

Juvenile Medicaid Tracker (JMT) User Guide

For Texas Juvenile Justice Department (TJJD) Staff

JMT Home Page

The JMT home page contains:

- Background information
- Frequently asked Questions
- User Guides
- Resource Information
 - for contacting TJJD
 - for requesting access to JMT
 - for a list of organizations that can assist the family with completing the application
- Juvenile Medicaid Tracker Screening Worksheet

Referral Homepage

From this homepage you have the option to:

- create a referral
- search for a referral
- view all your pending referrals

Creating Referrals

You will need the following information to create a new referral record:

- TJJD Number
- SID Number
- Name of Youth
- SSN & Date of Birth
- Youth's anticipated release date

Once you've provided the required information to create a referral record, you will have the option to continue with completing the remainder of the required information on the referral tabs or you can exit the referral and return to the pending home page.

If you are creating a new referral for a youth that previously had a referral, the demographic information will pre-populate from that previous referral record.

Referral Tabs

- **History** - This tab contains a list of all actions taken on the referral.
- **Demographic Information Tab** - This tab contains youth identifying information to be used for HHSC inquiry purposes and adding a youth to an existing Medicaid case.
- **Release from information** – This tab contains information on the youth’s current facility location, anticipated release date, actual release date, and name and e-mail address of the supervising probation officer. The individual that created the referral will automatically be included in any e-mails regarding the youth’s status, if anyone else needs to be kept abreast of the youth’s Medicaid status as they transition back to the community, you should include their e-mail address here as well.
- **Release to information** – This tab contains information regarding the household in the community where the youth will be residing upon release. This will be used for HHSC inquiry purposes and for mailing of the Medicaid application, if needed.
- **Comments** – This tab contains comments for information that was not provided on any other tab, and may contain comments from both HHSC staff and TJJD staff.

Referral Status

There are two types of referrals:

- **Pending** - These are referrals that have not yet been submitted to HHSC, are currently being processed by HHSC or pending further TJJD action.
- **Completed** - These are referrals that HHSC has taken final action on or that have been closed by TJJD staff. No further action is required.

Pending Referral Columns

You are able to sort the columns by clicking on the column heading or you can use the filter by function on the same page.

Alerts

- **Priority 1**  – this indicates the anticipated date of release or actual release date has passed.
 - If the anticipated date of release has passed and the youth has not yet been released you will need to update the anticipated date of release to a future date.
 - If the anticipated date of release has passed and the youth has been released, please update the actual release date and resubmit referral to HHSC.
 - If the actual release date has passed and the referral is assigned to the JPD, open the referral and history tab to see if HHSC had requested further information to process the referral.
 - If the actual release date has passed and the referral is assigned to HHSC, no further action is required of you at this time.

- **Priority 2**  – this indicates the youth’s anticipated date of release falls within the next 15 days.
- **Priority 3**  – this indicate the youth’s anticipated date of release is more than 15 days in the future.

Referral Number – Unique number assigned to youth by the JMT system

Youth Name – Name of youth as entered during the creation of the referral

Assigned To – Name of agency that is currently working on the referral

Last Action – Describes the last action taken on the youth’s referral

Anticipated Release – The youth’s anticipated release date as documented within the referral

Actual Release – The youth’s actual date of release as documented within the referral. This will also be the Medical Effective Date for the youth’s coverage once they transition back to the community.

Submitted to HHSC – The date the referral was submitted to HHSC for processing

Youth Referral Record

Referral Information Tabs

- **History** - This tab contains a list of all actions taken on the referral.
- **Demographic information** - This tab contains youth identifying information to be used for HHSC inquiry purposes and adding a youth to an existing Medicaid case.
- **Release from information** - This tab contains the following information:
 - the youth’s current facility location (drop down menus allow you to select the type and name of the facility where youth is currently residing)
 - the youth’s anticipated release date
 - the youth’s actual release date
 - the name of the supervising parole officer
 - notification e-mails
 - The individual that created the referral will automatically be included in any e-mails regarding the youth’s status, if anyone else needs to be kept abreast of the youth’s Medicaid status as they transition back to the community, you should include their e-mail address here as well. The e-mail address of the supervising parole officer will need to be included so that they can follow up with the household.

- **Release to information** – This tab contains information regarding the household in the community where the youth will be residing upon release. This will be used for HHSC inquiry purposes and for mailing of the Medicaid application, if needed.
- **Comments** – This tab contains comments for information that was not provided on any other tab, and may contain comments from both HHSC staff and TJJD staff.

Current Status

This provides the current status of a pending referral and contains the text of the last e-mail generated by JMT.

