DESK AID- Support Navigation Outcomes

Support Navigation Outcomes are at the bottom of the Summary Screen.

Support Navigation Outcome

1 SN Outcome *
REFERRAL FOR ODM AS... ▼

2 SN Outcome Time: 08/10/2018

1 SN Outcome

Support Navigation outcome types:

Pending	The outcome stays Pending until you select a different outcome.
Referral for ODM Assessment	Select this outcome when you are making a referral for the Ohio Home Care Waiver program. This outcome must be accompanied by a completed OBLTSS Referral Form sent to the Ohio Department of Medicaid.
Referral for ODA Assessment	Select this outcome when you are making a referral to the PASSPORT or Assisted Living waiver programs. This referral outcome will be automatically forwarded to the appropriate PASSPORT Administrative Agency (PAA). When you select this outcome, you cannot select another outcome for the same Reference Number.
Referral to County Board of DD	Select this outcome when you are making a referral on behalf of an individual to the County Board of Developmental Disabilities. This outcome must be accompanied by a completed OBLTSS Referral Form sent to the appropriate County Board of Developmental Disabilities.
Referral to County Board of Mental Health	Select this outcome when you are making a referral on behalf of an individual to the County Board of Mental Health or another mental health provider. This outcome must be accompanied by a completed OBLTSS Referral Form sent to the appropriate County Board of Mental Health.
Referral to OBLTSS Website	Select this outcome when you are referring a Caller or Applicant to the OBLTSS web site to identify resources for him/herself.
Referral to Community Resources	Select this outcome when you are making a referral or referrals on behalf of an individual to community-based organizations not included above. This outcome is also selected when you provide the Caller or Applicant with a list of referrals that they will follow-through on their own.

*Medicaid Application
Support*
Select this outcome if your Support Navigation activities focused on Medicaid application support and not LTSS activities.

*Unable to Contact
Applicant*
Select this outcome when you have completed the three required attempts to reach an individual, but have been unsuccessful in making contact. Selection of this Support Navigation outcome will mark the shell LTSSQ finalized, so it will no longer appear with an *In-Process* status. However, the shell LTSSQ can be completed, if the individual makes contact with the SEP and is interested in exploring LTSS needs.

Incomplete LTSSQ
Select this outcome when the LTSSQ was started, but was not completed because the caller refuses to complete the process or the call was disconnected and contact was not re-established. Selection of the Support Navigation outcome will mark the LTSSQ finalized, since no LTSSQ outcome is able to be selected. However, the partially completed LTSSQ can be completed if the individual makes contact with the SEP and is exploring LTSS needs.

2 SN Outcome Time This the date when the SN Outcome was selected.

When do I select the Support Navigation outcome?

You should select an Outcome for Support Navigation when you believe that you have taken the appropriate steps, performed promised activities and consider your interaction with the Caller or Applicant complete. Even though you have finalized Support Navigation, you may still access the record at a later point to review the LTSSQ or Support Navigation activities or to add additional Support Navigation activities, such as Follow-up, if they are warranted.