

Process for finding and assigning patients who are not in the Community Care of Wake and Johnston Counties (CCWJC) network.

1. When searching for a patient, less is best. The first few letters of the last name and the first few letters of the first name often return a fairly short list of patients (unless you have a name like John Smith). In a case like that, it is generally best to use the first name and the DOB.
2. If no results are returned, or if the patients that come up are not the patient you're looking for, that doesn't necessarily mean that the patient is not in the system. The patient may be an "Out of Network" patient, which means that the patient who is linked to a primary care practice in a network other than CCWJC. In order to find patients who are enrolled with other networks, after you enter search criteria in the text fields (ex: last name, first name, DOB, etc.), change the "Site" drop down box from "Community Care of Wake and Johnston Counties" to "Select Site." This opens the search from the Medicaid patients in Wake and Johnston Counties to Medicaid patients across the state.
3. After you click on search, the patient you are looking for (if in the system), will show up on the right side of the screen. Click on the patient and the next screen will take you to a page that notifies you that you must request access to view the patient's record. In the box, write a message that says something like "Requesting access for documentation purposes. This patient is receiving OB Care Management services; I will need access to her chart for 'x' months."
4. You will receive a notification when you have been granted access. You are the only user who will be able to access the patient in the CCWJC (including health department staff) network. Anyone else who will need access will need to request access as well.
5. If you need to assign an out of network patient to another person within your health department, you will notice that in the drop down list of users under OB Care Manager, you are the only person listed from anyone in the CCWJC network. The other usernames you will see there are the users who are listed under the network where the patient is assigned.
 - a. In this case, while in the patient's chart, look across the top of the screen for the "Quick Links" tab and click on "Send Message." That will take you to the CMIS Message Center and you can send a message to the person you need to assign to. The default name in the "To" line will be the assigned care manager with Community Care. Left click on that name to remove that patient and in the "User Selector" box, begin typing the last name of the person who will need to manage the patient and choose that person when you see their name.
 - b. The patient's name and information is automatically placed in the Subject Line of the message.
 - c. In the body of the message, tell the person that the patient is going to be assigned to them, but that they must first request access to the patient's chart. There is an icon that looks like 2 people on the Subject Line that will take you to the patient if you click on it. The same box will come up about needing to request access after you either click on the icon or search for the patient from the search page. Enter a message in the box similar to the one at the end of item 3 in these steps.
6. Once access is granted to the chart, the second person who received access will be listed in the list of usernames in the dropdown box.
7. You will receive a notification when access is about to expire so you will know to re-request access, should you still need access.