



# CBAS Emergency Remote Services (ERS)

## Medi-Cal Participant List Update

August 3<sup>rd</sup>, 2023

# Today's Presenters

## **Jennifer Jaeger**

CBAS Bureau Chief, Field & Policy Support Team

## **Brett Hendrickson**

Data Analyst, Field & Policy Support Team

# Housekeeping

- Questions are welcome – please submit via the webinar “Questions” box
- This webinar is being recorded and will be posted on the CDA website:  
[https://aging.ca.gov/Providers\\_and\\_Partners/Community-Based\\_Adult\\_Services/Training/](https://aging.ca.gov/Providers_and_Partners/Community-Based_Adult_Services/Training/)
- Please encourage staff and providers who are not able to join us today to listen to the training webinar once posted

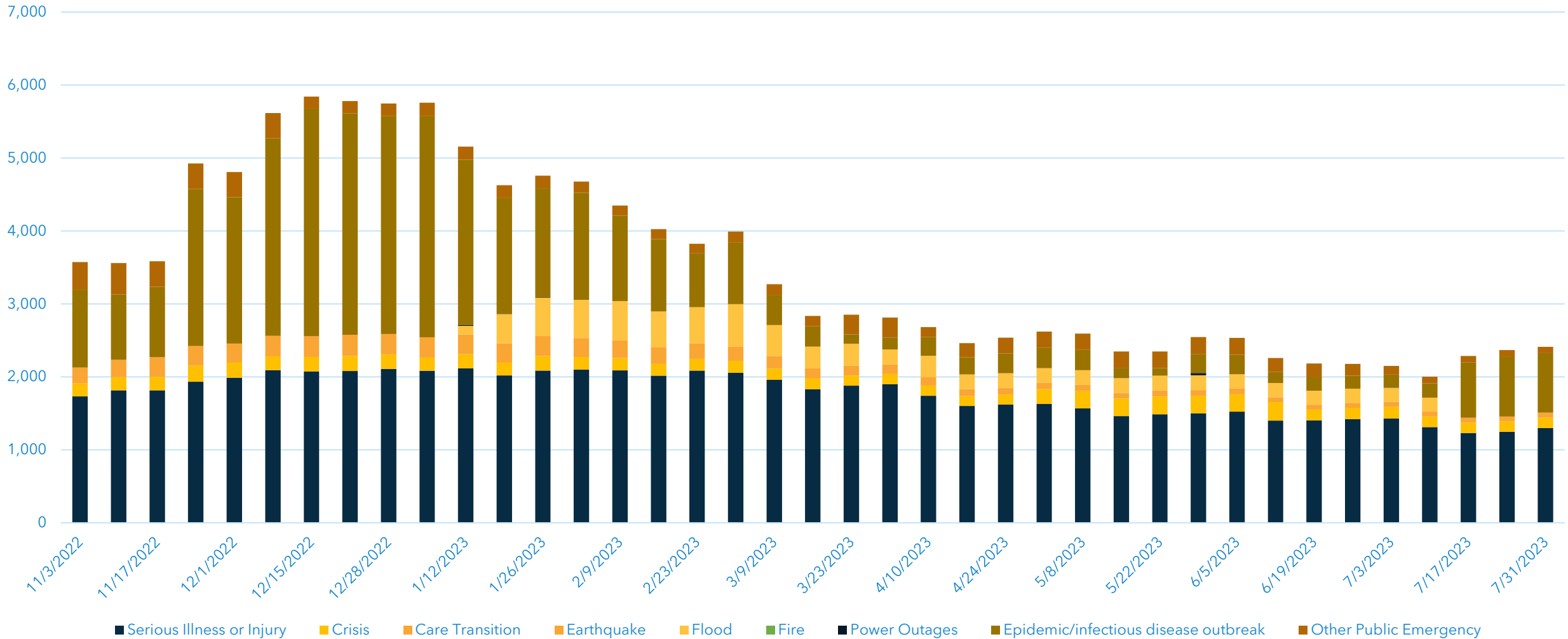
# AGENDA

- Data Review
- Days of Service Process Enhancement
- Revisions to Participant Characteristics Report (PCR) Import Process
- New Section in Peach - Participants
- Questions & Answers



