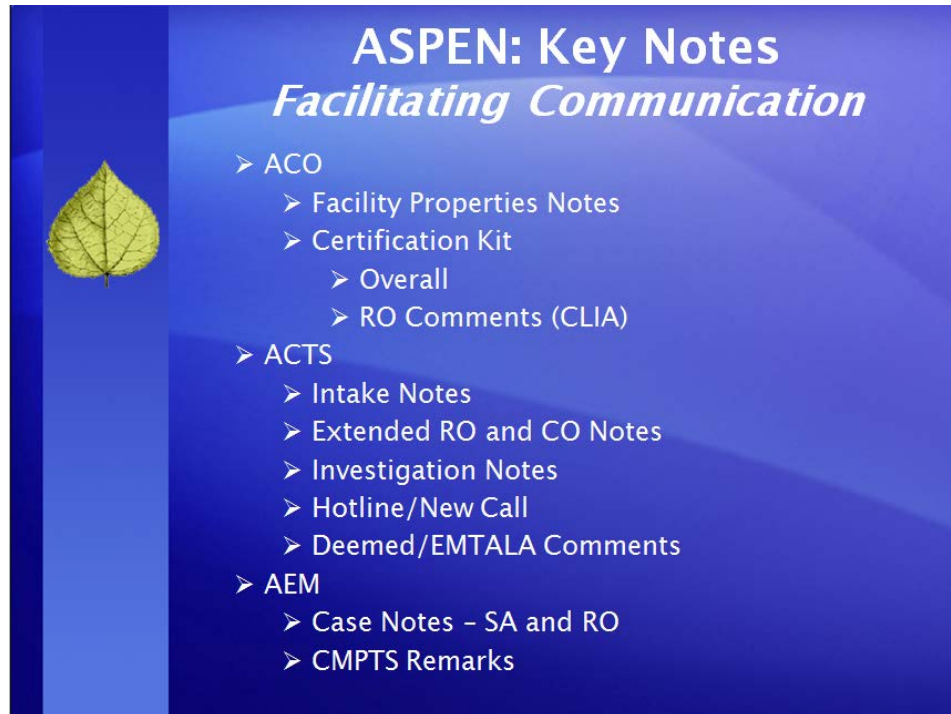


SA/RO Communication

Facilitating Communications

- Within State Agencies
- Between State Agencies and Regional Offices
- Between Regional Offices and CMS Central Office




ASPEN: Facilitating Communication



ASPEN SA/RO/CO Communications

- Tools to improve timely processing
 - Action Items
 - Personal Activities

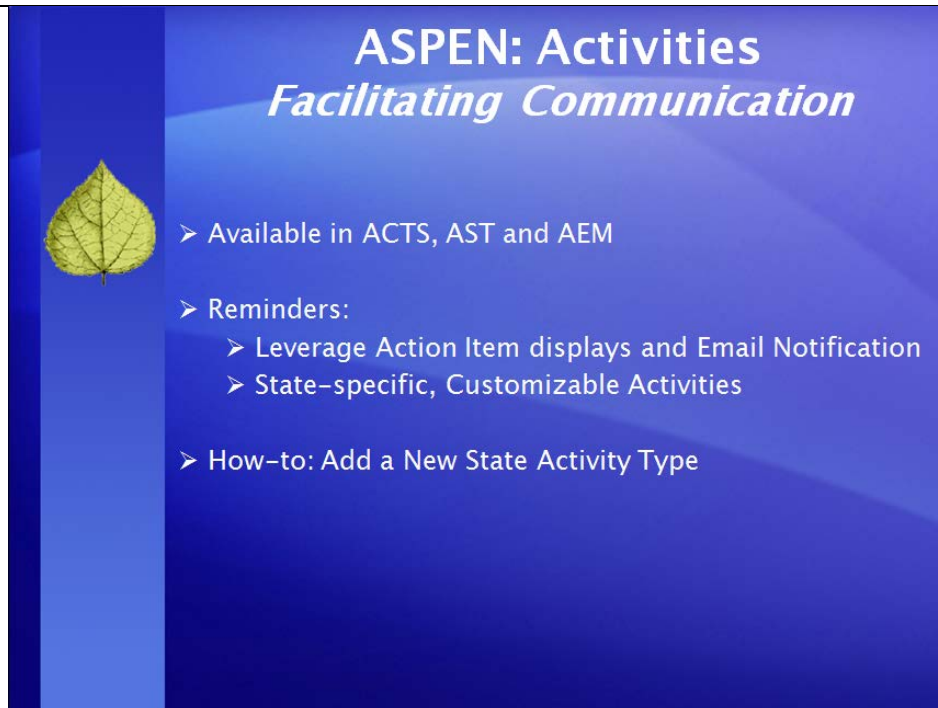
ASPEN SA/RO/CO Communications



ASPEN: Action Items *Facilitating Communication*

- Available in ACTS, ACO/AST, AEM
- Tips:
 - Filter, Filter, Filter
 - Missing what you know exists? Filter may be hiding it
 - Leverage Email Capabilities
 - State-specific Action Items
- Complete list of AI's in Supplemental Materials
- Application-specific lists in ACTS/ACO Procedures Guides

