

# **OBRA Electronic Application Downtime State of Michigan Non-Business Hours:**

## **Workflow and Process**

**1-24-2022**

### **PURPOSE:**

To establish a standard procedure for Hospitals, Nursing Facilities and Community Providers to follow when the OBRA Electronic 3877/78 Referral application is down and unavailable for use for more than 2 hours. The OBRA Helpdesk will monitor the down times for accurate reporting and to facilitate an expedient resolution.

This purpose is to establish and cover application downtimes during State of Michigan all non-business hours of operation (i.e., afterhours, weekends, and holidays). The identified OBRA Stakeholders above shall be allowed to utilize a completed paper copy of the forms DCH-3877 and DCH-3878 to facilitate referrals for those individuals requiring Nursing Facility placement.

### **PROCEDURE:**

**Hospital** impending discharges in the next 24 hours to a Nursing Facility only, can utilize the paper DCH forms 3877 and 3878. All referrals are required to follow all standard procedures for a PASRR Level I - Pre-Admission Screens (PAS) and if exemption criteria are met, for Hospital Exempted Discharge, Dementia Exemption or Coma Exemption. Referrals will be permitted to be scanned and uploaded for emailing and/or fax to both the local OBRA Coordinator's office and the Nursing Facility for review. Please continually check if the application is live and working before using a paper form.

**Nursing Facilities** should allow paper forms for referral and admission during identified downtimes. Paper copies of the DCH-3877 and DCH-3878 will need to be uploaded and saved to your electronic medical record. HED's will need to be tracked so that they can be sent to the OBRA Coordinator's office by the 25<sup>th</sup> day. Coma and Dementia Exemptions will only need to be sent to the OBRA Coordinator if there is a known previous Level II evaluation or if a Change in Condition occurs. Those paper DCH-3877 and DCH-3878 forms will need to be sent by fax or email to the local OBRA Coordinator. Please contact your area OBRA Coordinator for this procedure. The Nursing Facility is not required to initiate a Change in Condition (CIC) in the electronic application when receiving a paper referral.

**OBRA Coordinators** will review, and triage received DCH-3877 and DCH-3878 forms as normal, providing a decision Letter or starting a new Level II evaluation. Coordinators will be the initial start of the electronic process when starting the Level II evaluation from paper referrals. Please explain in the Psychosocial - Presenting Problems section of the Level II evaluation.