Settings Evaluation and Tracking System (SETS) Provider Portal for Home and Community Based Settings (HCBS)

Round 1 Provider Onboarding Training

Monday, October 21, 2024

Wednesday, October 30, 2024

DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES

SETTINGS RULE

The HCBS Settings Rule, a federal regulation passed in 2014, establishes that individuals receiving HCBS services have full access and benefits of community living with opportunities to receive services in the most integrated setting.

In Montana, the Settings Rule applies to specific 0208 DD Waiver, Severe Disabling Mental Illness (SDMI) Waiver, Big Sky Waiver (BSW) services.

The Community First Choice (CFC) program will have its own distinct method for ensuring compliance with the Settings Rule.

Find more information about the HCBS settings requirements on the HCBS Settings website.

SETS PROVIDER PORTAL OVERVIEW

SETS
SETTINGS
EVALUATION AND TRACKING SYSTEM

The SETS Provider Portal is a new website that will be used by Providers and used by DPHHS HCBS Staff to ensure ongoing compliance with the HCBS Settings Rule.

EXPECTED BENEFITS INCLUDE:

INFORMATION

COMMUNICATION

DOCUMENT MANAGEMENT

What can I do in the SETS Provider Portal?

From the SETS Provider Portal, designated employees (depending on their access level) can*:

- ☑ Manage your Provider information and access
- ☑ Submit Provider Self-Assessments (PSAs) for your settings
- ☑ Manage your Settings
- ☑ Respond to inquiries about your PSAs

**Note, the only information available to you via the SETS Provider Portal is that of your own Provider. You cannot access other Provider information.*

SETS Provider Portal Access Levels

Provider Admins control who has access to the SETS Provider Portal by approving or denying other user's requests. Provider Admins can also update Provider details, register Settings, submit Setting PSAs, and respond to PSA inquiries. Each Provider must have at least one Provider Admin.

Standard Users are Provider designees who can register Settings, submit Setting PSAs, and respond to PSA inquiries.

Viewers are Provider designees who can view everything related to your Provider account within the SETS Provider Portal. Their access is strictly view-only.

SETS BUSINESS PROCESSES

SETTINGS
EVALUATION AND TRACKING SYSTEM

GETTING ACCESS

Access for Provider Admin

Request Provider Admin access

Provider receives an email when their access is approved

Access for Others

Other request access

Provider receives an email when their access is approved

ONCE A PROVIDER HAS ACCESS

Register a Setting

Draft and/or Submit the Setting PSA

Receive PSA Inquiry from HCBS

Respond to PSA Inquiry

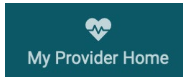
HCBS may reach out to you if they have questions

GETTING TO KNOW THE SETS PROVIDER PORTAL

Step 1: Locate the SETS Provider Portal Main Menu

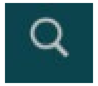
The SETS Provider Portal Main Menu is located at the top left-hand corner of any screen on the SETS Provider Portal. You can review your Pending User Requests, all User info, your PSAs, and register Settings from the Main Menu. This is also the location from where you MUST Log Out when finished with your work.

Step 2: Locate the My Provider Home button



The My Provider Home button is located at the bottom center of any page. This page provides you with a quick look at all aspects of your Provider, including your Related Settings. From My Provider Home, you can view key Provider information, drill-into each of your Related Settings, as well as add a Related Setting.

Step 3: Search or filter for things in your Provider Portal



Use the search function to find things quickly. The search function is represented by the magnifying glass icon located in the upper-right hand corner of any page.

Step 4: Don’t forget to Log Out of the Provider Portal when you are done

Log Out You must always log-out of the Provider Portal when finished.

MANAGING YOUR SETTINGS

Step 1: View a list of all related Settings

You can view your Provider's Related Settings from the My Provider Home page (depending on the size of your screen, you may have to scroll down to the bottom of the My Provider Home page to find your Related Settings).

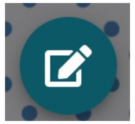
We recommend confirming a Setting doesn't already exist each time you prepare to add a new Setting to the Provider Portal by reviewing your list of All Related Settings.

