



Provider/State Op Provider Investigations Designee Quick Guide

The Provider/State Op Provider Investigations Designee has the ability to view, but not edit, the following documents and screens:

- Switchboard
- Issued Action Plan/Resolution
- Finalized Action Plan/Resolution
- Public Log Report
- Decision Letter
- Disposition Letter
- Finalized Administrative Review Form
- Redacted Finalized Appeal Information
- Investigations Process Management
- Investigation Action Plan Summary Report
- Investigation Outstanding Summary Report
- Investigation Counts Report
- QE Provider Investigation Case Report

Viewing Documents from the Switchboard

Screen Name: Switchboard

Viewable Documents: Issued Action Plan/Resolution, Finalized Action Plan/Resolution, Finalized Administrative Review Form, Redacted Finalized Appeal Information

Steps:

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click the hyperlink under the appropriate document name header

Viewing Notices in HCSIS

Screen Name: Notices

Notices Available: Decision Letter, Disposition Letter, Public Log Report

Steps:

1. Click QM
2. Click Investigations
3. Click Notices
4. Click the hyperlink for the desired Notice
5. Click View Report
6. Click Open or Save



Viewing Reports in HCSIS

Screen Name: Reports Request

Reports Available: Action Plan/Resolution Report, Investigations Counts Report, Investigations Outstanding Summary Report, QE Provider Investigation Report

Steps:

1. Click QM
2. Click Reports
3. Click Reports Request
4. Click the hyperlink for the desired Report under the Investigations header
5. Click View Report
6. Click Open or Save

Viewing the Process Management Screen

The process management screen allows users to view the current status for all open cases or intakes. This screen can be used to manage the workload of a user, view all cases in a particular status, or view the latest status of a particular case (or set of cases).

Screen Name: Process Management

Steps:

1. Click QM
2. Click Investigations
3. Click Process Management

Required Documents for Each Disposition

| Disposition | Required Documents |
|--|---|
| Administrative Review | <ul style="list-style-type: none"> • Administrative Review • Action Plan/Resolution |
| Defer to Law Enforcement - DMR To Investigate | <ul style="list-style-type: none"> • Criminal Case Log • Investigation Report • Investigation Checklist • Action Plan/Resolution • Decision Letter |
| Defer to Law Enforcement - DPPC to Investigate | <ul style="list-style-type: none"> • Investigation Checklist • Action Plan/Resolution • Criminal Case Log • Decision Letter |
| Defer to Law Enforcement (Tracking Only) | <ul style="list-style-type: none"> • Criminal Case Log |
| Dismissed | <ul style="list-style-type: none"> • Only Disposition and Nature of Allegation |
| DMR to Investigate | <ul style="list-style-type: none"> • Investigation Report |



| Disposition | Required Documents |
|--|--|
| | <ul style="list-style-type: none"> • Investigation Checklist • Action Plan/Resolution • Decision Letter • Initial Response (for Screened In cases) |
| DPPC to Investigate | <ul style="list-style-type: none"> • Investigation Checklist • Action Plan/Resolution • Decision Letter |
| No Disposition – Administratively Closed | <ul style="list-style-type: none"> • Only Disposition required |
| No Dispute to the Facts | <ul style="list-style-type: none"> • Investigation Checklist • Action Plan/Resolution • Decision Letter |
| Refer to Other Agency | <ul style="list-style-type: none"> • Only Disposition and Nature of Allegation |
| Resolved Fairly and Efficiently | <ul style="list-style-type: none"> • Action Plan/Resolution • Decision Letter |