

Department of Medicaid

Multi-System Youth Application Tracking System (MATS)

Version 1.0

Application Creators, Submitters and Aetna Supervisor User Guide

12/27/2024



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1.0 Overview

The purpose of the Multi-System Youth Application Tracking System (MATS) is to build a comprehensive tracking and documentation system for funding and technical assistance based on information supplied by the child/youths Care Team. This system replaces the existing manual processing of reviewing applications, providing recommendations and outcomes.

One of the goals of the Multi-System Custody Relinquishment Prevention Program is to prevent custody relinquishment for a child/youth with complex multi-system needs solely to access funding for care.

The goals of MATS are to:

- Prevent custody relinquishment for child/youth with complex multi-system needs
- Increase communication transparency and accountability
- Reduce variability and errors in processing applications
- Centralize multiple tracking documentation.

2.0 Terms & Acronyms

Term/Acronym	Definition
Aetna Supervisor	An external non-State user that can read and mark OHR-related MSY applications as incomplete and request additional information or mark it as complete.
Application	MSY funding request
Application Creator/ Initiator/ Requester/Requestor	A user who can create a MATS application. These terms are used interchangeably in the application and user guides.
CME	<u>Care Management Entity</u> A contracted entity as defined in <u>Ohio Rule 5160-59-01</u> . In this document it is specifically a contractor with the OhioRISE Plan to manage care for a Child/Youth applying for or enrolled in the OhioRISE program and/or the OhioRISE 1915(c) waiver.



Term/Acronym	Definition
DCY	Department of Children Youth. An umbrella organization that includes FCFC and OFCF.
FCFC/OFCF	<u>Family and Children First Council / O</u> hio <u>F</u> amily and <u>C</u> hildren <u>F</u> irst
	A partnership of state and local government, communities and families that enhances the well-being of Ohio's children and families by building community capacity, coordinating systems and services, and engaging families. DCY/OFCF's vision is for every child and family to thrive and succeed within healthy communities.
MATS	<u>M</u> ulti-System Youth <u>Application Tracking System</u>
	<u>M</u> ulti- <u>S</u> ystem <u>Y</u> outh
MSY	The State of Ohio's program to prevent custody relinquishment for youth with multi-system needs. The program has the goal of preventing transfer of custody to the child protection system solely for the purpose of obtaining funding to access treatment.
	<u>O</u> hio <u>D</u> epartment of <u>M</u> edicaid
ODM	The State of Ohio's department to manage Federal and State health care funding aimed to improve the wellness and health outcomes for eligible individuals and families, including children, pregnant women, seniors, and people with disabilities.
OHR	<u>Oh</u> io <u>R</u> ISE
Submitter	An external state user who can submit applications to MATS ODM.
System	Synonymous with the title system described in this document.
ТА	<u>T</u> echnical <u>A</u> ssistance
	<u>U</u> niform <u>R</u> esource <u>L</u> ocator
URL / Link	An address for the web that references a specific location or a page. Can also be referred to as a link.

Table 1: Terms/Acronyms and Their Definitions



3.0 Conventions

The following conventions are used in this document:

- Unsaved sections are indicated by the *** icon.
- Errors are indicated by the 100 icon.
- The terms "page" and "screen" are used interchangeably.
- Check your junk/spam folders if an email is not found in the inbox.
- The 🗧 icon is used to remove an item.
- The 🖻 icon is used to open an application.
- Urgent Applications are indicated by the 0 icon.
- The terms Requester/Requestor, Initiator and Application Creator are used interchangeably across this system.

•	Typical success message display:	w continued update application started successfully!	×
•	Typical Confirm Action message displa	Confirm Action Ø Are you sure you want to Cancel the application? Y: Image: Confirm Action	

4.0 **Browser Recommendations**

The latest stable version of Microsoft Edge, Google Chrome, or Firefox browser for the best user experience.

5.0 Request for Access to MATS

Please speak with your supervisor or MSY contact to request access to the system.



6.0 Log In to MATS

The steps to access and log into MATS are:

- 1. Enter <u>https://mats.medicaid.ohio.gov</u> in your web browser.
- 2. Click the **Log In with OHID** button to display the "Log In" window.
- 3. Enter your user ID and password and click the **Log In** button. You will be presented with the "My Queue" page for your organization.

