

# **Enterprise Incident Management (EIM) Office of Long-Term Living Service Coordination Entity/Provider Search**

Office of Long-Term Living (OLTL)  
November 2011

# Contents

---

- Overview
- Description of SC Search Capabilities in EIM
- Additional Resources

# Overview

---

- Enterprise Incident Management (EIM) is OLTL's solution for Centers for Medicare and Medicaid Services' requirement that Pennsylvania implement a comprehensive incident management process for participants in the Medicaid waivers and the ACT 150 program. OLTL currently uses EIM for:
  - Incident reporting
  - Complaint reporting
  - Review and investigations of reported incidents
- EIM will also streamline the incident reporting process for providers, making it easier and less time-consuming to report incidents by reducing the need for paper forms and email communications.
- EIM replaces the current electronic incident report form for all provider organizations. Incidents will be recorded in EIM for all waiver participants who have an MCI number. This includes participants receiving services from the following waiver programs:
  - Act 150
  - Attendant Care
  - Independence
  - OBRA
  - COMMCARE

## Description of SC Search Capabilities in EIM

---

- This communication is intended to clarify the incident reporting process for Service Coordination Entities (SCs).
- SCs are able to enter incidents for participants on their caseload. These incidents may be associated with the SC Entity. The SC also has access to file an incident on behalf of providers with an authorized service on their participants' plans.
- Direct service providers only have access to create incidents that are associated with their own agency. Direct service providers do not have access to create incidents on behalf of other providers on a participant's plan.
- The following slides supplement the EIM Provider Training Manual step-by-step guide for creating an incident in EIM. SC users should refer to this communication for clarification when completing an incident report.

## Description of SC Search Capabilities in EIM

This slide reviews the first nine steps for creating an incidents in EIM for an SC user. The first nine steps for creating an incident and submitting the First Section in EIM for SC users are outlined with screen shots in the EIM Provider Training Manual.

**Step 1:** Log in to the Enterprise Incident Management system and view the *My Dashboard* screen.

**Step 2:** Click [CREATE NEW INCIDENT].

**Step 3:** The *Individual Search* screen appears. Search for the Individual by name or an identifier (an SSN, an MCI number, etc.).

**Step 4:** Once the individual information is entered, click [SEARCH].

**Step 5:** Verify that the correct individual appears, and then click the MCI number link.

**Step 6:** The *Individual Detail* screen appears. Click the **Incident Type** drop-down arrow and select **Individual Incident**.

**Step 7:** Click the **Filing Service Location** drop-down arrow and select a **Filing Service Location**.

**Step 8:** Click [CREATE].

**Step 9:** The *Individual Information* screen appears. Review the individual's demographics information. Click [SAVE & CONTINUE].



# Description of SC Search Capabilities in EIM

**Step 11SCa:** *Provider Search* screen will appear. On the Provider Search screen, enter the available Provider search criteria and click [SEARCH].

The screenshot shows the EIM - Search interface. At the top, there is a navigation bar with the EIM logo and 'Enterprise Incident Management' text, and icons for HOME, SEARCH, REPORTS, and HELP. Below the navigation bar, the page title is 'EIM - Search'. The main content area is titled 'Select a Provider the Incident is being filed about'. There is a dropdown menu labeled 'Providers'. Below this, there are four input fields: 'Identifier Type' (a dropdown menu), 'Identifier' (a text box), 'Provider Name' (a text box containing 'Access'), and 'Service Location Name' (a text box). To the right of the 'Identifier' and 'Service Location Name' fields is a 'Service Location ID' text box. At the bottom of the form, there are two buttons: a blue 'CLEAR' button with a red 'X' icon, and a green 'SEARCH' button with a magnifying glass icon. A red rectangular box highlights the search criteria fields, and a smaller red box highlights the 'SEARCH' button.

**Note:** An SC user is authorized to file incident for the provider agencies on their participants' plans, even if it is not their own agency. If the incident should be associated with the SC's agency, then the user will need to search for his or her agency. If the user has knowledge of an incident that occurred at another provider location (with an authorized service on the participant's plan), the user can search for that agency, select it, and the information will be populated in the *Provider Information* screen.

# Description of SC Search Capabilities in EIM

The *Provider Search Results* screen appears. Select the Provider from the search results by clicking on their MPI number link on the left.

