



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Provider Portal

El Paso Health

Training Guide

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The following processes in this training guide are to be followed by El Paso Health Plan Providers.

This training guide details how to access and navigate the EPH Provider Portal and view EPH member information as needed.

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Section 1.A: How to Log in to El Paso Health's Provider Portal

Scenario: You want to access El Paso Health's Provider Portal from the internet.

Application(s): Internet browser to EPH Provider Portal web page

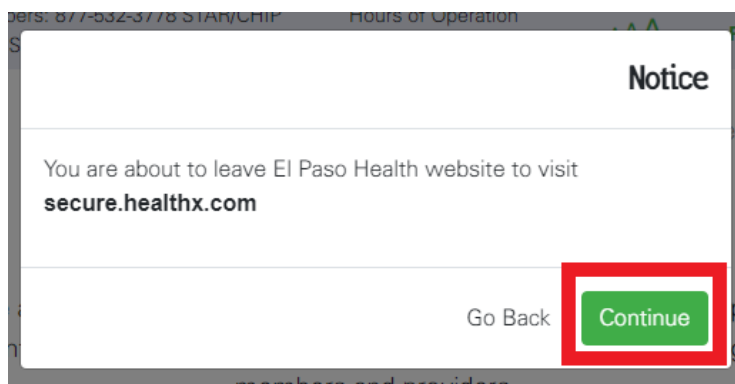
Role: Provider User

Start: Begin to access the portal from the EPH website

1. Go to: <https://www.elpasohealth.com/>
2. Click on **Provider Login** located at the top your screen



3. Click **Continue** on the pop-up notification



4. Enter your **Username** and **Password**
5. Click **Submit**

*If you forgot or do not have your login credentials select the appropriate option below the login window



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

**Preferred
ADMINISTRATORS**

HealthCARE
OPTIONS of EL PASO



El Paso Health
Medicare Advantage

Welcome to the El Paso Health provider portal!



Log in to:

- View patient's eligibility status and benefit information
- Verify patient claims
- Download reports
- Request prior authorizations
- And more!

Login

Username

Password

SUBMIT

[Forgot your username or password?](#)

Need a username and password?
[Proceed to our sign up process.](#)

Contact Us

If you have questions or need assistance, contact the Provider Relations Department at:

915-532-3778

Toll-Free: 1-877-532-3778

Our customer service hours are Monday through Friday between 8:00 am and 5:00 pm MST.

Section 1.B: How to Navigate the Portal Dashboard for Service Coordination Information

Scenario: Upon logging in to the Provider Portal you are presented with numerous options and would like to navigate to the portals service coordination information.

Application(s): EPH Provider Portal

Role: Provider User

START: From El Paso Health Provider Portal Login

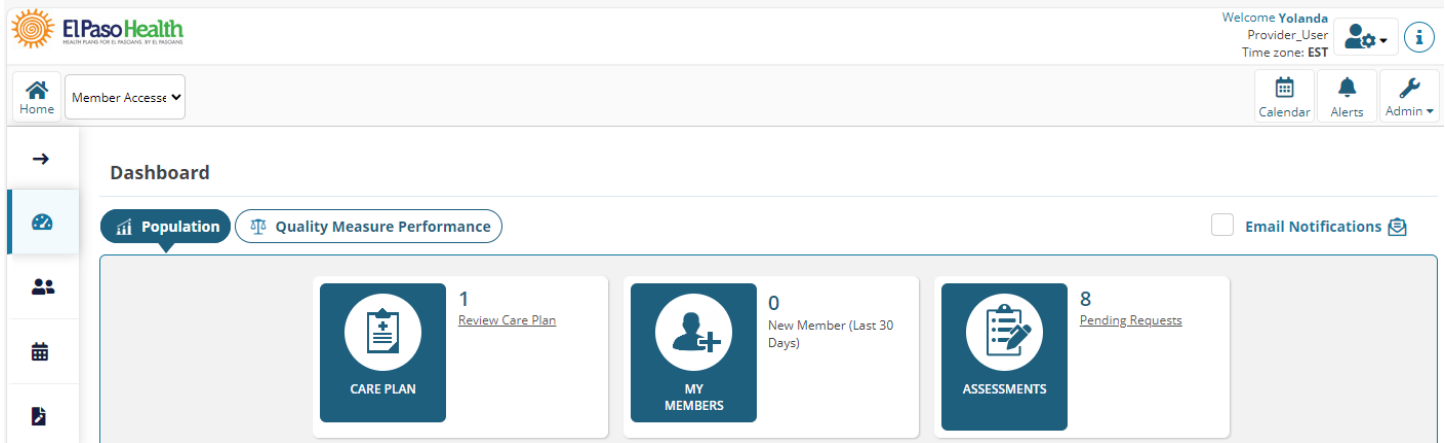
1. Click on the **Service Coordination** tab