Chio o	overnor's Indiana's Initiative MSY Application Tracking System	🛆 Home	i≡ Program Overview	Login
	What is MSY The Multi-System Youth Custody Relinquishment Prevention (MSY) Program is the State of Ohio's program intended to prevent custody relinquishment for youth which was created in SFY20 pursuant to Section 423.70 of Am Sub H.B. No. 33 with the goal of preventing transfer of custody to the child protection system solely for funding to access treatment. The MSY Program is sponsored by the Ohio Family and Children First (OFCF) Cabinet, including the Ohio Departments of Children a Disabilities, Education and Workforce, Mental Health and Addiction Services, Medicaid, and Youth Services.	r the purpo	se of obtaining	
	 The program principles for the State MSY Custody Relinquishment Prevention Program are as follows: Children and youth served by the MSY program must either be at risk for custody relinquishment or have been recently relinquished for a short period of time (e access care. Children and youth served by the MSY program must have multi-system needs and be using creative multi-system supports. Care funded by the MSY Program must be clinically appropriate and provided in the least restrictive setting possible to support the child or youth's needs. Each child or youth served by the MSY program must be supported by one or more legal guardians who are willing to actively participate in the young person's or treatment. The MSY Program is intended to address acute needs and prevent immediate custody relinquishment. The Program is not intended to provide long-term fundining. 	care planni	ng and	
	needs. • The MSY Program is intended to assist caregivers when local resources and other payment sources have been exhausted.	,		
	How to Use This Site?			
	Access to this site and the ability to apply for assistance or funding is limited to only approved staff such as an OhioRISE Care Coordinator or FCFC Staff. Please se MSY contact to request access. It is not intended for public use. If you are interested in applying for MSY, please contact your local county OFCF agency or OhioRISE C			
	Authorized users should visit Ohio Family and Children First's MSY Technical Assistance and Funding page or Aetna's MSY Technical Assistance and Funding Page and more detailed program information.	a for guida	nce documents	
	You must have an <u>OHID account</u> to log in to the MSY system. Log In with OHID			
	Ohio Department of Medicaid 50 West Town Street, Suite 400 Columbus, Ohio 43215 Phinary Statement HIRPA Notice of Privacy Practices			

Figure 1. Landing or Home Page



Figure 2. Log In Window



7.0 View/Navigate Applications

Once you are logged in, the following "My Queue" page will display. The page contains all applications in progress for all child/youths within your organization. You cannot access applications outside of your organization.

	Draft	1 Awaiting-Info		Awaiting-Subr		1 OHR-Review	••• In-Prog		d ×	0 Withdrawr
All Appl	ications 💌						Total Count : 7	Page Size 10 V	1 of 1 🕨	Export ل
	MSY NUMBER	APPLICANT NAME	SSN	DOB 🖯	MEDICAID ID	COUNTY	APPLICATION TYPE	STATUS 🗎	OUTCOME	DETERMINA
۰ (0	OHRMSY25-25-0001	Gross IV Morgan	3381	03/01/2014		FRANKLIN	Initial Application	MSY Review Scheduled		
•	OHRMSY25-25-DRAFT	Ariel Morton	3370	01/11/2016	123123111127	FRANKLIN	Initial Application	Need Additional Information		
•	OHRMSY25-25-0002	Morgan H Ayers	3410	07/01/2020		FRANKLIN	Initial Application	Submitted to MSY		
•	OHRMSY25-25-DRAFT	April Smith	4654	06/01/2007		FRANKLIN	Initial Application	Submitted to MSY		
•	OHRMSY25-25-0001-C1	Gross IV Morgan	3381	03/01/2014		FRANKLIN	Routine Update	Submitted to MSY		
۰ (OHRMSY25-25-DRAFT	Cole Gardner	3412	01/10/2015	123123111129	FRANKLIN	Initial Application	OHR Preliminary Examination		
•	OHRMSY25-25-DRAFT	Virginia Hutchinson	3393	09/15/2019	123123111126	FRANKLIN	Initial Application	Awaiting Submit		

Figure 3. My Queue

The My Queue page displays the following tabs, status indicators, and buttons:

- 1. **Home/Program Overview/My Queue**: Click the tabs to navigate to the respective pages. Home describes MATS and how to use the site; Program Overview outlines the principles and goals of the State's MATS Custody and Relinquishment Prevention Program; My Queue contains a grid of all the applications that you are authorized to view and act on.
- 2. User's Name: At the top right of the page the system displays your name and the dropdown displays your role. The dropdown options also allow you to:
 - View your profile (in the profile popup),
 - Sign out of the system
- 3. **New Applicant:** Click this button to create a new initial applicant.
- 4. **Urgent Application:** Applications that require urgent attention are marked by the

icon. Applications should only be submitted as urgent when the child/youth is at risk for custody relinquishment or other significant challenges within the next 3 business days.



