Harmony – DSP Vendor

Technical Requirements for Harmony

Must have a computer with high speed Internet connection (T1, cable modem, DSL)

Must use Internet Explorer or Chrome browsers (Edge, Firefox, Safari and other browsers will not work). Must disable pop-up blocker for the Harmony website: https://aaa1bprod.harmonyis.net/AAA1BLive/

Login Screen

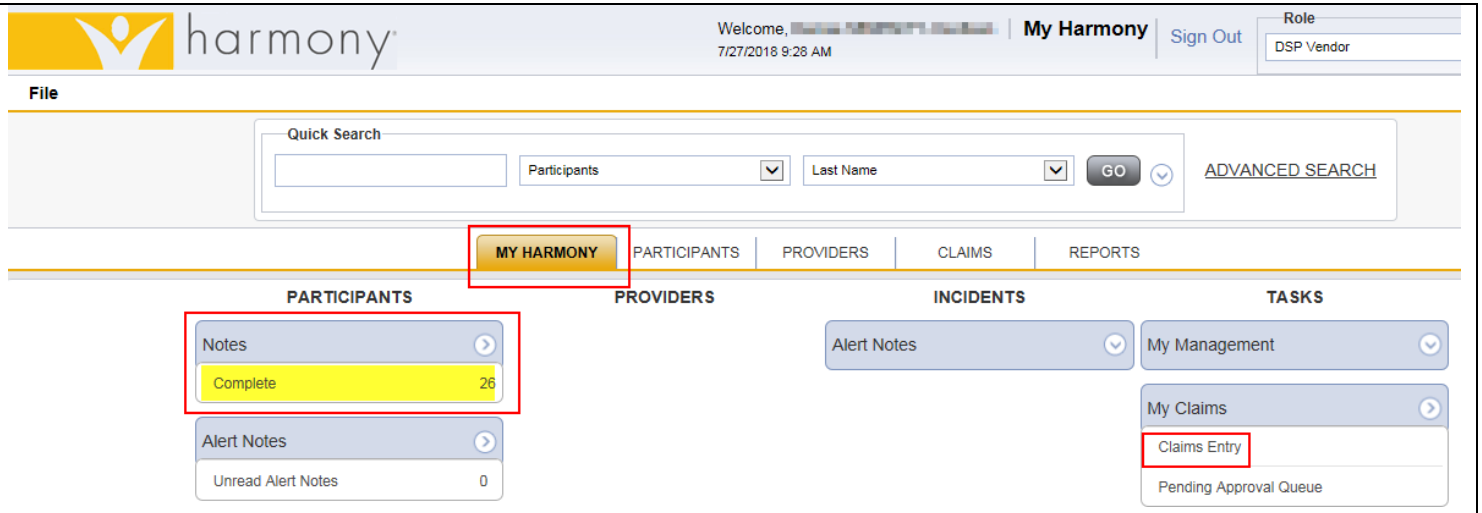
Vendors are provided up to 2 unique Harmony User IDs. Harmony User IDs and password are not to be shared amongst staff, per the HIPAA Business Associate Agreement. Additional User IDs can be purchased for $100 each.

Harmony – DSP Vendor

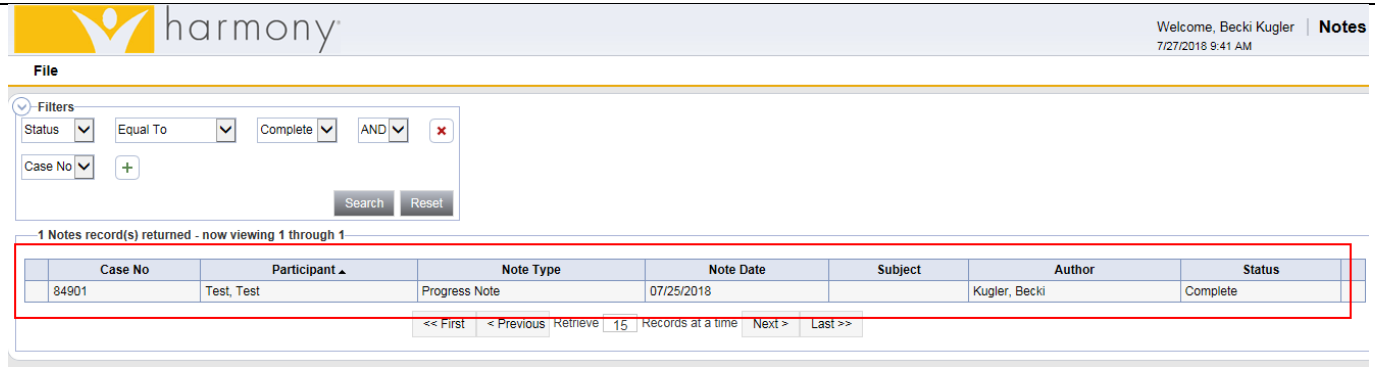
My Harmony page - When you first log in, you will be at the My Harmony page. You can return here at any time by clicking the **My Harmony** button.

