Home and Community-Based Settings

Centers for Medicare & Medicaid Services (CMS)

User Guide for HCBS Statewide Transition Plan Website: State Users

March 22, 2018

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1.0 Introduction

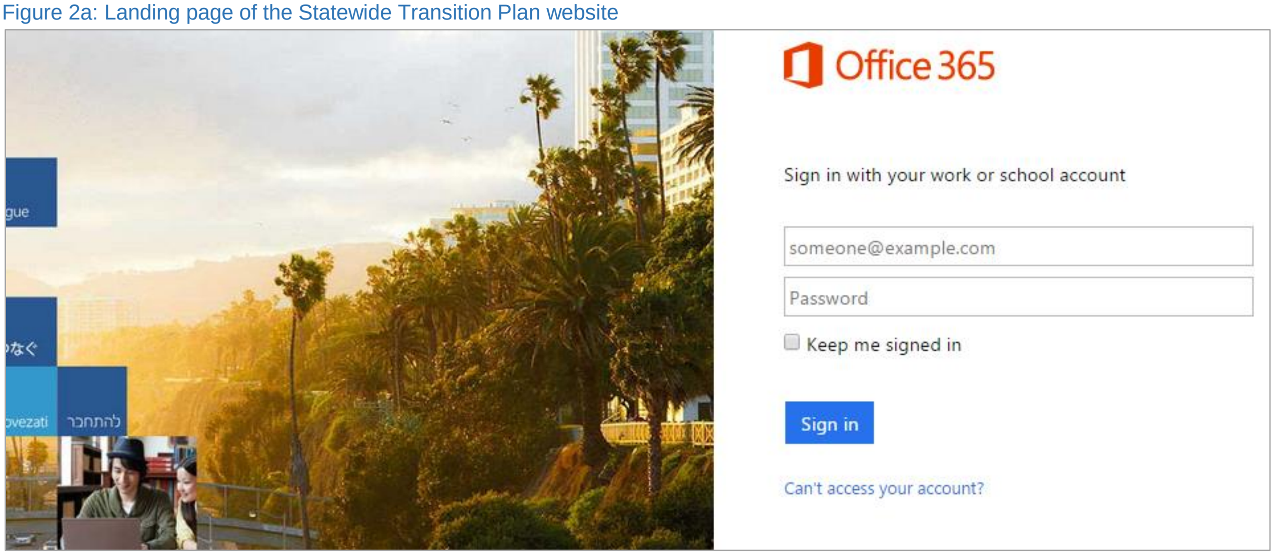
This user guide provides detailed instructions for using the Home and Community-Based Settings Statewide Transition Plan (STP) website. This guide covers basics about using the website, such as logging into the website and updating state contact information, and also covers more advanced topics such as uploading documents and managing state milestones.

2.0 Logging In to the Website

1. Launch an internet browser such as Chrome, Firefox, or Internet Explorer (version 9 and above).
2. Enter https://hcbscms.sharepoint.com/sites/hcbs/**xx** where **xx** is your state's two-letter state abbreviation. For example, for California the URL is https://hcbscms.sharepoint.com/sites/hcbs. The landing page of the website *(seen in Figure 2a, below)* asks for the username and password that were issued to the state via the HCBS STP Website Helpdesk. Enter the username (example: ca-medicaid@hcbscms.onmicrosoft.com) and password, then Click the "Sign In" button. If this is your first time signing in, you will be asked to change your password as detailed in step 3, below.

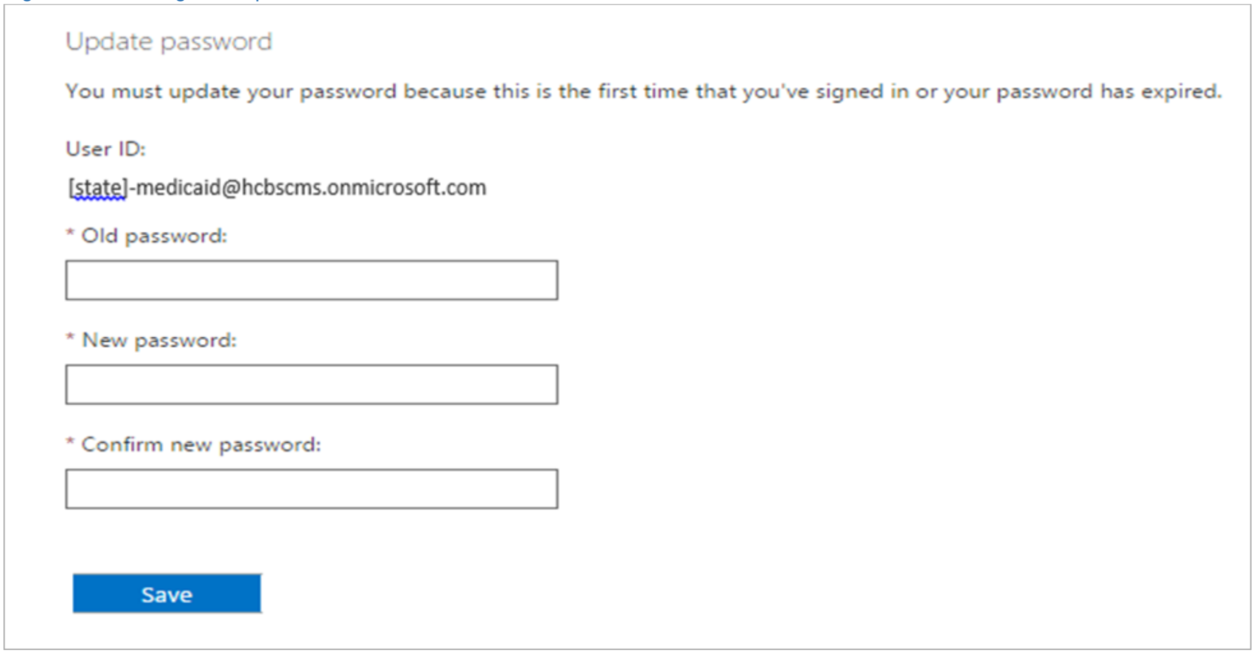
   Please contact the Helpdesk at HCBSSTPHelpdesk@neweditions.net if you need to request a username and password to be re-issued, or if you experience any issues while using the website.

Figure 2a: Landing page of the Statewide Transition Plan website



3. When you are signing in for the first time, you will be asked to create a new password using the form *(seen in Figure 2b, below)*. The password you choose must be a "strong" password; the requirements for a strong password will be listed if they are not met on the first attempt.
4. Click "Save" to create a new password. **If you experience an error message when saving your new password, simply close and then re-open your browser, and then log in to the site again.**

Figure 2b: Creating a new password


Update password

You must update your password because this is the first time that you've signed in or your password has expired.

User ID:

[state]-medicaid@hcbscms.onmicrosoft.com

* Old password:

* New password:

* Confirm new password:

Save

3.0 Updating State Contact Information

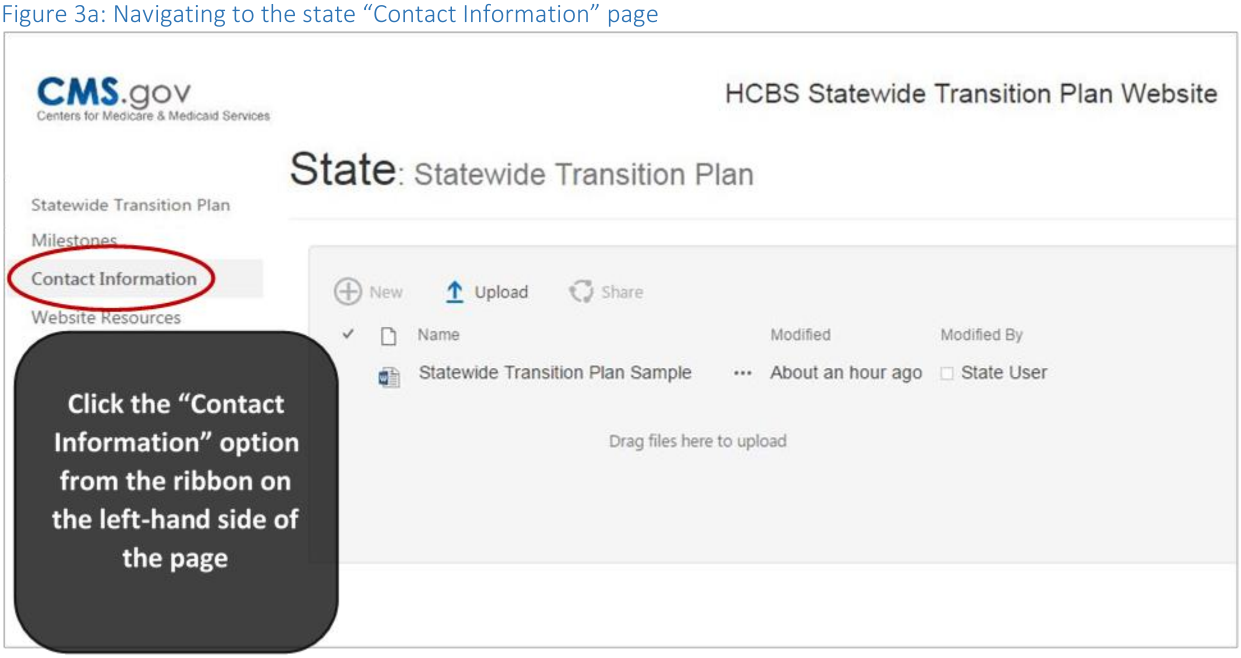
This section describes how to view or update the contact information for a state. Use this feature to update contact information for the designated state contact, or to add or edit information for a secondary contact. State contact information is used to send email notifications when a state uploads the STP.

A state may have up to two listed contacts--a Primary and a Secondary contact--and both of these contacts will receive all email alerts that are sent to the state. ***It is important to note that while a state may have two contacts, each state has only one username and password. If a state wishes to allow more than one user access the website, the state's username and password must be shared by all users.***

3.1 Navigating to the State Contact Information page

To navigate to the Contact Information section of the site, click the navigation option labeled "Contact Information" on the left-hand side of the page *(as seen below in Figure 3a)*.