- 5. High-level Status Indicators: Displays the number of applications and their status, as follows:
 - **Draft –** Displays the number of applications that are in Draft status.
 - Awaiting Info Displays the number of applications that are waiting for additional information from the Creator in response to Submitter or ODM request.
 - Awaiting Submit Displays the number of applications that are waiting to be submitted.
 - **OHR Review** Displays the number of applications that have been submitted by an Aetna OhioRISE organization and are under review by ODM.
 - **In Progress** Displays the number of submitted applications that are under review by State Team reviewers or ODM.
 - **Closed** Displays the number of applications whose outcomes have been determined and/or closed by ODM.
 - **Withdrawn** Displays the number of applications that have been withdrawn by ODM.
- 6. All Applications: This is a dropdown to quickly filter applications based on their status (Awaiting Submit/Awaiting Additional Info/Urgent Application/All Applications). By default, all applications in progress are displayed.
- 7. **Total Count:** This displays the total number of applications in progress for the user's organization
- 8. **Page Size:** This displays the number of applications on the page. Click the buttons to change the value to display more or fewer applications on the page.
- 9. **X of Y:** This means, e.g., page 1 of 4. Click the left- or right-arrow icon to navigate between pages.
- 10. Levent Click the **Export** button and select an option from the dropdown to download the data to an Excel spreadsheet. You have three options:
 - Current Page: all applications visible on your screen
 - Filtered Items: applications that meet the multi-filtered criteria
 - All Items: all records that you are authorized to view
- 11. **▼**: Click this button to filter applications based on a field or column value. This action will display a Search textbox and several dropdown options (see 12 and 13 below).



() Urger	nt Application 🙆 Awaiting	g Resubmit within Due	Date 🛕	Resubmit Du	e Date Crossed					
	0 Draft	1 Awaiting-Info		Awaiting-Subr		1 OHR-Review	In-Prog		d ×	0 Withdrawn
All Appl	ications 💌						Total Count : 7	Page Size 10 V	1 of 1 🕨	Export
Search						APPLICATIC	N TYPE - STATUS -			IS URGENT -
	MSY NUMBER		SSN	DOB 🖯		COUNTY	APPLICATION TYPE	STATUS	OUTCOME	DETERMINA
۵ 💽	OHRMSY25-25-0001	Gross IV Morgan	3381	03/01/2014		FRANKLIN	Initial Application	MSY Review Scheduled		
•	OHRMSY25-25-DRAFT	Ariel Morton	3370	01/11/2016	123123111127	FRANKLIN	Initial Application	Need Additional Information		
•	OHRMSY25-25-0002	Morgan H Ayers	3410	07/01/2020		FRANKLIN	Initial Application	Submitted to MSY		
•	OHRMSY25-25-DRAFT	April Smith	4654	06/01/2007		FRANKLIN	Initial Application	Submitted to MSY		
•	OHRMSY25-25-0001-C1	Gross IV Morgan	3381	03/01/2014		FRANKLIN	Routine Update	Submitted to MSY		
	OHRMSY25-25-DRAFT	Cole Gardner	3412	01/10/2015	123123111129	FRANKLIN	Initial Application	OHR Preliminary Examination		
	OHRMSY25-25-DRAFT	Virginia Hutchinson	3393	09/15/2019	123123111126	FRANKLIN	Initial Application	Awaiting Submit		

Figure 4. Creating a New Applicant

- 12. **Search:** This textbox is used to search for applications containing a specific value in any field or column. Type a value, e.g., Medicaid ID number, and the system will return applications containing that value.
- 13. Other dropdowns (**County, Application Type, Outcome, Determination, and "Is Urgent**"): These are multi-select dropdowns allowing you to drill down to a subset of applications meeting these criteria simultaneously.
- 14. 🖻 : Click this icon to the left of any MSY number to view the application detail page.



8.0 Create Applications

Application Creators can only create and save applications. Submitters can both create and submit applications.