# ERS Data Review

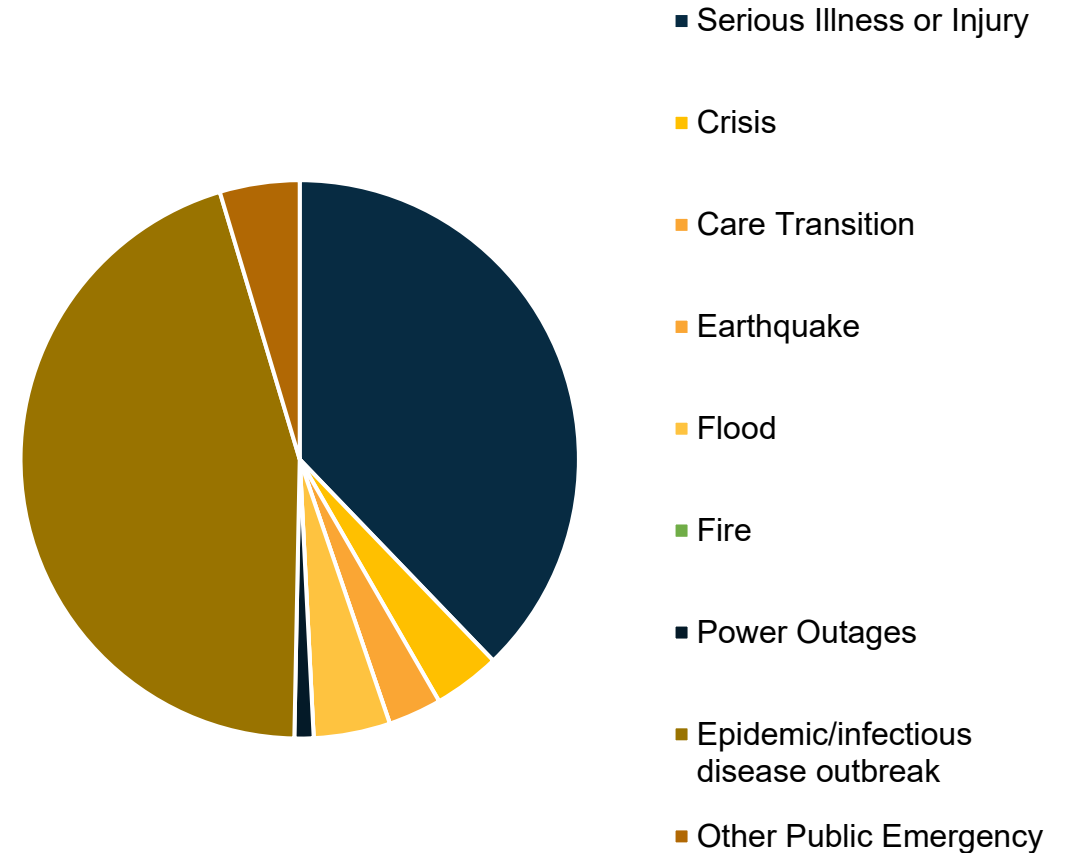
Active ERS Events Over Time




# ERS Data Review

All ERS Events (10/1/23 - 7/3/23 - Includes in Progress Events)					
	#	%	Chg vs. LW	Average ERS Days***	Average Event Span***
# of ERS Events	17,347	N/A	N/A	27	40
Total # of participants receiving CBAS**	35,592	N/A	N/A	N/A	N/A
# of Centers*	186	66%	N/A	N/A	N/A
Average CEIFs per Center	93	N/A	N/A	N/A	N/A
<b>Personal Emergencies</b>	<b>7,766</b>	<b>44.8%</b>	<b>N/A</b>	<b>41</b>	<b>61</b>
Serious Illness or Injury	6,559	37.8%	N/A	40	57
Crisis	671	3.9%	N/A	39	57
Care Transition	536	3.1%	N/A	49	70
<b>Public Emergencies</b>	<b>9,581</b>	<b>55.2%</b>	<b>N/A</b>	<b>16</b>	<b>24</b>
Earthquake	0	0.0%	N/A	N/A	N/A
Flood	769	4.4%	N/A	33	50
Fire	0	0.0%	N/A	N/A	N/A
Power Outages	192	1.1%	N/A	1	1
Epidemic/infectious disease outbreak	7,818	45.0%	N/A	13	19
Other Public Emergency	802	4.6%	N/A	38	54

All ERS Events (as of 7/3/23)



CBAS  
Emergency  
Remote  
Services (ERS)  
Portal  
Enhancements



**Days of Service Process  
Enhancement**

# Days of Service Process Enhancement

Have you noticed the new button?

