

PACLogic™

Service Determination Requests (SDR)

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Technology Solutions

08/16/2022



Agenda

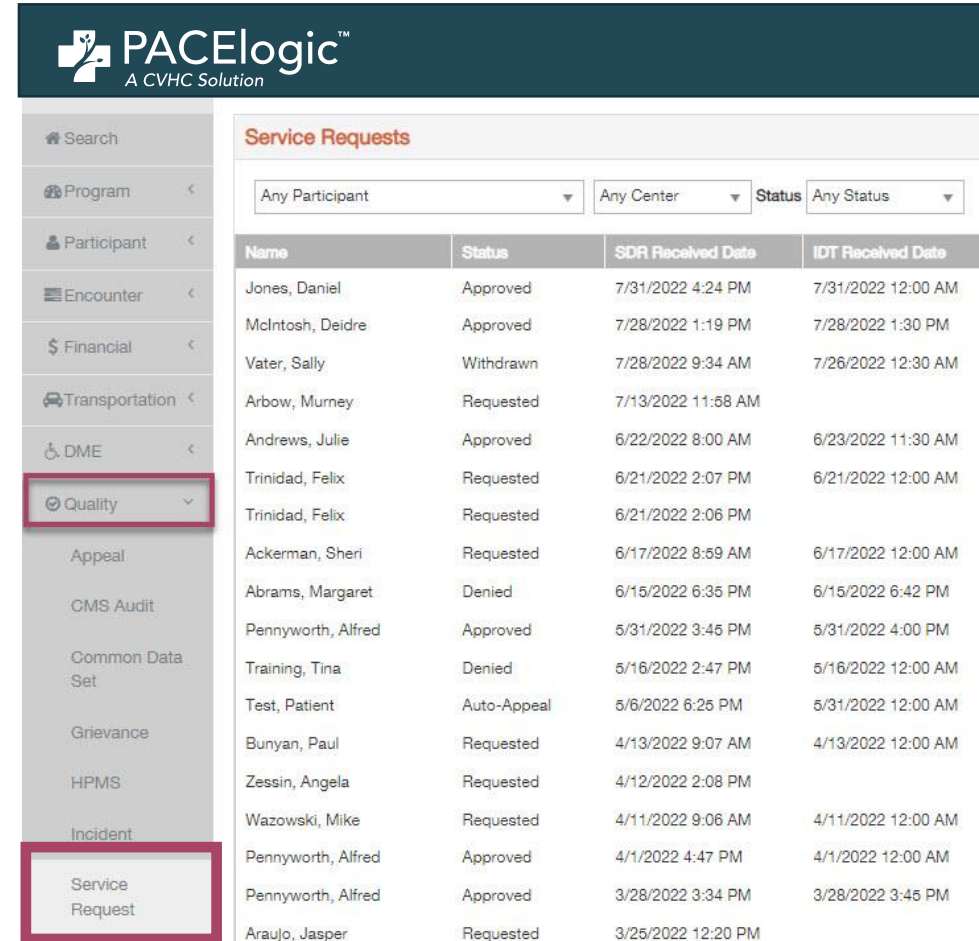
- Entering a service request
- Tracking a service request
- Reporting service requests

