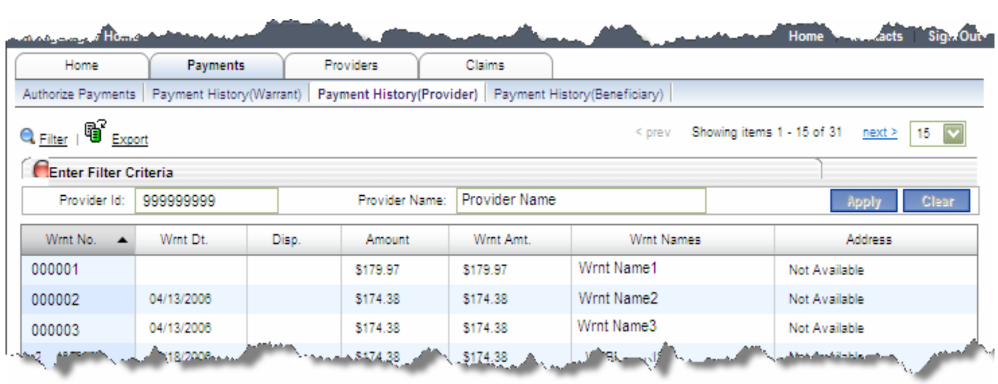
1. To view the Payment History (Provider) tab, click the payments tab.



2. Select the Payment History (Provider) sub-tab.



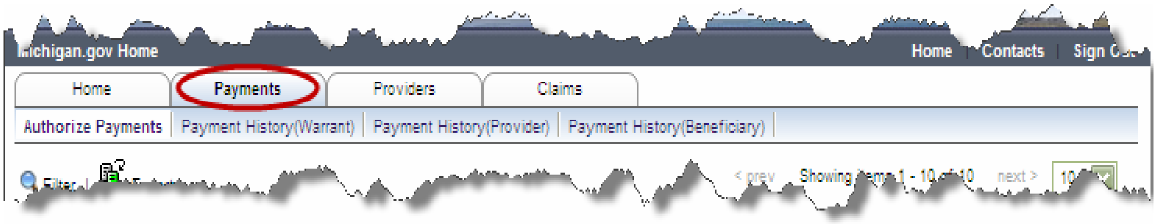
3. As a provider, you will NOT have to enter your Provider ID, the system will automatically enter it for you. A list of warrants issued under <u>your</u> provider ID will be displayed.



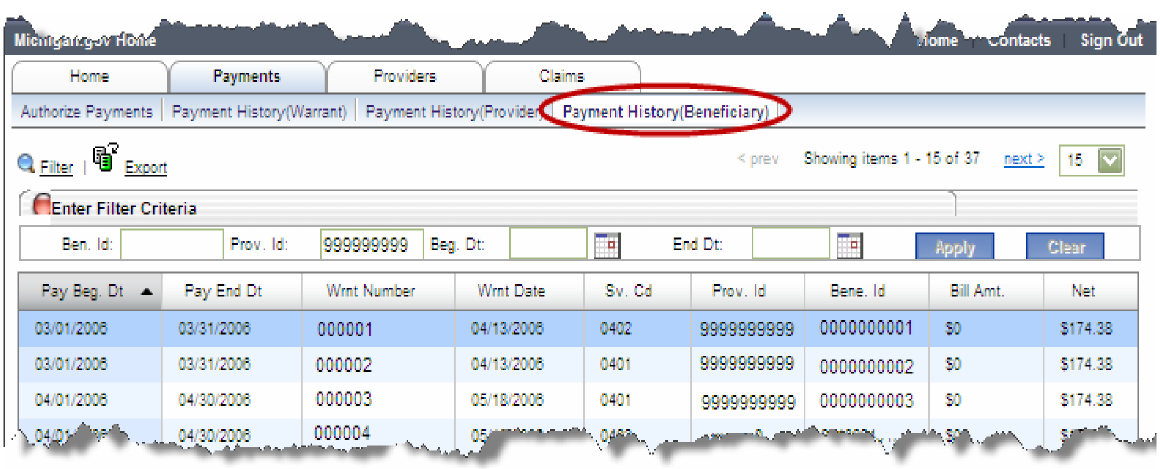
Topic D - Payment History (Beneficiary)

This section allows the user to view payment history information for a particular beneficiary such as: pay beginning/end dates, warrant number, warrant dates, service codes, etc.