Step 2: Register a Setting

Locate and complete the Setting Registration form (the form is accessible from either the Setting Registration page on the Main Menu or from the My Provider Home button). Once the form is complete, submit it by clicking the "Save" button. After registering the Setting, you may begin completing PSAs.

The person who registered the Setting, as well as all Provider Admins, receive a Setting registration confirmation email when a Setting for your Provider is registered.

Step 3: View and/or edit Setting details



Once a Setting is registered, you can view and update its details from the Related Settings area of the My Provider Home. The Edit button, which looks like a small pencil, is at the bottom of the Setting page.

Although you can edit a Setting's information from the Provider Portal, prior to making them contact HCBS Staff when edits are needed.

Step 1: Draft a PSA

When required, you can begin drafting a new PSA for a Setting. All PSA questions require an answer. You can optionally add image or document attachments to a PSA. You can also save a PSA as a draft if you are not quite ready to submit (PSAs will remain in "draft" until you submit). HCBS Staff will not be able to see the information provided on a PSA while it is in a "draft" status.

Providers with waiver approved, agency owned/managed residential settings (ALF, group homes, foster homes, and supported living) will be expected to upload, at a minimum:

- Residential Agreement/Lease
- Activity Calendar
- Meals/menu calendar
- Policies and procedures/processes to include, (if not included in the residential agreement)
    1. Grievance
    2. Transportation policy and procedures
- Health and Safety Modifications
- Member handbook

Providers with supported employment services *will be expected to upload at a minimum*

- Policies and procedures/processes related to service delivery, such as member handbook

***Providers with* Day Supports** (Adult Day Health, Adult Day Care, Vocational/Work Day) *services will be expected to upload at a minimum*

- Policies and procedures/processes related to service delivery, such as member handbook

MANAGING YOUR PSAs

Step 2: Submit a PSA

Once you are ready, submit the PSA. Keep in mind, you are unable to edit a PSA once it's submitted (your answers are "locked in" at that point). Both the person who submitted the PSA and the HCBS Staff receive an email notification whenever a PSA is submitted.

If you need to change something on a submitted PSA you must contact HCBS Staff for guidance.

Step 3: Check the status of a PSA

You can check the status of your PSA at anytime by looking at the "status" field. Your PSA will remain in a "Submitted" status until an HCBS Staff Approves or Denies the PSA.   HCBS Staff will also follow-up with the PSA submitter via email when they Approve or Deny a PSA.