## Emergency Remote Services

New Initiation Form

Bulk Initiation Form

Emergency Date From

Emergency Date To

mm/dd/yyyy

mm/dd/yyyy

CEIF In Progress 0

Active ERS Events 0

Closed ERS Events 0

Print Multiple CEIFs

Upload Attendance Days

Show

10

entries

	Event Id ↑↓	Participant First Name ↑↓	Participant Last Name ↑↓



# Days of Service Process Enhancement

Basic Requirements:

1. Use [template](#) from [CBAS website](#) (.xls or .xlsx)
2. **Each** ERS day for **each** participant must have a line of data
3. Correct CIN format (8 numerical digits followed by 1 letter)
4. The name can be in any format

	A	B	C
1	Name	CIN	ServiceDate
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

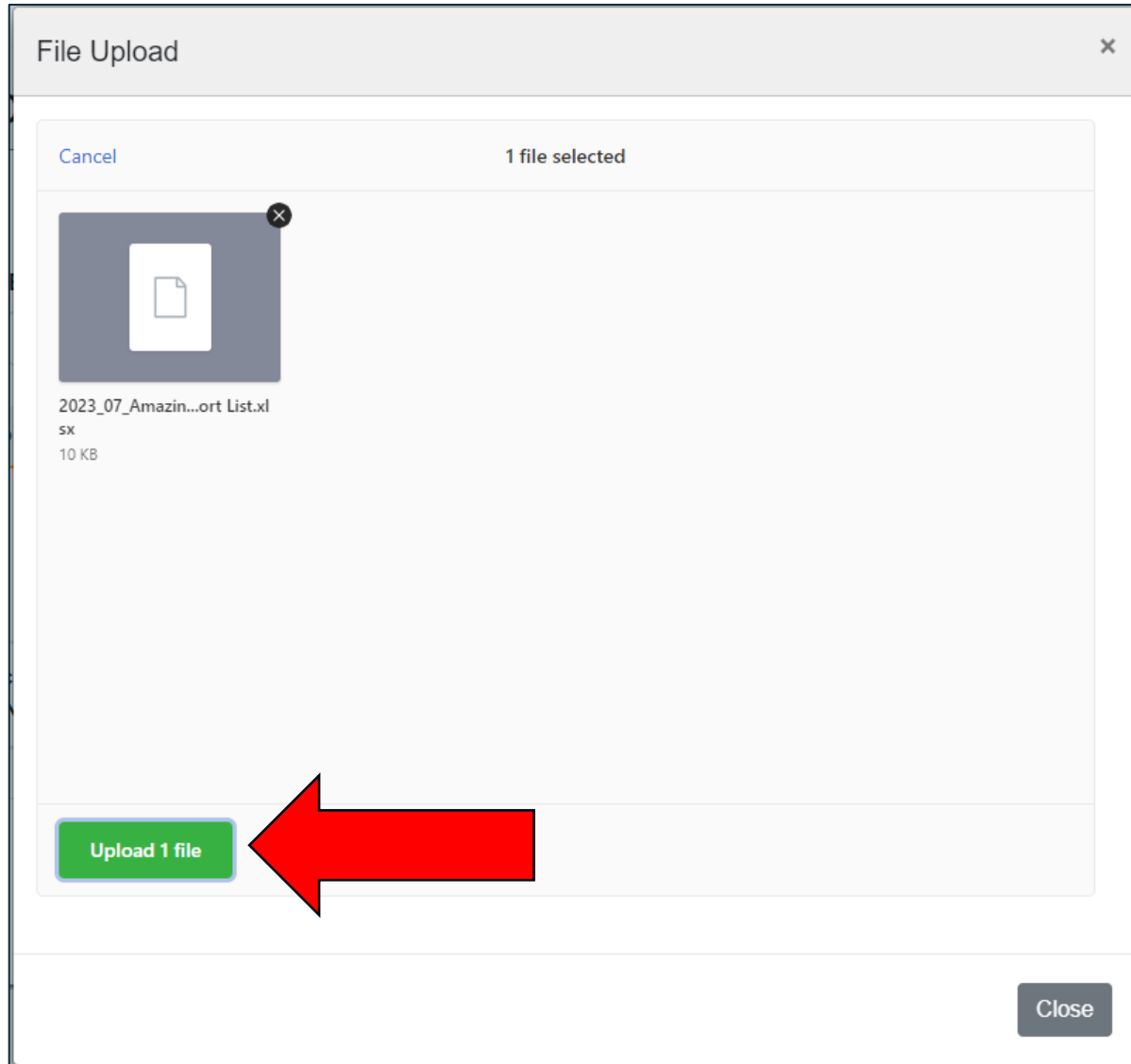
# Days of Service Process Enhancement

For **EACH** day that **EACH** participant receives ERS services:

1. Enter name in any format
2. CIN must be properly formatted
3. Each day of ERS needs to have its own line of data

	A	B	C
1	Name	CIN	ServiceDate
2	Duck, Daffy	11111111A	7/5/2023
3	Duck, Daffy	11111111A	7/6/2023
4	Duck, Daffy	11111111A	7/8/2023
5	Duck, Daffy	11111111A	7/9/2023
6	Duck, Daffy	11111111A	7/11/2023
7	Duck, Daffy	11111111A	7/13/2023
8	Duck, Daffy	11111111A	7/14/2023
9	Duck, Daffy	11111111A	7/15/2023
10	Duck, Daffy	11111111A	7/16/2023
11	Duck, Daffy	11111111A	7/17/2023
12	Duck, Daffy	11111111A	7/18/2023
13	Duck, Daffy	11111111A	7/19/2023
14	Duck, Daffy	11111111A	7/20/2023
15	Duck, Daffy	11111111A	7/21/2023


# Days of Service Process Enhancement



To upload a completed report:

1. Go to ERS section of Peach
2. Click on **Active ERS Events**
3. Click on **Upload Attendance Days**
4. Drop the file into the **File Upload** box or select **Browse Files** to select the report