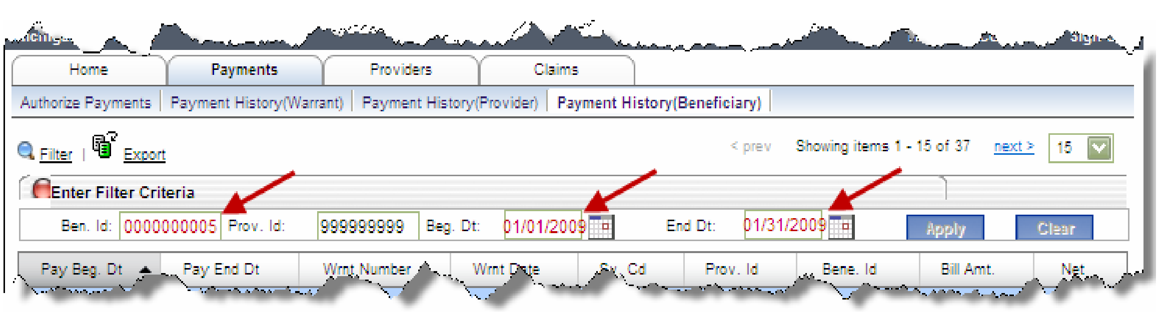
1. To view the Payment History (Beneficiary) tab, click the payments tab.



2. Select the Payment History (Beneficiary) sub-tab to view a complete list of beneficiary payments.



3. Enter the beneficiary ID and/or the dates you wish to filter by in order to narrow down your search.



4. Click the Apply button.

LESSON 4 – PROVIDERS

Introduction

The Providers tab allows the user to view their provider information displayed in the ASAP system.

Lesson Objectives

In this lesson, you will learn how to:

- View your provider listing

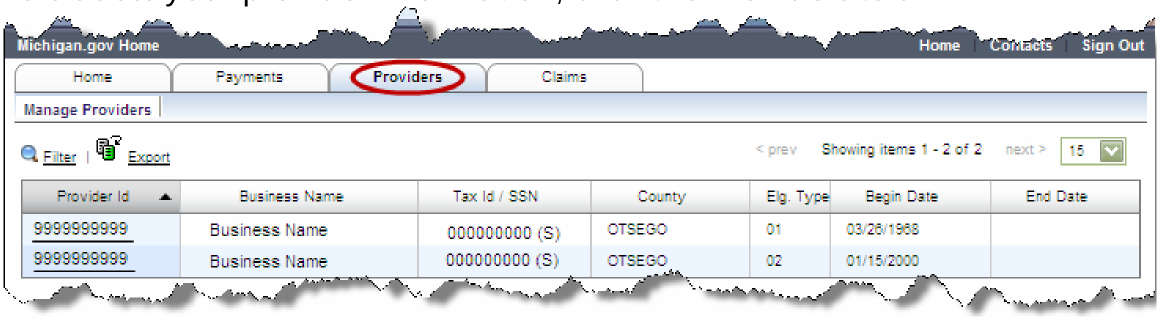
Lesson Topics

- Topic A – Provider List

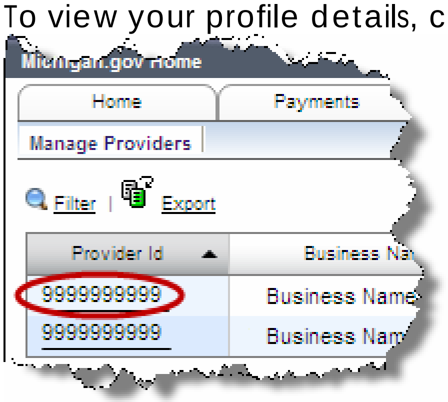
Topic A - Provider List

The providers page will generate your provider information.