If you are an FCFC Application Creator, you can access applications for only one authorized county. However, if you are a CME or Aetna Application Creators, you can access applications for multiple authorized counties.

As an Application Creator you can create an initial application for any Requested Assistance type (Technical Assistance, Funding, or Both).

Before creating a new initial application you must search for any existing applications for the child/youth. If any active applications are found in the system, you cannot create a new initial application. However, if there is a closed application you will be able to create an initial application.

8.1 Search for Existing Applications

Complete the following steps to check for the applicant's existing records:

1. On the "My Queue" page, click the **New Applicant** button. The "New Application – check existing records" popup is displayed.

Soical Security	Date of Birth	County		
Number	11/14/2024	FRANKLIN 🗸	Check Existing Records	
22222222			and the shoring racords	

Figure 5. Checking Existing Records

- 2. Enter the applicant's full 9-digit Social Security Number (SSN).
- 3. Enter the applicant's Date of Birth (DOB) in the mm/dd/yyyy format using the calendar icon.
- 4. Choose a County from the dropdown.
- 5. Click the **Check Existing Records** button. If no existing applications have been found, the following "Child/Youth Demographics" page is displayed for you to start a new initial application.

New Applic	ant - Start Initial Ap	plication			St	art Initial Application
Assistance Reques	sted					
• Technical Ass	istance 🔿 Funding 🔿 Both					
Child/Youth	Demographics					
First Name	Middle Name	Last Name	Soical S	ecurity	Date of Birth	Sex at Birth
Υ	N	Cry	Number		11/14/2024	Female
			222222222			
Gender		Ethnicity			Race	
Gender Neutral	~	Not Disclosed		~	Other Race / Unknown	
Legal Guardian Na	ame					
Boss						
Home Street Addr	ress	City	County		Zip	Phone
111 devon Ave		Columbus	FRANKLIN	~	43235	(543) 789-2345

Figure 6. Child/Youth Demographics

8.2 Start an Initial Application

On the "Start Initial Application" page above, complete the following steps to start an initial application:

- 1. Select an assistance requested type in the "Assistance Requested" column.
- 2. Fill in the required demographic information for the new applicant.
- Click the Start Initial Application button. The initial application will open with the autofilled demographics for the applicant and be populated with sections and menus relevant to the assistance requested in the left panel. Note that this initial application displays its status as "Draft Application Started." The MSY number (MSY25-25-DRAFT) also indicates its draft status.

SSN : 22222222	DOB : 11-14-2024	Medicaid Id :
County : FRANKLIN	Age : 0 Years 0 Months	Primary Insurance : aetna
		Secondary Insurance :
Initial Application MSY25-25-DRAFT		
MSY25-25-DRAFT : Multi-System Yo	outh Technical Assistance Application	Cancel Application Documents Notes Print
MSY25-25-DRAFT : Multi-System Yo	buth Technical Assistance Application Submitted	Cancel Application Documents Notes Print Closed
Draft	Submitted	Closed
Draft Assistance Requested Technical Assistance 🖉	Submitted Created On : 11-14-2024 11:42:50	Closed Status : Draft Application Started
Draft Assistance Requested Technical Assistance 🖉	Submitted Created On : 11-14-2024 11:42:50	Closed Status : Draft Application Started Outcome :
Draft Assistance Requested Technical Assistance & Application Type : Initial Application	Submitted Created On : 11-14-2024 11:42:50 Submitted On :	Closed Status : Draft Application Started Outcome :
Draft Assistance Requested Technical Assistance & Application Type : Initial Application Section 1: Child/Youth Information *	Submitted Created On : 11-14-2024 11:42:50 Submitted On : SECTION 1: Child / Youth and Caregiver Information	Closed Status : Draft Application Started Outcome : Determination: Save Cancel Previous Net

Figure 7. Starting an Initial Application

Department of

Medicaid



- 4. Fill in the required information for all sub-sections shown in the left panel of the screen, beginning with "Section 1: Child/Youth Information." You can toggle the ▲ icon to collapse or expand the menus.
- Click Save as you fill out each sub-section. Save allows you to save a partial or incomplete section in the application. You can navigate from one section to another by clicking the Previous or Next button. You can click the Cancel button to reset the data.
- 6. When all the sections pertinent to the application have been completely filled out, click the **Send To...** or **Submit To...** button.
- 7. Confirm your action on the "Confirm Action" popup by clicking the **Yes** button. The status of the application will change from draft to "Awaiting Submit" and the application will move to the Submitter's queue. From this point on, the application creator cannot edit the application.