5. Select **Upload 1 File**

# Days of Service Process Enhancement

File Upload		
CIN	Success	Error
11111111A	<ul style="list-style-type: none"><li>7/5/2023</li><li>7/6/2023</li><li>7/8/2023</li><li>7/9/2023</li><li>7/11/2023</li><li>7/13/2023</li><li>7/14/2023</li><li>7/15/2023</li><li>7/16/2023</li><li>7/17/2023</li><li>7/18/2023</li><li>7/19/2023</li><li>7/20/2023</li><li>7/21/2023</li></ul>	
22222222A	<ul style="list-style-type: none"><li>7/11/2023</li></ul>	<ul style="list-style-type: none"><li>Cannot add 7/10/2023. Consent date is 7/11/2023.</li></ul>
33333333A		<ul style="list-style-type: none"><li>No active events</li></ul>
44444444A	<ul style="list-style-type: none"><li>7/17/2023</li></ul>	
Upload complete		
		

To upload a completed report:

6. An **Upload Complete** message will appear, includes:
  - a. List of unique CIN #s
  - b. Successfully uploaded dates
  - c. Any errors that occurred
7. Click **Close**
8. Confirm uploaded days
9. Log out of Peach

# Days of Service Process Enhancement

- Cannot add 7/10/2023. Consent date is 7/11/2023.
- No active events

Upload complete


## Error messages:

1. Cannot add date - will occur if date is before consent date or if date provided is in the future
2. No active events - will occur if there are no active events matching the CIN #
3. Any days already reported will be ignored

# Days of Service Process Enhancement

Confirming ERS Days:

1. Rightmost column in **Active ERS Events** shows first and last reported date and total number of days
2. Can be sorted by first reported ERS day

Reported ERS Days 
First 7/4/2023 Last 7/17/2023 Total 6
First 7/11/2023 Last 7/11/2023 Total 1
First 7/5/2023 Last 7/21/2023 Total 14