ASPEN Action Items



ASPEN Activities

Adding Activities, Notes & Attachments

Activities and notes are useful ways to advise staff of tasks to be performed, or to exchange information between SA personnel and ROs.

Part 1: Add Activity and Notes to a certification kit for a nursing home

1 Locate a Nursing Home

- Open **ACO** or **ARO**.
- Activate the **NH OPEN** selection set.
- From the alpha tree, click the + next to your assigned training letter to expand the node.
- Locate **<A> - Lifecycle Nursing Home**, where A is your assigned training letter.

2 Open certification

- Right-click the most recent certification and select **Certification Kit**.

3 Create activity

- In the certification kit, go to the **Tracking** tab.
If you receive a message about the staggered survey field, answer **No**.
- Select the **Activities/Action Items** sub-tab, then click **Add**.
- For Type, select **03 Letter to Provider/Supplier**.
- For Due, enter **tomorrow's date**.
- In the Staff section, click **Add SA** and select yourself from the list, then click **OK**.
- In the Comments section type, **Notify facility that we are still awaiting supplemental documentation**.

- Click **OK** to save the activity.

The new activity appears in the Activities/Action Items list of the certification kit. You will also receive an action item advising you of the activity.

4 Add notes

- Go to the Certification & Surveys tab.
- Scroll to the RO/SA Message section.

DO NOT ENTER ANYTHING HERE. These notes print on the hardcopy of the CMS-1539.

- Instead, select **Notes** from the bottom of the certification kit.
- In the word processor, enter the following: **Julie Myers took over as Director of Nursing in August 2011.**
- Click **OK** to save the note.

When Notes are present, there is an asterisk on the Notes button.

5 Non-Confidential Remarks

Surveyors can include and view the team's pre-decision, non-confidential survey remarks. These are available to view and print in read-only mode to the entire survey team, and are included in the survey transfer between ASE-Q and ACTS/ACO.

- In the Survey List section, highlight your health survey, then click **Citations Manager**.
- Add yourself to the survey team, and click **OK**.
- In the Team Roster section, highlight your name, then click the **Remarks-Non-Confidential...** button.
- Type some remarks and click **OK**.
- Click **Done** to close the Citation Manager.
- At the bottom of the certification kit, click **View all Non-Confidential Remarks....**

This is a read-only view of all team member non-confidential remarks.

Note: You can also enter non-confidential remarks in the Team node of the certification kit tree view. Remarks entered here also appear when you view non-confidential remarks from the Citation Manager.

- Click **Cancel** to close the Remarks window.

6 Exit ACO/ARO

- Click **Done** to exit the certification kit.
- Close ACO/ARO.

Part 2: Add an Activity to Enforcement Investigation

Before beginning:

Open **ACO** or **ARO**.

Activate the **NH OPEN** selection set.

Open an enforcement case in AEM

7 Open Enforcement case

- Go to **AEM** (select the Enforcement tab at the bottom of the alpha tree in ACO).
- On the Enforcement tab, click the + next to your training letter to expand the node.
- Locate **<A> Lifecycle Nursing Home**, where A is your assigned training letter.
- Right-click on the open case and select **Modify Enforcement**.
- If a warning message appears for survey date changes, click **OK**.

8 Create activity

- On the **Case Basics** tab, scroll down to the Activities section.
- Select **Add**.
- For Type, select **17 Requested Info from State**.
- For Due, select **tomorrow's date**.
- In the Staff section, click **Add SA**, and select yourself.
- Click **OK** to save the activity.

Your new activity will appear in the Activity list. You will also get an action item alerting you to the activity.

9 Add notes

- Scroll further down to the **State Case Notes** section and type: **These are the state notes**.
- Click **Notes** at the bottom of the form for another view.
- Click **OK** to close the word processor.

10 Complete task

- Click **Save & Exit** to close the enforcement case.
- Select **My Action Items** in the tree view. Notice the Action Item you just created for yourself.