The **Claims Entry** link is on the My Harmony page, in the Tasks column, under the My Claims header. Click here to open a new Claims Entry window.

You will receive notification of notes sent by other Harmony workers, in Participants column, under the **Notes** header. Click **Complete** to open a new window with your Notes.

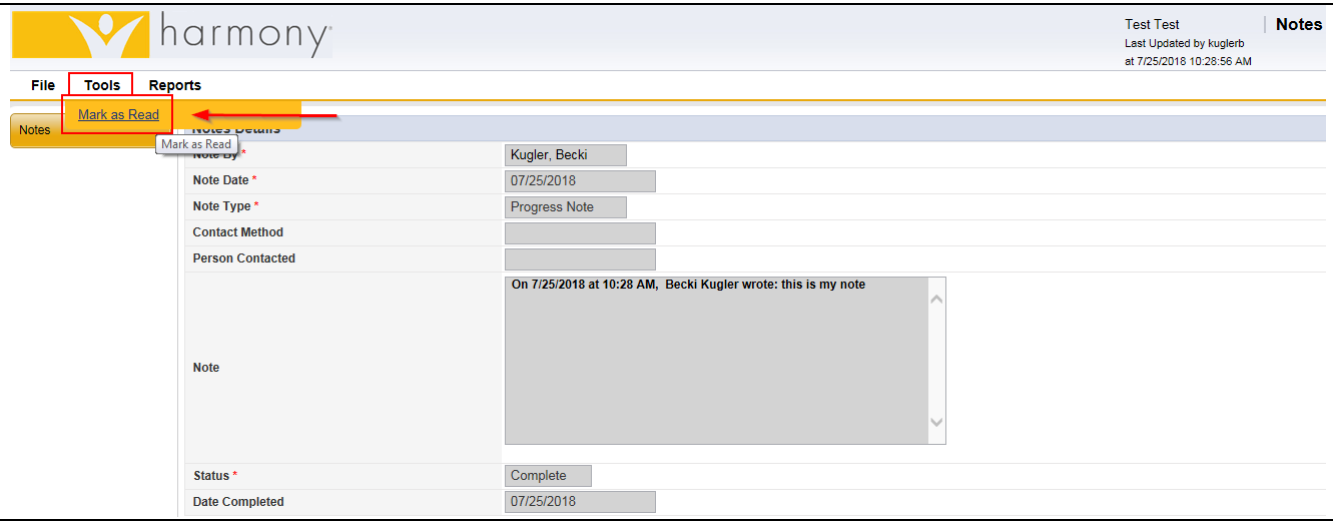


The **My Harmony Notes** window will show all notes that you have been sent. Click anywhere on the note record to open.



Harmony – DSP Vendor

On the **Note Detail** record, you will see the actual note. If you no longer need to see the note, go to **Tools** menu and click **Mark as Read**. After you close the Note record, this note will disappear from your My Harmony Notes list.

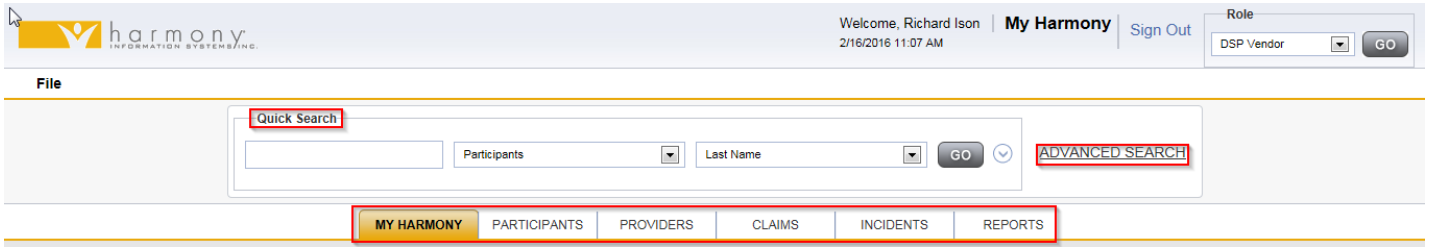


When navigating through Harmony, this section will always remain at the top of your main page.

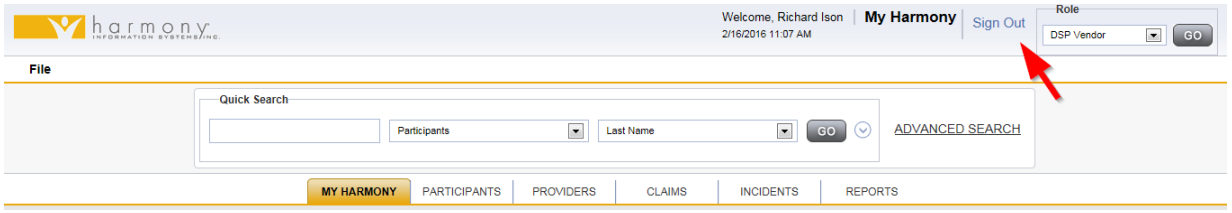
The large buttons allow you to navigate to the different chapters of Harmony – **Participants**, **Providers**, **Claims, Incidents** & **Reports**.