You will find yourself in the Portal Dashboard. From here, you can navigate to member information needed.

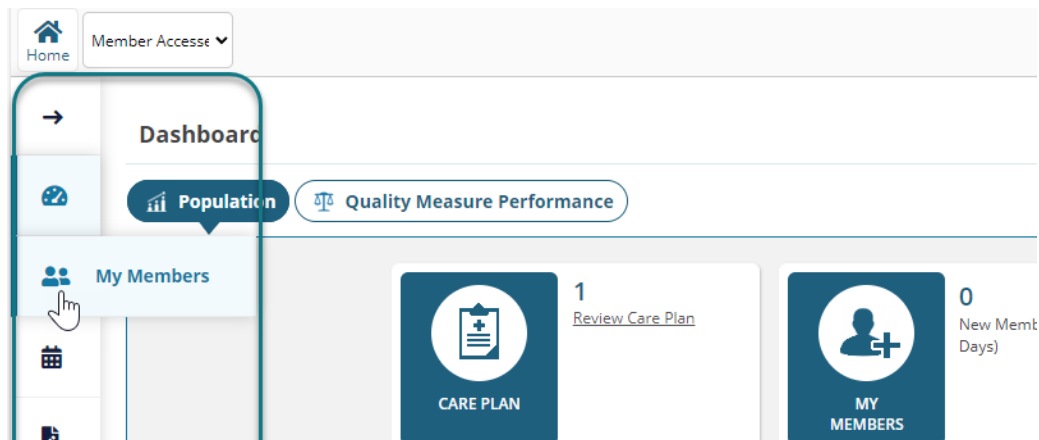
The Dashboard will display three Dashboard Tiles. Each tile is configured to show the following information for a 30-day period. They include the following:

- **Care Plan**
- **My Members**
- **Assessments**



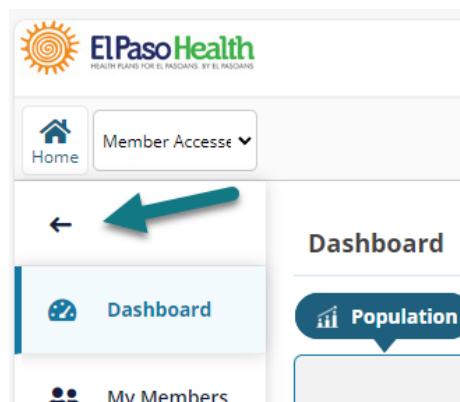
To the left of the Dashboard is the Navigation Menu.

2. Hover over navigation **menu icons** for each tab name and information access point.



Or

2. Click on the top **arrow** to expand the navigation menu to view all of the names at once.
3. Click the **arrow** again to collapse the menu.



Section 1.C: How to View New Members Assigned to You

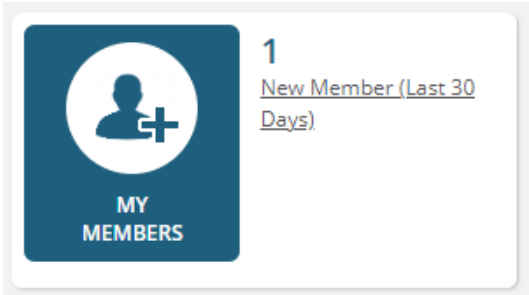
Scenario: You will receive notification when new members have been assigned to you.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

The **My Members** tile displays the number of new members that have been assigned to the Provider User within the past 30 days.