Figure 3a: Navigating to the state "Contact Information" page

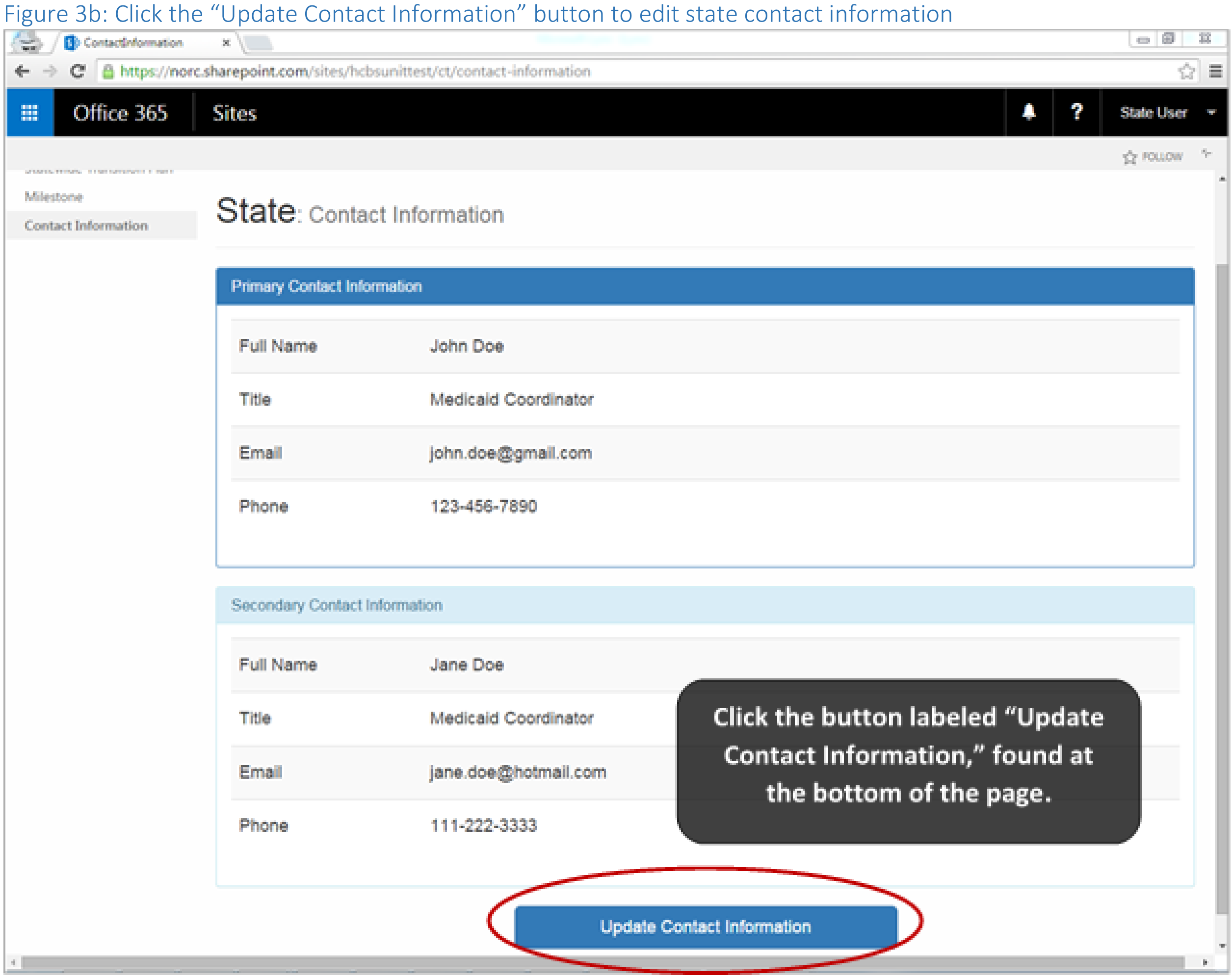


3.2 Opening the Edit Contact Information Tool

On the Contact Information page, you can view or edit the primary and/or secondary contacts for a state. All state email notifications will be sent to the email addresses listed on this page. Users listed on this page can also request that the password for the user account be reset.

To edit the contact information, click the button at the bottom of the page labeled "Update Contact Information" *(as shown in Figure 3b, below)*. This will open a tool that allows you to modify the existing contact information or add a secondary contact.

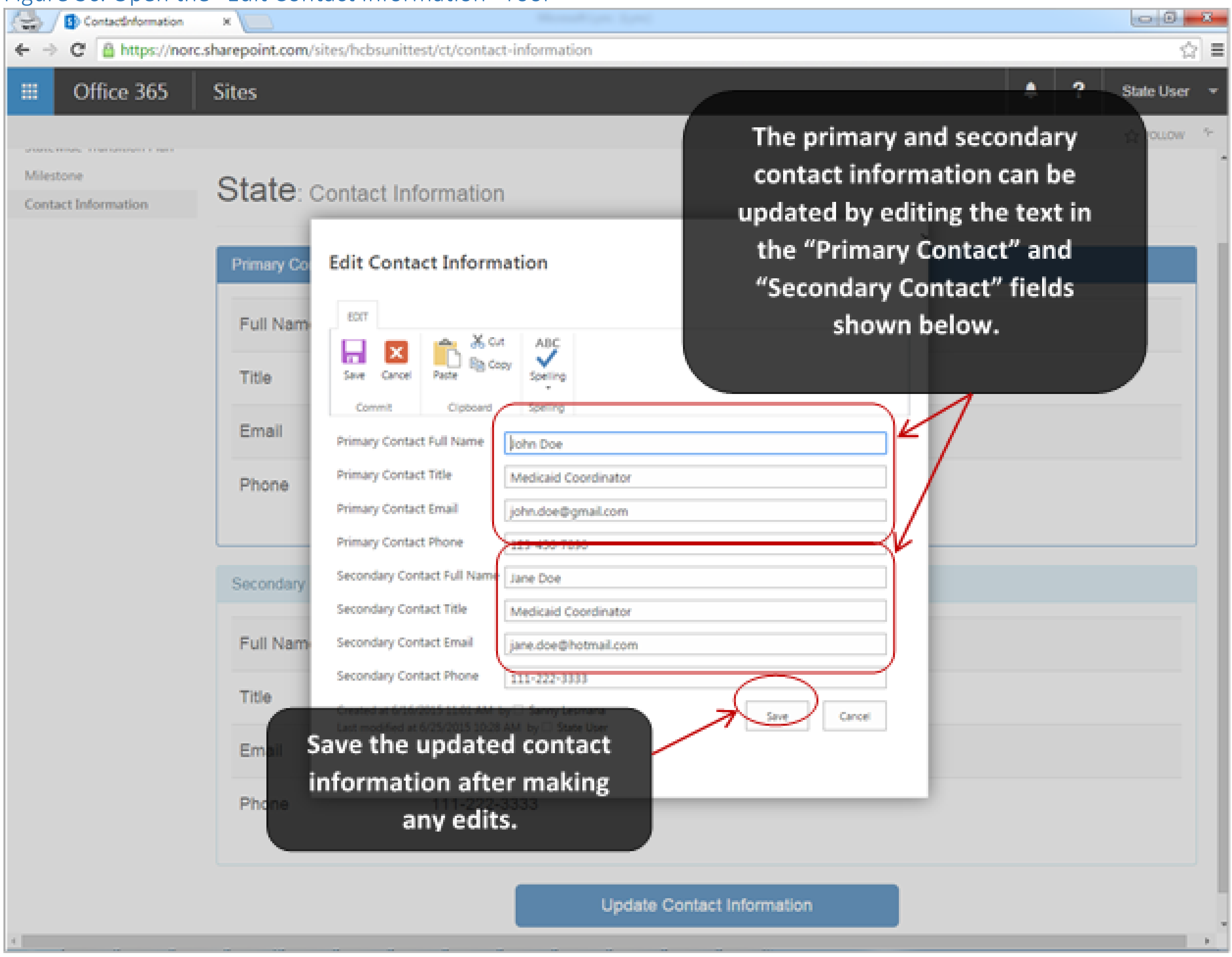
Figure 3b: Click the "Update Contact Information" button to edit state contact information



3.3 Editing State Contact Information

Clicking the "Update Contact Information" will open a tool labeled "Edit Contact Information" *(as seen in Figure 3c, below)*. To update primary or secondary contact information, simply type the correct information into the fields provided and then click the "Save" button in the bottom right-hand corner of the tool. The Contact Information page will now reflect the update.