RESPONDING TO PSA INQUIRIES

Step 1: Receive the PSA Inquiry

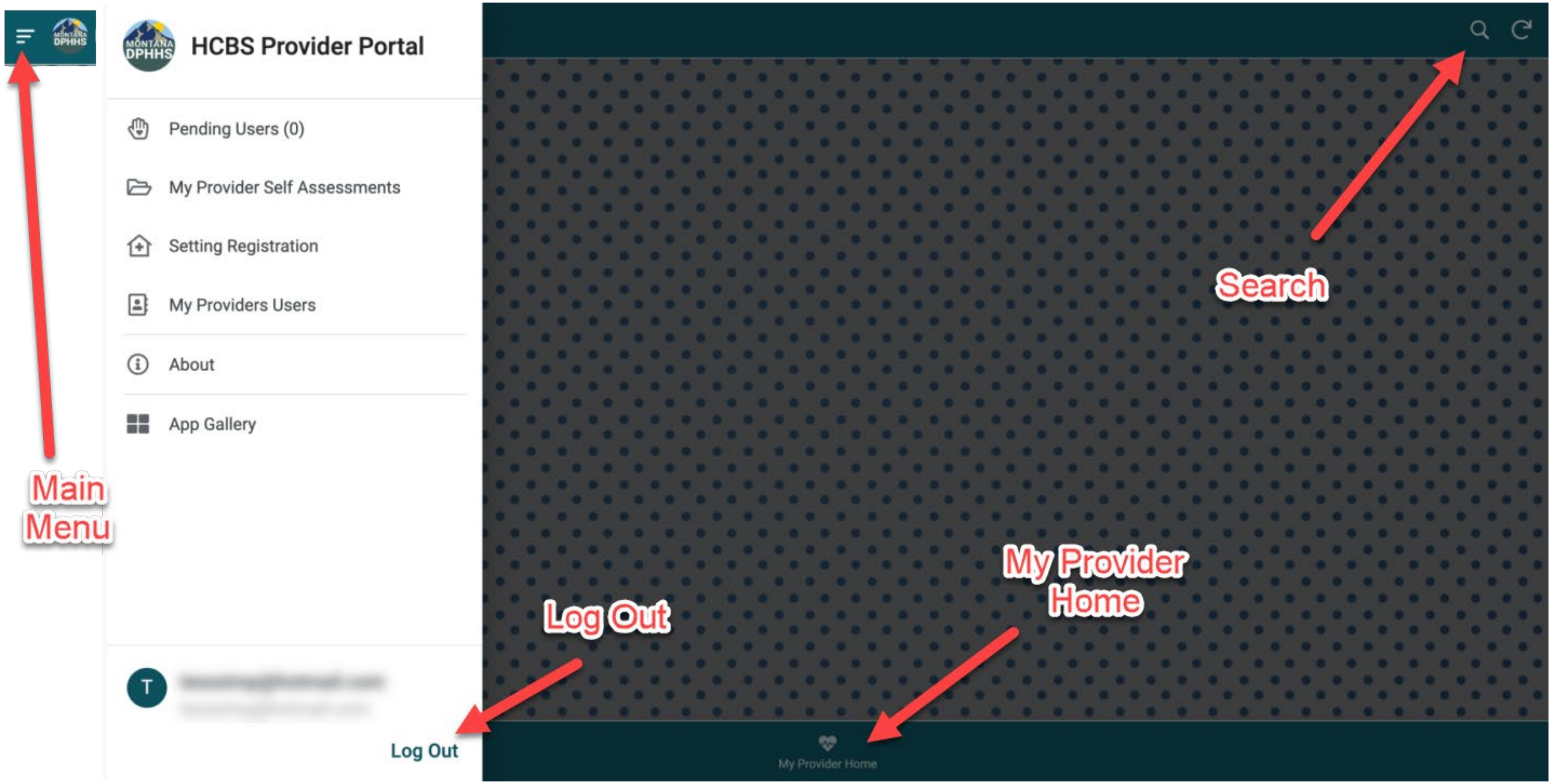
While reviewing your PSA, HCBS Staff may need to request additional information from you. They may contact you directly by phone, email, or fax, or they may choose to contact you directly from the SETS Provider Portal via a Related Comment. If they choose to send a Related Comment, the person who submitted the PSA will receive an email indicating they must check the Setting's PSA for information about the Related Comment.

Step 2: Respond to the PSA Inquiry

Related Comments are attached to a PSA. Anyone with the Provider Admin or Standard User access can view and respond to a Related Comment. Responding to a Related Comment triggers an email notification to HCBS Staff letting them know you've provided a response.

You can only respond to a Related Comment when it has been initiated by HCBS Staff. You are not able to initiate a Comment or Question from the SETS Provider Portal at this time.

SETS PROVIDER PORTAL IMAGE



Step 1: HCBS Staff will set up your account

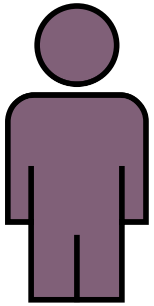
The first step, please provide the following information needed for the SETS Team. This information will be used to set up your **initial** Provider Administration account in the new SETS Provider Portal.

Provider name (as identified consistent with NPI)
Name of provider admin
Provider admin email address
Provider admin phone number

We'll let you know once we've set-up your **initial** Provider Administration account. Once that account is established, your first user can request access to the SETS Provider Portal.

ACCESSING THE SETS PROVIDER PORTAL

Step 2: One person from your Provider will request the Provider Admin Role *(required)*



Next, you, or someone you designate, must request the Provider Admin (#1) role to the SETS Provider Portal.
Here is a link to the HCBS website.

Step 3: Others from your Provider will request their access (*recommended*)

We recommend you ask at least one additional user to request access to the SETS Provider Portal (there is no limit to the number of users you can have!). Users can request one of the following roles: Provider Admin, Standard User, or Viewer.

Step 4: Provider Admin (#1) will approve or deny their access

You will see user access requests on the Pending Users List in the Provider Portal and can approve or deny requests from there.

