RSF Entry Guidance for Administrative Personnel

This document is meant to assist in standardizing the process administrative personnel used to enter Pregnancy Risk Screening Forms (RSF) statewide. It is best practice to scan all risk screening forms into VirtualHealth and attach it to the member’s record as an external document. This is important because there have been times when no information is saved in the “Pregnancy Risk Screen” in VirtualHealth (VH) or the wrong information was entered. In addition, the scanned risk screening form (RSF) serves as a reference for the original document completed by the member and provider. If there are ever questions in the future pertaining to the document or if the member’s record is subpoenaed, the original document may be viewed.

1. Receive Pregnancy Risk Screening Form (RSF) for patient that resides in your county
2. Search for Member/Add Temporary Member
   a. For existing member, update address and phone number if different from existing information
   b. For new member, enter demographic information
3. Create an OB Episode and OB Referral (see Step by Step Documentation Guide for details)
   a. Select “Currently Pregnant” for Referral Subtype
4. Document the member’s due date
   a. Medical History tab > Clinical tab
   b. Search for an existing pregnancy
      i. If this is a follow up RSF form, update the due date for the previously entered current pregnancy
   c. Select Pregnancy as Condition (if this is the initial RSF)
      i. Check the “Currently Pregnant” box
      ii. Enter the member’s DUE DATE
5. Enter the Pregnancy Risk Screening (RSF) form
   a. Do not duplicate the Pregnancy Risk Screening form
6. Scan and upload the RSF into “External Documents” of the member’s record in VirtualHealth
7. It is the supervisor’s responsibility to check the county’s OB Department Queue, assign the Pregnancy Care Manager and reassign the automated tasks for this member. Timeliness of entry and assignment is of the utmost importance.
8. It is then the care manager’s responsibility to add themselves and the provider to the Care Team and assess for eligibility. Reference the CMHRP Step by Step Documentation Guide for further steps and details.

There are two options for how to proceed when receiving and sending out of county risk screening forms:

First option:

1. Search for Member/Add Temporary Member
   a. For existing member, update address and phone number if different from existing information
   b. For new member, enter demographic information
2. Scan and upload the risk screening form into “External Documents” of the members record in VirtualHealth.
3. Review the risk screening form to determine what county the member lives in.
4. Within the member’s VH record, set a task to the OB Department Queue of the county where the member lives. See screenshot on next page for example.
5. Write a case note in the member’s record indicating a risk screening form was uploaded into External Documents and set a task for the home county’s OB Department Queue. See screenshot on the next page for an example on “How to Create a Case Note.”

Second option:

1. Receive Pregnancy Risk Screening Form (RSF) for patient that resides OUTSIDE your county.
2. Review the Lead CMHRP Referral Directory (found in Program Manual) to determine contact information.
3. Fax RSF to the lead referral for the receiving county.
4. Call the lead referral for the receiving county to ensure the RSF fax was received.

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How to Create a Case Note

1. Find member’s record
2. Click on the “i box” icon:
3. Click on “Case Notes” within the “i box” as pictured below.

4. Once the “Case Note” is open type in the statement below where it says “Add text...”

   “New Risk Screening Form received and uploaded into external documents within the member’s record. New task created for ____________ County’s OB Department Queue notifying them of new risk screening form.”

5. Click “+Add Text”.

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