Quick Search can be used to quickly navigate to the Participant record of your choice. Simply enter the last name in the blank textbox and click **Go**.

Click the **Advanced Search** link to search for participants using other search criteria, such as DOB, SSN, or Phone number.



Harmony – DSP Vendor

When done working in Harmony, click **Sign Out** before closing your browser window	

Harmony – DSP Vendor

PARTICIPANTS

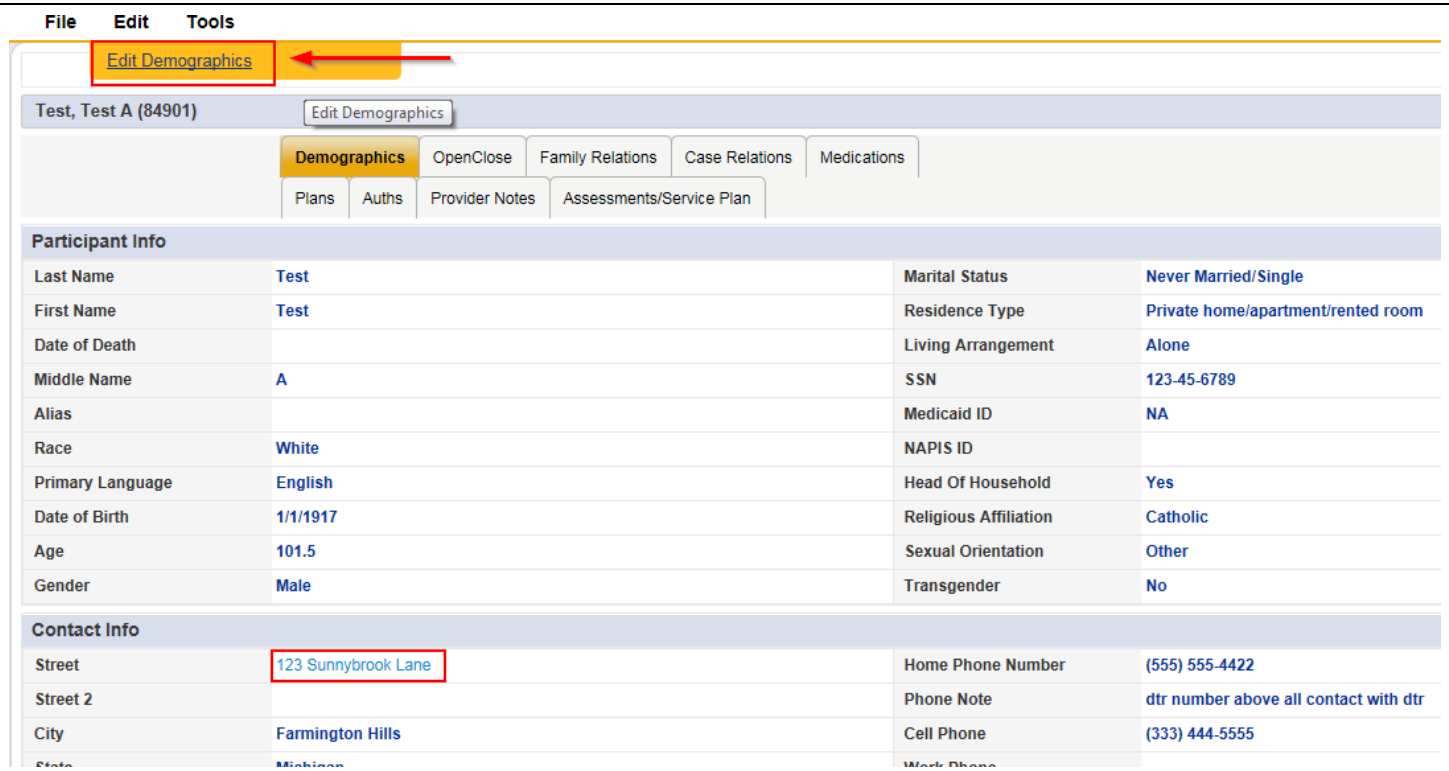
Once you select a participant from the quick or advanced search, it will appear in the lower main portion of the window.

The **Demographics** tab will default when you first open the record.

Below the tabs, you will see an overview of demographics information. In order to see more details, click the **Edit Demographics** link under the word **EDIT** at the top of the page. A new window will open, displaying this complete demographic information.

This tab is read only for DSP vendors.

Note: The Street is also a link to Google Maps for your convenience.