- 1. Click the **New Member hyperlink** in the **My Members** tile to display new members assigned

You are in Population Health

[Go to Care Coordination](#)

Search Filter Type

Enter Text to Search

Advanced Search

Time zone: UMST

Home

My Members

Active/Enrolled

Service Coordination

Filter By

Filter: Select

Select

Show

Save

<input type="checkbox"/>	Eligibility	Last Name ↑	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date	Program Name
			Olivia			N/A	N/A	El Paso Health Plan	N/A	06/28/2024	N/A

Section 1.D: How to View All Members Assigned to You

Scenario: You may want to view all members under your care in the Provider Portal.

Application(s): EPH Provider Portal

Role: Provider User

START: My Members

To view all members assigned to the Provider,

1. Click **My Members** from the side navigation menu

The screenshot displays the 'My Members' page in the El Paso Health Provider Portal. The page header includes the El Paso Health logo, a welcome message for Yolanda (Provider_User, EST), and navigation links for Home, Member Access, Calendar, Alerts, and Admin. The side navigation menu on the left contains links for Dashboard, My Members (highlighted with a red arrow), My Calendar, and Requests. The main content area shows a table of members with filters for 'Active/Enrolled' and 'Service Coordination'. The table columns are: Eligibility, Last Name, First Name, Altruista ID, DOB, Risk, Risk Score, Client Name, Next Contact, and Assigned Date/Attribute Date. The table lists several members, most with 'Active' status and 'N/A' for risk and risk score. A notification bubble at the bottom right states: 'Ehlinger, Sara C (sara.ehlinger@optum.com) is signed in'. The footer shows '25 items per page' and '1 - 25 of 99 items'.

	Eligibility	Last Name ↑	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Ends soon	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A
<input type="checkbox"/>	Active	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N/A	N/A	El Paso Health Plan	N/A	N/A

Section 1.E: How to View Member's Service Coordinator

Scenario: You may want to know who the Primary Service Coordinator (also known as Primary Care Manager in OICS) for a member is so that you may contact them for information.

Application(s): EPH Provider Portal

Role: Provider User

START: My Members

By default, the **My Members** display list does **not** show the **Primary Care Manager** column. To include the Primary Care Manager column,

1. Click on the **Select** dropdown menu,
2. Select "**Primary Care Manager**" from the list
3. Next click on the "**Show**" button

The screenshot shows the 'My Members' interface. At the top, there are filters for 'Active/Enrolled' and 'Service Coordination'. A 'Filter By' button is also present. Below these, there is a 'Select' dropdown menu. A red arrow points to this dropdown menu. The dropdown menu is open, showing a list of options: 'Appointment in 90 Days', 'ADT in 90 Days', 'No. of Due Days', 'Primary Care Manager', and 'Internal Care Team'. The 'Primary Care Manager' option is highlighted. Below the dropdown menu, there are 'Show' and 'Save' buttons. The 'Show' button is highlighted. Below the buttons, there is a table with columns: 'Eligibility', 'Name', 'Altruista ID', 'DOB', 'Risk', 'Risk Score', 'Client Name', 'Next Contact', and 'Assigned Date/Attribute Date'. The table contains several rows of data, including members with names like AVILA, BARRAZA, and BRYNER.

Eligibility	Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date
Active	AVILA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	AVILA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	AVILA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	AVILA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	AVILA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	BARRAZA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	BARRAZA	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A
Active	BRYNER	QMXIV		N/A	N/A	El Paso Health Plan	N/A	N/A

Section 2.A: How to View and Acknowledge a New Member Care Plan Pending Your Review

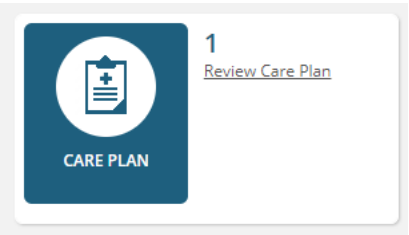
Scenario: When a new or updated Care Plan for a member was made available for you to review and acknowledge.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

The **Care Plan** tile displays an alert that a care plan has been sent to the Provider to review and acknowledge.