Figure 3c: Open the "Edit Contact Information" Tool



4.0 Uploading Documents to the Website

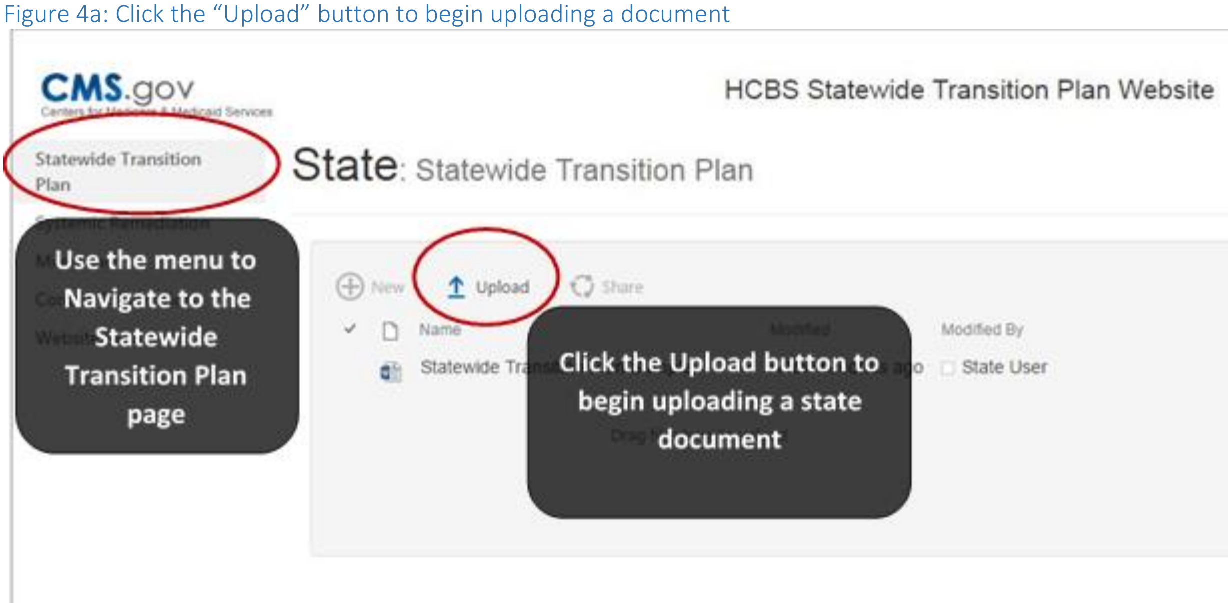
This section describes how to upload documents, such as a Statewide Transition Plan, to the HCBS website so that the document can be shared with CMS. When a state uploads a document, the document becomes available for review by designated CMS staff. When an upload is successful, state contacts (as defined in Section 3 of this user guide) and the appropriate CMS staff will receive an auto-generated email notification that a document is available for review.

Once uploaded, a document cannot be modified. Edits to a document must be made offline, and then the document may be re-uploaded to replace the prior version.

4.1 Uploading a Document

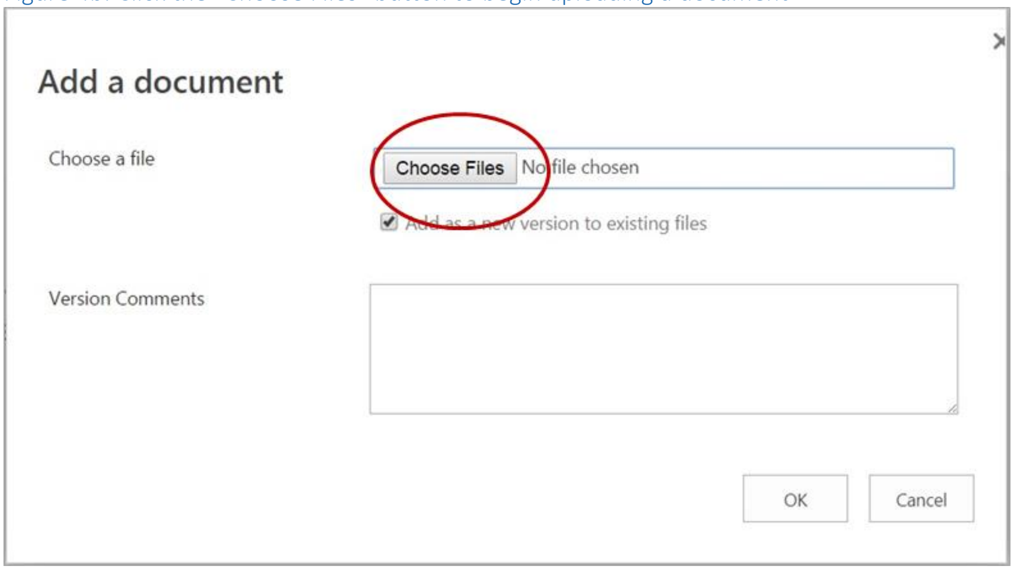
Once you are logged in to the website, you will see the menu depicted in Figure 4a, below. If you are on a different page in the website, click on the "Statewide Transition Plan" option on the left-hand side of the page. Then, click on the "upload" button to begin uploading a document.

Figure 4a: Click the "Upload" button to begin uploading a document



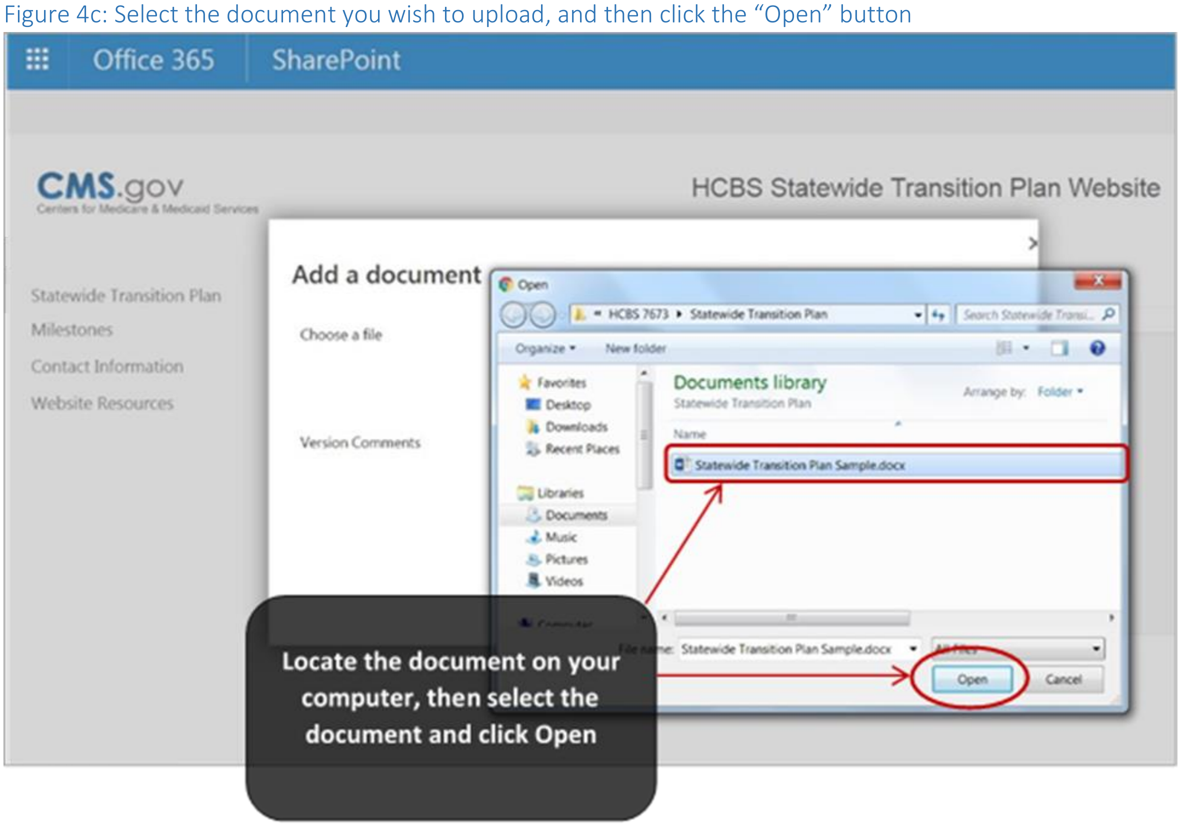
The pop-over window depicted in Figure 4b will instruct you to add a document. Click the button labeled "Choose Files," and then locate the document that you would like to upload (see Figure 4c for further guidance on locating a document).

Figure 4b: Click the "Choose Files" button to begin uploading a document



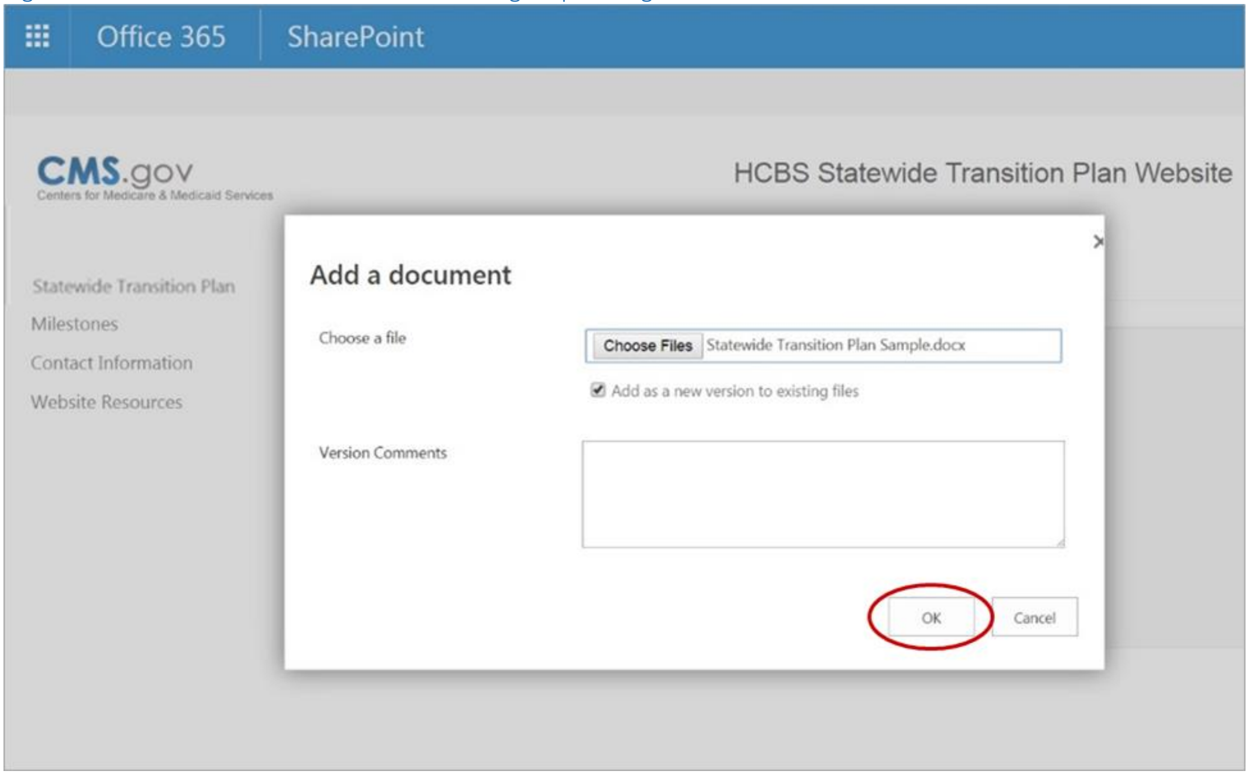
Locate the document on your computer, click on the document, and then click the "Open" button.