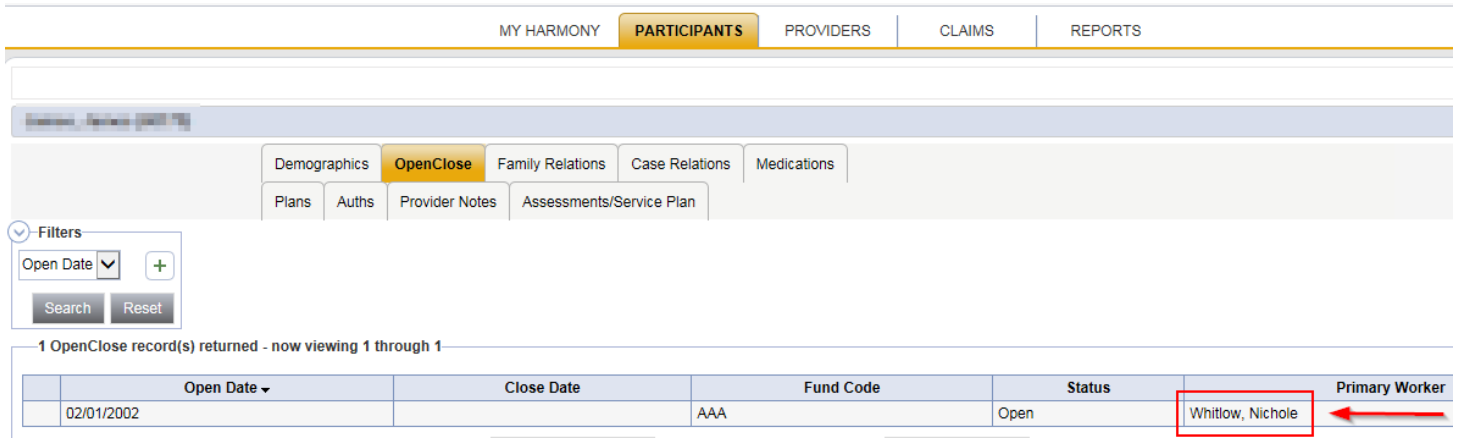
Harmony – DSP Vendor

The **OpenClose** tab is read only for DSP Vendors.

A participant must be “Open” to a Fund Code to be enrolled in a Program or referred to a vendor.

The **Primary Worker**, a.k.a primary Supports Coordinator, is indicated on this tab. If there are multiple OpenClose records, look at the Primary Worker on the “Open” record.

Click on the OpenClose record to open a new window. There you can view information about the referral source.



Harmony – DSP Vendor

On the OpenClose detail window, click on the **Details** link next to the Primary Worker name to open a new window with contact information for the Primary Supports Coordinator.

harmony

Last Updated by flynnk
at 6/4/2018 11:08:12 PM

OpenClose

File

OpenClose
Track Disposition

Eligibility

Fund Code *	AAA
Status *	Open
Status Date	02/01/2002
Open Date	02/01/2002
Primary Worker *	Whitlow, Nichole Details

Referral Source

Referral Type	Nursing Home
Name	
Title	
Agency Name	
Home Phone	
Work Phone	
Cell Phone	
FAX	
Email Address	

The **Family Relations** tab is read only for DSP Vendors.

Family members and informal caregiver information is stored on this tab.

Below the tab, you will see the list view of family relation records. Click on the relation for which you would like to see more detail.

harmony

Test Test
Last Updated by kuglerb
at 2/21/2018 4:03:42 PM

Family Relations | Sign Out

Role: DSP Vendor

File Tools

MY HARMONY | PARTICIPANTS | PROVIDERS | CLAIMS | REPORTS

Test, Test A (84901)

Demographics | OpenClose | Family Relations | Case Relations | Medications
Plans | Auths | Provider Notes | Assessments/Service Plan

Filters
Active | Equal To | Yes | AND
Last Name
Search | Reset

6 Family Relations record(s) returned - now viewing 1 through 6

Last Name	First Name	Relationship	Phone	Work Phone	Email	Active
Jacobs	TestSallie	Daughter	(248)333-4444	(248)222-2222		Yes
Test	Julie	Daughter				Yes

Harmony – DSP Vendor

The **Case Relations** tab is read only for DSP Vendors.

Case relations, such as doctors, pharmacy, DME provider or DHS workers, are stored on this tab.

Below the tab, you will see the list view of case relation records. Click on the relation for which you would like to see more detail.

harmony

Test Test
Last Updated by kuglerb
at 2/21/2018 4:03:42 PM

Case Relations | Sign Out

Role: DSP Vendor

File Tools

MY HARMONY | PARTICIPANTS | PROVIDERS | CLAIMS | REPORTS

Test, Test A (84901)

Demographics | OpenClose | Family Relations | Case Relations | Medications
Plans | Auths | Provider Notes | Assessments/Service Plan

Filters
Active | Equal To | Yes | AND
Relation ID
Search | Reset

9 Case Relations record(s) returned - now viewing 1 through 9

Relation ID	Last Name	First Name	Relationship	Phone	Active	Address	City	State	Zip	Email
40759	Guardian	Care	Guardian	(248)691-1100	Yes					
45237	J&Btest	test	Other		Yes					
45967	Medical Transportation	Logisticare	Other	(866)569-1902	Yes	26877 Northwestern Hwy	Southfield	Michigan	48033	
43795	Pepper	SodaPop	Medical Provider	(987)654-3210	Yes					drpepper@healthy.com
51588	Targaryan	Daenerys	Guardian	(248)867-5309	Yes	2017 Red Keep Dr	King's Landing			dtargaryan@got.com

Harmony – DSP Vendor

The **Medications** tab is read only for DSP Vendors.