The screenshot shows the EIM - Search interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this is a search filter section titled 'Select a Provider the Incident is being filed about'. It includes a 'Providers' dropdown menu, an 'Identifier Type' dropdown set to 'Select One', an 'Identifier' text box, a 'Provider Name' text box containing 'Access', a 'Service Location Name' text box, and a 'Service Location ID' text box. Below the filters are 'CLEAR' and 'SEARCH' buttons. The main area displays a table of search results with columns for MPI, Provider Name, Service Location ID, Service Location Name, Address, Source System, and Program Office. Two rows are visible, both for 'ACCESS SERVICES' at 'Access Services Main Office' in 'HCSIS' with 'OLTL' as the program office. The MPI number '10000237' is highlighted in a red box in the first row.

MPI	Provider Name	Service Location ID	Service Location Name	Address	Source System	Program Office
<a href="#">10000237</a>	ACCESS SERVICES	<a href="#">0001</a>	Access Services Main Office	2300 N CAMERON ST, Building 3, PO BOX 333, Columbia Cross Roads, PA 17110-9443	HCSIS	OLTL
<a href="#">10000237</a>	ACCESS SERVICES	<a href="#">0003</a>	Access Services Main Office	2300 N CAMERON ST, Building 3, PO BOX 333, Columbia Cross Roads, PA 17110-9443	HCSIS	OLTL

# Description of SC Search Capabilities in EIM

**Step 11SCb:** The *Provider Information* screen appears. Review the provider information and select a **Provider Type** from the drop-down menu. Enter the provider agency contact person for the incident in the **Staff First Name** and **Staff Last Name** fields. Click [SAVE & CONTINUE].

The screenshot shows the EIM 'Provider Information' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below this, the incident details are displayed: ID: 24946, Version: 12, Type: Individual Incident, Primary Category: (empty), Status: Open. The individual is identified as JANENE, ANGELINA and the provider as ACCESS SERVICES. A table below shows a document named 'Incident First Section' with a status of 'In Progress', created on 9/26/2011 by Plant, Jimmy. The 'Provider Information' section contains the following fields: 'Select Provider/Location' (highlighted with a red box), MPI: 100000237, Name: ACCESS SERVICES. The 'Provider Service Location Information' section includes: Service Location ID: 0001, Service Location Name: Access Services Main Office, Phone: (888)555-8888, Email: oldprovider@internet.com, Address Line 1: 2300 N CAMERON ST, Address Line 2: Building 3, Address Line 3: PO BOX 333, City: Columbia Cross Roads, County: Dauphin, State: Pennsylvania, Zip code: 17110-9443. The 'Provider Type' dropdown is set to 'Direct Service Provider' (highlighted with a red box). The 'Staff First Name' field contains 'Sam' and the 'Staff Last Name' field contains 'Browne' (both highlighted with red boxes). At the bottom, there are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »' (highlighted with a red box).

## Description of SC Search Capabilities in EIM

After the SC has selected the provider to be associated with the incident and the information is populated into the Provider Information screen, SC users can continue completing the incident report First Sections according to the manual. The steps are listed below.

**Step 12:** The *Incident Classification* screen appears. Click the **Discovery Date and Time** field to select the date and time the incident was discovered.

**Step 13:** Select the **Primary Category**, the **Date the Primary Category Occurred** and the **Secondary Category**. The secondary category **Date Occurred** is required.

**Step 14:** Proceed directly to filling out the **Was this incident referred to Adult Services?** and **Is the individual's health and welfare at risk?** fields. Click [SAVE & CONTINUE].

**Step 15:** The *Reporter Information* screen appears. Enter as much reporter information that can be gathered. Once information has been entered, click [SAVE & CONTINUE].

**Step 16:** The *Incident Description* screen appears. Enter the incident description information. Once the information has been entered, click [SAVE & CONTINUE].

**Step 17:** The *Initial Action Taken* screen appears. Enter the initial action taken information and click [SAVE & CONTINUE].

**Step 18:** The *Incident Detail* screen appears. Click [VALIDATE] to check that all fields in the Incident First Section have been completed.

**Step 19:** A **Validation Successful** message will appear if all parts of the incident were completed properly.

**Step 20:** Click [SUBMIT] to submit the Incident First Section.

**Step 21:** The Incident First Section is updated to Submitted status, and the Final Section and Management Review documents appear.

# Additional Resources

---

## HCSIS Help Desk

- Call: 1-866-444-1264
- Email: [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov)
- Hours: Monday – Friday; 8:00 AM – 5:00 PM

## Learning Management System

- Training resources are available to all users and are located on the HCSIS Learning Management System (LMS) and can be accessed by clicking the Training Material link from the EIM Landing Page or the LMS link on the HCSIS Homepage.

## Online Help

- Remember that EIM Online Help is updated with each release and is a valuable EIM tool. Help is located in the upper, right corner of each screen.