If the organization type selected is "Ohio Rise Care Management Entity," in Section 1: Requestor Information," then the application is routed to Aetna Supervisor for review. The status of the application changes to "OHR Preliminary Examiner" and the application is now in the Aetna Supervisor's queue. After reviewing and making any necessary changes, the Aetna Supervisor submits the application to MSY team at ODM.

8.3 Edit Initial Application for an Existing Applicant

If you want to change the assistance requested for an existing applicant, complete the following steps:

- 1. Open an existing application.
- 2. Click the edit icon on the application detail page. The action will display the "Edit Application" popup window.

Edit Application	
Assistance Requested	
O Technical Assistance O Funding O Both	
	Save

Figure 8. Edit an Initial Application

3. Select an option and click the **Save** button. The refreshed page will display the changed requested assistance.



SSN : 121212121	DOB	:06/11/2009		Medicaid Id	:
County : ERIE	Age	: 15 Years 6 Months		Primary Insurance	: aetna
				Secondary Insurance	:
Initial Application					
MSY25-22-DRAFT					
MSY25-22-DRAFT : Multi-System Yout	n Funding Application		1	Send To Submitter Cancel Ap	plication Documents Notes Prin
Draft S	ubmitted	Review	Determination	Outcome	Closed
Assistance Requested : Funding 🖉		Created On	: 12/06/2024 07:21:32	Status : Dr	aft Application Started
Application Type : Initial Application		Submitted On	1	Outcome :	
				Determination :	
Section 1 : Child/Youth Information	SECTION 1: Child /	Youth and Caregi	ver Information		
Significant Changes	Significant Change	s			Save Cancel Previous Ne
Requestor Information	Is the child/youth at risk f	or custody relinquishme	ent or is there other significant challe	enges within the next 3 business	days?
Child/Youth Demographics	O Yes 🔿 No				
Caregivers	Provide a brief explanatio	n of the circumstances a	and key dates. 3989 characters remaini	ing	
Living Arrangmonts	- Community				

Figure 9. Edited Application

4. Then follow Steps 4 through 7 enumerated for the illustrated initial application in Section 8.2.



9.0 Create Continued Updates and Applications for Additional/Shifting Funds

Continued or additional/shifting of funds applications can be created only for funding. You cannot create a continued or additional/shifting of funds application before the previous funding application has been submitted.

To create a continued update or additional/shifting of funds application, complete the following steps:

- 1. Open an active application.
- 2. Click on **Continued Update Application** button.

New Continued Update Application	X
Submission Type	
• Disruption / Immediate Provider Change Update O Routine Update Final Update	
Assistance Requested	
○ Technical Assistance	
Funding Request Type	
✓ Shifting Funds	
Start New Update Application	ncel



3. Fill in the required data in the popup (which has Submission Type, Assistance Requested, and Funding Request Type – that define the application)

Submission Type can be either Disruption, Routine or Final Update. If the submission type is Disruption or Routine, all four options under Assistance Requested will be available. If it is a Final Update, then you can select only None under Assistance Requested.

If "None" or "Technical Assistance" is selected under Assistance Requested, then the Funding Request Type (Shifting Funds and Additional Funds) will be disabled. If you select Funding as Assistance Requested, then both options under Funding Request Type will be available.



- 4. Click the Start New Update Application button.
- 5. Fill in the required data for each section/sub-section and click the **Send To...** button. The Submitter then reviews the update application, makes edits if necessary, and submits it to MSY ODM.

