

## FAQ for MCIS Acuity submission

### When do I begin submitting my packet via MCIS?

Acuity packets can be submitted via MCIS starting October 1, 2019. By November 1, 2019, paper packets will no longer be accepted.

### Do I have to submit a packet if the person is at a base level?

No, a packet is not required for base level 1 acuity.

### When should I submit my packet?

Provider must submit the acuity packet within 10 calendar days after the ISP meeting.

### How do I know if my packet is missing any items or doesn't meet requirements?

An issue will be generated with the information of what is required to complete the packet and resolve the issue. The document must be uploaded on the acuity section in MCIS. An issue will be generated for every incorrect document uploaded or missing document.

### How long do I have to upload the document after an issue is generated?

The Provider has 5 calendar days to upload needed document(s)/ to resolve issue. Once the needed information has been uploaded and accepted the issue will automatically close.

### When do I know if my packet is approved?

The packet is reviewed by H&W within the 7 calendar days. If all requirements are met, then the packet will be sent to DHCF for final approval and an email tickler will be sent informing you that it has been sent to DHCF.

## Acuity Packet Process and Timeline

1. The Provider submits the acuity packet within **10 calendar days** after the ISP meeting.
2. After nurse review and if unable to approve, additional information or correction will be requested for any deficient component. (Issue will be generated to the provider to correct and upload deficient component.
3. Once issue is generated, an email will be sent to the personnel submitting the packet and their Acuity administrator.
  - ❖ Provider must update provider email list in MCIS to include management personnel responsible for acuity packets. Contact Type must be "Acuity Administrator".
4. Provider has **5 calendar days** to upload needed document(s)/ resolve issue
5. Nurse reviewer has **4 calendar days** to review uploaded document to resolve issue.
6. If document is insufficient after review. Another Issue will be generated. Once issue is generated, an email will be sent to the personnel submitting the packet and their Acuity administrator.
7. Provider is given **3 calendar days** to upload needed document(s)/ resolve issue.
8. Nurse reviewer has **4 calendar days** to review uploaded document.

9. After approval by nurse reviewer, packet will be sent to the DHCF.
10. A notification email will be sent to the personnel submitting the packet, the Acuity Administrator, and the assigned service coordinator.