CBAS Revisions  
to Participant  
Characteristics  
Report (PCR)  
Import

**New Section in the Peach  
Provider Portal - Participants**

# Revisions to Participant Characteristics Report Import

- Same PCR as before; now the participant list used for ERS will be updated to reflect the most recent PCR
- Participants missing from the most recent PCR will be removed from this list
- There is now the option to update the participant list whenever a change occurs



# New Section in Peach - Participants

- By default, **Only Current Participants** is checked
- Displays only Medi-Cal participants
- Users can add a **disenroll date** for discharged participants
- Users can **add new participants** between PCR reporting periods

Peach CDA

Peach Portal

Medi-Cal Participants

Center

The Most Amazing CBAS Center

Only Current Participants

+ Add New Participant

Show

10

entries

Amendment	CIN	First Name	Surname
	22222222A	Bugs	Bunny
	11111111A	Daffy	Duck
	44444444A	Wile	Coyote

Showing 1 to 3 of 3 entries

# New Section in Peach - Participants

## Medi-Cal Participants

Center

The Most Amazing CBAS Center

Only Current Participants



+ Add New Participant

Show 10 entries

Search:

Amendment	CIN	First Name	Surname	Enrollment Date	Disenroll Date
▼	22222222A	Bugs	Bunny	05/01/23	
▼	11111111A	Daffy	Duck	07/01/23	
▼	44444444A	Wile	Coyote	03/01/23	

Showing 1 to 3 of 3 entries

Previous 1 Next

# Add New Participant

## Medi-Cal Participants

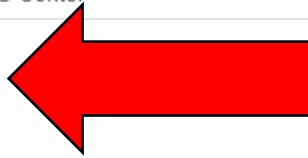
Center

The Most Amazing CBAS Center

Only Current Participants



+ Add New Participant



Show 10 entries

Search:

Amendment	CIN	First Name	Surname	Enrollment Date	Disenroll Date
▼	22222222A	Bugs	Bunny	05/01/23	
▼	11111111A	Daffy	Duck	07/01/23	
▼	44444444A	Wile	Coyote	03/01/23	

Showing 1 to 3 of 3 entries

Previous 1 Next

# Add New Participant

CIN

33333333A

First Name

Elmer

Last Name

Fudd

Enrollment Date

07/01/2023

Disenrollment Date

mm/dd/yyyy

Cancel

Save

All fields except **Disenrollment Date** are required

Center

The Most Amazing CBAS Center

Only C

☒

+ Add New Participant

Show

10

entries

Amendment	CIN	First Name
<div>▼</div>	22222222A	Bugs
<div>▼</div>	11111111A	Daffy
<div>▼</div>	33333333A	Elmer
<div>▼</div>	44444444A	Wile

# Amendments

- Use the **blue action button** in the Amendment column to make updates to an existing record

