

**PASRR/OBRA**  
**3877/78 Electronic Application**  
**FAQ**  
**September 8, 2021**

### **Registration Questions**

**Q: Where do I find training for the User Roles?**

**A:** Training modules are found on the OBRA Webpage, follow this link - [MDHHS - OBRA \(michigan.gov\)](https://mdhhs.michigan.gov)

**Q: What is the URL that I need to register?**

**A:** <https://milogintp.michigan.gov>

**Q: I am having strange issues with my registration and can't figure out what is wrong??**

**A:** This could be a browser issue. We strongly recommend that you use either Microsoft Edge or Google Chrome as your browser, these are the most compatible with the OBRA application. **Do Not** use Internet Explorer, it is not compatible.

**Q: Is there a way to use email as my selection for Multi-Factor Authentication (MFA)?**

**A:** This was used in the past and we are currently testing its application for current use. We will provide updates as they become available.

### **Facility Administrator Questions**

**Q: Do I need to wait to activate and approve my organization's user roles?\*\*\*\***

**A:** No, you do not. We have lifted that requirement.

**Q: I just received a denial email from the state OBRA office, what do I do next?**

**A:** The most common registration denial is related to your Authorization Letter/Form not being completed correctly. There are a few issues we have encountered.

In this case the Group Name and/or the Facilities were not listed on the bottom of the letter, follow these directions below.

If you feel that your structure of your group does not work for your organization, please contact the [MDHHS-OBRA-Helpdesk@michigan.gov](mailto:MDHHS-OBRA-Helpdesk@michigan.gov)

When reviewing your Authorization document, it was noted that you only included a few facilities. Please make sure to add a complete list of **all** of group facilities. A complete list is found in the blue hyperlink to the right of the Group Name.



\* Facility Group

Facility Group ▼ [View Facilities](#)

Required

The next most common error is that the wrong User Type is selected. This will limit your selection of your User Roles and not complete the information needed. As a facility administrator your User Role will always be **3877/78 Admin**.

Once you receive a formal denial email you will be able to go back login with your username and password, then complete the user registration portion.

**Q: So, I finished my registration already with just facility admin and 3877 user roles. Can I add facility worker later once my registration is not pending anymore or how do I do that now?**

**A:** As a Facility Admin you can make an “edit” to one of your staff’s user role. So, yes, you will be able to add the Facility Worker user role whenever you want to make the change.

**Q: Does everyone have to supply an authorization document or just the facility administrators?**

**A:** No, only the Facility Administrators are required to upload the Authorization Document.

**Q: I am a Facility Administrator, and I found a doctor requesting permission to work in my nursing facility, but I checked, and no one knows who he is, what can I do with this person that found his way into my user queue.**

**A:** We have had a few user roles that have selected the wrong facility(s) that they work out of. In this case you should deny them.

**Q: I am only planning on being the facility administrator for my hospital or nursing facility, however my Group has multiple facilities, why am I seeing their users in my User Queue? Am I responsible for all?**

**A:** You are seeing a shared Use Queue of all the facilities in your Group. Please check with your other Facility Administrators to see if your workflow would be better if you changed your facilities into separate groups. That way you would only see your facility queues.

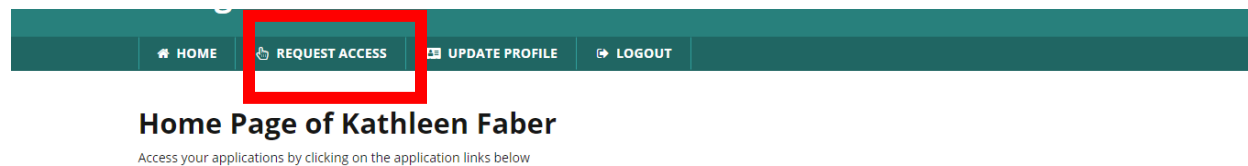
**Q: I just tried logging in and it says my account is not valid. I tried to do "forgot password" and "forgot sign on" to see if I wrote it down incorrectly, and it asks me different security questions but never lets me past that point – it says all my answers are incorrect. So I'm a little stumped. Any ideas?**

**A:** This type of error message “account no valid” usually means that you are trying to log in to the wrong URL. Please make sure that you use this URL – <https://milogintp.michigan.gov>

**Q: I already have a MI Login account for Champs, do I need to create a whole new account for OBRA?**

**A:** No, you do not have to create a new account. Please follow the process below shown in the added screen shot.

If you have an existing account for Third Party MI Login and have permission for other applications, such as Champs, you will log in like you normally do and when you land here you would select and click on the Request Access button.



Then you will open this screen and you will type in MDHHS OBRA under the Search Application.

## Request Access



### Search Application

Search for an application with a keyword or select an agency to view its applications

MDHHS OBRA

-- Select Agencies --

Then you will follow the rest of the registration process as demonstrated in the PowerPoint version of the user role trainings.

**Q: I keep getting an error message about my qualifications and I am selecting LMSW, what am I doing wrong.**

**A:** Most often the issue has been that the individual is selecting both the 3877 and 3878 user roles however a LMSW is not qualified to complete the 3878, thus the error message.

