

Problems Tip Sheet

YES



Before you enter Problems in CareManager remember the following tips

- ✓ Enter Problems that will confirm the Member's eligibility for Health Home Care Coordination – if you are not sure consult the policy or DOH website!
- ✓ Enter Problems that we may be working on with the Member, or those relevant to the Member's current needs based on the referral and intake assessment
- ✓ Only enter Problems that have corresponding documentation from a licensed provider, MCO or Hixny.
- ✓ Be sure the records showing those diagnoses are uploaded and clearly labeled in CareManager.
- ✓ Be sure that the records uploaded (the supporting documentation) has the Member's name on it and is not copied and pasted into a Word Document that can be edited by any user.

NO



Do NOT do the following when entering Problems in CareManager

- ✘ Do NOT enter a Problem if you do not know what it is. If you are unsure what something is, look it up or ask (CRHC has a nurse on staff who can help!).
- ✘ Do NOT enter a lot of diagnoses. Once entered, they are hard to remove! We can always go back and add more if needed, but in this case, less is more – stick to the basics of what makes the Member eligible and his or her current needs.
- ✘ Do NOT enter diagnoses that do not have supporting documentation.
- ✘ Do NOT enter symptoms or temporary Problems in CareManager. Pregnancy, bronchitis, suicidal thoughts are all examples of symptoms or temporary diagnoses that should not be entered as diagnoses.
- ✘ If you are a Hixny Provider Portal user, do NOT enter Problems that have a source of "Capital Region Health Connections" or "Community Health Connections" in Hixny – use those from a hospital or provider instead.