Figure 4c: Select the document you wish to upload, and then click the "Open" button



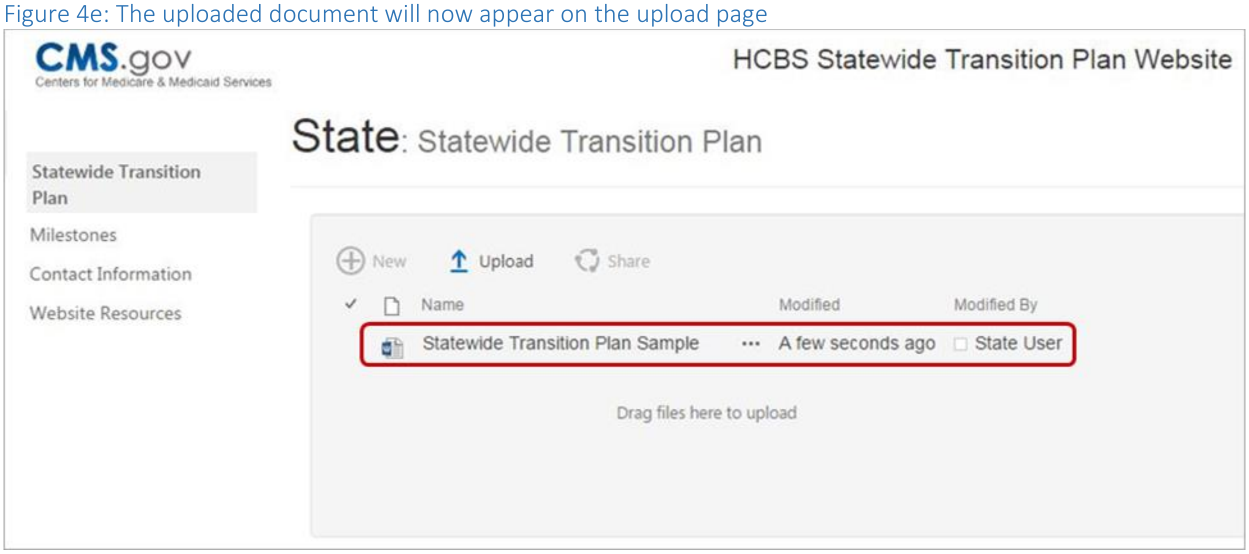
The name of the document you selected will now appear next to the "Choose Files" button. When you are ready to complete the upload, click the "OK" button at the bottom-right and the document will be uploaded to the website (shown in Figure 4d).

Figure 4d: Click the "Choose Files" button to begin uploading a document



Your document should now be uploaded to the HCBS website. Verify that the Statewide Transition Plan document that you submitted appears on the upload page as shown below in Figure 4e.

Figure 4e: The uploaded document will now appear on the upload page



When the document has been successfully uploaded, an email notification will be sent to the state contacts (as specified in Section 3 of this guide), and to the appropriate CMS personnel.

5.0 State Milestones

The STP website will be used to track each state's progress towards completing its Milestones. The site contains robust features and functionality, allowing state representatives to oversee all Milestones for their state, and to request changes to the status of each Milestone to indicate that it is completed, delayed, or in need of revision.

Using the Milestone features of the STP website will consist of the steps below:

1. State representatives may log-in at any time to view or monitor the status and due dates of their milestones.
2. When Milestone due dates are 30 days away, state representatives will be sent an alert asking that they login to the website to update the status of the Milestone. Milestone status updates are used to indicate that a Milestone has been completed, to indicate any potential delays in completion, or to propose revisions to the Milestone.
3. When a state representative proposes an update to the status of a Milestone, CMS will be sent an alert asking that they review the requested new status, and any supporting evidence or information submitted by the state.
4. CMS will then review the Milestone status request and make a determination as to whether the status is approved, needs clarification, or is not approved.
5. The state will then be notified via email alert, of the CMS determination on the proposed Milestone status update. If necessary, CMS will follow-up with states with further information.

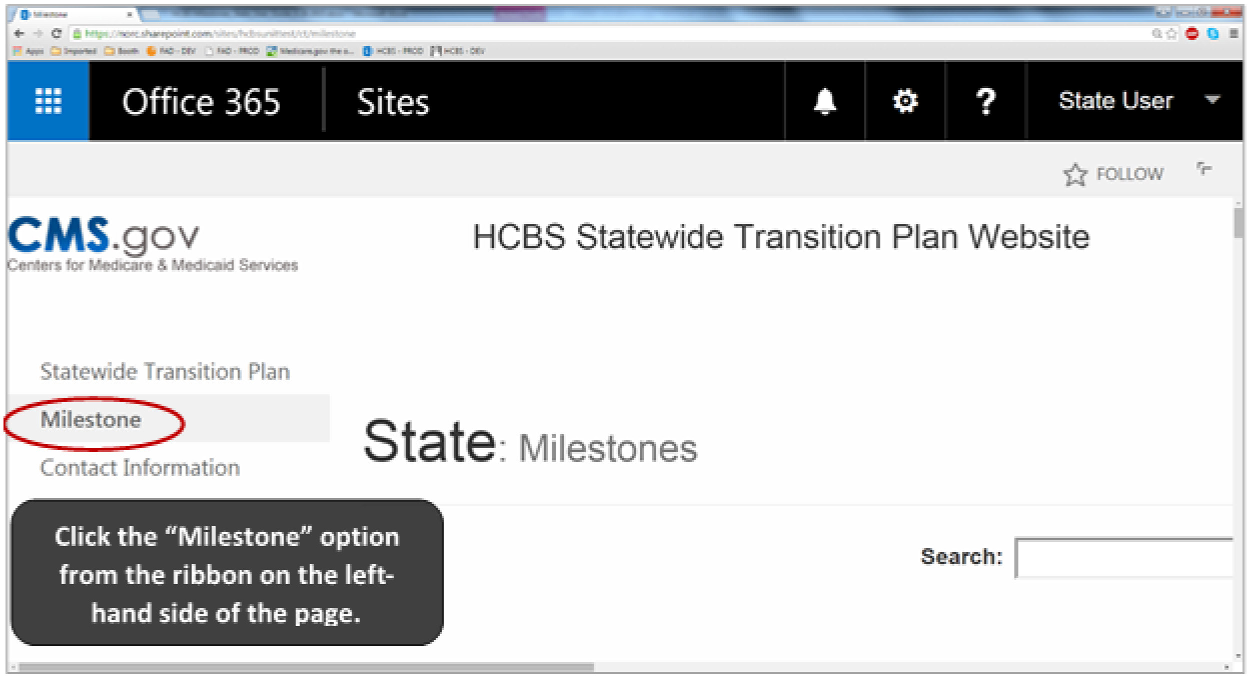
The other sections of this guide provide detailed instructions on accessing and using the Milestone portions of the STP website. The major sections include:

- 5.1 State Milestone Summary. The State Milestone Summary page of the website displays detail for each state Milestone, including:
    - Milestone status
    - Milestone due dates
    - Descriptions of each Milestone.
- 5.2 Requesting Changes to Milestone Status. State users may request to update the status of a Milestone using the "Edit Milestone" tool. There are three types of status updates:
    - Completed: Designate a Milestone as complete, and request CMS review
    - Delayed: Change the due date of a Milestone, and request CMS review
    - Revised: Revise the description of a Milestone or the activities required to complete the Milestone, and request CMS review
- 5.3 State Milestones Report Function. The State Milestones Report Function allows states to download an Excel spreadsheet with a complete list of milestones and most of the information contained on the State Milestone Summary page.
- 5.4 Other Milestone Features. Through the Milestones Summary view, states may also view their Milestones information in a pop-up window, or review the history of a particular Milestone.

5.1 State Milestone Summary

To navigate to the State Milestone Summary, click on the "Milestones" option in the ribbon on the left-hand side of the page *(as seen in Figure 5a below)*. A list of the state's Milestones will be displayed, including details for each Milestone *(as seen in Figure 5b)*. This screen also provides access to the tool which allows states to request a status change to a Milestone *(the steps to request a status change are described in section 5.2)*.