- If a care plan is pending review, a number will display above “Review Care Plan.”
 - A zero will display if there are no plans pending review or that have been sent in the past 30 days.
1. Click the **Review Care Plan hyperlink** in the tile to view a care plan pending review

The **Requests Received** widget will open and display care plans pending review

Request Received									
Care Plan Review		Member Name	Referred/Acknowledged Date: Referred Date		From Date	To Date	Pending	Export to PDF Export full Care Plan	
<input type="checkbox"/>	Member Name	Care Plan Review	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Notes
<input type="checkbox"/>	Member Name	Care Plan Review	06/27/2024		N/A	N/A	N/A	Pending	N/A

2. Click on the **Care Plan Review hyperlink** to display the member’s care plan

View Care Plan



CARE PLAN

MEMBER PRIMARY INFORMATION				
Member Name:		Gender :		
Member DOB:		Age:		
Member Phone Number:		Address:		
Primary Care Manager:	Sara			
Care Staff Phone Number:	777-777-7777	City, State, Zip:	EL PASO ,TX ,79930	
Medicare ID:	Not Available	Medicaid ID:	Not Available	

CONDITIONS				
SNO	Condition	Category	Level	Created On
No Records				

AcknowledgeCancel

The Care Plan includes the following information:

- Member Primary Information
- Medical Conditions
- Medications
- Care Team, including the name and phone number of the Primary Care Manager
- Targeted Interventions
- Clinical Interventions

3. Once review of the care plan is complete, the user can optionally **Acknowledge** their review of the care plan

AcknowledgeCancel

4. Add **Notes** on the review

Acknowledge Review Care Plan



Primary Care Manager : Sara ()

Request From : Sara ()

Care Member : Olivia Bosa

Notes :

I concur with this care plan.

Send

Close

5. Click **Send** to complete the review process

Request Received

Care Plan Review		Member Name	Referred/Acknowledged Date:	Referred Date	From Date	To Date	All				Export to PDF		Export full Care Plan
<input type="checkbox"/>	Member Name	Care Plan Review	Referred Date	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Notes				
		Care Plan Review	07/02/2024		Yolanda Lagunas	07/02/2024	07/02/2024 07:24 PM	Acknowledged					
		Care Plan Review	06/27/2024		N/A	N/A	N/A	Pending	N/A				
		Care Plan Review	04/15/2024		N/A	N/A	N/A	Pending	N/A				

Once a care plan has been reviewed, the Care Plan dashboard will update to reflect the number of care plans remaining to be reviewed.

Section 2.B: How to View a Previously Reviewed Care Plan

Scenario: If you want to go back and look at a previously reviewed Care Plan again, you can.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

1. To view previously reviewed care plans, click **Requests** on the Navigation menu
2. Set the filter to **Care Plan Review**

The screenshot shows the El Paso Health Provider Portal interface. The top navigation bar includes the El Paso Health logo, a user profile dropdown for 'Olivia Boss, OPT', and a welcome message for 'Yolanda'. The left sidebar contains navigation links: Home, Dashboard, My Members, My Calendar, and Requests. The 'Requests' link is highlighted with a red arrow. The main content area displays the 'Request Received' section, which includes a filter dropdown set to 'Care Plan Review'. Below the filter is a table with columns: Member Name, Care Plan Review, Referred Date, Referred By, Acknowledged By, Acknowledged Date, Last Updated Date, Status, and View Notes. The table contains three rows of data, each with a 'Care Plan Review' hyperlink in the 'Care Plan Review' column.

	Member Name	Care Plan Review	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Notes
<input type="checkbox"/>	[Redacted]	Care Plan Review	07/02/2024	[Redacted]	Yolanda Lagunas	07/02/2024	07/02/2024 07:24 PM	Acknowledged	
<input type="checkbox"/>	[Redacted]	Care Plan Review	06/27/2024	[Redacted]	N/A	N/A	N/A	Pending	N/A
<input type="checkbox"/>	[Redacted]	Care Plan Review	04/15/2024	[Redacted]	N/A	N/A	N/A	Pending	N/A

3. Choose the desired [hyperlink](#) to review

Section 2.C: How to View the Full Care Plan for Any of your EPH Members

Scenario: You may choose to view Care Plan information available for any of your EPH members.

