

## How to Use the Extraordinary Needs Eligibility Page

A child's eligibility for the Children's Extraordinary Needs Program is documented by State Staff in eXPRS. This eligibility is required for the successful authorization of Paid Parent Attendant Care Services.

To do the work in the guide, the user must have one of the following roles<sup>1</sup>:

- **State Extraordinary Needs Eligibility Manager**
- **State Extraordinary Needs Eligibility Processor**

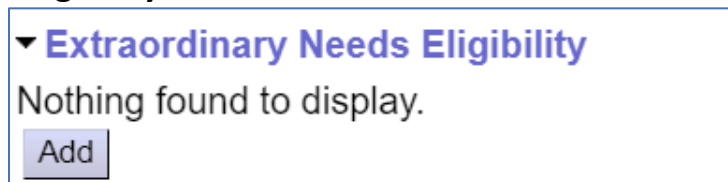
Select one of the following headings to go to the steps for that specific process:

- [How to Complete the Extraordinary Needs Eligibility Page](#)
- [How to Remove an Extraordinary Needs Eligibility Record](#)

### How to Complete the Extraordinary Needs Eligibility Page:

The example below demonstrates how to create and save a record at several possible steps through the process. However, there may be times when other selections that are not shown will be made, or some steps are not taken. Complete the page in line with your workflow as needed.

1) Login and search for the individual's record using the **View Client** page<sup>2</sup>. Then select the **Extraordinary Needs Eligibility** section > **Add** Button.



<sup>1</sup> The **State Extraordinary Needs Eligibility Viewer** role only allows a user to see the information entered on this page.

<sup>2</sup> For steps, see the guide and video: **How to use the View Client Page in eXPRS**

- 2) Enter the following information on the record and select **Save**:
  - A) **Referral Date**: Enter the Date and Time the referral was received.
  - B) **Preliminary Eligibility**: Select **Pending** from the Dropdown List. This will pre-populate the **Status** as **Pending**
  - C) **Status**: Leave the dropdown as **Pending**.
  - D) **Add Notes**: Enter any notes related to this eligibility record. These will move to the **Notes** field above upon save.
  - E) **Attachment Type**: Select the Attachment Type radio button and choose a file to attach (if needed), then select **Upload**.

- 3) After Save, you will be returned to the **View Client** page. Select the **Extraordinary Needs Eligibility > Edit** Button for the record you have entered to open it.

Referral Date	Waitlist End Date	Approved Start Date	End Date	Last Updated by	Last Updated on
8/10/2024				[Redacted]	8/21/2024

**TIP:** Use the **View Details** button to open the record in View-only mode if you don't need to make any edits.

- 4) In the **Preliminary Eligibility** Dropdown, select **Yes** or **No** based on the application you have received. In the example below, we have selected yes. This causes the **Status** to set to **Waitlist**, and the **Waitlist Number** and **Waitlist End Date** fields will appear.

- 5) Enter any notes and upload any additional documentation, if needed, and then select **Save**. This will assign the individual a waitlist number, and return you to the **View Client** page. Upon opening the record again, the Waitlist Number will appear.

The screenshot shows the 'Extraordinary Needs Eligibility Edit' form for a client. The client's name is redacted, and their birthdate is 6/14/2016. The form fields are: Type: ENW, Referral Date: 08/10/2024 10:00 AM PDT, Preliminary Eligibility: Yes, Status: Waitlist. The Waitlist Num is 1, and the Waitlist End Date is 6/13/2034. A blue box highlights the Waitlist Num field.

- 6) Now, change the **Status** field to **Approved**. This will clear the **Waitlist End Date** field, and enable the **Waitlist End Reason** field.

The screenshot shows the 'Extraordinary Needs Eligibility Edit' form with the Status field changed to 'Approved'. The Waitlist End Date field is now empty, and the Waitlist End Reason field is set to 'Select'. A blue box highlights the Status field, and a blue arrow points from the Status field to the Waitlist End Reason field.

- 7) Enter a **Waitlist End Date** and select **Waitlist End Reason > ENW Approved**. This will cause the **Approved Start Date**, **End Date** and **Medicaid Renewal Date** fields to appear.

The screenshot shows the 'Extraordinary Needs Eligibility Edit' form with the Waitlist End Date set to 08/15/2024 and the Waitlist End Reason set to 'ENW Approved'. The Approved Start Date is 08/16/2024, the End Date is 6/13/2034, and the Medicaid Renewal Date field is empty. Blue boxes highlight the Waitlist End Date, Waitlist End Reason, and Approved Start Date/End Date fields. A blue arrow points from the Waitlist End Date field to the Approved Start Date field.