Entering a Service Request



Service Request Menu

- Located under **Quality** menu and **Service Request** submenu



Service Requests

Any Participant | Any Center | Status: Any Status

Name	Status	SDR Received Date	IDT Received Date
Jones, Daniel	Approved	7/31/2022 4:24 PM	7/31/2022 12:00 AM
McIntosh, Deidre	Approved	7/28/2022 1:19 PM	7/28/2022 1:30 PM
Vater, Sally	Withdrawn	7/28/2022 9:34 AM	7/26/2022 12:30 AM
Arbow, Murney	Requested	7/13/2022 11:58 AM	
Andrews, Julie	Approved	6/22/2022 8:00 AM	6/23/2022 11:30 AM
Trinidad, Felix	Requested	6/21/2022 2:07 PM	6/21/2022 12:00 AM
Trinidad, Felix	Requested	6/21/2022 2:06 PM	
Ackerman, Sheri	Requested	6/17/2022 8:59 AM	6/17/2022 12:00 AM
Abrams, Margaret	Denied	6/15/2022 6:35 PM	6/15/2022 6:42 PM
Pennyworth, Alfred	Approved	5/31/2022 3:45 PM	5/31/2022 4:00 PM
Training, Tina	Denied	5/16/2022 2:47 PM	5/16/2022 12:00 AM
Test, Patient	Auto-Appeal	5/6/2022 6:25 PM	5/31/2022 12:00 AM
Bunyan, Paul	Requested	4/13/2022 9:07 AM	4/13/2022 12:00 AM
Zessin, Angela	Requested	4/12/2022 2:08 PM	
Wazowski, Mike	Requested	4/11/2022 9:06 AM	4/11/2022 12:00 AM
Pennyworth, Alfred	Approved	4/1/2022 4:47 PM	4/1/2022 12:00 AM
Pennyworth, Alfred	Approved	3/28/2022 3:34 PM	3/28/2022 3:45 PM
Araujo, Jasper	Requested	3/25/2022 12:20 PM	

Service Request Dashboard

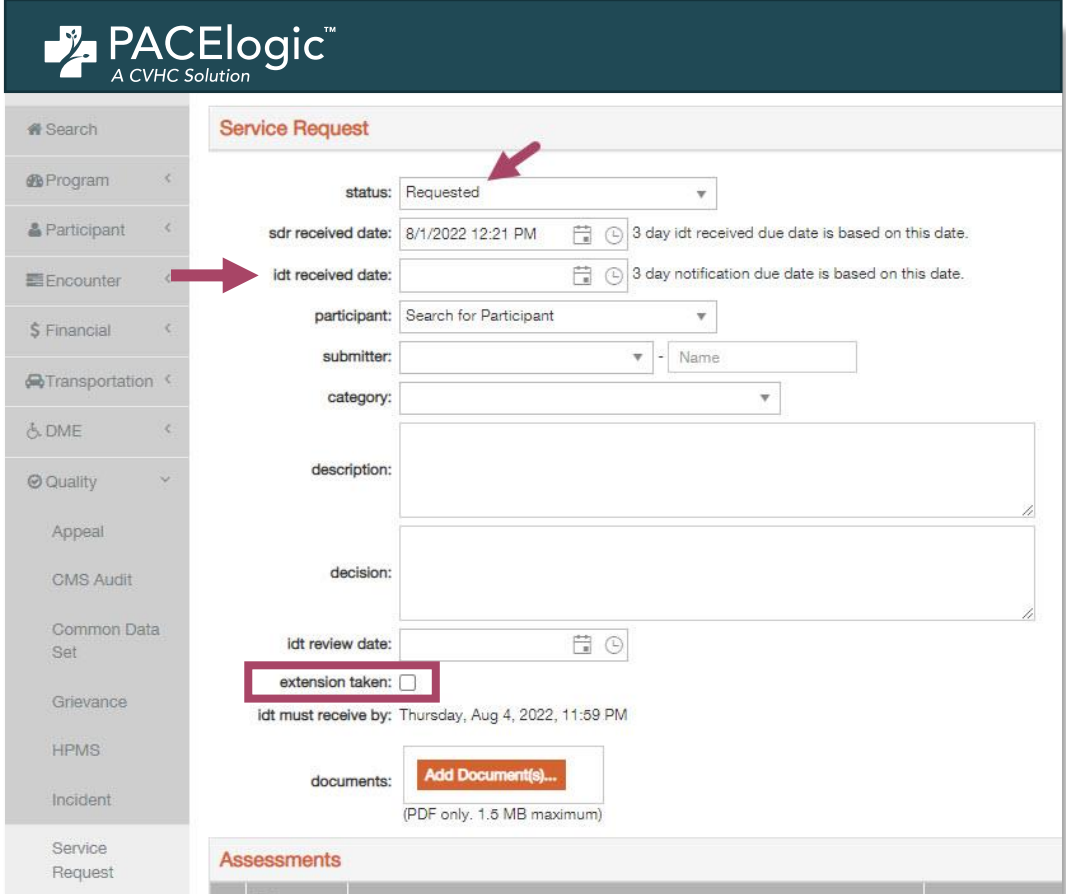
- Dashboard displays all service requests
- Overdue service requests identified by **Overdue** in red font
- Click new in upper right corner to create new service request