Detailed information about the medications a participant is currently or previously prescribed is stored here.

Below the tab, you will see the list view of medication records. Click on the medication for which you would like to see more detail.

harmony

Test Test
Last Updated by kuglerb
at 2/21/2018 4:03:42 PM

Medications | Sign Out

Role: DSP Vendor

File

MY HARMONY | PARTICIPANTS | PROVIDERS | CLAIMS | REPORTS

Test, Test A (84901)

Demographics | OpenClose | Family Relations | Case Relations | Medications
Plans | Auths | Provider Notes | Assessments/Service Plan

Filters
Status | Not Equal To | Complete | AND
Start Date
Search | Reset

5 Medications record(s) returned - now viewing 1 through 5

Medication	Dosage	Frequency	Start Date	End Date	Prescribed By	Status
ACETAMINOPHEN ES	500 mg	TID (3 times daily)	04/08/2015		Tester	Pending
FORADIL	50	BID (2 times daily)	07/10/2015		Pepper	Pending
LITHIUM	300	TID (3 times daily)	07/12/2017	10/18/2017	Dr. Jones	Current
MICRONASE	50	QD (Daily)	06/06/2017		test	Current
OTHER	25 mg	QD (Daily)	02/20/2015		Dr. Tester	Current

The **Plans** tab is read only for DSP Vendors.

Click on the plan record below the tabs to open it and reveal subpages. If there are multiple plan records, click on the most recent one NOT in Complete status.

MY HARMONY | PARTICIPANTS | PROVIDERS | CLAIMS | REPORTS

Test, Test A (84901)

Demographics | OpenClose | Family Relations | Case Relations | Medications
Plans | Auths | Provider Notes | Assessments/Service Plan

Filters
Fund Code
Search | Reset

17 Plans record(s) returned - now viewing 1 through 15

Fund Code	Open Date	Closed Date	Status
ICO	06/26/2018		Complete
AAA	03/16/2018		Pending
AAA	02/20/2018		Pending

Harmony – DSP Vendor

Once the Plan record is opened, click on the **Service Plan / POC Review** subpage to reveal any Service Plans for the Participant. To view the Service Plan, click on the Service Plan record.

To print the service plan in visually pleasing/paper-conserving format, click on **Reports** menu and click the type of Service Plan you want to view. Select the most recent Service Plan for your organization.

The Service Plan reports are also available on the Assessments/Service Plan tab.

harmony

Test Test
7/27/2018 10:52 AM

Service Plan / POC Review

File | Reports

Service Plan - Nurse Services
Service Plan Output

Plan Ove
Service Plan / POC Review
Plan Of Care

Review
Open Service Plan Output
Search Reset

3 Service Plan / POC Review record(s) returned - now viewing 1 through 3

Service Plan / POC Review	Review	Review Date	Worker	Status
Service Plan	As Needed	07/17/2018	Kugler, Becki	Complete
Service Plan Nurse Services	As Needed	04/27/2018	Kugler, Becki	Complete

The **Auths** tab is read only for DSP vendors.

Authorizations can only span a maximum of one fiscal year (October 1 – September 30). Therefore, multiple authorizations may appear in the participant record. Click on the auth record that you would like to view in more detail.

You will only see Authorizations for your organization.

Test, Test A (84901)

Demographics | OpenClose | Family Relations | Case Relations | Medications
Plans | Auths | Provider Notes | Assessments/Service Plan

