

# Notice of Instruction

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West Central Florida  
Area Agency on Aging, Inc.



*Assistance. Advocacy. Answers on Aging.*

**Notice of Instruction Number:**

**#032709 – Updating CIRTS Enrollment Due to Death - kp**

**TO:** All Lead Agencies/PSA 6  
Meals on Wheels Plus of Manatee, Inc.

**FROM:** Katie Parkinson

**DATE:** March 27, 2009

**SUBJECT:** **Notice of Clarification: Updating CIRTS Enrollment Due to Death**

**cc:** WCFAAA Program Managers, MWS and

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The purpose of this notice is to provide clarification to **NOI #031708- Updating CIRTS Enrollment Due to Death**, which addresses maintenance and integrity of client data in CIRTS. Specifically, the notice instructed provider agencies to reconcile Vital Statistics death certificate data with CIRTS data to correct open enrollments, assessment and services reported data.

As you are aware, the following CIRTS reports are now available to providers to assist with identifying CIRTS data discrepancies:

- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Open Enrollments Report
- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Assessments After DOD Report
- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Services More Than 2 Months After DOD Report

This memorandum provides clarification regarding the following protocols:

- On a quarterly basis, providers are required to run and reconcile the above referenced DOD exception reports and submit verification that all appropriate corrections were taken to bring CIRTS up to date.

Reconciliation actions include:

- Verify the client is deceased.
- Enter the client's date of death (DOD) on the CIRTS demographics screen.

- Terminate open enrollments in CIRTS for clients who have died. This includes APCL, APPL and ACTV enrollments. Enter the enrollment end date as the date of death and the termination code T\_CD (client died).
- Regarding services reported after DOD, the data should be left in CIRTS if the WCFAAA paid for the service. Provide WCFAAA with confirmation that the client is no longer receiving services and the reason why your agency did not document DOD previously.
  - For case management (CM) or case aide (CA), effective immediately, providers are to ensure that a PSA code is entered in CIRTS. This code means “Case Closure-Billing” after date of death was appropriate and allowable in order to close the client record. Details on this process are included in the Attachment to this NOI.
- For services other than CM or CA, reported beyond 60 days of the DOD, WCFAAA must obtain additional information from the your agency containing documentation of the reasons given, but NOT adjust CIRTS service records at this time.
- For assessments reported as occurring after DOD, WCFAAA must receive a written explanation from the assessing agency before removing any entries from CIRTS.
- If a social security number (SSN) error in CIRTS caused a client to be listed, then the Provider must verify accuracy of the SSN, correct CIRTS by moving all client records from the incorrect SSN to the correct SSN. The provider will need to coordinate the record transfers through WCFAAA.
- If a Vital Statistics SSN error caused a client to be listed, then the provider should report the error to WCFAAA. WCFAAA will work with the DOEA to address the error.

Additionally, the Department of Health has provided an attachment to assist in explaining possible reasons for clients appearing on the DOD reports. This information may be helpful in providing report explanations.

The Department is developing exception codes that may be used for future DOD report occurrences, especially in cases for services other than CM or CA, reported beyond 60 days of the DOD and the provider has obtained justifiable information. So, send in your explanations and findings. Instructions for these codes will be finalized after the aforementioned DOD report exceptions have been analyzed and corrected.

The provider must maintain written documentation for the DOD CIRTS adjustment activities and provide it to WCFAAA upon request. WCFAAA will be reviewing the timeliness and appropriateness of changes made to records of deceased clients, and will include DOD reports and corrections in the scope of the 2009 monitoring cycle.

We appreciate your cooperation in regards to this directive. Thank you for your continued commitment to Florida’s elders. Should you require additional program information, please contact this writer or your assigned WCFAAA Program Manager.

**Attachment(s)**

Error Exception Causes for DOD Reports  
PSA Code Usage for “Case Closure-Billing” Process

## **Some Reasons for Client Inclusion on DOD Reports**

(Do not alter CIRTS records before researching and verifying client data is accurate.)

Enrollments (Do not alter CIRTS records before verifying client data is accurate.)

