

Cognito Introduction & Demonstration

Office of Long Term Services and Supports

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Cognito Orientation

Office of Long Term Services & Supports

Hospice Program

What is Cognito?

- Data management tool that is used to collect, organize, and manage data.
- HIPAA compliant, secure
- Link used to submit all of the information required for span

How will the Hospice Program use Cognito?

- As an intake tool for requesting enrollments, disenrollments, and resource adjustments; and
- To help manage the processing of requests.

Why Transition to Cognito?

- **FOR PROVIDERS:**
 - Improve quality of submissions/reduce errors
 - Quick feedback on request status
- **FOR THE DEPARTMENT:**
 - Improved tracking of requests
 - Review trends, identify patterns of usage

How does Cognito work?

- Fields on the Cognito form are very similar to that on the Excel form.
- Provider enters all required information into the Form and uploads documents when necessary.
 - You will be prompted to enter certain fields and upload documents as needed
 - If a required field or upload is not completed, you will not be able to complete submission
- Form captures the information needed and directly routes it to an internal log for review and processing.

So Let's Try It!

- Open a request:

<https://www.cognitofrms.com/MDH3/MedicaidHospiceRequestForm>

- Complete all required fields.
- Submit.
- Check your email.

OK I've submitted a request...what happens next?

- An [acknowledgement](#) will pop up on your screen.
- You also receive an email confirmation.
- The email confirmation contains a link where you can get a copy of the request.

What does the Hospice Program do with these requests?

- We review the request in full.
- If everything is in order, we approve the request.
- If approved, you will receive an email notification that your [request has been approved.](#)

...and if we can't approve the request...

- If the problem can be readily corrected (e.g., invalid MA#), you will receive an email with a link to [correct and resubmit](#):
 - Make the requested correction
 - On the question regarding whether this submission is a resubmission or correction, change your response to “correction”
 - Click submit; you will again receive an immediate confirmation plus an email

More on requests that cannot be approved

- You must edit and resubmit within 14 days, otherwise the link expires and you will have to submit again as a new request

Still more on requests that cannot be approved

- If the problem cannot be readily corrected (e.g., no Medicaid eligibility on the date of service), you will receive an email notifying you that your [request has been rejected](#).
- If the reason for rejection is later resolved (e.g., the person is later approved for Medicaid for the enrollment date), you will need to submit a new request.

Important Points to Remember!

- Communications will come from the following address:
 - **MD MEDICAID HOSPICE PROGRAM** (URL is notifications@cognitofrms.com)
- You must use the physician provider number that is assigned to the hospice agency, not the hospice provider number, otherwise the request will be returned to you for correction.
- If the request is returned for correction, you must correct and resubmit within 14 calendar days, otherwise the edit link will expire and you will have to submit a new request.

More Important Points to Remember!

- When resubmitting a corrected request, please be sure you change the response under “Is this a resubmission or correction” to reflect that this is a correction. This will help us quickly locate - and hopefully approve - your resubmitted request.

Questions & Feedback

Please contact Leslie Jackson,
Hospice Coordinator, at
(410) 767-1714 or at
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