Figure 5a: Navigating to the State Milestone Summary



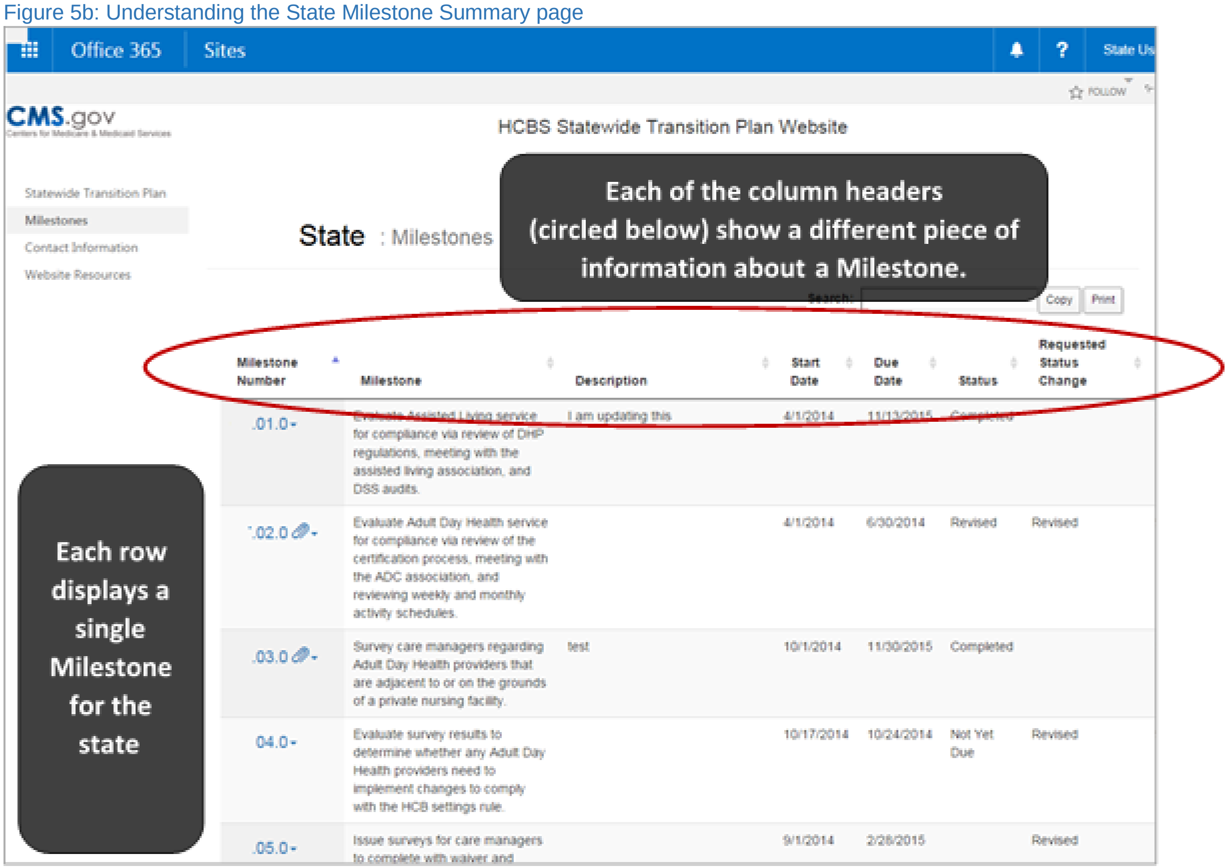
Understanding the State Milestone Summary

The State Milestone Summary *(seen in Figure 5b, below)* provides a summary view of all Milestones identified in the Statewide Transition Plan (STP). All state Milestones are listed in this view, with each row showing a summary of a single Milestone, and each column showing a different piece of information about the Milestone. You will need to scroll down the page to see the full list of Milestones, and will need to scroll right to see some of the columns of information. The information includes:

- <u>Milestone Number.</u> Each Milestone has a unique number, or "Identifier." This number is automatically assigned.
- <u>Milestone.</u> The Milestone as presented in the STP.
- <u>Description.</u> Further description of Milestone (i.e. subtasks). This description comes from the STP. May be blank for some states or for some Milestones.
- <u>Due Date.</u> The date the Milestone is due to be completed.
- <u>Status.</u> The approved status of a Milestone.
- <u>Requested Status Change.</u> The new status a state has proposed for a Milestone.
- <u>Requested New Due Date.</u> If the status is changed to "delayed," states must enter a new proposed due date.

- Review Status. This field indicates CMS' determination on a status change request or if CMS has questions requiring clarification.
- CMS Questions Requiring Clarification: If CMS has questions requiring clarification for a requested status change, this field will show a written description of the additional information that has been requested.
- Please Respond By: When additional clarification has been requested by CMS, the due date for this request will appear in this field.
- Review Comments. This field records any comments recorded by CMS after the status change has been approved or not approved.
- Supporting Evidence. Evidence offered by the state to demonstrate why the change in status is requested.
- Additional Milestone Information Provided-Send to CMS. This is a check box. State representatives will only check this box if CMS has requested additional information and you have finished providing that information.

Figure 5b: Understanding the State Milestone Summary page



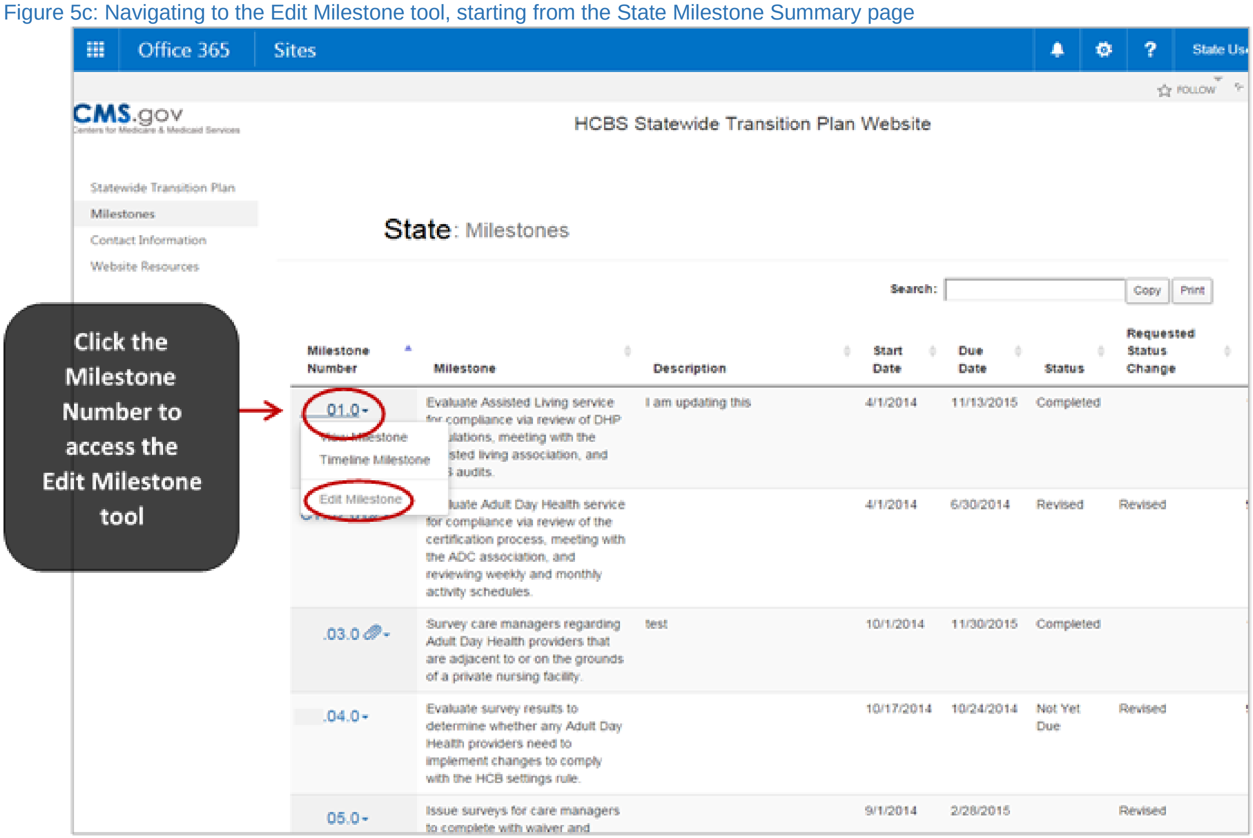
5.2 Requesting Changes to Milestone Status

Using the Edit Milestone tool, state representatives can propose a change to the status of a Milestone to indicate that it is complete, that the state needs more time to complete the Milestone, or to indicate that the state would like to change the description or tasks related to the Milestone. When a status change has been requested, CMS will be automatically alerted via email and will be asked to review the requested status change.

Navigating to the Edit Milestone Tool

To navigate to the Edit Milestone Status Tool, find the Milestone that you would like to edit in the State Milestone Summary by scrolling down the page, and then clicking on the small arrow located in the "Milestone number" field *(as shown below in Figure 5c)*. A pop-up screen titled "Edit Milestone Status" will appear, allowing state representatives to request edits to the Milestone. Please note, if you have already requested a status change and it has not been approved by CMS, you will not be able to access the Edit Milestone View.

Figure 5c: Navigating to the Edit Milestone tool, starting from the State Milestone Summary page



Using the Edit Milestone Tool to Request a Status Change

Using the "Edit Milestone" tool, state representatives can request that the status of a Milestone be changed to "Completed," "Delayed," or "Revised" *(the features of the tool are shown in Figure 5d, below)*. If CMS indicates that there are questions requiring clarification for a status change request, states will also use this tool to supply the requested information (more on this topic in Section 6.3, below). When the state initially requests a status change, or when the state provides additional information in response to CMS reviewers, the website will automatically notify CMS via email alert, and will request that CMS staff review the changes along with any information provided.

States may propose the following status changes:

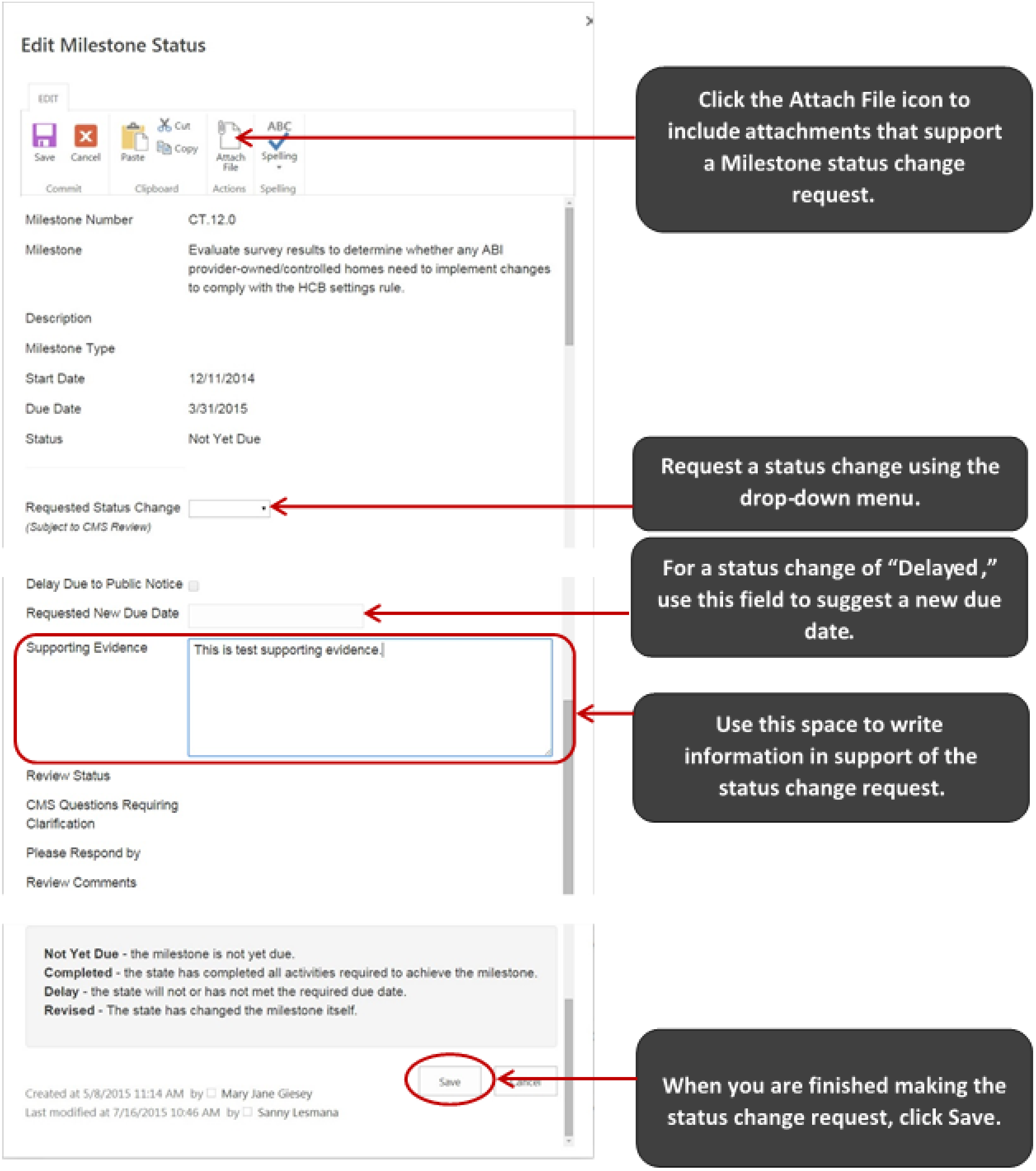
- Completed. Request a status of "Completed" when the state has satisfied the requirements for completing the Milestone.
    - When requesting this status, the state must also write an explanation of how this Milestone was met in the text box labeled "Supporting Evidence." The state can also add attachments by clicking the "Attach File" button, which is located on the top pane of the Edit Milestone tool. Click the "Save" button on the lower right-hand side of the tool to complete the update.
- Delayed. Request a status of "Delayed" if the state needs to request a later due date.
    - Selecting this type of status change will make the box for "Requested New Due Date" become active, and a date must be entered into this box.
    - When requesting this type of status change, the state must also provide a reason for the change by writing in the text box labeled "Supporting Evidence." You may also add attachments to support the requested delay by clicking the "Attach File" button, which is located on the top pane of the Edit Milestone tool. Click the "Save" button to complete the update.
- Revised. Request a status of "Revised" if the state would like to suggest changes to the Milestone text or the activities required to complete the Milestone.
    - When requesting this status change, the state must indicate exactly what about the Milestone description or tasks should be changed by writing in the text box labelled "Supporting Evidence." The reason for this request should also be included in this text box. States may also provide attachments by clicking the "Attach File" button, which is located on the top pane of the Edit Milestone tool. Click the "Save" button to complete the update.

(See Figure 5d on the next page)

Take note!

- **Regarding attaching files for CMS review, provide only summary analysis or findings associated with a particular milestone. Please do not attach all the documents associated with the completion/delay/revision of that particular milestone.**
- **In addition, if you use the spell check feature and there is a spelling error, please scroll down to view all fields to identify where the spelling error occurred (there will be a red note next to the field).**

Figure 5d: Navigating the Edit Milestone tool



Using the Edit Milestone Status tool to Address Questions Requiring Clarification

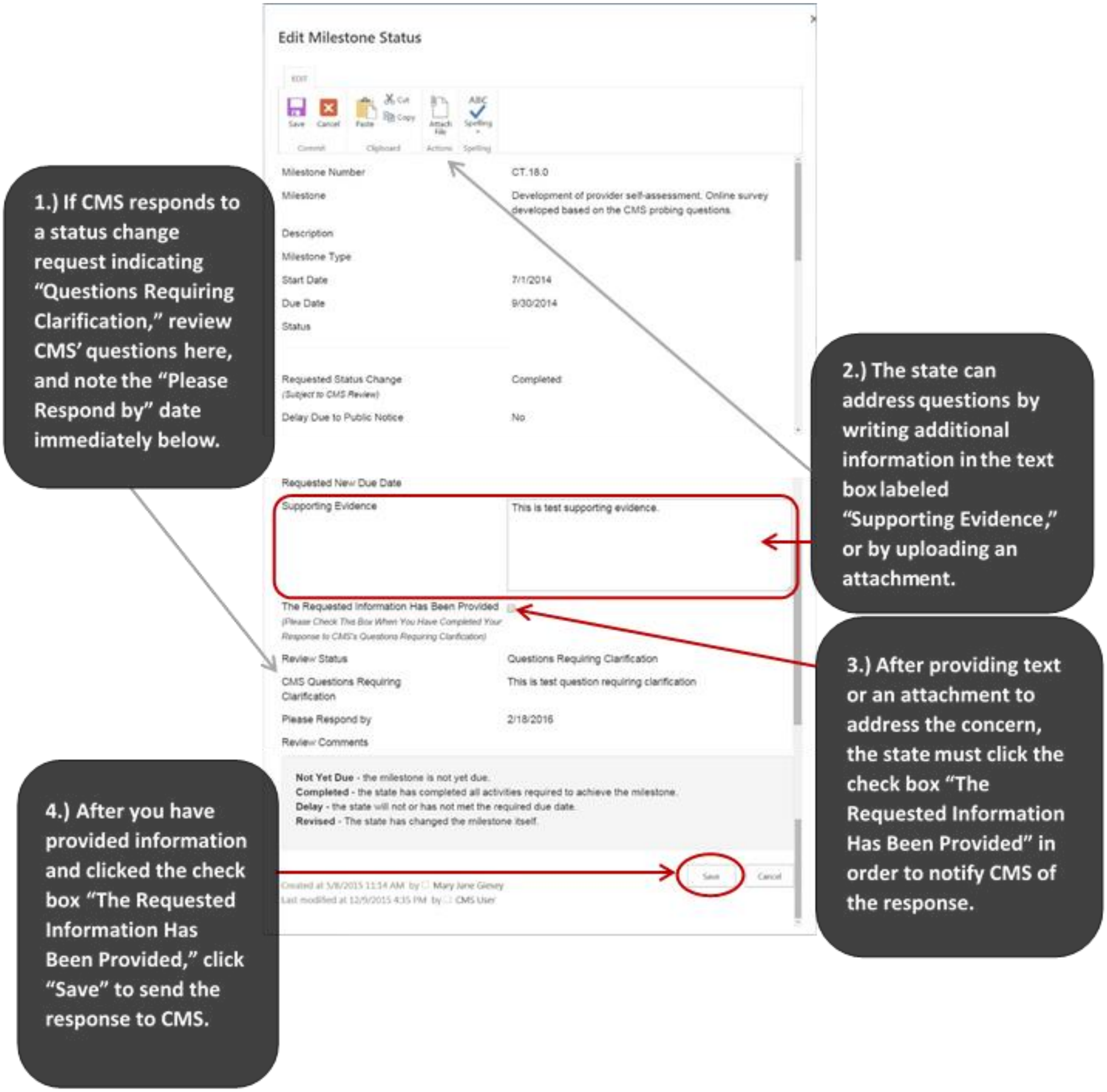
When a status change has been requested by a state, CMS staff will review the requested status change and any supporting evidence that the state has provided in order to determine a "Review Status" for the request. Generally, CMS will select an approval status of "Approved," or "Not Approved," but in some cases CMS will require additional clarification and information on the status change request before a determination can be made. CMS will request additional clarification from the state by selecting an approval status of "Questions Requiring Clarification." When this happens, the state will receive an automated email alert which describes the additional clarification that CMS has requested, and the state representative will be asked to log in to the STP website to provide the additional information.

When the state receives an email alert for "Questions Requiring Clarification," state representatives should access the Edit Milestone Status tool and follow these steps *(shown in Figure 5e, below)*:

1. CMS Questions Requiring Clarification: If CMS has requested additional information in support of a requested status change, this field will show a written description of the additional information that has been requested. Review the description in this field before responding to the request.
   - *Please Respond by:* The due date for responding to questions requiring clarification will appear in this field.
2. Supporting Evidence: As with your original status change request, you will use this text box to provide information to CMS. You can choose to provide additional information beneath the text you previously entered, or you can write over the text if it is no longer relevant.
   - *Attach File:* If you would like to attach file in response to a request for more information, use the Attach File icon that is shown in Figure 5e (also shown in Figure 5d).
3. The Requested Information Has Been Provided. ***IMPORTANT*** After providing the requested information, click the check-box immediately below, labeled "The Requested Information Has Been Provided." In order to send the additional information to CMS, this check-box must be clicked.
4. When you are finished responding to the questions and have clicked the check-box indicating "The Requested Information Has Been Provided," click the "Save" button in the bottom right of the tool in order to complete the update and send a notification to CMS.