**E-1** Still Open in a program, but terminated/CD in another program; Terminate in all programs.

**E-2** Active in 3B/C1/C2 where personal contact is less frequent or not made; Correct.

**E-3** DOD is recent, e.g., within 6 months, and program status has not been updated yet; Correct status.

**E-4** In CIRTS with no assessment/service for a long time (especially if only APCL); Correct.

**E-5** Active in CCE/MW/ADI/HCE but with only CM, no recent contact; Close Enrollment.

**E-6** Enrolled ACTV in NHD, without an Owner/ID or Provider # in CIRTS; Correct.

**E-7** Spouses share same SSN in DOH and in CIRTS; CIRTS SSN is correct, cannot fix DOH.

**E-0** Client on DOD report is not in CIRTS or is correct in CIRTS; Cannot change DOH.

**Assessments** (Do not alter CIRTS records before verifying client data is accurate.)

**A-1** Assessment date is close/within 2 wks of DOD; input date used, not asmt date; Correct.

**A-2** Assessment date long after DOD; Research and notate reason.

**A-3** Assessment Type is OAA/WLS/WL/T/CM/D, maybe not face-to-face; Explain reason.

**A-4** Spouses share same SSN in DOH and in CIRTS; CIRTS SSN is correct; Cannot fix DOH.

**A-0** Client on DOD report is not in CIRTS or is correct in CIRTS; Cannot change DOH.

**Services more than 2 months After DOD** (Do not alter service received data at this time.)

**S-1** CM/CA/SCAS one-time service within 6 months (to close case?); Note reason/code.

**S-2** CM/CA/SCAS multiple dates more than 6 months after DOD; Note reason/code.

**S-3** EAR/CNML/TRS/others where client contact's less likely to be made; Note reason/code.

**S-4** HCE/SCSM/others where invoice input could lag after service date; Note reason/code.

**S-5** PECA/RESP/other hands-on services; explain how done after DOD; Note reason/code.

**S-6** Service in CIRTS was researched and determined not justified after DOD; Note reason.

**S-7** Spouses share same SSN in DOH and in CIRTS; CIRTS SSN is correct; Cannot fix DOH.

**S-0** Client on DOD report is not in CIRTS or is correct in CIRTS; Cannot change DOH.

## **FYI -Typo/Causes of Discrepancies between CIRTS & Vital Stats DOD Data**

(**Shaded entries** on reports; Verify client data is accurate before adjusting CIRTS.)

Social Security Number typos or input errors

**First or Last Name Spelling differences:**

Maiden names or hyphenated names in one system and not the other

Nicknames or middle names used

First name totally different, while last name and birth date are the same

Typos in spelling of names

Omission of symbols that look like apostrophes

Spaces entered in name line during input

Date of Birth (DOB) typos or input errors, e.g., a difference of a single digit

Spouses sharing the same SSN; one in DOH and one in CIRTS with same SSN

Totally different persons (names and DOB) with the same SSN

Totally different name in DOH from the name in CIRTS

**CIRTS**

CICLIENT

Action Menu Edit Block Field Record Query Help

CICLIENT\_1228      CIRTS      Date 03/30/2009  
 VERSION 100.1      CLIENT DISPLAY AND LIMITED UPDATE      User WAGONERF

PSA 06      SSN 111111211      Intake Date      Medicaid #  
 Client Id 1000210971      First Name JOHN      MI      Last Name DOE

Address

**PSA CODES**

Se	PSA	PSA Table	PSA Code	PSA Code Description	More?
		SERVICES_AFTER_DOD	CLOSURE	CASE CLOSURE - BILLING	N
Citize					
Hosp/Em					
Refri S					

Contacts ? N      Comments ? N      Languages ? N

Handicaps ? N      OAA ? N      SSI ? N      Medicaid Waiver ? N      EHEAP ? N

Earliest Intake Date      PSA Codes ? Y

Enter "Y" to Enter Another PSA Code, "N" to Return to Client Screen

Record: 1/1      ...      <OSC>

Oracles  
Forms Services

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