Tracking
How to monitor a patient’s location within NCMUST
What is Applicant Tracking

The MUST application has a tracking mechanism designed to monitor a patient’s location and due date information to assure timely assessments.

**NOTE:** Currently Applicant Tracking is set to only track those recipients that have PASRR Level II authorizations – or those applicants that have been determined to have MI, MR or related conditions. So, not all applicants that have USP # will be located within this tool – only those with PASRR Level II assignments. In the future, this application may be expanded to include a broader base of applicants.

The permanent medical record transfers with the patient in the case of:

- **Transfers** to another Medicaid-certified facility
- **Relocation** to another facility which is not a Medicaid certified NF or moves to a lower level of care
- **Resident is deceased**
- **Being discharged** from the nursing facility. Discharge means that the resident has either been placed in a less restrictive setting than the nursing facility or the resident no longer resides in a Medicaid-certified nursing facility bed.
Tracking
To access the Tracking portlet, follow these steps:

1. Access and log in to the MUST application.
   Click on the Tracking tab.

The Tracking submenu displays. This screen is set to default to Get PASRR Info information. Other request tabs available are Admit, Transfer Out, Discharge, Deceased and Transfer In. The functioning of each tab will be discussed below.
Request PASRR Information

This tab is useful for a user desiring PASRR information on an applicant. Remember, only applicants who have been screened and assigned a PASRR number, will be in this database. To Request PASRR Information, follow these steps:

1. Enter valid last name
2. Enter valid first name
3. Enter valid SSN
4. Click submit

PASRR information and PASRR history for the applicant is displayed
Admit New Applicant

After an applicant has been screened and assigned a PASRR number, the applicant is ready to be admitted into a facility that can provide the needed services to the applicant. For a facility to receive this applicant, the applicant must be admitted through the Tracking portlet. To admit an applicant:

1. Access and log in to the MUST application.
2. Click on the Tracking tab.
3. Click on the Admit sub-tab to access the following:

   - Enter valid last name
   - Enter valid first name
   - Enter valid SSN
   - Click Submit (applicant information is displayed)
8. Enter the ORC of the Admitting organization or enter the organization name and click **Get ORC Code** to search for the ORC.

9. Enter applicant admission date (admission date cannot be more than 60 days from the current date)

10. Enter notes (optional: may be used to help identify new patient)

11. Click **Admit Applicant** and a confirmation will populate showing applicant was successfully admitted.

If errors in demographics are noted after 30 days, contact the Helpdesk to make the needed corrections.
Transfer Out

If for any reason, a PASRR applicant in your facility needs to be transferred to another facility, this may be accomplished through the application, as long as the applicant was admitted into your facility through the tracking portlet. Once you transfer the applicant from your facility, that applicant is available to be transferred into another facility. To transfer an applicant from your facility:

1. Access and log in to the MUST application.
2. Click on the Tracking tab.
3. Click on the Transfer Out sub-tab. Applicants who are currently admitted into your facility will display.

4. To select the applicant to be transferred out, click the Transfer Out button beside their name.
5. The applicant’s information is displayed. Verify the information is correct (see below)
6. Enter a valid ORC to where the applicant is being transferred (communication between the current ORC and the new ORC is required, the transfer to ORC will receive this applicant in their organization)
7. Click **continue**

8. New ORC information is displayed with the administrator name as contact person

9. Enter valid transfer out date (this date cannot be prior to the applicant’s admission date. Enter notes (optional)

10. Click **Transfer Out**

11. Successful transfer notice is displayed
Transfer In

Once an applicant has been successfully transferred out by the previous facility, the receiving facility must transfer the applicant into their facility. To admit an applicant into a new facility:

1. Access and log in to the MUST application.
2. Click on the Tracking tab.
3. Click on the Transfer In sub-tab. Applicants currently transferred out from another organization (with your ORC) will appear on your list of applicants associated with your org.
4. To select the applicant to be transferred in, click the Transfer In button beside their name.

5. The applicant’s information is displayed. Verify the information is correct.
6. Enter the transfer in date (date cannot be prior to the previous org transfer out date). Enter notes (optional: may be used to help identify new patient)

7. Click on the **Transfer In** button

Successful update message is displayed
**Discharge Applicant**

An applicant that will be discharged to home or to a lower level of care facility will need to be discharged from your facility. To discharge an applicant:

1. Access and log in to the MUST application.
2. Click on the **Tracking** tab.
3. Click on the **Discharge** sub-tab. Applicants who are currently admitted into your facility will display.

To select the applicant to be discharged, click the **Discharge** button beside their name.

The applicant’s information is displayed. Verify the information is correct.
4. Select the discharge location from the drop-down box. Enter valid discharge date (cannot be prior to the admission date). Enter notes (optional).

5. Click on the **Discharge** button.

Successful discharge notice is displayed.
Deceased applicant

Once a patient expires, they should be reported as deceased in the tracking portlet. To report a deceased applicant:

1. Access and log in to the MUST application.
2. Click on the Tracking tab
3. Click on the Deceased sub-tab. **Applicants who are currently admitted into your facility will display**
4. To select the applicant to report deceased, click the Report Deceased button beside their name

The applicant’s information is displayed. Verify the information is correct.
Enter date of death (cannot be prior to the admission date). Enter notes (optional)

5. Click on the **Report Deceased** button.

![Confirmation]

Successful update message is displayed