Filters
Start Date | Greater Than | 09/30/2017 | AND
Fund Code
Search Reset

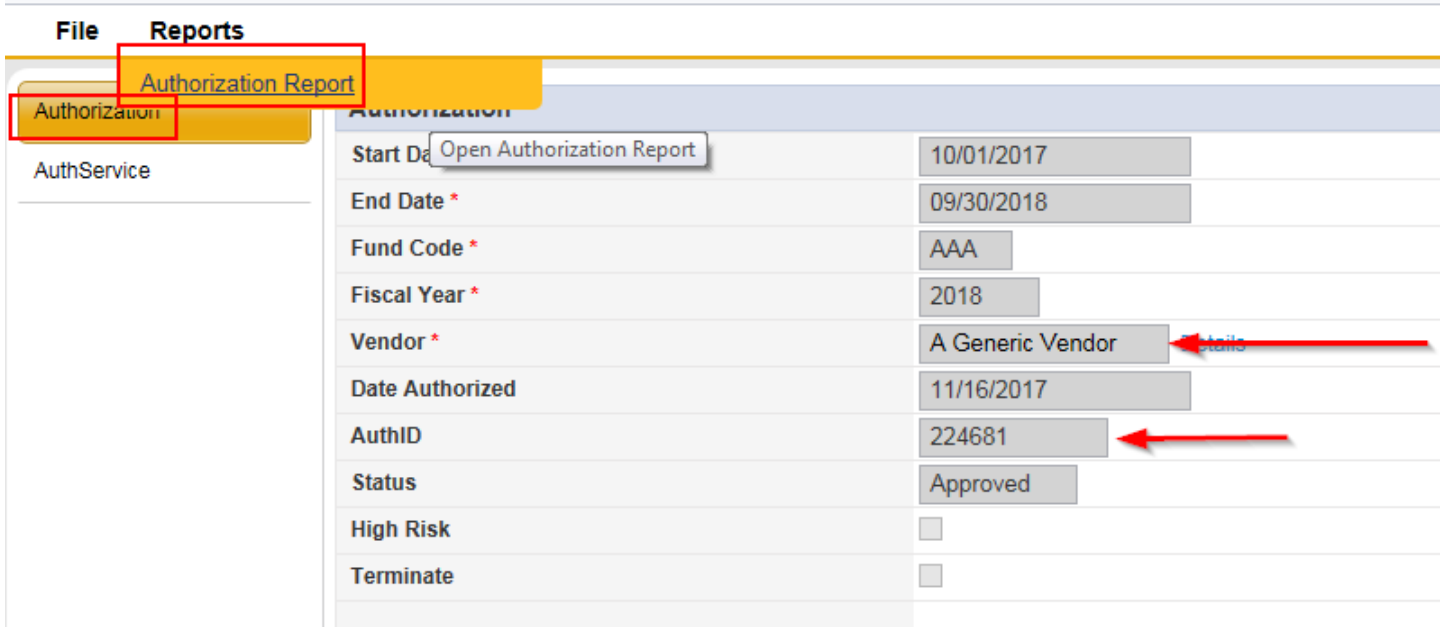
13 Auths record(s) returned - now viewing 1 through 13

Fund Code	Provider	Auth ID	Start Date	End Date	Status	Terminated
ICO	Area Agency on Aging 1-B	214818	02/03/2017	09/30/2017	Requested	No
ICO	A Generic Vendor	214032	12/16/2016	03/31/2017	Approved	No
AAA	Area Agency on Aging 1-B	227757	05/21/2018	09/30/2018	Approved	No
AAA	Area Agency on Aging 1-B	215254	02/24/2017	09/30/2017	Requested	No
AAA	Area Agency on Aging 1-B	213367	10/18/2016	09/30/2017	Approved	No
AAA	Area Agency on Aging 1-B	208887	10/01/2016	09/30/2017	Approved	No
AAA	A Generic Vendor	224681	10/01/2017	09/30/2018	Approved	No
AAA	A Generic Vendor	218443	08/15/2017	08/17/2017	Approved	No

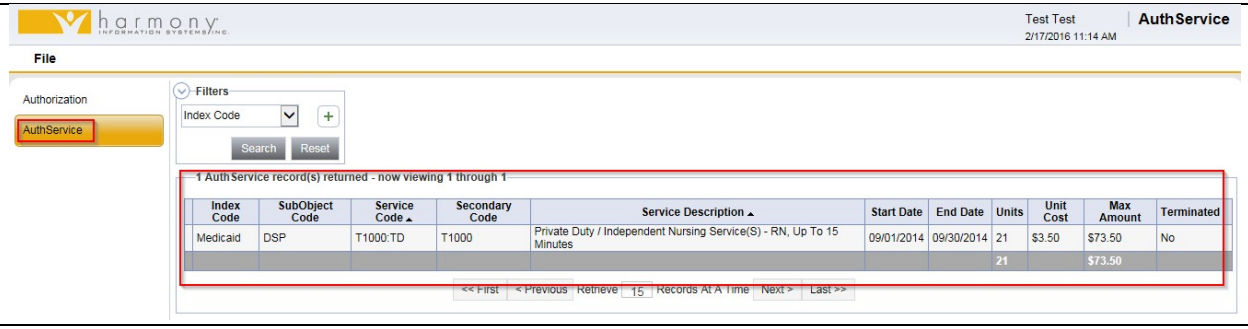
Harmony – DSP Vendor

The top level **Authorization** sub page shows the date range of the entire authorization, the **Vendor** that is being authorized for service and the **Auth ID.**

If you would like to print the Authorization in a paper/conserving format, click **Reports** menu and click on the **Authorization Report**.



The **AuthService** subpage displays the AuthService records for the authorization. Click on the AuthService subpage to view in more detail.



Harmony – DSP Vendor

The **AuthService** detail record displays all the details of the service to be delivered:

Start Date & End Date – specifies the exact days of authorized service. When a participant is hospitalized or service is stopped, the end date is changed.