Service Requests

Name	Status	SOR Received Date	IOT Received Date	Category	Extension	Notification Timely	Notification Required	Due In	Submitter	Service Provided Date
Jones, Daniel	Approved	7/31/2022 4:24 PM	7/31/2022 12:00 AM	Hearing Aid	No	Yes			Jones, Daniel (Participant)	7/31/2022
McIntosh, Deidre	Approved	7/28/2022 1:19 PM	7/28/2022 1:30 PM	Durable Medical Equipment	No	No	7/31/2022 11:59 PM	Overdue	McIntosh, Deidre "Dee" (Participant)	
Vater, Sally	Withdrawn	7/28/2022 9:34 AM	7/26/2022 12:30 AM	Dentures	No				Vater, Sally "Sally" (Participant)	
Arbow, Murney	Requested	7/13/2022 11:58 AM		Increased Center Attendance	No	No	7/16/2022 11:59 PM	Overdue	Arbow, Murney S (Participant)	
Andrews, Julie	Approved	6/22/2022 8:00 AM	6/23/2022 11:30 AM	Glasses	No	Yes			Andrews, Julie "Jules" (Participant)	
Trinidad, Felix	Requested	6/21/2022 2:07 PM	6/21/2022 12:00 AM	Dentures	No		6/24/2022 11:59 PM	Overdue	Felix Trinidad (Participant)	
Trinidad, Felix	Requested	6/21/2022 2:06 PM		Increased Center Attendance	No	No	6/24/2022 11:59 PM	Overdue	Trinidad, Felix "Tito" (Participant)	
Ackerman, Sheri	Requested	6/17/2022 8:59 AM	6/17/2022 12:00 AM	Dentures	No		6/20/2022 11:59 PM	Overdue	(Family)	
Abrams, Margaret	Denied	6/16/2022 6:36 PM	6/16/2022 6:42 PM	Dentures	No	Yes			John Miller (Family)	
Pennyworth, Alfred	Approved	5/31/2022 3:46 PM	5/31/2022 4:00 PM	Dentures	No	Yes			Pennyworth, Alfred L "Alfie" (Participant)	5/31/2022
Training, Tina	Denied	5/16/2022 2:47 PM	5/18/2022 12:00 AM	Durable Medical Equipment	No	No	5/19/2022 11:59 PM	Overdue	Son - Doug (Family)	5/17/2022
Test, Patient	Auto-Appeal	5/6/2022 6:26 PM	5/31/2022 12:00 AM	Medical Procedure	No	No	6/3/2022 11:59 PM	Overdue	Test, Patient Q (Participant)	
Bunyan, Paul	Requested	4/13/2022 9:07 AM	4/13/2022 12:00 AM	Dentures	No		4/16/2022 11:59 PM	Overdue	()	
Zessin, Angela	Requested	4/12/2022 2:08 PM		Increased Center Attendance	No	No	4/15/2022 11:59 PM	Overdue	Zessin, Angela D "Angie" (Participant)	
Wazowski, Mike	Requested	4/11/2022 9:06 AM	4/11/2022 12:00 AM	Dentures	No		4/14/2022 11:59 PM	Overdue	Wazowski, Mike (Participant)	
Pennyworth, Alfred	Approved	4/1/2022 4:47 PM	4/1/2022 12:00 AM	Dentures	No	Yes			Pennyworth, Alfred L "Alfie" (Participant)	4/6/2022
Pennyworth, Alfred	Approved	3/28/2022 3:34 PM	3/28/2022 3:45 PM	Dentures	No	No	3/31/2022 11:59 PM	Overdue	Pennyworth, Alfred L "Alfie" (Participant)	
Araujo, Jasper	Requested	3/25/2022 12:20 PM		Dentures	No	No	3/28/2022 11:59 PM	Overdue	Araujo, Jasper Q (Participant)	