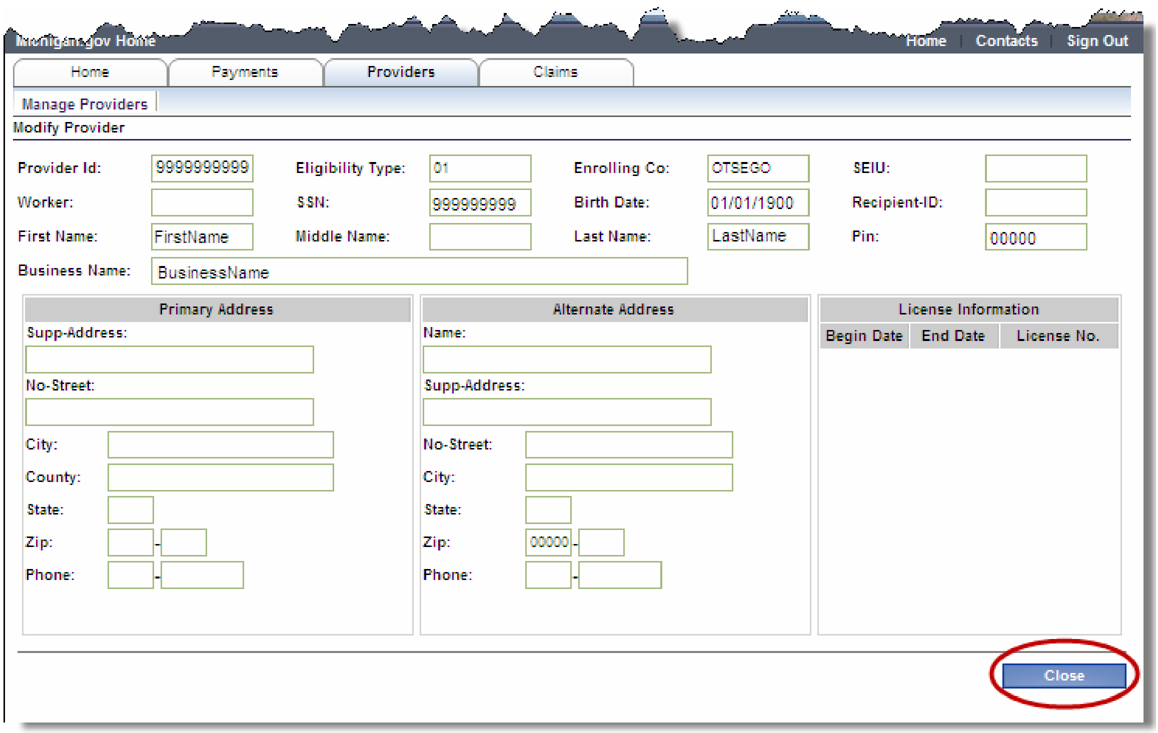
1. To access your provider information, click the Providers tab.



2. To view your profile details, click the Provider ID hyperlink.



3. Click the close button to exit this screen.



LESSON 5 – CLAIMS

Introduction

The Claims tab will give the user access to a list of claims and the user will be able to submit claims, save and view saved claims and view pending claims.

Lesson Objectives

In this lesson, you will learn how to:

- Add and submit a claim
- Save and view saved claims
- View a pended claim

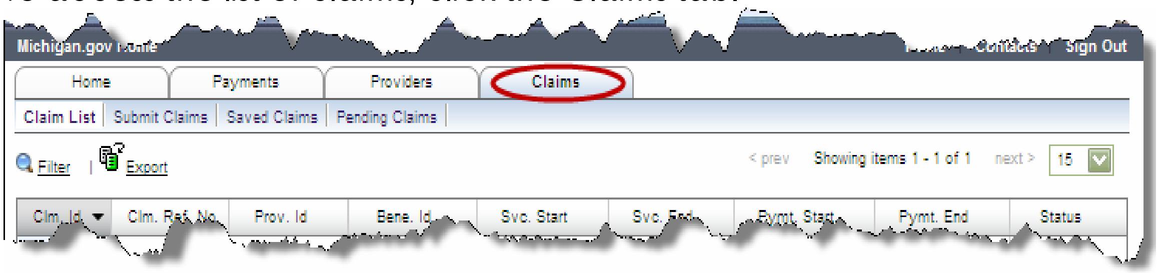
Lesson Topics

- Topic A – Claims List
- Topic B – Submit Claims
- Topic C – Add A New Claim
- Topic D – Saved Claims
- Topic E – Pending Claims

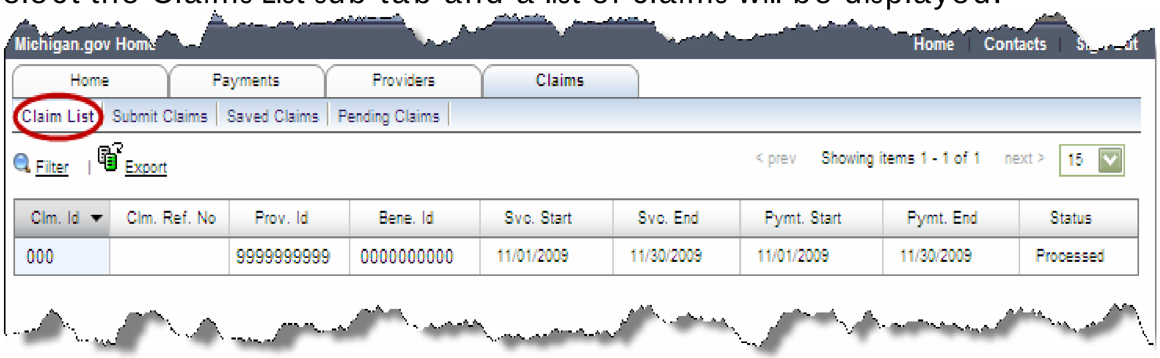
Topic A - Claims List

The claims list page provides a detailed list of claims. The claim information included is the claim ID, reference number, provider and beneficiary ID, dates and claim status.