Application(s): EPH Provider Portal

Role: Provider User

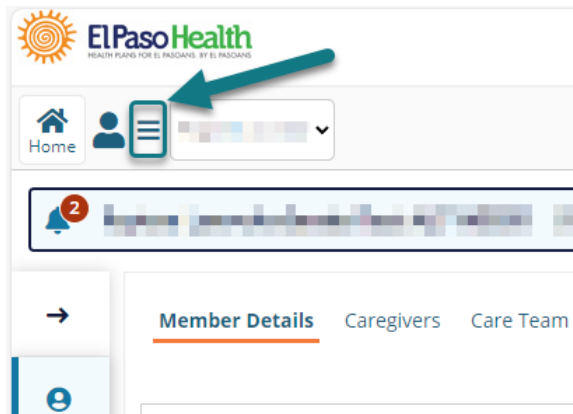
To view Care Plans for all members,

1. Click **My Members** from the navigation menu

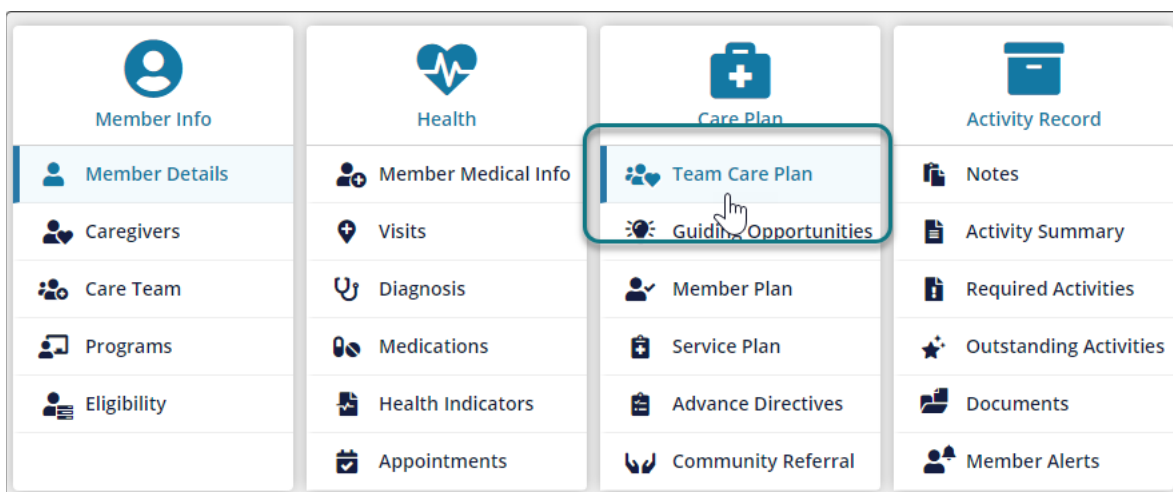
The screenshot displays the 'My Members' page in the El Paso Health Provider Portal. The top navigation bar includes the El Paso Health logo, a 'Welcome Yolanda' message, and user information (Provider_User, Time zone: EST). Below the navigation bar, there are icons for Home, Member Access, Calendar, Alerts, and Admin. The left sidebar contains a navigation menu with links for Dashboard, My Members (highlighted with a red arrow), My Calendar, and Requests. The main content area shows a table of members with columns: Eligibility, Last Name, First Name, Altruista ID, DOB, Risk, Risk Score, Client Name, Next Contact, and Assigned Date/Attribute Date. The table lists several members, most with 'Active' status and 'N/A' for Risk and Risk Score. One member, Sara C. Ehlinger, has a status of 'Ends soon'. A tooltip for Sara C. Ehlinger is visible, stating 'Ehlinger, Sara C (sara.ehlinger@optum.com) is signed in'. At the bottom of the page, there is a pagination bar showing '1 - 25 of 99 items' and a '25 items per page' dropdown.

