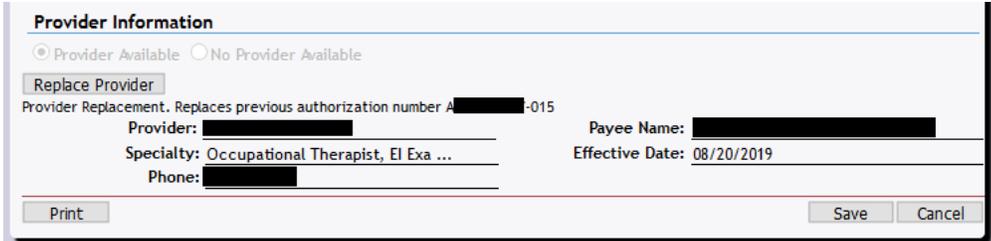
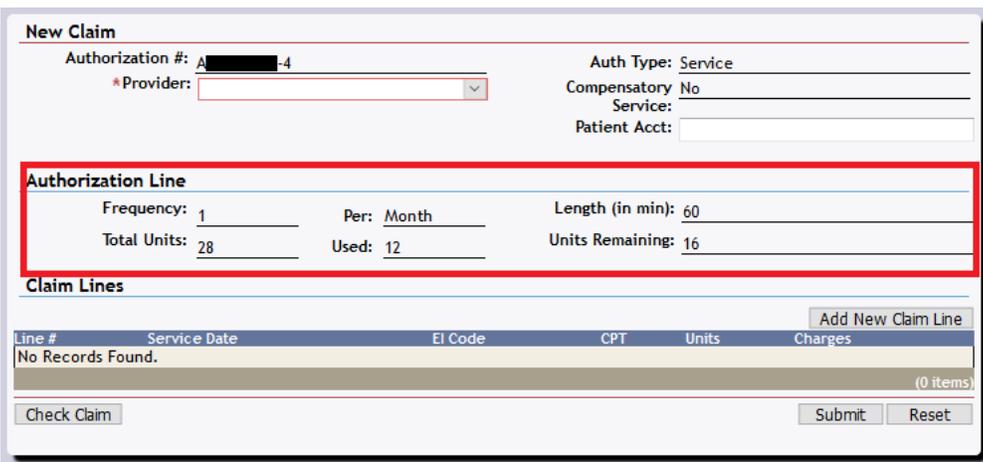
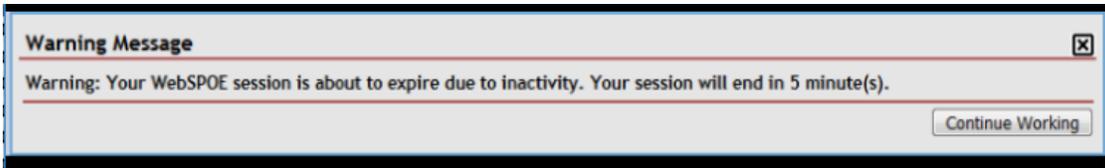


WebSPOE Updates

Release Date: August 27, 2019

System Enhancements		
Replace Provider	Impacted Users: Provider, SPOE, State	MWS-9740
<ul style="list-style-type: none"> A message will be added to the new authorization created when the Replace Provider button is selected. The new authorization will display the message <i>“Provider Replacement. Replaces Previous Authorization #”</i>. This is similar to the message displayed on the original authorization. 		
		
Units Available at Claim Entry	Impacted Users: Providers	MWS-9741
<ul style="list-style-type: none"> The authorization details including total units authorized, units used, and units remaining will display at claim entry. As claim lines are added to the claim, the units used and units remaining will not automatically update because the claim has not gone through the full adjudication process. 		
		
Time Out Warning	Impacted Users: All	MWS-4097
<ul style="list-style-type: none"> The system will display a warning message before the user times out for inactivity. The warning message will display as a popup message 5 minutes prior to the user timing out. The popup message will display a countdown of the remaining time starting with 5 minutes. 		
		
<p>A “Continue Working” button will be available that, when selected, the user’s time will be reset. If the “Continue Working” button is not selected and time runs out, the user will be logged out of WebSPOE.</p>		

Auto Suspension	Impacted Users: SPOE, Provider	MWS-9744
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- The system will automatically suspend household accounts when the FCP balance due is greater than 90 days. This automatic process will replace the manual process to suspend the household and the “Suspend Household” button will no longer be available.
- The auto suspend process will run on the 10th of every month. Households who have a 90 day balance due from the prior FCP statement AND who have not paid the 90 day balance to \$0 in the time between the FCP statement process on the 27th and the auto suspension process on the 10th of the following month will be suspended.

The following will occur during the auto suspension process on the 10th of every month:

- A Case Note will be generated in the child’s record on the 10th.
- All active service authorizations will be discontinued one day after the auto suspension process is run. The effective date of canceled authorizations is the 11th.
- A message center notification and email will be sent to the child’s Service Coordinator to notify them of the suspended services. The notification and email will be sent on the 10th.
- Providers will continue to receive the same authorization cancellation notification in the message center when the authorization is canceled.

Insurance Page Changes	Impacted Uses: SPOE	MWS-9742
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- The terminology on the Insurance page will be updated to align with the new MO HealthNet page. The “Consent To Bill” section will be renamed “Parent Consent”.
- The “Consent Status” menu will have 2 options:
 - “Parent gave consent to use Private Insurance”. When selected, the date displays as “Consent Date”.

The screenshot shows the 'Insurance' section of a web form. At the bottom, the 'Parent Consent' section is highlighted with a red border. It contains a dropdown menu for 'Consent Status' with the option 'Parent gave consent to use Private Insurance' selected, and a text field for 'Consent Date' with a date format of MM/DD/YYYY. 'Save' and 'Cancel' buttons are visible at the bottom right.

- “Parent declined to use Private Insurance”. When selected, the date displays as “Decline Date”.

The screenshot shows the 'Insurance' section of a web form. At the bottom, the 'Parent Consent' section is highlighted with a red border. It contains a dropdown menu for 'Consent Status' with the option 'Parent declined to use Private Insurance' selected, and a text field for 'Decline Date' with a date format of MM/DD/YYYY. 'Save' and 'Cancel' buttons are visible at the bottom right.