Service Request Timeline

- Status defaults to **Requested**
- **IDT received date** and time starts 72-hour clock
- Checked **extension taken** checkbox: Provides additional 5 days for an extension and pop-up box to enter the reason for taking the extension



PACElogic
A CVHC Solution

Service Request

status: Requested

sdr received date: 8/1/2022 12:21 PM 3 day idt received due date is based on this date.

idt received date: 3 day notification due date is based on this date.

participant: Search for Participant

submitter: Name

category:

description:

decision:

idt review date:

extension taken:

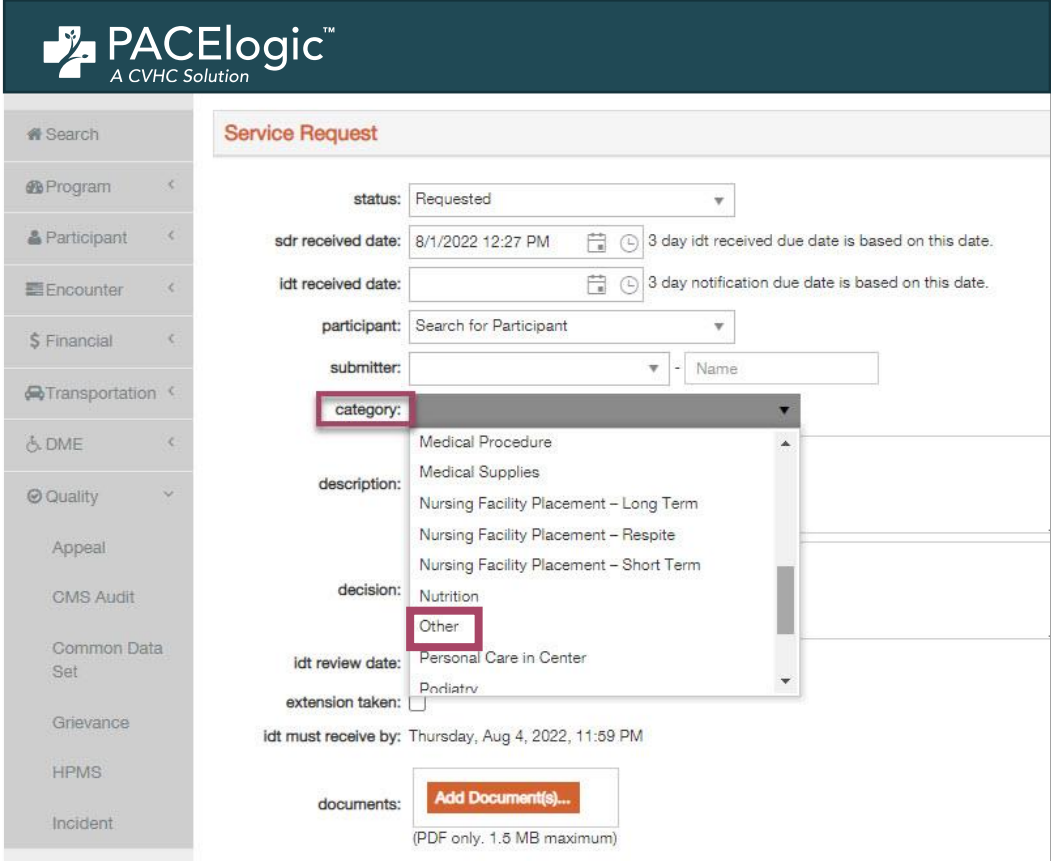
Idt must receive by: Thursday, Aug 4, 2022, 11:59 PM

documents: [Add Document\(s\)...](#)
(PDF only. 1.5 MB maximum)

Assessments

Service Request Category

- Several categories to choose from
- Option for **Other**





The screenshot displays the PACElogic "Service Request" form. The form includes fields for status, dates, participant, and submitter. A dropdown menu for "category" is open, showing options: Medical Procedure, Medical Supplies, Nursing Facility Placement - Long Term, Nursing Facility Placement - Respite, Nursing Facility Placement - Short Term, Nutrition, Other, Personal Care in Center, and Podiatry. The "Other" option is highlighted with a red box. Below the form, there is a "documents" section with an "Add Document(s)..." button and a note "(PDF only. 1.5 MB maximum)".