**TIP:** The **Approved Start Date** field will automatically populate to one day after the **Waitlist End Date** field, and cannot be edited. The **End Date** field for the record will automatically populate to one day before the child's 18<sup>th</sup> Birthday.

8) Enter a **Medicaid Renewal Date**<sup>3</sup> of 12/31/9999 and select **Save**.

**Extraordinary Needs Eligibility Edit**

Client Name: [REDACTED] Client Prime: [REDACTED] Client Birthdate: 6/14/2016

Type: ENW Referral Date: 08/10/2024 10:00 AM PDT Preliminary Eligibility: Yes Status: Approved

Waitlist End Date: 8/15/2024 Waitlist End Reason: ENW Approved

Approved Start Date: 8/16/2024 \* End Date: 6/13/2034 \* Medicaid Renewal Date: 12/31/9999

**Notes**

8/21/2024 - : Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce at ligula nisi. Nunc in ligula ut nisl rutrum porttitor at vitae nisl. Vestibulum finibus est ut pellentesque volutpat. Nam eu est eros. Maecenas molestie iaculis magna, imperdiet suscipit urna aliquam nec.

9) After Save, you will be returned to the **View Client** page. Select the **Extraordinary Needs Eligibility > Edit** Button for the record you have entered to open it.

▼ **Extraordinary Needs Eligibility**

Referral Date	Waitlist End Date	Approved Start Date	End Date	Last Updated by	Last Updated on		
8/10/2024	8/15/2024	8/16/2024	6/13/2034	[REDACTED]	8/21/2024	<b>Edit</b>	View Details

Add

10) To end the child's Extraordinary Needs Eligibility, enter a new date into the **End Date** field and select **Save**.

**Extraordinary Needs Eligibility Edit**

Client Name: [REDACTED] Client Prime: [REDACTED] Client Birthdate: 6/14/2016

Type: ENW Referral Date: 08/10/2024 10:00 AM PDT Preliminary Eligibility: Yes Status: Approved

Waitlist End Date: 8/15/2024 Waitlist End Reason: ENW Approved

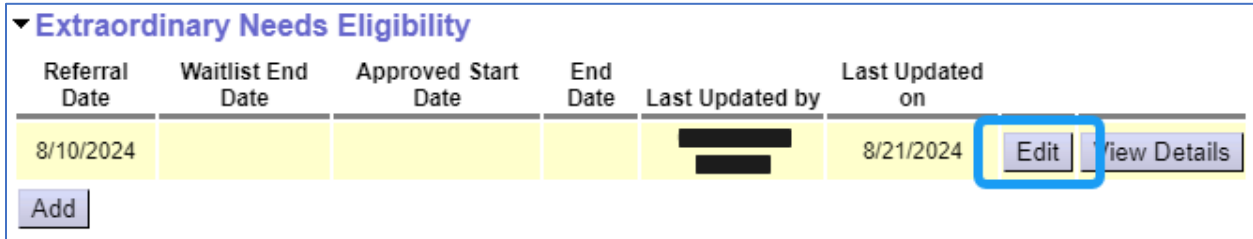
Approved Start Date: 8/16/2024 \* End Date: 8/18/2024 \* Medicaid Renewal Date: 8/15/2025

<sup>3</sup> The **Medicaid Renewal Date** field will be removed from eXPRS in the future.