## Medi-Cal Participants





Center

The Most Amazing CBAS Center

Only Current ☒

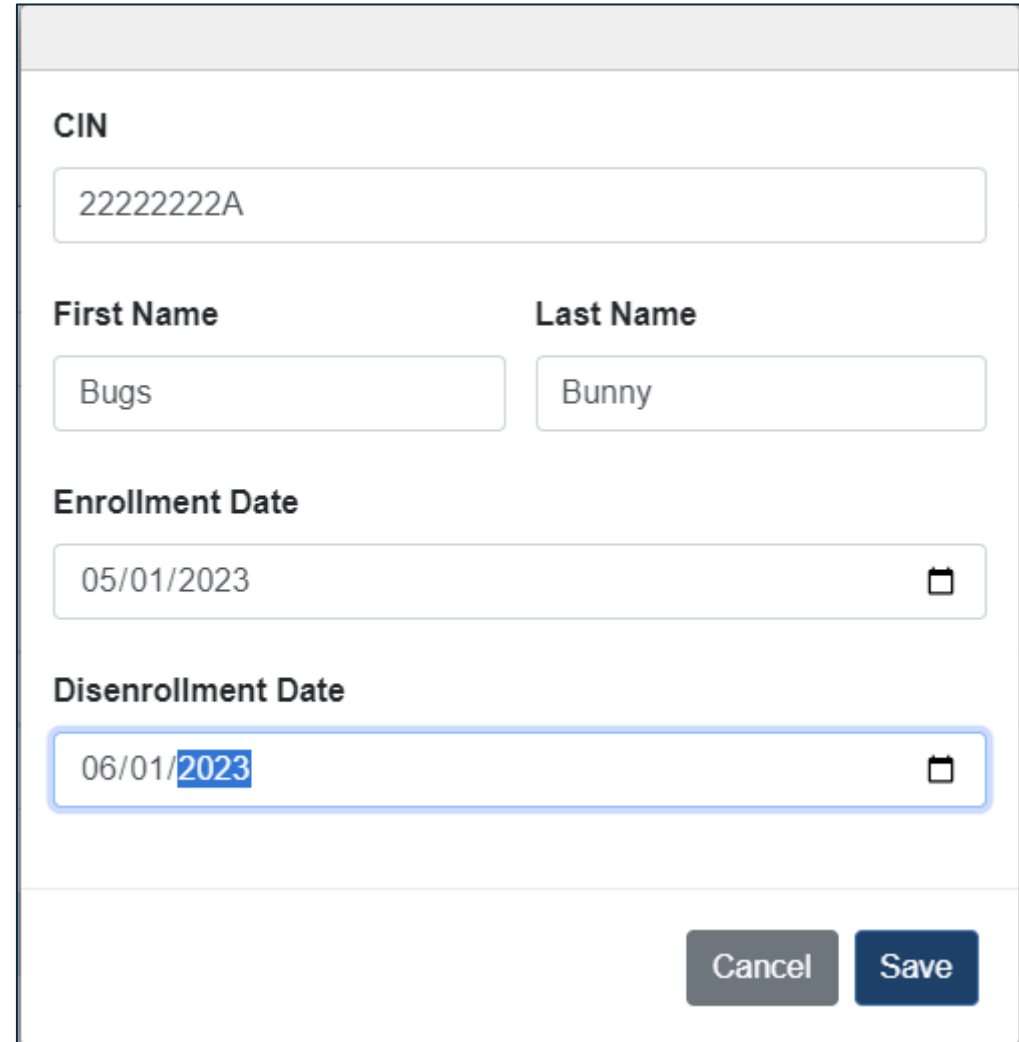
[+ Add New Participant](#)

Show 10 entries



Amendment	CIN	First Name
	22222222A	Bugs
	11111111A	Daffy
	33333333A	Elmer
	44444444A	Wile

# Amendments

- Existing fields can be updated if necessary (Name, CIN, Enrollment Date)
- Add a Disenrollment Date to remove from current participant list whenever there is a need to remove a participant



A screenshot of a web form for amending participant information. The form is titled "Amendments" and contains several input fields. The "CIN" field contains "22222222A". The "First Name" field contains "Bugs" and the "Last Name" field contains "Bunny". The "Enrollment Date" field contains "05/01/2023" and has a calendar icon. The "Disenrollment Date" field contains "06/01/2023" and also has a calendar icon. At the bottom right, there are "Cancel" and "Save" buttons. The "Disenrollment Date" field is highlighted with a blue border.

<b>CIN</b>	
<input type="text" value="22222222A"/>	
<b>First Name</b>	<b>Last Name</b>
<input type="text" value="Bugs"/>	<input type="text" value="Bunny"/>
<b>Enrollment Date</b>	
<input type="text" value="05/01/2023"/> 	
<b>Disenrollment Date</b>	
<input type="text" value="06/01/2023"/> 	
<div><button>Cancel</button><button>Save</button></div>	

# Amendments

- Discharged participants will not be visible when **Only Current Participants** is checked.
- Uncheck the box to view participants with a disenrollment date
- If a participant was on an old PCR but not the most recent, an estimated **disenrollment date** is added based on the new PCR date

Only Current Participants

☐

Search:

↑↓	Surname	↑↓	Enrollment Date	↑↓	Disenroll Date	↑↓
	Bunny		05/01/23		06/01/23	
	Duck		07/01/23			
	Fudd		07/01/23			
	Coyote		03/01/23			

Previous

1

Next



# Questions







## CBAS Bureau Contact Information

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