Governor's Children's Initiative	Multi-System Y	outh	i≡ Home I≡ Program Overview	i≡ My Queue ② Carroll County FCFC-	S as Submitter
County : CARROL	L	Age : 6 Years 3 Months	Primary In: Secondary		
Initial Application	Disruption / Immediate Provider Char	nge Update			
MSY25-10-0002	MSY25-10-0002-C1				
MSY25-10-0002-C	1 : Multi-System Youth Update	es and Additional/Shifting Funds App	lication	Submit To ODM Documents Note	es Print *
Application Type	: Funding D : Disruption / Immediate Provider Chang : Additional Funds Shifting Funds	e Update 🖉 Created On Submitted On		us : Draft Application Started come : ermination :	
Funding for this child/y	youth previously authorized by the Sta	te of Ohio's MSY Program.			
MSY#	Request Type	Provider	Service Dates	Number of Days	Amount
MSY25-10-0002	Care Coordination/Wraparound	Test Provider	2024-10-01 to 2024-	10-11 10	1256.00
VISY25-10-0002	Care Coordination/Wraparound	Test -1	2024-10-16 to 2024-	10-26 10	6532.00
MSY25-10-0002	In-Home/Community Supports	Inhome Service Provider	2024-10-01 to 2024-	11-20 50	2356.00
MSY25-10-0002	In-Home/Community Supports	Community Support Provide	er 2024-11-01 to 2025-0	90	5699.00
Section 1 : Child/Yout	h Demographics	ECTION 1: Requestor Information and	I Child/Youth Demographics		
Requestor Information	R	equestor Information		Save Cancel Prev	rious Next
Child/Youth Demograp	ohics	janization Type	Agency/Organization Name		
			C100011		

Figure 11. Submitting a Continued Update Application

You can create and submit an update application for each Submission Type.

The figure below displays several new update applications created for an applicant.

Child/Youth Ap	plication - Demo Funding User				All	Documents G	o To My Queue
SSN : 234567891 County : CARROLL		DOB : 2019-02-13 Age : 5 Years 8 Months		Medicaid Id Primary Insurance Secondary Insurance	Funding Pl : Funding SI		
Initial Application OHRMSY25-10-0001	Disruption / Immediate Provider Change Update OHRMSY25-10-0001-C1	Routine Update OHRMSY25-10-0001-C2	Disruption / Immediate Provider Ch OHRMSY25-10-0001-C	-	Update 5-10-0001-C4		
OHRMSY25-10-0001	-C1 : Multi-System Youth Application				De	ocuments Note	s) Print *
	one isruption / Immediate Provider Change Update	Created On Submitted On	: 10-03-2024 20:43:06 : 10-03-2024 22:29:13	Status Outcome Determination	: Submitted to MSY :		
unding for this child/you	th previously authorized by the State of Ohio's MS	/ Program.					
MSY#	Request Type	Provider		Service Dates	Nur	nber of Days	Amount
OHRMSY25-10-0001	Care Coordination/Wraparound	Service Provider, Toled		2024-10-15 to 2024-12-04		50	5000.00
OHRMSY25-10-0001	Care Coordination/Wraparound	Care Coordinator, Colu	mbus	2024-11-01 to 2024-12-16		45	5000.00
0HRMSY25-10-0001	In-Home/Community Supports	Community Service Pro	vider	2024-10-15 to 2025-01-13		90	7000.00
	Out-Of-Home Treatment	Out of home Service pr		2024-11-01 to 2025-01-30		90	50000.00

Figure 12. Update Applications Created for an applicant



10.0 Print Attestation/Release of Information

Signed Attestation form is required for submitting both initial and continued applications; the Release of Information form is required **only** for initial applications. The following steps must be completed by the application creator/submitter:

- 1. Click the **Print** button and select the appropriate form from the dropdown. The form will open in a window on the right.
- 2. Click the **Print** button in the window on the right.
- 3. Complete and obtain signatures from the required parties on the printed form.
- 4. Take a photo of, scan, or digitize the signed and completed forms in the manner of your choosing.
- 5. Upload the documents (see Section 13.2 of this guide, "Add/Replace/Remove Documents," for steps to upload documents).

11.0 Submit Applications

11.1 Requirements for Submitting Applications

Before applications can be submitted to MSY ODM, they must be error free and fully validated. The system indicates errors, missing fields, and field format errors by marking the affected

section(s) as well as the specific sub-sections with the **1** icon. The fields in error are shown bordered in red.