The person requesting access will receive an email once one of your Provider Admins approves the access.

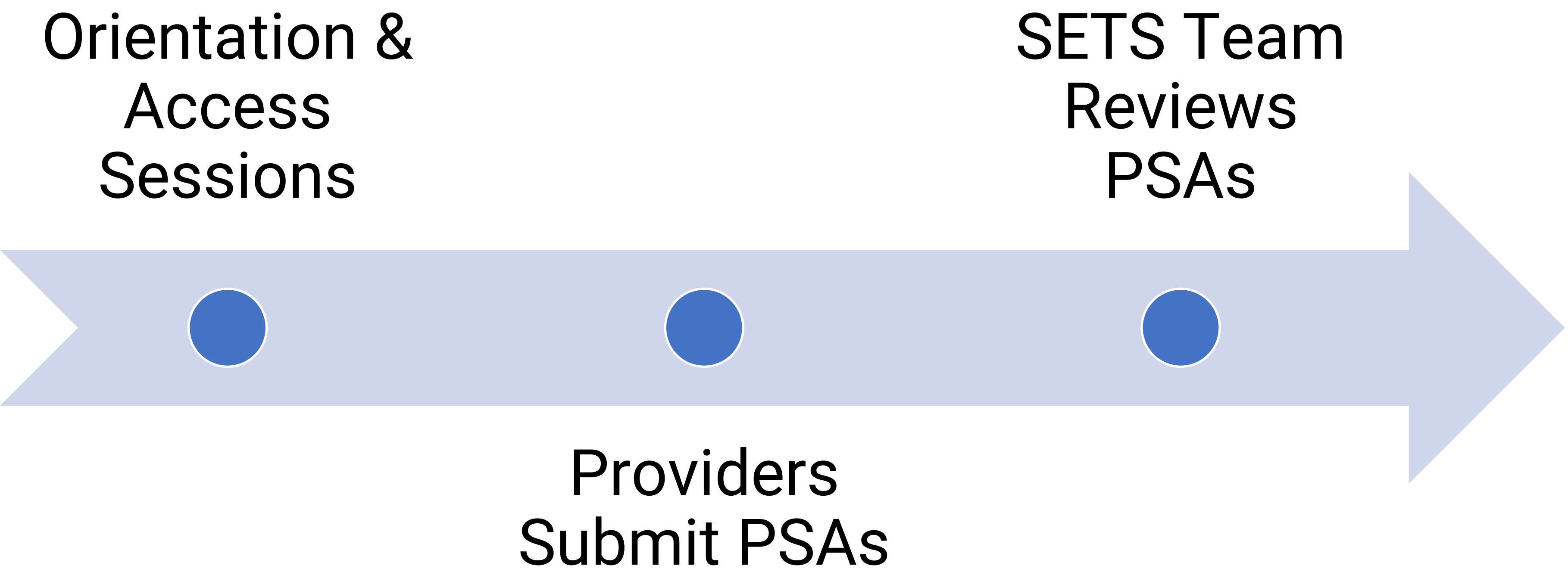
SETS Resources

Resource	Link	What's included?
External Website (for providers)	[HCBS Homepage]	• Provider Onboarding Training PowerPoint and Resources • Link to the Citizen Portal • Settings Rule Information

SETS Resources

Program	Program Lead	Contact Information
Big Sky Waiver	Christina Rees Michael Woods	Christina.Rees@mt.gov MWoods2@mt.gov
DD	James Lackey Cathy Murphy	James.Lackey@mt.gov catmurphy@mt.gov
SDMI	Cindy Shay Jean Perrotta	Cynthia.Shay@mt.gov jperrotta@mt.gov
*You will receive a calendar invitation to upcoming Office Hours in the near future.		

SETS PROVIDER PORTAL TIMELINE



SETS PROVIDER PORTAL TIMELINE

ORIENTATION & ACCESS

- **Monday, October 21st 9:00 – 10:30 AM**
- **Wednesday, October 30th 9:00 – 10:30 AM**

Providers Submit PSAs for specified settings

October 21st through November 30th

SETS Team

Reviews PSAs and Corresponding Documents and Provide Next Steps by the Beginning of 2025

QUESTIONS?

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