(See Figure 5e on the next page)

Figure 5e: Adding additional information through the Edit Milestone Tool



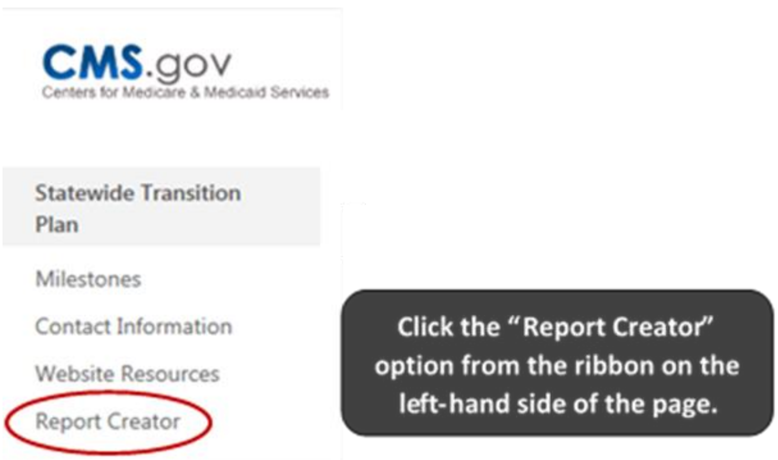
5.3 State Milestones Report Function

The State Milestones Report function allows states to download an Excel spreadsheet with a complete list of milestones. This spreadsheet will include most of the information contained in the State Milestone Summary page.

Downloading the State Milestones Report

To download the State Milestones Report, navigate to the Report Creator by clicking on the “Report Creator” option in the ribbon on the left-hand side of the page (*as seen in Figure 5f*).

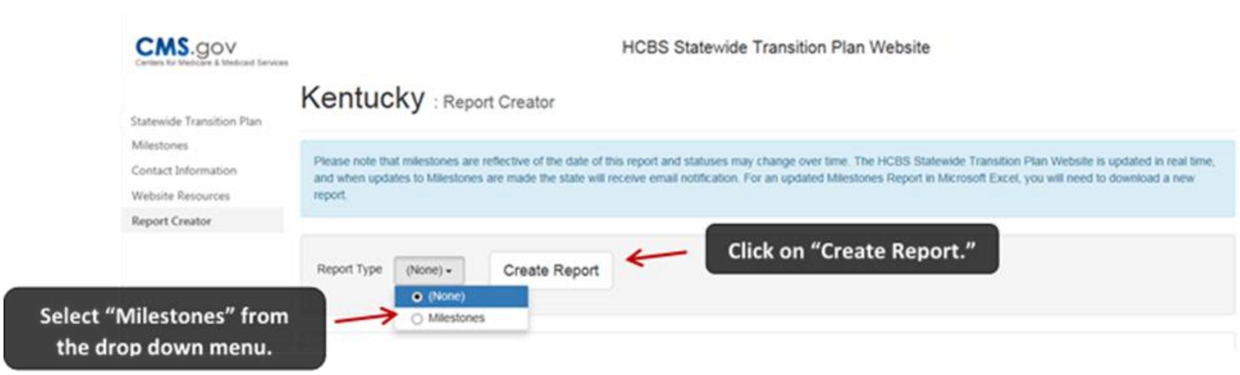
Figure 5f: Navigating to the Report Creator



To create the Milestones Report, complete the process shown in *Figure 5g*:

1. Click on the Report Type dropdown menu and select “Milestones.”
2. Click “Create Report” to generate the report.

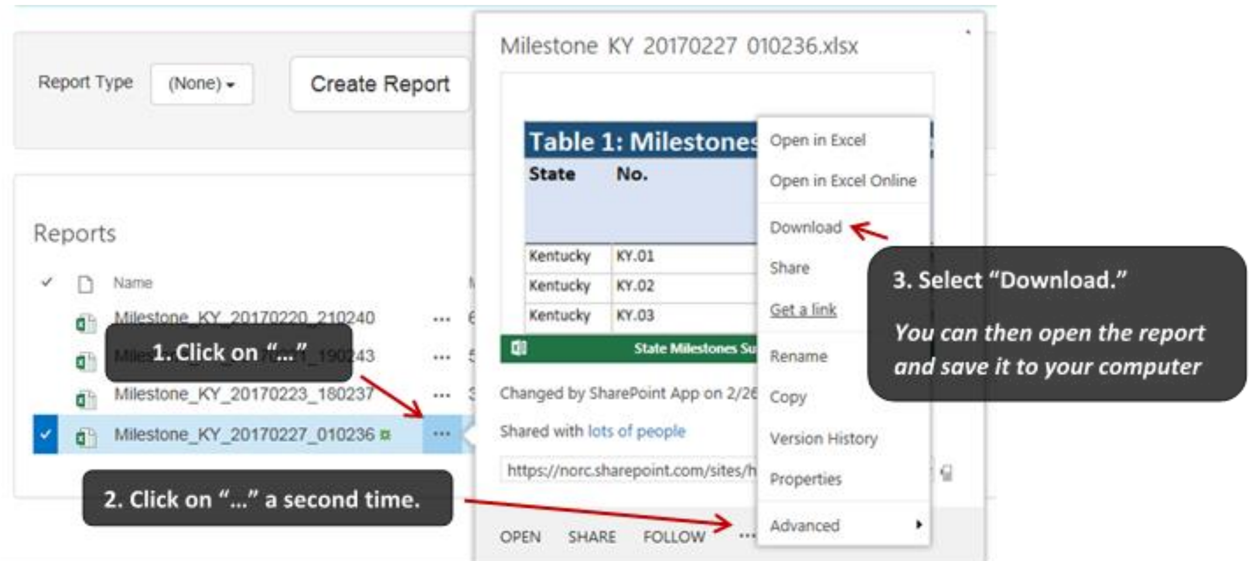
Figure 5g: Creating the State Milestones Report



The report will be created and listed under “Reports” on the website. You will need to download the Excel spreadsheet from the Reports page to your computer (*shown in Figure 5h*).

1. Click on the “…” icon next to the Milestones Report you would like to download.
2. A popup will appear with a document preview and more options. Select more options by clicking on the “…” within the popup.
3. Select “Download” among the popup options. You will then be able to open the report in Microsoft Excel and save it to your computer.

Figure 5h: Downloading the State Milestones Report



Milestone Report

The State Milestones Report (*see Figure 5i)* contains much of the same information as the State Milestone Summary, and provides a summary view of all Milestones identified in the State Transition Plan. The information includes:

- <u>Milestone Number.</u> Each Milestone has a unique number, or "Identifier." This number is automatically assigned.
- <u>Milestone.</u> The Milestone as presented in the STP.
- <u>Description.</u> Further description of Milestone (i.e. subtasks). This description comes from the STP. It may be blank for some states or for some Milestones.
- <u>Due Date.</u> The date the Milestone is due to be completed.
- <u>Status.</u> The approved status of a Milestone.
- <u>State's Requested Status Change.</u> The new status a state has proposed for a Milestone.
- <u>State's Requested New Due Date.</u> If the status is changed to "delayed," states must enter a new proposed due date.
- <u>CMS Questions Requiring Clarification:</u> If CMS has questions requiring clarification for a requested status change, this field will show a written description of the additional information that has been requested.
- <u>Respond By:</u> When additional clarification has been requested by CMS, the due date for this request will appear in this field.

Figure 5i: State Milestones Report

Table 1: Milestones Summary as of 2/20/2017

State	No.	Milestone	Description	Due Date	Status	State's Requested Status Change	State's Requested New Due Date	State's Supporting Evidence	CMS Req For Clarification	Respond By

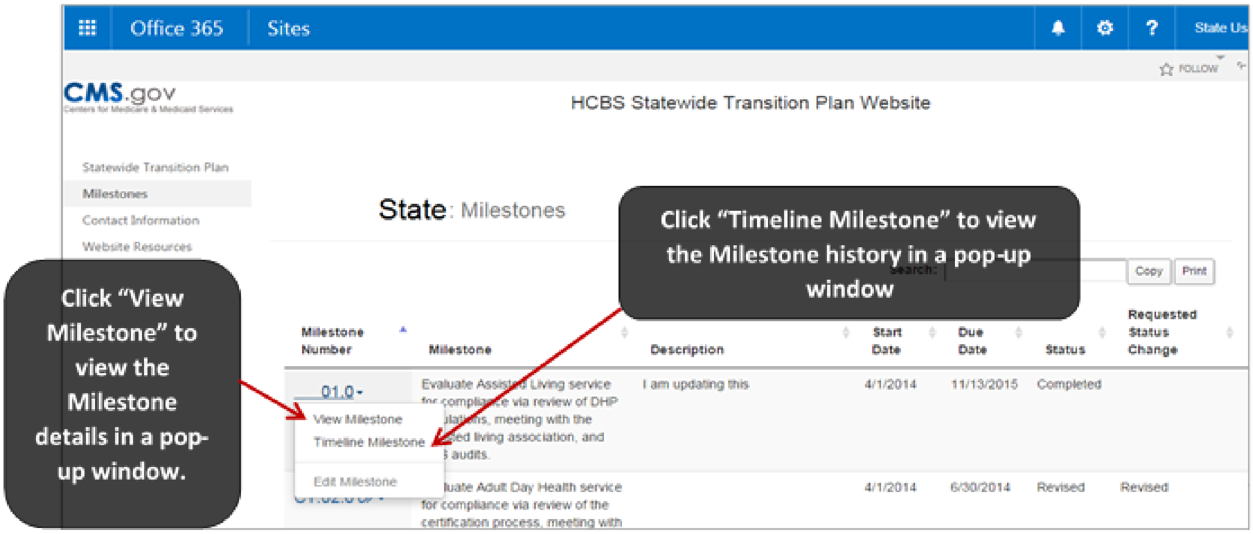
Helpdesk

If you have any issues or questions concerning this feature, please email the HCBS STP Website Helpdesk at HCBSSTPHelpdesk@neweditions.net. Someone from the Help Desk will contact you as soon as possible to provide assistance.

5.4 Other Milestone Features

Through the Milestones Summary view, states may also view their Milestones information in a pop-up window, or review the history of a particular Milestone. Figure 5j shows how to navigate to those views.