1. To access the list of claims, click the Claims tab.



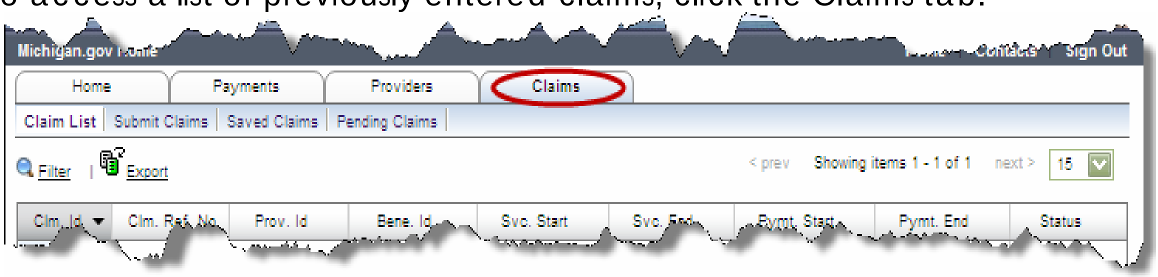
2. Select the Claims List sub-tab and a list of claims will be displayed.



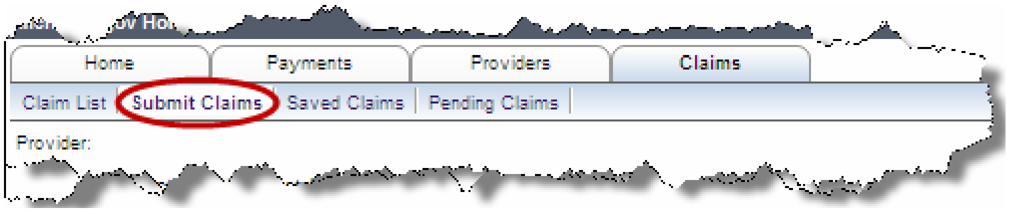
Topic B - Submit Claims

This feature allows the user to submit previously entered saved claims.

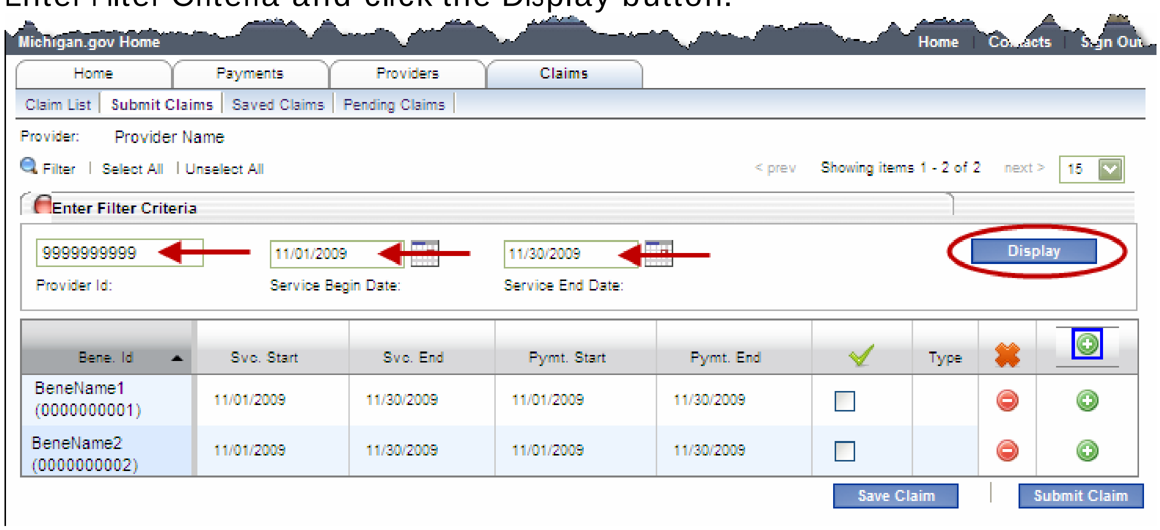
1. To access a list of previously entered claims, click the Claims tab.