Service Request Assessment

- Select which team member should do the assessment


Edit Assessment


Assessment Date: 8/1/2022 

Staff: Start typing to search for Staff... 

Role: < Select > 

Participant Present?

Note: 



Tracking a Service Request



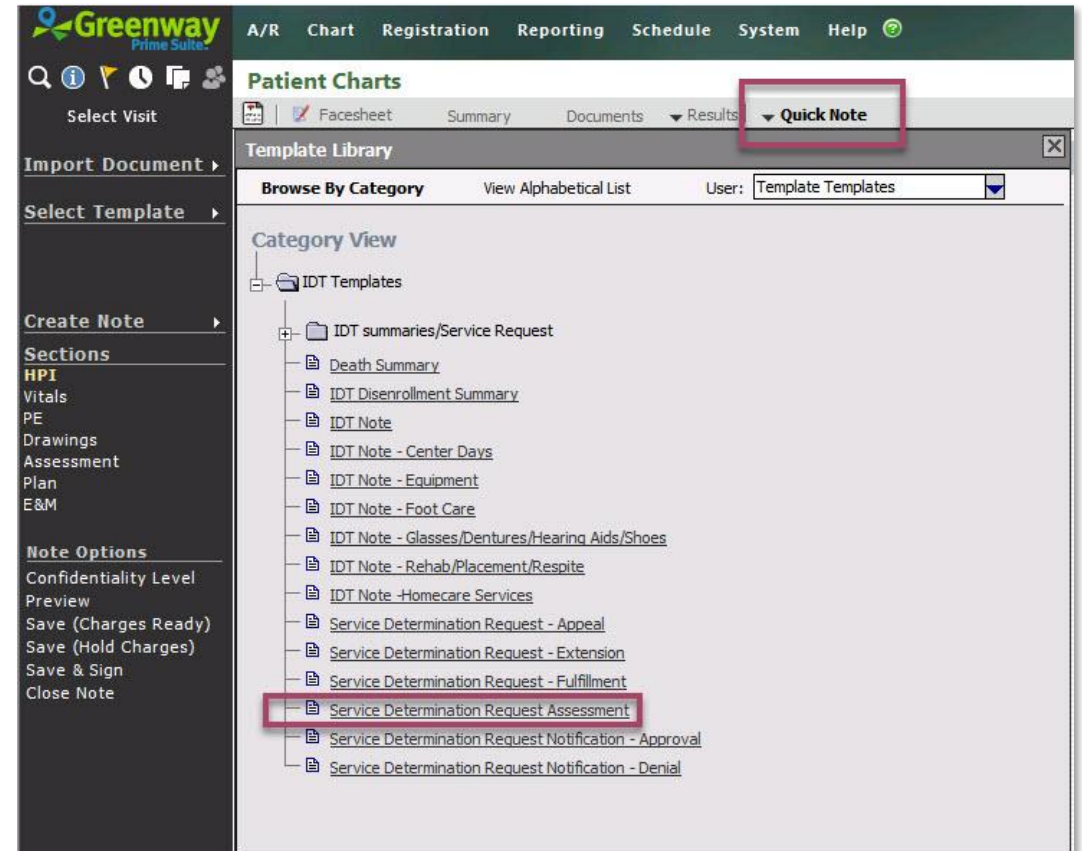
CMS Requirements

- Be sure to document **Assessments and Notifications** related to the Service Request in the EMR