Figure 5j: Navigating to View Milestone and Timeline Milestone



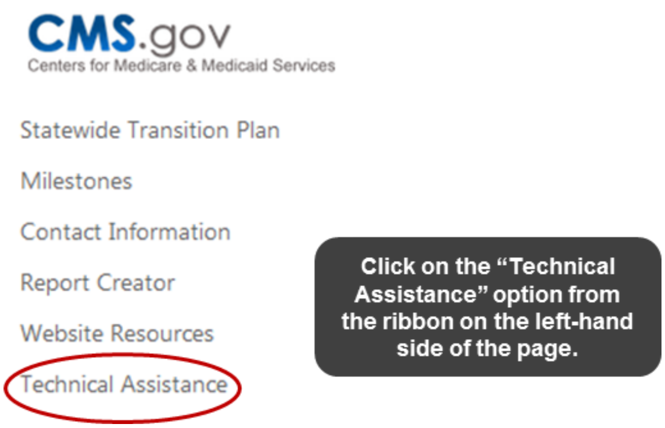
To view the history of the milestone, click "Timeline Milestone" in the drop-down menu. Figure 5k illustrates this feature and shows the complete history of the selected milestone.

Figure 5k: Example of Timeline Milestone Feature

6.0 Technical Assistance

The Technical Assistance (TA) function allows states to submit a TA request to CMS. State users can also view TA requests that the state previously submitted. To get to the TA landing page, click on the "Technical Assistance" option in the ribbon on the left-hand side of the page (See Figure 6).

Figure 6: Navigating to the TA landing page

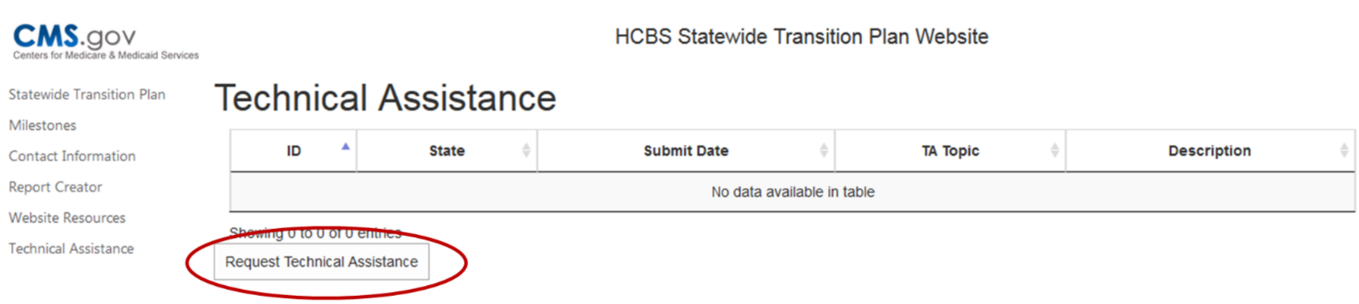


The TA landing page provides a summary of previously submitted requests:

- *ID:* Each TA request has a unique number, which is automatically assigned.
- *State:* The state that submitted the TA request.
- *Submit Date:* The date the request submitted to CMS through the STP site.
- *TA Topic:* The TA topic selected by the state on the TA request form.
- *Description:* Additional information provided by the state regarding the TA request.

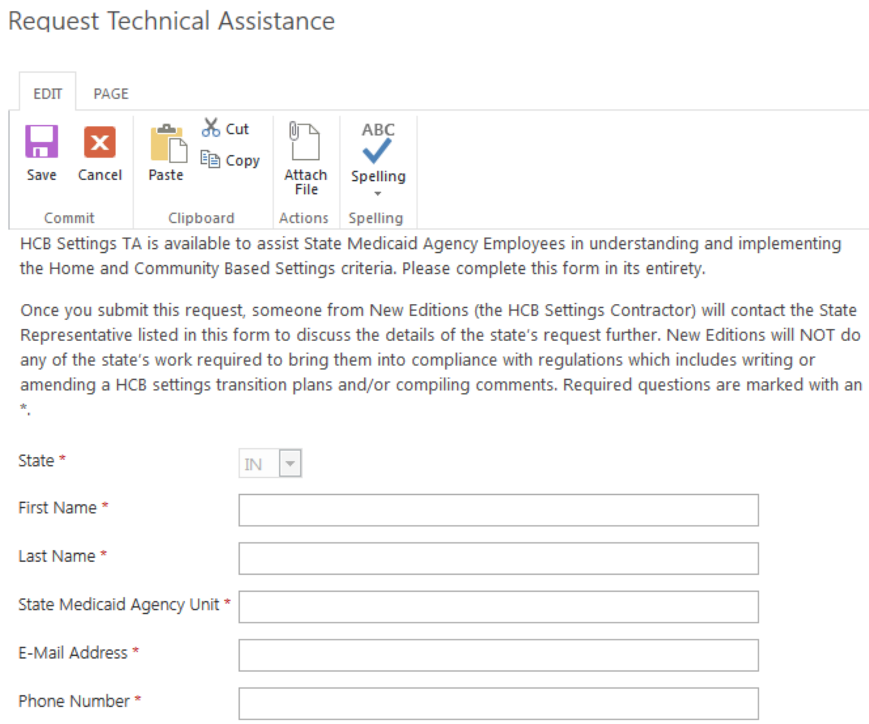
A new request can also be submitted from the landing page by clicking on the Request Technical Assistance button (See Figure 6.1).

Figure 6.1: Requesting Technical Assistance



To submit a new technical assistance request, the HCBS Settings TA request form (See Figure 6.2) that appears after clicking on the Request Technical Assistance button should be completed in its entirety. Required questions are marked with an *.

Figure 6.2: Technical Assistance Request Form



Request Technical Assistance

EDIT PAGE

Save Cancel Paste Cut Copy Attach File Spelling

Commit Clipboard Actions Spelling

HCB Settings TA is available to assist State Medicaid Agency Employees in understanding and implementing the Home and Community Based Settings criteria. Please complete this form in its entirety.

Once you submit this request, someone from New Editions (the HCB Settings Contractor) will contact the State Representative listed in this form to discuss the details of the state's request further. New Editions will NOT do any of the state's work required to bring them into compliance with regulations which includes writing or amending a HCB settings transition plans and/or compiling comments. Required questions are marked with an *.

State * IN

First Name *

Last Name *

State Medicaid Agency Unit *

E-Mail Address *

Phone Number *

- *State:* This field auto populates based on user log in.
- *First Name:* The first name of individual who is completing the TA request form.
- *Last Name:* The last name of individual who is completing the TA request form.
- *State Medicaid Agency Unit:* The name of unit the individual who is completing the TA request form works in.
- *E-mail Address:* The email address of individual who is completing the TA request form.
- *Phone Number:* The contact number of the individual who is completing the TA request form.
- *Title:* The title of the individual who is completing the TA request form.
- *TA Topic:* The TA topic selected by the individual who is completing the TA request form.
- *Description of TA Needs:* Additional information provided by the individual who is completing the TA request form regarding the TA request.
- *How did you hear about us:* Information provided by the individual who is completing the TA request form to indicate how he or she learned about the available TA.

After completing the form, the “Save” button at the top or bottom of the form should be clicked to submit the information to CMS.

Once you submit this request, someone from New Editions (the HCB Settings Contractor) will contact the State Representative listed in the form to discuss the details of the state’s request further. New Editions is NOT authorized to do any of the state’s work required to bring them into compliance with regulations which includes writing or amending a HCB settings transition plan and/or compiling comments.

7.0 APPENDIX: Email Alerts and HCBS STP Website Helpdesk

This appendix contains an example of the email alerts that will be sent from the HCBS STP Website as well as information on accessing the HCBS STP Website Helpdesk.

7.1 Example Email Alert

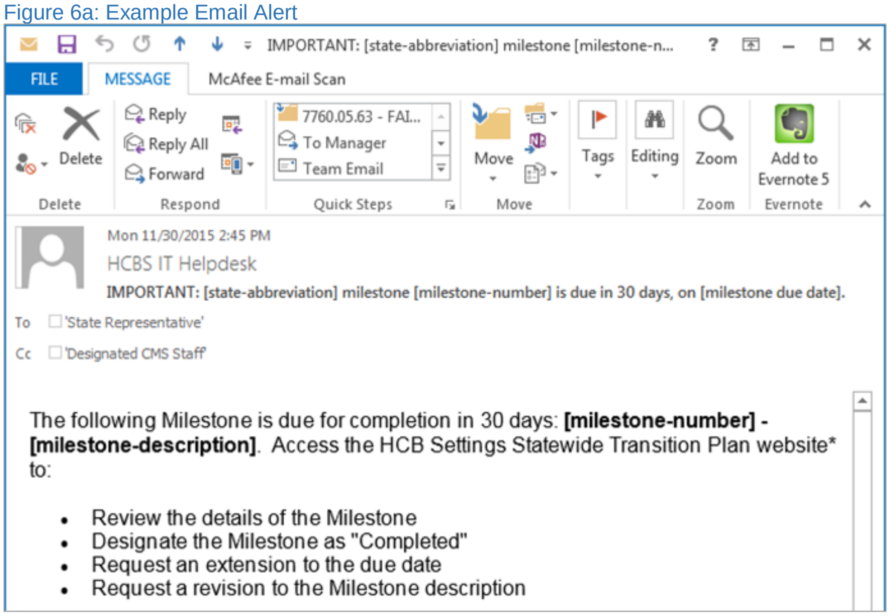
All users of the HCBS STP website will receive email alerts to inform them of significant events (e.g. when a state uploads a revised STP), or when an action is required (e.g. when a state requests a Milestone status change).

States will receive automated alerts under the following conditions. If the state has:

- A milestone due within 30 days
- A milestone is 30 days past due (and then every 30 days thereafter)
- CMS has noted questions requiring clarification in regards to a milestone change request
- CMS has selected an approval status of approved or not approved, in response to a milestone change request

Figure 6a, below, shows an example of how email alerts might appear when you open them from your Outlook mailbox. This example depicts the alert that will be sent to states 30 days before a Milestone is due. You will notice several terms that are contained in brackets [ ]. In the actual email alerts, these bracketed terms will be replaced by information taken from the website.

Figure 6a: Example Email Alert



7.2 Accessing the HCBS STP Website Helpdesk

If you have any issues or questions concerning this website, please email the HCBS STP Website Helpdesk at HCBSSTPHelpdesk@neweditions.net. Someone from the Helpdesk will contact you as soon as possible to provide assistance.