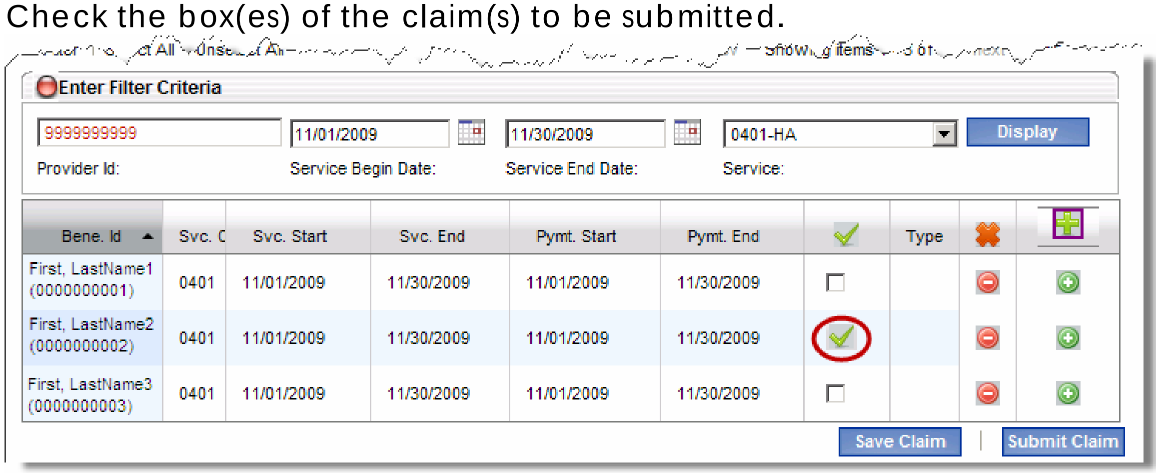
2. Select the Submit Claims sub-tab.



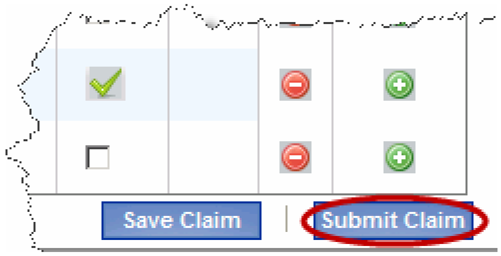
3. Enter Filter Criteria and click the Display button.



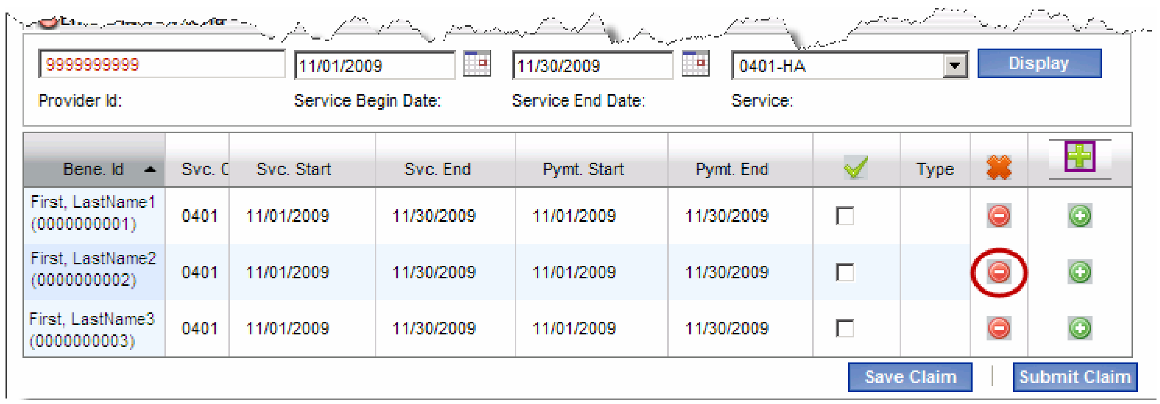
4. Check the box(es) of the claim(s) to be submitted.



5. Click the Submit Claim button.



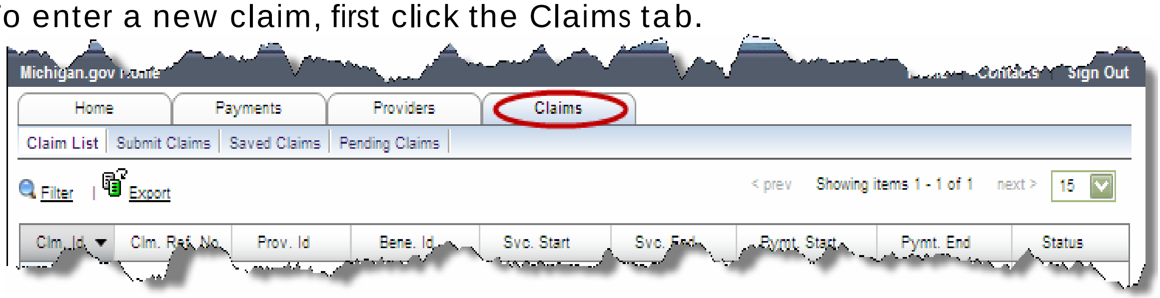
6. To delete a claim, click the red button.