## How to Remove an Extraordinary Needs Eligibility Record

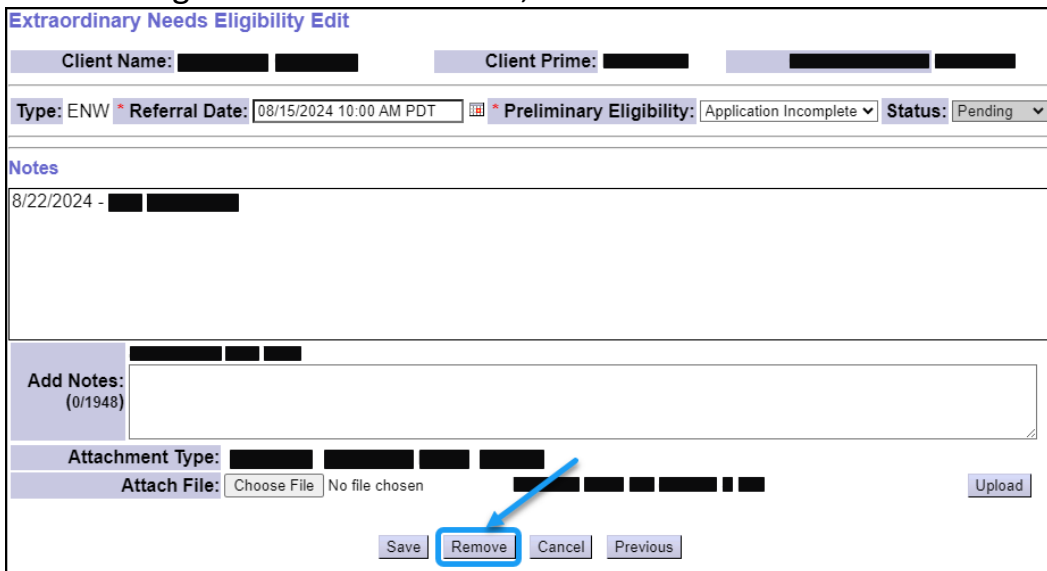
In some cases, a record of Extraordinary Needs Eligibility will need to be removed. To do so, take the following steps:

- 1) Select the **View Client > Extraordinary Needs Eligibility > Edit** Button for the record.



The screenshot shows a table titled "Extraordinary Needs Eligibility". The table has columns for Referral Date, Waitlist End Date, Approved Start Date, End Date, Last Updated by, and Last Updated on. A row is highlighted in yellow with the following data: Referral Date: 8/10/2024, Waitlist End Date: (blank), Approved Start Date: (blank), End Date: (blank), Last Updated by: (redacted), Last Updated on: 8/21/2024. To the right of this row are two buttons: "Edit" and "View Details". The "Edit" button is circled in blue. Below the table is an "Add" button.

- 2) Select the **Remove** Button. This record will no longer be considered an active record<sup>4</sup>. If the child was assigned a waitlist number, that number is removed.



The screenshot shows the "Extraordinary Needs Eligibility Edit" form. At the top, there are fields for Client Name and Client Prime, both redacted. Below that are fields for Type (ENW), Referral Date (08/15/2024 10:00 AM PDT), Preliminary Eligibility (Application Incomplete), and Status (Pending). There is a "Notes" section with a text area containing "8/22/2024 - [redacted]". Below the notes is an "Add Notes" section with a text area and a counter "(0/1948)". There is also an "Attachment Type" field and an "Attach File" section with a "Choose File" button and "No file chosen" text. At the bottom of the form are buttons for "Save", "Remove", "Cancel", and "Previous". The "Remove" button is circled in blue and has a blue arrow pointing to it.

- 3) The removed record will now appear on the **View Client > Deleted Extraordinary Needs Eligibility Section**.



The screenshot shows a table titled "Deleted Extraordinary Needs Eligibility". The table has columns for Referral Date, Waitlist End Date, Approved Start Date, End Date, Last Updated by, and Last Updated on. A row is highlighted in yellow with the following data: Referral Date: 8/15/2024, Waitlist End Date: (blank), Approved Start Date: (blank), End Date: (blank), Last Updated by: (redacted), Last Updated on: 8/22/2024. To the right of this row is a "Log" button.

- **TIP:** The **Log** button will open the record in view-only mode and show the Action Log.

<sup>4</sup> Upon Removal of a record in Approved Status, eXPRS will check for an active Plan of Care OR525 Service Prior Authorization.

## Appendix A: Field Validations

- **Waitlist End Date:** The date cannot –
  - be more than one day before the Referral Date
  - Overlap Waitlist Dates
- **End Date:** The date cannot -
  - Extend beyond the individual's 18th birthday
  - Be prior to the Approved Start Date
  - Be prior to the date(s) of approved and/or pending OR525 SDs.
- **Referral Date:** The date cannot -
  - Be prior to 6/30/2024
  - Be on or beyond the individual's 18th birthday
  - Be a future date.
  - Overlap another Referral Date
  - Overlap the Referral Date
  - Overlap the Waitlist End Date
  - Overlap the Approved Start Date
  - Overlap the End Date
  - Referral Date/Waitlist End Dates cannot overlap Referral Date/Waitlist Dates
- **Approved Start Date:** The date cannot -
  - Overlap Approved Start Dates
  - Overlap Approved End Dates