**Q: I am not able to complete my registration and keep getting error or rejection messages. What is wrong?**

**A:** You first want to make sure you are using the correct URL – <https://milogintp.michigan.gov>

A lot of people have tried to use the same URL that we used for the Sandbox. That URL will not allow you to complete a registration.

If this message indicates that you have been denied, then it indicates that you had tried to register prematurely, thus the reason for the denial. Please contact the [MDHHS-OBRA-Helpdesk@michigan.gov](mailto:MDHHS-OBRA-Helpdesk@michigan.gov) for assistance.

**Q: I heard that there is a 120-day automatic inactivation of our accounts if not used during that time period, is that correct?**

**A:** Yes, that is correct. Each user is required to log in at least once in that time frame. Please let your user know. If a Facility Admin user becomes inactive, they will have to contact the [MDHHS-OBRA-Helpdesk@michigan.gov](mailto:MDHHS-OBRA-Helpdesk@michigan.gov) If it is a regular user role they would have to contact their group's Facility Admin to be made active again.

**Q: As a 3877 user in a Nursing Facility will I still be able to initiate a Level I – PAS for a Community Provider who has a patient that needs skilled nursing care?**

**A:** No you will not be able to start a Level I – PAS.

## **3878 User Questions**

**Q: Our Hospital group is considering using an outside PA group to cover our 3878 needs, does this have to be approved by a Michigan licensed physician, PA or NP or can it be from another state?**

**A:** This can only be done if that provider also holds a Michigan license.

## **3877 User Questions**

**Q: My role is the social worker for my nursing facility, but I am not licensed. Can I still create a new 3877 to be signed off by our RN?**

**A:** No, if you are not licensed you will have to have the RN now initiate a new 3877. You will have the ability to be a Facility Worker user role to manage the Hospital Exempted Discharges (HEDs) that you get from the Hospitals.

**Q: As a 3877 user am I able to make edits/changes to the 3877 forms once I have signed and submitted the form?**

**A:** No, you will not. Once the document is signed and submitted it becomes a legal document and should not be altered. Please consult the training modules for the correct procedure if you identify that there are mistakes in Name and/or social security number. All other information would not require a new 3877 form.

**Q: As a licensed social worker I have always completed the 3878 for the provider/doctor/NP or PA to sign, why can't this be done?**

**A:** The 3878 has always been required to be completed by the provider, there is no work around for this.

**Q: As a 3877 user role will I have access to the 25-day queue to manage the Hospital Exempted Discharges (HED)?**

**A:** No, not automatically, you will have to also register for the Facility Worker user role, so the 25-day queue is added to your functions.

## **Facility Worker User Questions**

**Q: Who can be a Facility Worker?**

**A:** The main purpose of this role is to be able to manage the 25-day queue. This queue will populate when the nursing facility resident reaches their 25<sup>th</sup> day after their initial admission. This user will then be able to either send the 3877 and 3878 to the OBRA Coordinator or mark this resident as discharged or expired. This user role does not require a license.

## **Facility Admissions User Questions**

**Q: How involved will our Nursing Facility's Admissions staff have to be with this new electronic 3877/78 OBRA application?**

**A:** The Nursing Facility's Admissions staff will play a vital part and will be the facilities initial contact in the OBRA referral process. This role will have to review for admission, accept as a possible new admit and then if admitted establish the admission date to complete the process for an "OBRA" admission.

## **Facility View Only Questions**

**Q: Is this a user role that we must have?**

**A:** No, it is not a mandatory user role. This role can be used by an unlicensed worker and can complete the search functions available in the application. They can then check the status of that consumer. This role can be utilized by Hospitals, Nursing Facilities and Community Providers.

## **OBRA Coordinator Questions**

**Q: Are we allowed to use paper referrals that we receive up to the September 20th date? So, for example If I receive a referral today and can't get it the assessment done in time by September 20th do I need to ask the facility to resend the referral electronically or can I use the paper referral that I received (date stamped today)?**

**A:** Yes, you can use the same referral – 3877/78 up until the 20<sup>th</sup> for those you have in process.

**Q: I plan on being the Facility Administrator for my CMH or Contracted Agency, do I need a separate MI Login account for this, or can I use my account as the OBRA Coordinator?**

**A:** Yes, you will need a separate MI Login account. This needs to be separate because as the Facility Admin you are representing your CMH or Contracted Agency. As an OBRA Coordinator you are representing the State OBRA Office.

**Q: I have a facility administrator getting a rejection when she is attempting to register. What would be the cause of a rejection? I also have another who is getting the message that says pending approval from the site administrator, which is what she had registered for. Is there a way for me to check within the system to see what is happening, or how can I help them?**

**A:** Rejections usually indicate that the person using the wrong URL (Old Sandbox one), the correct URL is <https://milogintp.michigan.gov>

Our State OBRA team are responsible for approving all the Facility Administrators. As you can imagine we have hundreds of them coming in. We are working daily on as many as possible. If the individual's account is still pending it just means it hasn't been reviewed yet.