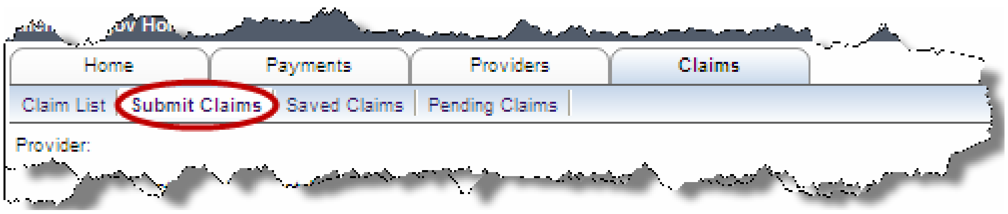
Topic C - Add A New Claim

This feature allows the user to create and submit a new claim.

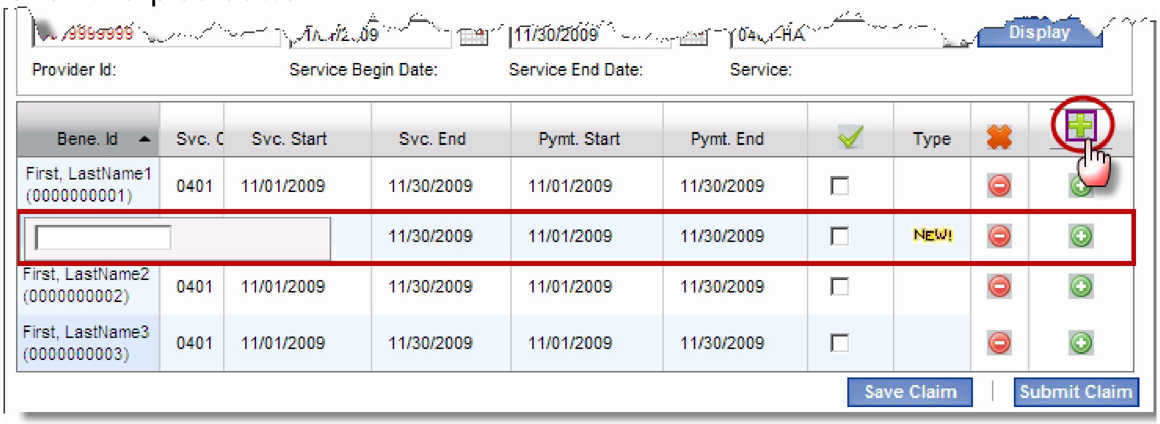
1. To enter a new claim, first click the Claims tab.



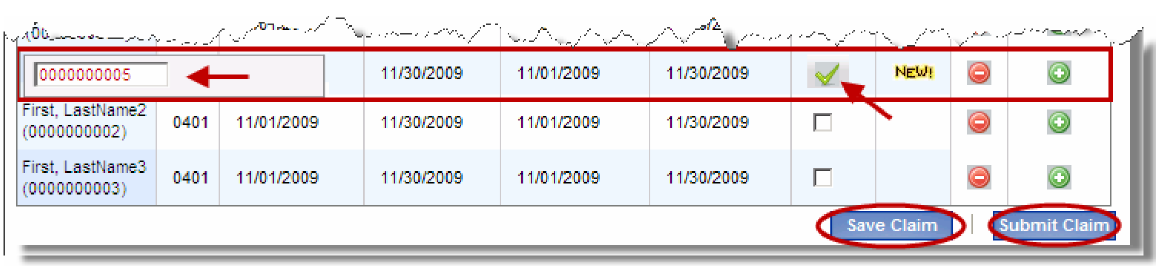
2. Select the Submit Claims sub-tab.



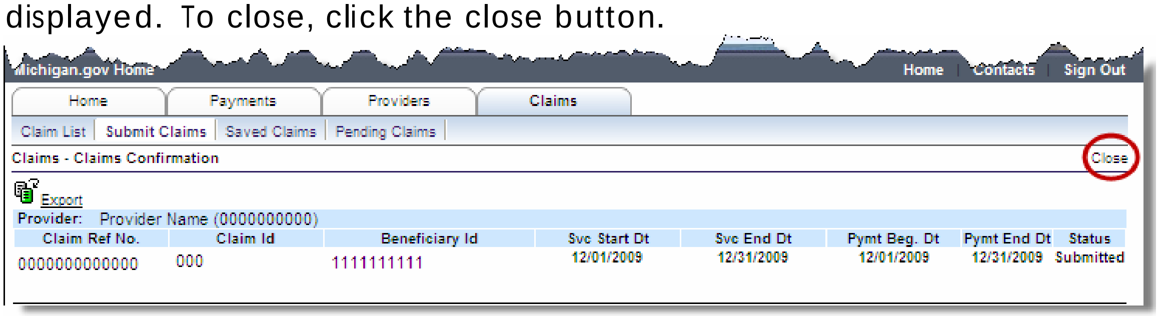
3. Click the plus button  .