2. Click on the member's **Last Name** [hyperlink](#) to open the member record.

3. Click on the “hamburger”  icon in the top left of your screen to open the navigation menu



4. Select “Team Care Plan”



5. Select “Full Care Plan” from the options in the section

Team Care Plan | Guiding Opportunities | Member Plan | Service Plan | Advance Directives | Community Referral

Care Plan Overview | Care Plan Barriers | Care Plan Strengths | Care Plan Review

Note: All the system generated e-mails will be stopped if the user is found to have a shared e-mail.

General Considerations

Category	Status	Start Date	Target Date
Select	Select	MM/DD/YYYY	MM/DD/YYYY

Search By: Goal | Search Text: Enter Text | Select By Assigned Owner: Select

Full Care Plan | Sort Expanded View | Add OGI

Opportunity	Goal	Condition
Behavioral Health needs not currently met	Behavioral Health needs met	Social Determinant

6. The Full Care Plan will display with Clinical Interventions

Full Care Plan

Clinical Interventions

Category

Status

Search Criteria

Date Range

From Date

To Date

LOB

Active ☒ Inactive ☐ [View Full Eligibility](#)

Select

Select

Select

Search Text

Select

From Date

To Date

☐ LOB Medicaid ☐ Code Medicaid

Q

↺

<input checked="" type="checkbox"/>	Priority	Condition	Goal Group	Goal	Member Goal	Member Plan	Intervention	Status	Sign Off	Start Date	Target Date	Term
<input checked="" type="checkbox"/>	High	'Social Determinant'	Community & Social Support	Behavioral Health needs met	N/A	I will work with my care coordination to obtain behavioral health services	Make referral, as appropriate, to behavioral health team to assist member access BH services	Member Agrees to Goal - In Progress	Yes	05/01/2024	05/30/2024	Long Term

1

10 items per page

1 - 1 of 1 items

7. Scroll further below to also view:

- **Approved Service Opportunities**
- **Barriers**
- **Strengths**
- **Care Team**
- **Signature Log**

Full Care Plan

Approved Service Opportunities

Approved Date	Service Description	Co...	From Date	To Date	Provider	Approved Units	Unit Type	Frequency	Total Units	Status	Benefit Limit
05/10/2024	PAS Protective Supervision (SRO)	i	05/01/2024	03/31/2025		956	Units	Weekly		Approved	
04/26/2024	(StatePlan) PAS (SRO) (CFC)	i	04/22/2024	03/23/2025		2688	15 Minutes	Daily		Approved	
04/26/2024	SPW Home Delivered Meals	i	04/22/2024	03/21/2025		334	Service	Daily		Approved	

Section 3.A: How to View and Acknowledge Newly Completed Member Assessments

Scenario: A new or updated Care Plan for a member was made available for you to review.

Application(s): EPH Provider Portal

Role: Provider User

START: The **Assessments** tile displays completed assessments that have been sent to the Provider to review and acknowledge



1. Click the **Pending Requests** hyperlink in the **Assessments** tile
2. Click the [hyperlink](#) under the **Review Assessments** column to view the selected assessment that was sent to the Provider user

El Paso Health
HEALTH PLANS FOR EL PASO COUNTY, BY EL PASO COUNTY

Welcome Yolanda
Provider_User
Time zone: EST

Home Olivia Garcia, ECS

Calendar Actions Plan Notes Alerts Admin

Request Received

Assessments Member Name Referred/Acknowledged Dates Referred Date From Date To Date Pending

Member Name	Review Assessments	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Acknowledgement
[REDACTED]	TX H2060-B	06/24/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H2060	06/03/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H1700-3	05/31/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H1700-1 V1	05/14/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX MNLOC	04/30/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H1700-3	04/30/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H2060	04/30/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A
[REDACTED]	TX H6516 V1	04/30/2024	[REDACTED]	N/A	N/A	N/A	Pending	N/A