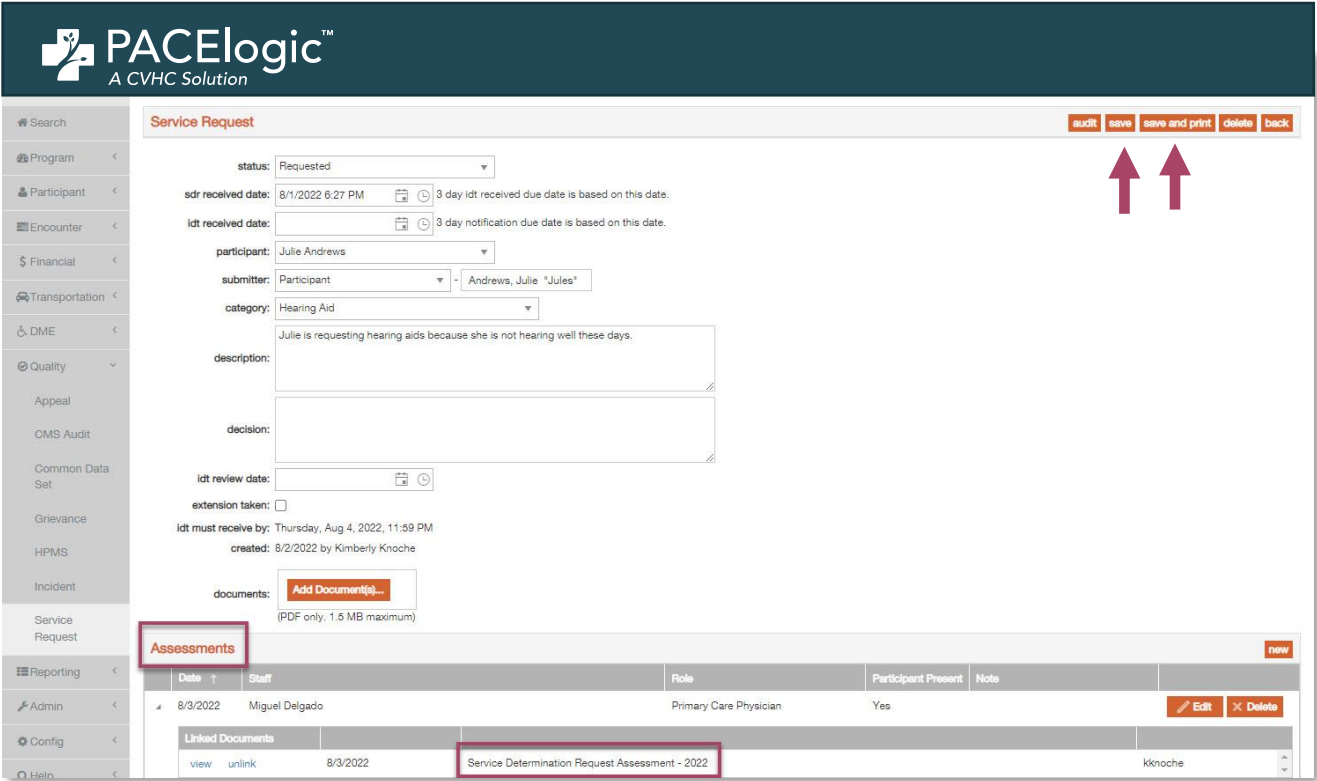
Service Delivery Request Assessment

- Create a **Quick Note** using the **Service Delivery Assessment Template** in PrimeSuite
- Request templates if you do not have them



Service Delivery Request Assessment

- Link Assessments to **Service Request**
- Save, or save and print



The screenshot shows the PACElogic interface for a Service Request. The form includes fields for status, dates, participant, submitter, category, description, decision, and review date. A table at the bottom lists assessments, with one entry highlighted: 'Service Determination Request Assessment - 2022' by Miguel Delgado on 8/3/2022. Two red arrows point to the 'save' and 'save and print' buttons in the top right corner.