Next Steps

- **Submit to HHSC** – Once you have created a referral and filled in all required information, you will need to select this action to start the HHSC inquiry process into the youth's Medicaid status.
- **Submit/Update actual release date** – Once the youth is released, you will select this action to enter the youth's actual release date so that it can be forwarded to HHSC.
- **Update anticipated release date** – If the youth's anticipated release date has changed, use this option to notify HHSC of the new date. If the new anticipated release date exceeds more than 30 calendar days, please close the referral and create a new referral 30 days prior to the new anticipated release date.
- **Resubmit to HHSC** – If you made any changes to the youth's referral you will need to select this option to ensure the updated information is forwarded back to HHSC.
- **Unable to locate household** – If the Medicaid application was returned to HHSC by USPS as "unable to deliver" please confirm the mailing address listed on the referral. Resubmit the referral and include an updated address or explanation in the comment box. If you are unable to attain a new address for the household, please use this option to notify HHSC.

Downloads

You are able to download an application from this section of JMT. You can expedite getting the youth covered by faxing the completed application to the CBS office, Fax# (512) 908-9525. This fax number is to be used only by TJJD staff to forward Medicaid applications to the HHSC CBS office for JMT purposes. This number is not for public use.

Other Actions

- **Update additional notification e-mail** – The individual that created the referral will automatically be included in any e-mails regarding the youth's status, if anyone else needs to be kept abreast of the youth's Medicaid status as they transition back to the community, you should include their e-mail address. You would select this option to update an e-mail address that was previously entered incorrectly or add an e-mail address for a new individual that would need to be kept abreast of the youth's Medicaid status.
- **Printable referral summary** – This is a printable version of the information contained in the youth's JMT referral, including history of all actions and comments.
- **E-mail HHSC** – If you have any questions regarding the processing of a referral currently pending, use this option to contact HHSC.
- **Delete referral** - If you create a referral in error you have the option to delete the referral. There will be no record kept of the deleted referral.
- **Close referral** – If you create a referral in error or circumstances change and the youth no longer meets the criteria, you can close the referral. A record of this referral will be kept and it will now be considered a completed referral. If at any time in the future you must submit a referral for the same youth, the demographic information for the youth will pre-populate. If the referral was assigned to HHSC, they will receive an e-mail notifying them that you have closed the referral.
- **Update name of referral creator** – If circumstances change and the individual that initially created the referral is no longer assigned to working with JMT or this youth, you can reassign this referral to another individual by using this option.

Deleting vs. Closing a Referral

Deleting a referral - If you create a referral in error, you have the option to delete the referral. There will be no record kept of the deleted referral.

Closing a referral – If you create a referral in error or circumstances change and the youth no longer meets the criteria, you can close the referral. A record of this referral will be kept and it will now be considered a completed referral. If at any time in the future you must submit a referral for the same youth, the demographic information for the youth will pre-populate. If the referral was assigned to HHSC, they will receive an e-mail notifying them that you have closed the referral.

Reports

There are three types of reports that are generated from JMT:

- **All Referrals** - This will include all completed and pending referrals
- **Completed Referrals** - This will include all referrals that have been completed or closed
- **Pending Referrals** - This will include all referrals that have not yet been submitted to HHSC, are currently being processed by HHSC or pending further TJJJ action.

Reports can be printed in adobe format or exported into excel format. You have the option to select by date range and sort/filter.

Important Reminders

- If there has been a change in the youth's status and they will not be returning to the community as previously planned, then please close the referral (*a new referral can be created again based on the new MLOS*).
- Within 24 hours of the youth's release, update the referral to reflect the actual release date (*the actual release date is required to activate youth's Medicaid in the community*).
- HHSC CBS staff will send you notification of the final action taken on the youth's referral (*ex. youth added to an existing case, youth certified with a new case, etc.*). The referral will now be considered complete, therefore no other action is needed.
- Please remember to create a JMT referral for the applicable youth to prevent a delay in them being able to access their Medicaid benefits upon return to the community.
- When you create a referral, be sure that you also submit it to HHSC otherwise the referral will never be processed.
- Pending referrals that are no longer valid (*ex. created in error, not updated timely, etc.*) should be closed or they will remain in pending status. **Please review your referrals and close them if they can no longer be processed.**
- If the youth returned to the community but you forgot to update the actual release date please do so as soon as possible. There is little leeway in the processing of these referrals by the HHSC staff in Austin once a youth has returned to the community. Please contact TJJJ Austin Central Office if you receive a prompt/error stating it cannot be updated, it could be that it is too late to process through JMT therefore it would need to be closed.
- It is important that the supervising parole officer be aware of the youth's JMT status, therefore please double check the spelling of the e-mail addresses you enter. Often times the e-mails generated to the parole officers are being returned as undeliverable due to misspelling.