10 Items per page 1 - 8 of 8 items

Home

F_NAME51 ISABELLA L_NAME51

Calendar

Actions

TEXAS

Health and Human Services

Form H2060
November 2014-E

Needs Assessment Questionnaire and Task/Hour Guide

Applicant/Member Name	Medicaid ID No.	Assessment Date	Impairment	Service Arrangement
	N/A	05/20/2024	0=None 1=Mild 2=Severe 3=Total	C=Caregiver P=Purchased N/A=Not Applicable PA=Purchased/Agency PC=Purchased/Caregiver PS = Purchased/Self S=Self A=Other Agency
Companion Case Name	Companion No.	Respondent		

Support Score (PAS) 1=Good thru 4=Very Poor

Part B – Task/Hour Guide

	Minutes Per Day	Days Per Week	Total Minutes Per Week
1. Do you have any problems taking a bath or shower?.....Bathing	15 (Max =45)	3	45
2. Can you dress yourself?.....Dressing	15 (Max =30)		
3.Exercise (walking only)	15 (Max =30)		
4. Can you feed yourself? (0-3) 1 Enter score of 3 if individual requires total assistance (If tube fed/gastrostomy feeding, Do not purchase.).....Feeding, Eating	30 (Max =30/meal)	21	630
5. Can you shave yourself, brush your teeth, shampoo and comb your hair?.....Grooming			
Enter the higher score of 5a or 5b.			
5a.....Shaving, Oral Care, Nail Care	15 (Max =30)	1	15
5b.....Routine Hair and Skin Care	15 (Max =45)	1	15
6. Do you have any problems getting to the bathroom and using the toilet?.....Toileting	30 (Max =30)	7	210
7. Do you have trouble cleaning yourself after using the bathroom?.....Hygiene in Toileting			
8. Can you get in and out of your bed or chair?.....Transfer	15	7	105
9. Are you able to walk without help?.....Walking	15	7	105

Acknowledge

Close

- The user has the option to verify review of the assessment by clicking **Acknowledge** button
- Type in **Comments** as needed.
- Click in the **Signature** box to enter an **electronic signature**.
- Click **Send** to save.

Acknowledge Accessment

Primary Care Manager : Eric_MobileC Mobile Tester Schroeder

Request From : John Ernste

Care Member : F_NAME51 ISABELLA L_NAME51

Comments : H6516 reviewed

Signature :

Send

Close

The **Requests Received** widget will update with the Acknowledgement information, including:

- Acknowledged By
- Acknowledged Date
- Last Updated Date
- Status
- View Acknowledgement

El Paso Health
POWER PLANS FOR THE PROGRESS OF THE INDIVIDUAL

Welcome Yolanda
Provider_User
Time zone: EST

Home F_NAME51 ISABE

Calendar Actions Plan Notes Alerts Admin

Request Received

Assessments Member Name Referred/Acknowledged Date: Referred Date From Date To Date All

Member Name	Review Assessments	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Acknowledgement
	TX H2060-B	06/24/2024		N/A	N/A	N/A	Pending	N/A
	TX H2060	06/03/2024		Yolanda Lagunas	06/28/2024	06/28/2024 06:20 PM	Acknowledged	
	TX H1700-3	05/31/2024		N/A	N/A	N/A	Pending	N/A
	TX H1700-1 V1	05/14/2024		N/A	N/A	N/A	Pending	N/A
	TX H6516 V1	05/03/2024		Yolanda Lagunas	06/27/2024	06/27/2024 08:32 PM	Acknowledged	
	TX MNLOC	04/30/2024		Yolanda Lagunas	06/28/2024	06/28/2024 06:13 PM	Acknowledged	
	TX H1700-3	04/30/2024		N/A	N/A	N/A	Pending	N/A
	TX H2060	04/30/2024		N/A	N/A	N/A	Pending	N/A
	TX H6516 V1	04/30/2024		N/A	N/A	N/A	Pending	N/A