Index/Sub-Object (ISO Code) – Medicaid, OSA, VA-HCBS, AmeriHealth, Fidelis, Molina, Midwest. Indicates the funding source for the authorization.

Service Code & Description – The service that is authorized.

Units Per – Indicates the number of units to be delivered during the designated unit of measure.

Unit of Measure – Can be calendar day, business day, week, or month.

Worker – This is the name of the person who created the AuthService. It is NOT always the name of the Primary Supports Coordinator.

MHL Date of First Service – Reflects the actual first day of service.

harmony

Test Test - Authorization ID 224681 | **AuthService**
Last Updated by kuglerb
at 4/11/2018 8:33:41 AM

File Reports

AuthService

Authorized Service

Start Date *	10/01/2017
End Date *	09/30/2018
ISO Code *	IndexCode: Medicaid; Index Description: ; SubObject: DSP; SubObject Description: Direct Service Purchase
Service Code *	H2015
Secondary Code	H2015
Service Description	Comprehensive community support services, per 15 minutes; 5501 Does not include transportation
Unit Type *	15 Mins
# of Units	40.00
Units of Measure	Week
Number Of Periods *	52.1430
Max. Units *	2086
Unit Cost *	$3.90
Max. Amount *	$8,135.40
Worker	Kugler, Becki
Date Entered	09/28/2017
MHL Late Entry	
MHL Auth No.	
MHL Referral Date	
MHL Follow Up Status	
MHL Date of First Service	

AuthService continued:

Monday – Sunday – Used to indicate *preference* of participant for when services are delivered. If authorization is written for week or month, the participant may dictate when services are to be delivered (person-centered principles).
Comments/Service Delivery Schedule – Details about the AuthService that are pulled into the participant's plan of care.
Terminate – If checked, this AuthService is not active. It is used when an AuthService was created in error.

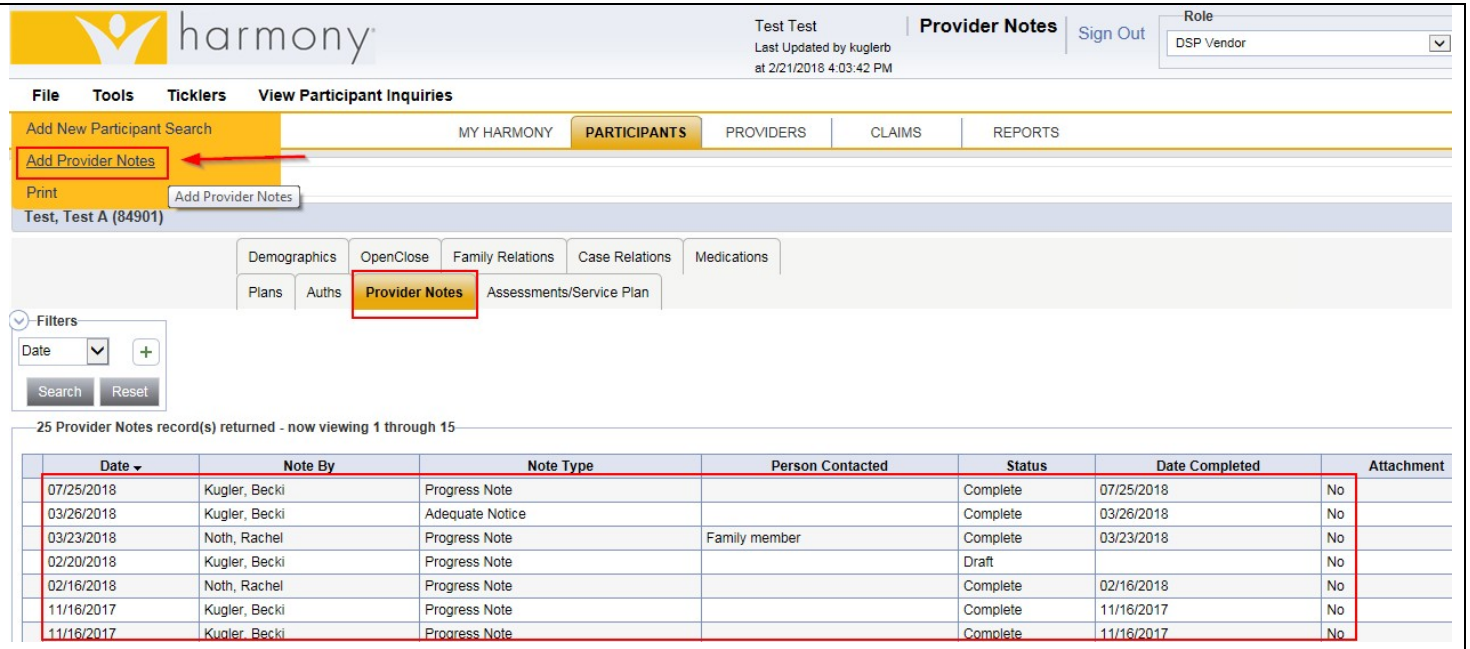
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	
Comments/Service Delivery Schedule [for Plan of Care]	
Terminate	☐

Harmony – DSP Vendor

The **Provider Notes** tab allows the DSP Vendors to add and edit notes related to a participant's care. It is viewable by internal AAA 1-B staff and can be sent to any Harmony worker (i.e., Supports Coordinator, supervisor).

