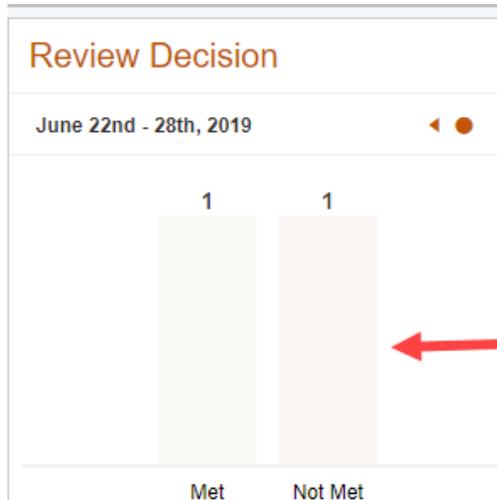


Optum Supports & Services Manager (OSSM) for Idaho: Instructions for Resubmission of Plans Not Meeting CFR Requirements



How to Find a Plan That Has Not Met CFR Criteria

From your Home page, find the Review Decision widget. Double click on the bar labeled 'Not Met.'



This will open a window which lists all plans you've submitted which haven't met CFR requirements. Click the name of the individual you would like to review. This will bring up their person-centered service plan (PCSP) Decision Review page.

The table is titled "Decision Review" and has a close button (X) in the top right corner. It contains one row of data. A red arrow points to the "Individual" column, and the "Not Met" value in the "Review Decision" column is highlighted with a red box.

Individual	Medicaid ID	Plan ID	Date of Birth	Review Decision	Review Decision Date
				Not Met	

Viewing a Plan that Did Not Meet CFR Review Criteria

The screenshot displays a web interface for a 'Person Centered Plan'. At the top right, there are fields for 'DOB', 'Age', 'Medicaid ID', and 'Gender'. The left sidebar shows navigation options: 'Plans', 'Plan Details', 'Meetings', and 'Assessments'. The main content area is titled 'Person Centered Plan' and contains a 'Plan Review' section with four steps: 'Submit for Review', 'Under Review', 'Submit for Clinical Review', and 'Submit Decision'. Each step has a green checkmark, and an orange arrow points to the 'Submit for Review' button. Below this is the 'Plan Details' section, which is divided into two columns. The left column lists fields: 'Customer' (Idaho), 'Plan ID', 'Plan Type' (Initial), 'Reason for Plan' (New), 'Start Date', 'Next Review Date', and 'Date of Last Revised Plan'. The right column lists: 'Person responsible for monitoring plan', 'Admin Reviewer', 'Clinical Reviewer', 'Review Status' (Not Met), 'Current Plan Status' (Inactive), and 'Plan Status Dates' (Inactive, Under Review, Ready for Review, New). An orange arrow points to the 'Review Status' field.

If the submitted plan does not meet CFR Review criteria, the following occurs:

- All Plan Review steps will have a green check mark
- The Review Status will be **Not Met**
- The Current Plan Status will be **Inactive**
- The plan will NOT be visible in the portal

Viewing CFR Review Criteria

DOB
Age

Medicaid ID
Gender Male

Home > Plans > Plan > Plan Assessments

Assessments

+ Add Assessment

Total Records: 1 Show 10 Per Page First Previous 1 Next Last

Actions	Assessment	Score	Status	Created	Updated	Updated By	Attachment
 	Idaho CFR Review	0	Completed				+

The CFR Review can be viewed by the TCC/Facilitator from within the Plan. From within the member's Plan record, click on Assessments, then on the icon to the left of the Idaho CFR Review record shown above. You can view it on screen with the first icon or click the second icon to download it to a PDF.

View CFR Review Criteria

CFR Standards Review - Final Outcome: ✓

Final Outcome:

- Met
 - Not met
-

Reviewer Notes/Comments:

missing info

[Expand/Collapse](#)

Reviewer Name:

Review Date:

Note the Final Outcome section at the bottom of the review reads 'Not met.' You will be able to determine which CFR requirements were not met by reviewing the met/not met decision next to each requirement, as well as the Reviewer Notes/Comments.

Submitting an Amended Plan

If you wish to enter a revised plan for the member, you may make any necessary changes to the original plan and save it. Next, go through the Add Plan steps starting on page 27 of the Optum Supports & Services Manager (OSSM) for Idaho: Instruction Manual. Once you submit the new plan and it is reviewed by Optum as having Met CFR Review requirements:

- The plan status of any prior active plan will turn to Deactivated
- The plan review status of the new plan will be Met
- The plan status of the new plan will be Active and the attached PCSP will be visible on the portal (to those granted access)