Service Request [audit] [save] [save and print] [delete] [back]

status: Requested

sdr received date: 8/1/2022 6:27 PM [calendar] [refresh] 3 day idt received due date is based on this date.

idt received date: [calendar] [refresh] 3 day notification due date is based on this date.

participant: Julie Andrews

submitter: Participant [dropdown] Andrews, Julie "Jules"

category: Hearing Aid [dropdown]

description: Julie is requesting hearing aids because she is not hearing well these days.

decision:

idt review date: [calendar] [refresh]

extension taken:

idt must receive by: Thursday, Aug 4, 2022, 11:59 PM

created: 8/2/2022 by Kimberly Knoche

documents: [Add Document(s)...] (PDF only, 1.5 MB maximum)

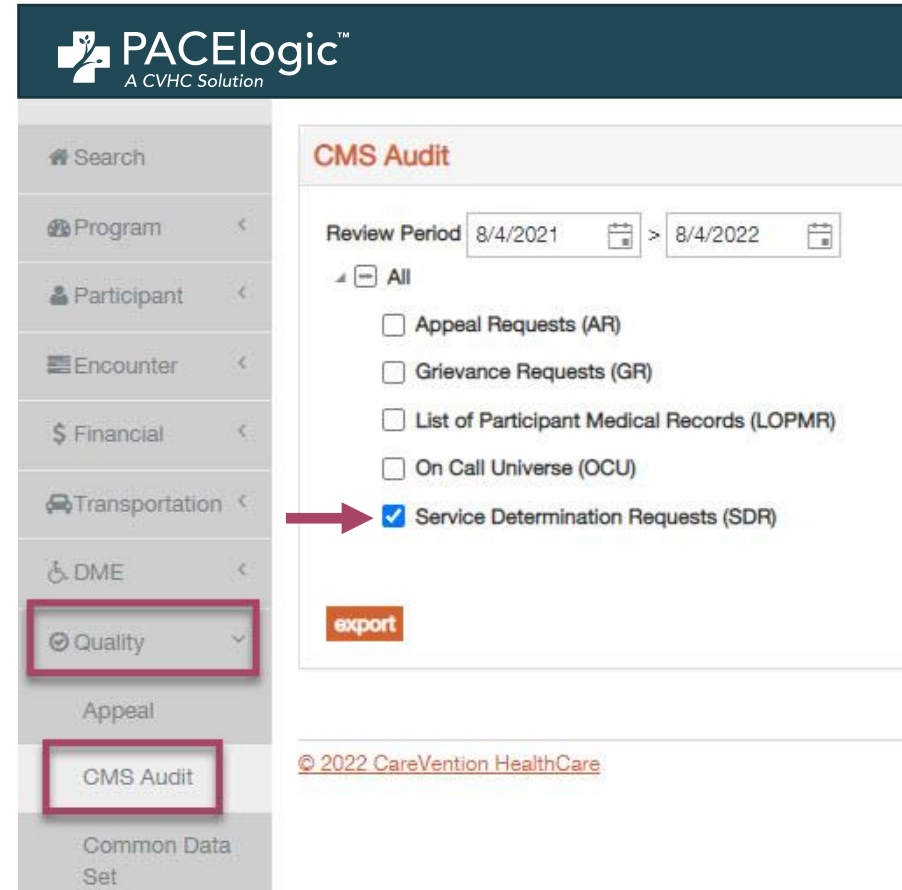
Assessments					new
Date	Staff	Role	Participant Present	Note	
8/3/2022	Miguel Delgado	Primary Care Physician	Yes		[Edit] [Delete]
Linked Documents					
view	unlink	8/3/2022	Service Determination Request Assessment - 2022		knoche

Reporting Service Requests



CMS Audit

- Located under the **Quality** menu and the **CMS Audit** submenu
- Check box for **Service Determination Requests (SDR)**



The screenshot shows the PACElogic interface, a CVHC Solution. On the left is a navigation menu with the following items: Search, Program, Participant, Encounter, Financial, Transportation, DME, Quality (highlighted with a red box), Appeal, CMS Audit (highlighted with a red box), and Common Data Set. The main content area is titled "CMS Audit" and features a "Review Period" filter set to 8/4/2021 to 8/4/2022. Below this is a list of checkboxes for different audit types: Appeal Requests (AR), Grievance Requests (GR), List of Participant Medical Records (LOPMR), On Call Universe (OCU), and Service Determination Requests (SDR). The SDR checkbox is checked, and a red arrow points to it. An "export" button is located below the list. At the bottom of the page, there is a copyright notice: © 2022 CareVention HealthCare.

Demo SDRs





Questions



Thank You

