# Maryland
### DEPARTMENT OF HEALTH

## Developmental Disabilities Administration
## Health Risk Screening Tool (HRST) Gatekeeper's Procedure

Issue Date: 06.08.2023
Revised Date: N/A
Effective Date: Process Currently in Place

**All text in red indicates added/revised language since the prior release date**

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## AUDIENCE

This Health Risk Screening Tool (HRST) Gatekeeper's Procedure applies to all DDA users including CCSs, Agency providers, DDA Regional Office staff and DDA Director of Nursing.

## PURPOSE

This guidance outlines the roles, responsibilities, and the process for individuals to obtain access to the HRST system.

## DEFINITIONS

A. "Coordinator of Community Services" or "CCS" is an individual who provides Coordination of Community Services. They can be either an employee or a contractor of a DDA provider.

B. "DDA" is the Developmental Disabilities Administration.

C. "DDA Provider" is an individual or entity, licensed or certified by the Maryland Department of Health, that provides DDA-funded services to applicant(s) or participant(s) according to the DDA's requirements.

D. "Financial Management and Counseling Services" or "FMCS" [formerly called Fiscal Management Services or FMS] are services provided to support a participant using the DDA self-directed services delivery model in using their budget authority and, if applicable, employer authority.

E. "Gatekeeper" is the staff person designated by the Chief Executive Officer of an agency or DDA's Director of Nursing who is responsible for communicating with the support staff of IntellectAbility (HRST) the need to have HRST users or Raters added to the system for any given provider or nurse providing self-directed services.

F. "Health Risk Screening Tool (HRST)" is the tool used to detect health risks and destabilization EARLY. The HRST assigns scores to 22 health and behaviorally related rating items. The total points result in a Health Care Level with an associated degree of health risk. Health Care Levels (HCL) can range from 1 through 6; Level 1 being the lowest risk for health concerns and Level 6 being the highest risk of health concerns.

G. "Participant" is an individual who receives DDA-funded services.

H. "Regional Office'' or "RO" is one of the DDA's four local offices. ROs are the point of contact for applicants, participants, families and DDA providers living and working in the counties they serve. Each RO has the authority to review individual Person-Centered Plans and approve funding for services. The Regional Offices include the:

1. Central Maryland Regional Office, serving Anne Arundel, Baltimore, Howard, and Harford Counties and Baltimore City;

2. Eastern Shore Regional Office, serving Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties;

3. Southern Maryland Regional Office, serving Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties; and

4. Western Maryland Regional Office, serving Allegany, Carroll, Frederick, Garrett, and Washington Counties.

## OVERVIEW

Participants receiving services in DDA's waivers are required to have an HRST completed. To maintain compliance with HIPPA requirements the gatekeeper process was designed to limit access to the participant's HRST by allowing only those who need access.

## Establishing a Gatekeeper

1. The Chief Executive Officer, Executive Director of an agency or Microboard or their designee sends an email to DDA's Director of Nursing (DON) requesting to create, change, or delete a gatekeeper for their agency. The email will include:

   a. The name, email address, and role of the person that they are

assigning as the gatekeeper for their agency.

2. The DON reviews requests and adds the individual(s) to the Maryland DDA Gatekeeper List.

3. The DON sends the updated information to HRST's support team at [mdsupport@replacingrisk.com](mailto:mdsupport@replacingrisk.com).

4. The DON replies to the requestor with this procedure and the user information template for the gatekeeper.

## Gatekeeper Procedure for Staff Access to HRST

1. After establishment of the gatekeeper, the gatekeeper obtains a copy of the user information template from their CEO, Executive Director or Designee.

2. The designated gatekeeper completes the user information template in the following manner:

   a) Agency Name and Gatekeeper (on the top line of the page)

   b) Staff's email address

   c) Staff's first and last name

   d) Staff's role or title. For example, CCS, DN CM, etc.

   e) Staff's region (Generally, the location of the regional office that supports their agency. If it is for a person receiving SDS, then it would be the region where the waiver participant lives).

   f) Employer (The name of the provider agency requesting access or the name of the waiver participant if receiving SDS).

   g) Security Access-Use the following:

      (1) **Provider Access**-Common for most CCS,provider agencies and Microboards. (Gives staff access to everyone in your agency)

      (2) **Caseload Access**-Generally used for the FMCS or Individuals in Self-Directed Services. Allows a single rater or reviewer to be assigned to one participant without access to everyone else in the agency.

(3) **Statewide Access**- limited to DDA Headquarters, Regional Nurses or designees

(4) **Regional Access**-This is Less Common and allows for limited CCS staff in Regional Offices to Access in a View Only Capacity.

h) Security Roles

(1) **View Only**-Allows supervisors, or management to review participants' HRST files for agency compliance, assign caseloads, and to obtain reports.

(2) **Rater-** Is for the CCSs to complete the HRST. It is also the entry point for RN Clinical Reviewers.

(3) **RN Reviewer-** is for RN raters who have completed the training. (This is uncommon to request because reviewers are assigned once the advanced training is completed).

3) The user information template is submitted to the HRST via email to [mdsupport@replacingrisk.com](mailto:mdsupport@replacingrisk.com).

4) If access is being requested for a nurse, a copy should be sent to the Regional Health Service Liaison Nurse.

5) The Regional Health Service Liaison Nurse reviews and replies to MD Support affirming the nurse is active on the DDA CM DN Registry. If the nurse is not active, the regional nurse will respond to both the person requesting and IntellectAbility, that the nurse is not active and that the person should contact them for technical assistance.

6) MD Support will create login information and send it directly to the email that was provided. Individuals should check spam in their email boxes if they do not receive login information within 48-72 hours.

7) If the nurse is not on the active registry, the Regional Health Service Liaison Nurse will notify the person making the request of the process. MD Support will also notify the requestor that the nurse is not found on the registry and provide a contact email back to the regional nurse.

## To Change or Remove HRST Access

1. The gatekeeper sends an email to HRST at mdsupport@replacingrisk.com.
2. The email should include:
   a. The name of the staff
   b. The agency and
   c. Role of the person to be removed.
3. The email should include the Regional Health Service Liaison Nurse on the email.
4. MD Support replies to the gatekeeper acknowledging the staff's access to their agency has been removed.

## To Change or Remove Gatekeeper

1. The CEO or Executive Director notifies the DON of changes or removal of gatekeeper roles via email. The email should include the staff person's:
   a. Name
   b. Email address
   c. Title/role
2. The DON will submit changes to IntellectAbility support team.
3. The DON will update the Maryland DDA Gatekeeper List.