11.2 Submit Applications

Once the Application Creator has sent the initial or continued application to the Submitter or Aetna Supervisor, the latter can review, edit and submit the application to MSY ODM. MSY applications submitted by the FCFC will come directly to ODM through MATS but OhioRISE applications will go directly to Aetna Supervisor for review. The Application Creator/Submitter will be notified of its submission and the application detail page will indicate this change in status as shown below:



Child/Youth Application - Jo	oe - Brand 🕕			All Documents Go To My Qu
SSN : 123456789	DOB	:08-12-2010	Medicaid Id	: 123456789012
County : FRANKLIN	Age	: 14 Years 3 Months	Primary Insurance	: Aetna
			Secondary Insurance	: Humana
Initial Application MSY25-25-0003-TA				
MSY25-25-0003-TA : Multi-System \	Youth Technical Assista	ance Application		Documents Notes Print
Draft	\rightarrow	Submitted		Closed
ssistance Requested Technical Assistance		Created On : 11-12-2024 11:24:39		
associated requested recriment restautors			Status : Si	ubmitted to MSY
		Submitted On : 11-13-2024 11:56:53	Outcome :	ubmitted to MSY
			and a second sec	ubmitted to MSY
	SECTION 1: Child		Outcome :	ubmitted to MSY
application Type : Initial Application	SECTION 1: Child	Submitted On : 11-13-2024 11:56:53	Outcome :	ubmitted to MSY
Section 1: Child/Youth Information	Significant Chang	Submitted On : 11-13-2024 11:56:53	Outcome Determination	
Application Type : Initial Application Section 1 : Child/Youth Information Significant Changes	Significant Chang	Submitted On 11-13-2024 11:56:53 / Youth and Caregiver Information	Outcome Determination	

Figure 13. Submitted Initial Application

12.0 Cancel Applications

You can cancel an initial application as long as it is in Draft status, that is, it has not been submitted to MSY ODM. The steps required to cancel applications in draft status are:

1. Click the **Cancel Application** button. You will be prompted with a "Confirm Action" popup.



Figure 14. Confirm Action Popup

2. Click the **Yes** button. The page will refresh to display its timed cancelled status. However, cancelled applications will not be displayed in any queues.

If the application is not in draft status and you would like to withdraw the application, send an email to your MSY contact at ODM.



13.0 Add Notes/Documents to Applications/ Remove Documents

Application creators and submitters can add or upload notes and documents to draft or saved applications only, and not to submitted applications. Different categories of notes and documents can be added.

13.1 Add Notes

The steps to add notes are:

- 1. Click the **Notes** button. A "Notes" window will open on the right side of the page.
- 2. Type your note in the textbox. You can enter one or more notes that will appear with your name and the time stamp as shown below.

Governor's Children's	Multi-Syste	m Youth		≡ Home I≡ P	Notes	
induste					Chandramani Selva	08/09/2024 12:59:57
Child/Youth App	lication					
Applicant - Wade Tho	mas Wilson					
SSN : 980076890 County : 25		DOB : 2017-00 Age : 7 Years		Med Prim Secc	Chandramani Selva [Yesterday 3:38 PM] Baker, Sco	
Initial Application					consectetur adipiscing elit. Ne consectetur facilisis orci, quis da	
MSY25-25-DRAFT: M	lulti-System Youth	Technical Assistance/Fundin	g Application	Subr	efficitur diam eget lorem soda ligula non ultrices. Nam congue	
Assistance Requested Status	: Both : Submitted to MSY	Created On Submitted On	: 08-08-2024 12:34:25 : 08-09-2024 12:00:00	Outcor Detern	quis purus sed felis porta frir semper volutpat. Praesent a li lobortis arcu. Sed gravida erat va	igula efficitur, gravida ex quis
Section 1 : Child/Youth a	and Caregiver Info 🗸	SECTION 5: Local Resource Technical Assistance applicants		Requests	dictum lacinia diam. Donec in hendrerit odio vel ornare. Pell	vehicula leo. Morbi malesuada lentesque scelerisque, elit egel
Section 2 : History of Se	rvices and Supports V	Local Resource Use Attesta	tion for Funding Requests		dapibus posuere, lectus dui eleif nibh vitae nisi. Morbi ut metus	s in odio facilisis cursus. Donec
Section 3 : Local Child-S	erving Systems 🗸	The MSY Program is intended to as the funder of last resort and can onl			ultricies auctor lobortis. Praesen varius, magna ipsum porta diam,	
Section 4 : Request for S	itate Assistance 🗸	used first. MSY Program funding cann			Chandramani Selva	08/08/2024 15:51:50
Soction St. Local Recours			id, 50 West Town Street, Suite 400, Columbu ement HIPAA Notice of Privacy Practices	s, Ohio 43215	test	

Figure 15. Add a Note

13.2 Add/Replace/Remove Documents

Only documents added by your organization can be removed.