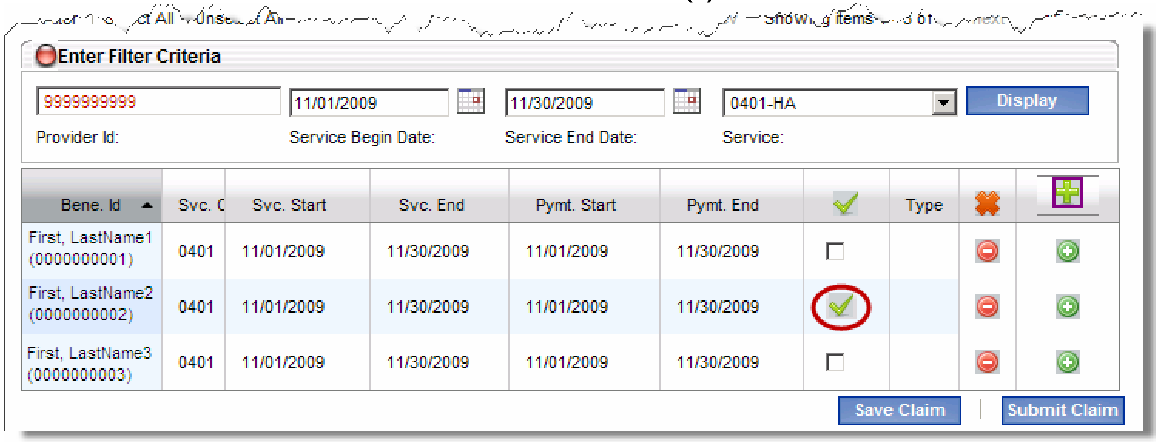
4. Enter the beneficiary information, click the checkmark box and click one of the action buttons at the bottom of the page (Save/Submit Claim).
5.



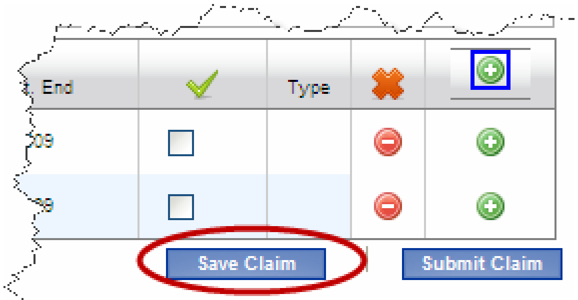
6. When the Submit Claims button is chosen, a claims confirmation will be displayed. To close, click the close button.



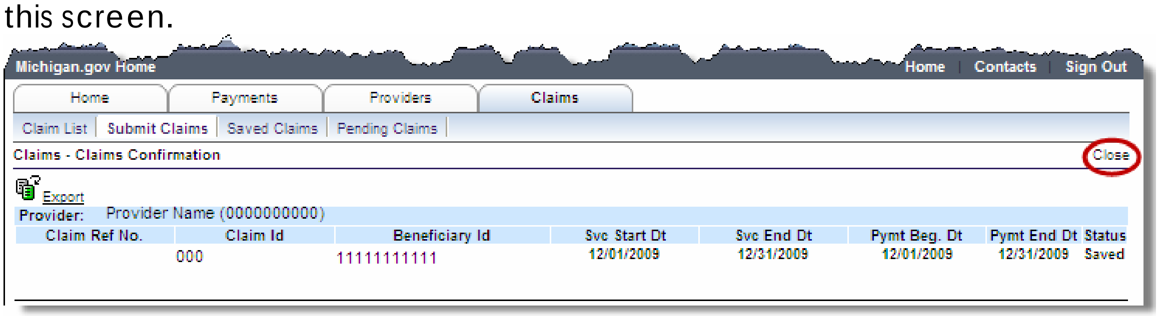
7. To save a claim, check the box of the claim(s) to be saved.



8. Click the Save Claim button.



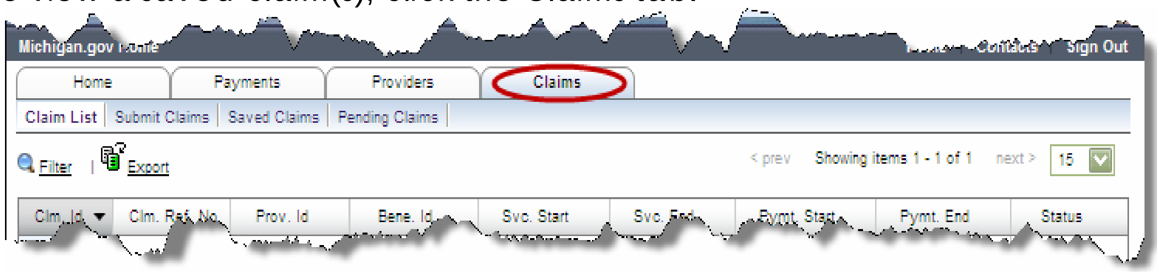
9. A saved claim confirmation will be displayed. Click the close button to exit from this screen.



