# KLOCS Telehealth Frequently Asked Questions

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1. **Q:  What is KLOCS Telehealth?**
   **A:**  KLOCS Telehealth allows the Peer Review Organization (PRO) and Community Mental Health Centers (CMHC) to conduct contactless virtual assessments of Medicaid Members and those pending Medicaid eligibility in long term care facilities. KLOCS Telehealth addresses the rapidly changing global circumstances due to COVID-19 and reduces health risks associated with in-person meetings. This functionality is being rolled out to facilities in a phased approach.

   Telehealth is a guided virtual assessment (with sharing capabilities) where Level of Care (LOC) determinations are based strictly on the data provided by the facility.

2. **Q:  What services are available when using KLOCS Telehealth?**
   **A:**  Telehealth allows for audio and video conferencing, meaning the PRO may conduct Level of Care Field Reviews and Annual Reassessments. CMHCs may complete member PASRR Level II and Significant Change evaluations.

   Appointments may be scheduled for Individuals (e.g., PRO schedules a Field Review for Jane Smith) or at the Facility level (i.e., PRO conducts an annual assessment of active Medicaid Members in the facility).

3. **Q: Can the Provider request an in-person assessment?**
   **A:** All annual reassessments will initially be scheduled as a Telehealth session. If the facility needs an in-person assessment, log into KLOCS, select the respective appointment(s) and mark them unavailable.  In the comments, leave a note that the facility requests an in-person evaluation.

   If PRO is unable to conduct an in-person assessment safely, the appointment will be rescheduled for another time.  If contact cannot be made in-person or by telehealth, please be advised that the member COULD be automatically discharged.

4. **Q: Who from the facility needs to attend the appointments?**
   **A:** The facility's representative on the teleconference needs the following abilities:
   - Must be an active KLOCS user with their own KOG account as they may be asked to update the Member's Diagnosis Codes in KLOCS, Discharge an Individual in KLOCS, or initiate a Significant Change in KLOCS

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- Clinical knowledge of the Medicaid Member's condition; ability to obtain information in medical charts or the facility's Electronic Health Records (EHR) system, such as ADLS, therapy notes, physician orders, etc.
- Familiarity with the Level of Care Process and PASRR Process/Requirement

5.  **Q: What telecommunication platform is used for appointments?**
    **A:** Microsoft Teams (MS Teams) is the only approved platform for KLOCS Telehealth. Fifteen minutes prior to an appointment's scheduled start time, a link in KLOCS becomes enabled which allows users to start/join the appointment. All KLOCS Telehealth appointments must be accessed through KLOCS.

    Providers are <u>NOT</u> required to have the MS Teams application. When Providers click the *Join* link in KLOCS, a new browser window launches that will ask if the Provider wishes to join the appointment through the MS Teams application (if available to the Provider) or through the web browser.

6.  **Q: How do I find the new Telehealth functionality in KLOCS?**
    **A:** Telehealth functionality is accessed from the Dashboard screen. Under *Quick Links*, Providers may click **View Appointments** to navigate to the **Calendar** screen. On the **Calendar** screen, Providers may:
    - Filter appointments by Reviewer (e.g., CMHC, PRO)
    - View appointments through a Daily View or Weekly View
    - If the Provider is unable to make a scheduled appointment, they may mark an appointment as unavailable which indicates to the Reviewer that the appointment needs to be rescheduled
    - Join a scheduled appointment

    In addition, appointments scheduled for the current day will display on the **Dashboard** screen in the *Today's Appointment* section. Providers may click the **Join** link to launch MS Teams.

    Please note: The link to start/join appointments is enabled 15 minutes prior to the scheduled start time.

7. **Q: Is KLOCS Telehealth available for Institutionalized Hospice applications?**
   **A:** Not currently.

8. **Q: How are appointments scheduled?**
   **A:** The PRO and CMHC schedule appointments in KLOCS. A notification is <u>NOT</u> sent informing Providers that an appointment has been scheduled. The Facility's Telehealth appointments will be visible within KLOCS 30 days prior to the Telehealth appointment date. It is recommended that Providers regularly view the Appointments Calendar in KLOCS to confirm upcoming appointments.

9. **Q: What should a Provider do if an appointment is scheduled during a day or time that doesn't work for the facility?**
   **A:** If the time scheduled does not work for the Provider, the Provider may mark the appointment as Unavailable as long as the appointment time is more than one hour from the scheduled start time, although as much advance notice is appreciated to ensure all active Medicaid LOCs are reviewed prior to the reassessment date. When marking an appointment as unavailable, please provide a list of days and times that do work for the facility, as the PRO or CMHC will need to reschedule the appointment.

10. **Q: What happens if a Provider doesn't show for an appointment?**
    **A:** The appointment will be rescheduled for another time. If contact cannot be made in-person or by telehealth, please be advised that the member COULD be automatically discharged.

11. **Q: If a KLOCS Telehealth appointment is rescheduled for a different date/time, how will the Provider know?**
    **A:** As with the initial scheduled appointment, when the appointment is scheduled, it is immediately visible to the Provider on the dashboard. Providers may search for a specific appointment using the Search Appointment functionality accessible via the **Calendar** screen.

12. **Q: Is the Internet needed for the assessment?**
    **A:** Yes, a secure internet/Wi-Fi connection is required for the appointments.

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13. **Q: What Internet Browser is required for KLOCS Telehealth appointments?**
**A:** For best results, use the following preferred web browsers: Google Chrome, Microsoft Edge, and Safari (version 11.6 and above). Internet Explorer is <u>NOT</u> supported.

14. **Q: I joined the Telehealth meeting but the PRO/CMHC <u>cannot hear me</u>.**
**A:** Please check for the following:
   - Check that the microphone on your computer is turned on.
   - Verify that the volume is turned up.
   - Confirm the correct speaker is selected (if applicable).
   - If connecting through a web browser, the Provider needs to allow the web browser access to the computer's microphone. Go into the browser settings to verify access to the microphone is enabled (typically under Privacy and Security).

15. **Q: I joined the Telehealth meeting but the PRO/CMHC <u>cannot see me</u>.**
**A:** Please check for the following:
   - Check that the camera on your computer is not covered up.
   - Verify the video has been turned on.
   - Confirm the correct camera source is selected (if applicable).
   - If connecting through a web browser, the Provider needs to allow the web browser access to the computer's camera. Go into the browser settings to verify access to the camera is enabled (typically under Privacy and Security).