The steps to upload and replace documents are:

- 1. Click the **Documents** button.
- 2. Click the icon under any document category to upload a document. If a document has already been uploaded, it will be replaced by the new document.



- 3. To remove an existing document, click the \blacksquare icon.
- 4. Click the <a>[10] icon to display information about the current document.



Figure 16. Add/Replace/Remove Document

14.0 Request for Additional Information

The steps to request additional information from the Application Creator are:

1. Click the **Request Additional Info** button. The "Additional Information Request Notes" popup is displayed.



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MSY25-10-DRAFT - Multi-System Youth Tec	heical Assistanc	* Application			Report	Address info	Tamere T	IOM THE			
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Figure 17. Additional Information Request Notes (from Submitter to Creator)

- 2. Enter a note describing what information is being requested and click the **Send To Requestor** button. The status of the application changes to "Need Additional Information."
- 3. The Application Creator provides the required additional information and the status of the application changes to "Awaiting Submit."
- 4. The Submitter reviews the information, makes changes to the application, if necessary, and re-submits the application by clicking the **Send to ODM** button with confirmation.

15.0 View Determination Outcomes for Applications

Once a funding determination has been made on an MSY application, an email notification will be received. **Funding determinations are final and not subject to appeal.**

You can view the determination outcomes for the application using the following steps:

- 1. On the My Queue page, open an application with the status of "MSY Final Determination Completed."
- 2. Click the **Determination** button on the application detail page to view the ODM's decisions.



SSN : 525430691			Care (Coordination Wra	aparound				
County : FRANKLIN		Amo	unt	No. of	Days	Star	t Date	End	Date
Initial Application Disruption / Immediate Provider (Service Provider	Requested	Authorized	Requested	Authorized	Requested	Authorized	Requested	Authorized
MSY25-25-0002 MSY25-25-0002-C1	COREPHARMA LLC.	12345.56	12345.56	30	30	2024-12-02	2024-12-02	2025-01-01	2025-01-0
	General Injectables & Vaccines, Inc	5632.21	5632.21	15	15	2024-12-02	2024-12-02	2024-12-17	2024-12-17
MSY25-25-0002 : Multi-System Youth Tec	Allergy Laboratories, Inc.	3265.45	3265.45	45	45	2024-12-02	2024-12-02	2025-01-16	2025-01-16
Application Type Initial Application Section 1 : Child/Youth Information	accumsan malesuada. Gravida senectus dis auctor leo, integer tellus sapien ac magnis a 12/02/2024 14:59:06 : Lectus ornare sem accumsan malesuada. Gravida senectus dis	nte platea phasellus ut dis quam hendr	interdum nisi. erit leo risus, poti	enti a at tempor	placerat lacinia.	Nascetur interd	um est conubia e	egestas hendrerit	iaculis, mus fe
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Section 1: Child/Youth Information Significant Changes Requestor Information Child/Youth Demographics	auctor leo, integer tellus sapien ac magnis a 12/02/2024 14:59:06 : Lectus ornare sem accumsan malesuada. Gravida senectus dis	nte platea phasellus ut dis quam hendr s et vitae mauris rid	interdum nisi. erit leo risus, poti culus ligula cond	enti a at tempor	placerat lacinia.	Nascetur interd	um est conubia e	egestas hendrerit	iaculis, mus fe
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Figure 18. Determination Outcomes for an Application

16.0 Changing Phone Number and Email Address

The requestor email and phone number can be changed at any time, even after the application has been submitted. This is to ensure that the correct person will get the notification emails if the existing requestor on an application is no longer available. The steps to changing a phone number and email address are:

- 1. Edit the phone number and email address in the "Requestor Information" section of the application as shown below.
- 2. Click the **Save** button.



Requestor Information		Requestor Information				Cancel Pr	mykowi
Child/Youth emographics		Organization Type		Agency/Organization	Name		
Section 2 - Nonemendation Updates	~	ChicRISE Care Management Entity	~	THE BLIOLEYE RANO	H INC	A-	
Section 3 - Routine Update	~	Requestor Name		Phone	County		
		Backeye CME Initiator		(596) 759-9107	FRANCIN		
Section 4 Request for State Assistance	\sim	Email					
		buckeye creanitator signedicaid chicig	for weldoe				

Figure 19. Editing Phone number and Email Address