10 Items per page 1 - 9 of 9 items


Section 3.B: How to View a Member's Completed Forms & Assessments

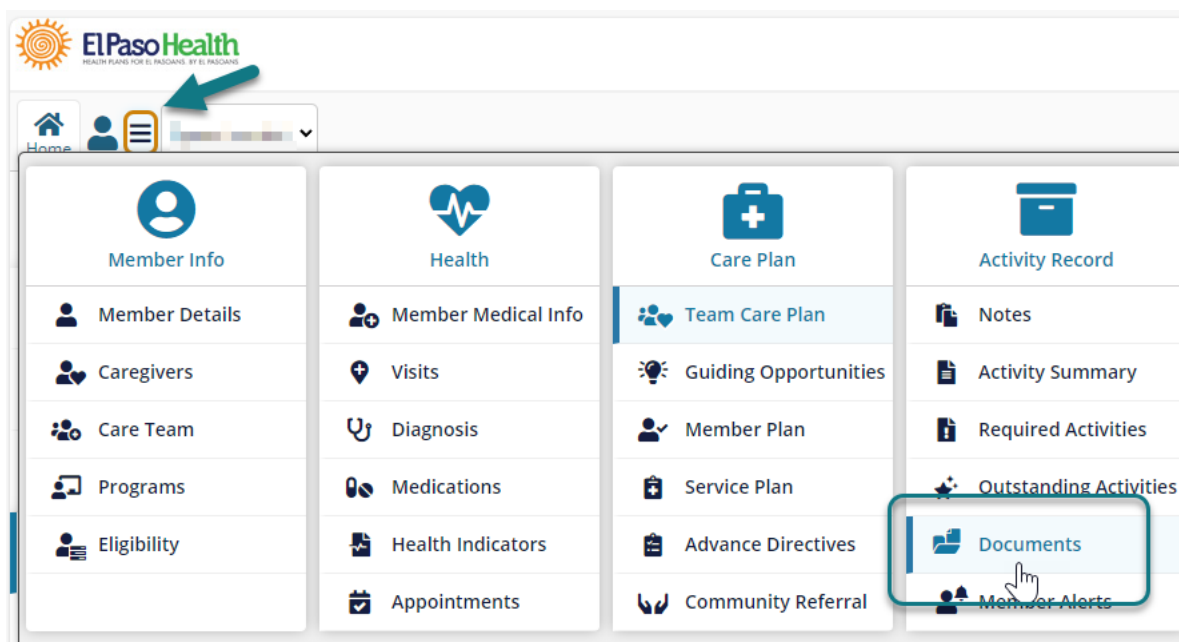
Scenario: You may want to review a member's forms or assessments, like an MNLOC.

Application(s): EPH Provider Portal

Role: Provider User

Start: From an accessed member


1. Click on the “hamburger”  icon from the member record
2. Select **Documents**



3. Click the **eye icon** to view the form or assessment in a pop-up window

Category	Document Name	Document Type	From Date	To Date		
Select		Select			Q Search	x Clear
Upload Choose Columns						
<input type="checkbox"/>	Document ID	Document	View	Type	Draft	Resend
<input type="checkbox"/>	988	TX H17003_04292024.pdf		Assessment		N/A
<input type="checkbox"/>	987	TX MNLOC_04292024.pdf		Assessment		N/A
<input type="checkbox"/>	984	TX H17003_04292024.pdf		Assessment		N/A

Example of an MNLOC view pictured below

Individual 

Medical Necessity and Level of Care Assessment - Version 3.0

Section A Identification Information

A0310. Type of Assessment

Enter Code

A. Reason for Assessment

☐ 01. Initial assessment

☒ 03. Annual assessment

☐ 04. Significant change in status assessment

A0500. Legal Name of Individual

A. First name:

B. Middle initial:

C. Last name:

D. Suffix:

A0600. Social Security and Medicare Numbers

A. Social Security Number:

B. Medicare number (or comparable railroad insurance number):

A0700. Medicaid Number – Enter "+" if pending, "N" if not a Medicaid recipient

A0800. Gender

Enter Code

☒ 1. Male

☐ 2. Female

A0900. Birth Date

A1000. Race/Ethnicity

↓ Check all that apply

☐ A. American Indian or Alaska Native

☐ B. Asian