**Q: As an OBRA Coordinator, can I act as the Facility Admin for the community providers in my catchment area?**

**A:** You can do this if you want, however you would not be able to have them all in one group, you will have to have a separate account for each community provider/doctor's office or clinic. Ramiro said to remind you of the 120-day script that we do that inactivates all the users that have not logged in.

**Q: What do we do if we know that there are inappropriate approvals of unqualified 3878 users?**

**A:** The only thing that we can do is that we all will have to monitor for these. So a doctor will not be able to sign off these so the person ..RN or SW that added qualifications that they don't have will be the ones signing. We will need to look at the person signing off the 3877 is not the same one that signs off the 3878. If that is found out we will have to deal with that facility directly, because it is a violation of that facilities Facility Administrator Authorization/Agreement Letter.

**Q: On the MDHHS main page after one first logins in through MiLogin (drop down box begins with Main Menu and ends with Log out) could there be training links to power points on the OBRA PASRR electronic process, user roles, any kind of helpful educational tutorials? It would be important that this is done immediately and before 9/20/2021 if possible, especially the education links to assist coordinators who are getting lots of questions.**

**A:** This is something that we can look at as being a part of the next project.

**Q: Is there any way to tell the OBRA Coordinators that those facilities/providers in their catchment area have been successful at signing up in the OBRA PASRR electronic process as users, so we can reach out to those facilities that still have not been successful?**

**A:** At this time there is not a report that can be ran to pull out this information. We can look up someone's name to see if they have registered.

**Q: Can the CMH administrative clerk/assistant be able to still complete the following regarding the 3877 and 3878: (1) Put demographic and guardianship information into the State form once a Level II is opened? If this flows over from the hospital/other facility/organization but is incorrect, can the clerk make the needed changes? (2) Print out the 3877, 3878, Level II, and Letter of Determination that will be needed to be sent/given to different designated parties? (3) Complete the cert of delivery? (4) Complete the Change of**

Status (COS) form? (5) Put a progress note in the consumer section. (6) Upload documents for Level IIs that are in progress such as psychological evaluations, guardianship papers, etc.

A: Yes, the functions normally completed in the clerk role will continue as they always have.

**Q: Does the new OBRA PASRR electronic system have the capabilities of generating reporting data to the OBRA CMH authority for purposes of tracking how many 3877 and/or 3878s have been received monthly, etc.? If yes, will there be a training/power point distributed to all OBRA Coordinators on this process? Otherwise maybe this could be put in the drop-down box on the Main page once one signs in on how to do this?**

A: All new reporting tool needs will be reviewed and prioritized for future projects.

**Q: Who at MDHHS OBRA would one contact if they need assistance in adding a Facility Administrator user role in the event, they have registered correctly through MI Login for the 3877-user role but are in a pending status waiting for approval? Or this person has approval for the 3877-user role but now needs to add the Facility Administrator user role? Would they be able to cancel their initial request if they are still pending approval for 3877-user role or after approval is given and then be able to start the registration process over?**

A: All technical questions related to the OBRA application need to go through the OBRA Helpdesk – [MDHHS-OBRA-Helpdesk@michigan.gov](mailto:MDHHS-OBRA-Helpdesk@michigan.gov)

**Q: I still believe that physician offices, home care agencies, etc. will need an exception to the no paper copies accepted after 9/20<sup>th</sup> due to the inability for OBRA Coordinators to be able to know and contact all those physicians/organizations (or persons affiliated) that will be wanting to do home admissions to nursing facilities. Many of these individuals needing a Level II for nursing home placement will not meet criteria for an ER visit or medical hospitalization.**

A possible remedy may be that the receiving nursing facility can complete the 3877 and 3878 (if needed); however, problems to this would be facilities that will not hold a bed, which I am seeing more and more happen due to COVID complications/rules. These facilities are really wanting to read the completed Level II before making an admission decision. I am concerned that persons that need to be admitted to a nursing facility from home but do not meet medical necessity to be admitted to a hospital will be at risk of harm such as from falls, etc. or others that are providing care to the individual could be at risk of harm to themselves.



**What is the plan to address these issues?**

**A:** As of September 20<sup>th</sup>, the nursing facilities will not longer be able to initiate a PAS for someone that is requesting an admission from the community. These referrals will need to either come from the community provider's office/clinic or from the hospital. Our office will prioritize these registrations for approval so that these referrals can be conducted as soon as possible. This is an area that will require training as needed from your OBRA department with your community providers.

**Q: Can an out of state hospital use the State of Michigan OBRA 3877 and 3878?**

**A: No.** This process is not changing, it will require the nursing facility to complete a 3877 as a CIC and send to the OBRA Coordinator's office within 14 days following the admission.

**Q: Do the Facility Admins need to wait to activate and approve their organization's user roles?\*\*\*\***

**A:** No, they do not. We have lifted that requirement. This is different then the training modules indicate. Please advise all your facilities that they can begin to activate and approve their user roles immediately.