Topic D - Saved Claims

The Saved Claims feature provides the user with a view of saved claims stored in the system.

1. To view a saved claim(s), click the Claims tab.



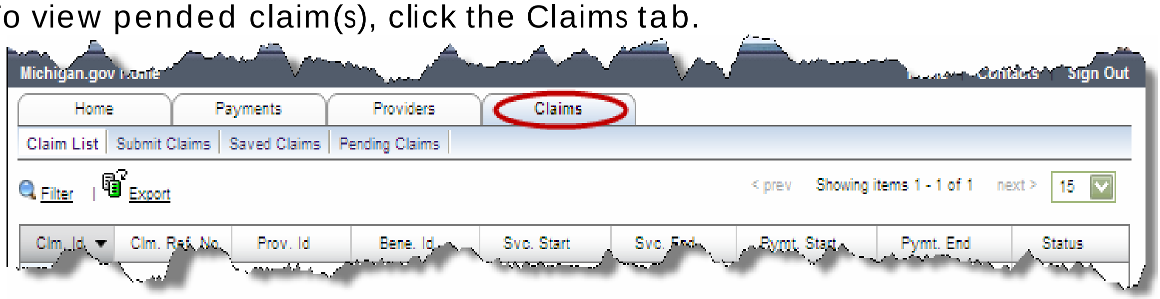
2. Select the Saved Claims sub-tab.

3. A list of saved claims will be displayed.

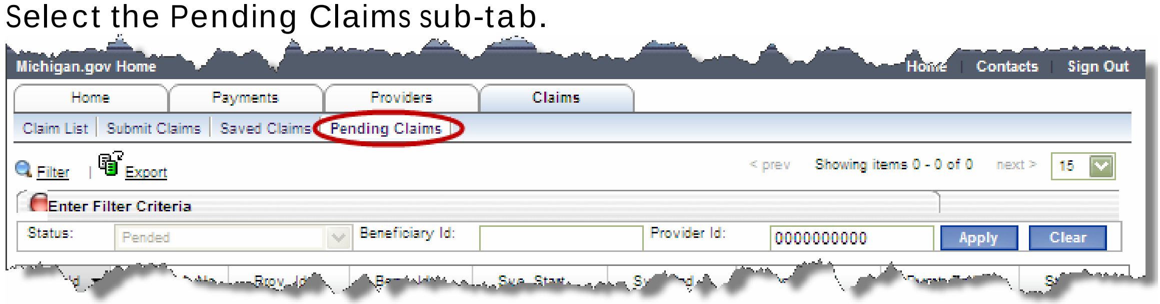
TOPIC E - Pending Claims

The Pending Claims sub-tab allows the user to view pended claim(s).

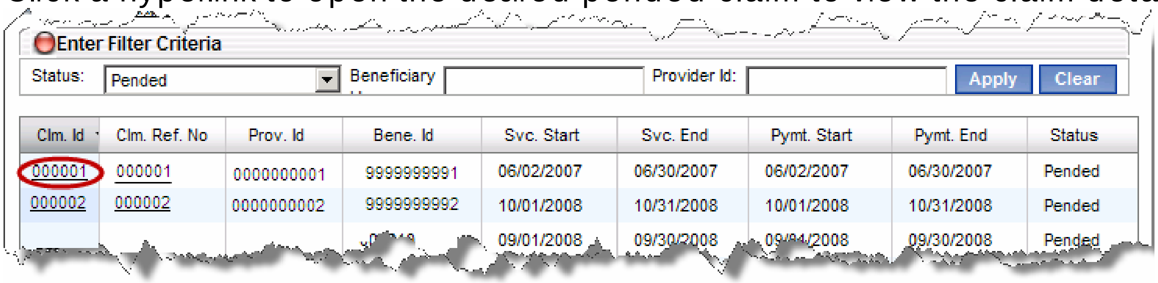
1. To view pended claim(s), click the Claims tab.



2. Select the Pending Claims sub-tab.



3. Click a hyperlink to open the desired pended claim to view the claim details.



APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronym / Abbreviation	Definition
ASAP	Adult Services Authorized Payments
ePHI	Electronic Protected Health Information
HIPAA	Health Insurance Portability and Accountability Act
ID	Identification
MDCH	Michigan Department of Community Health
PHI	Protected Health Information
SSO	Single Sign On