To open an existing note, click on that note record below the tabs.

To create a new note for that participant, click **FILE** then click the link **Add Provider Notes** at the top of the page, below the blue banner.



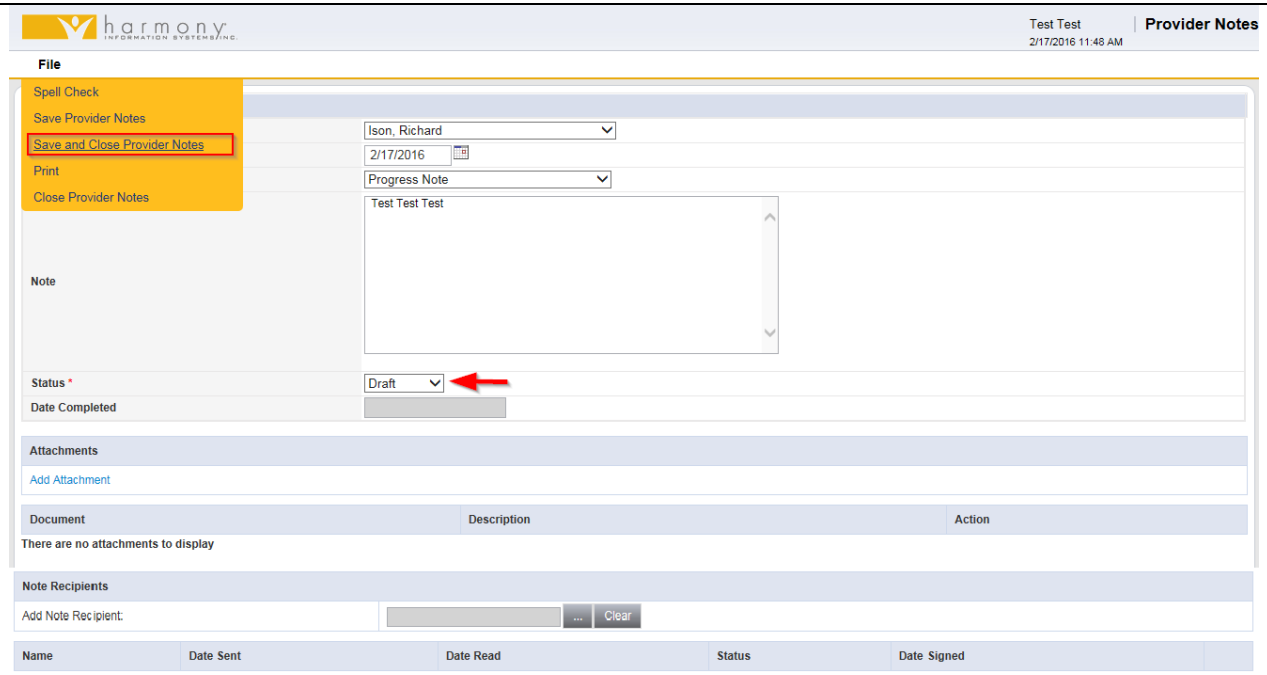
Date	Note By	Note Type	Person Contacted	Status	Date Completed	Attachment
07/25/2018	Kugler, Becki	Progress Note		Complete	07/25/2018	No
03/26/2018	Kugler, Becki	Adequate Notice		Complete	03/26/2018	No
03/23/2018	Noth, Rachel	Progress Note	Family member	Complete	03/23/2018	No
02/20/2018	Kugler, Becki	Progress Note		Draft		No
02/16/2018	Noth, Rachel	Progress Note		Complete	02/16/2018	No
11/16/2017	Kugler, Becki	Progress Note		Complete	11/16/2017	No
11/16/2017	Kugler, Becki	Progress Note		Complete	11/16/2017	No

Harmony – DSP Vendor

Provider Notes - When documenting in the participant's record it is important to remember that it is a legal document and subject to be read by staff members, auditors, judges, even the governor. It should be a detailed record of the client's care and follow up only. To this end, it is important that the information is appropriate for the record. Notes should be objective - stating specific interventions, plans and participant's responses. Notes should not address specific persons or staff. They should not include questions, requests, personal opinions, complaints (except if it is from participant) or references to other participants.

Note By – Defaults to worker writing note.
Note Date – Defaults to current date.
Note Type – Progress Note works best for most notes.
Note – Fill in appropriate note.
Status – When done with note, change Status to **Complete.**
Add Attachment – Click the link to add an attachment to the note.
Note Recipient – click the **[…]** button to search for AAA 1-B workers by last name. When you Save & Close the notes, a link to this note will appear on the note recipient's My Harmony page. Unless you add the Primary Supports Coordinator as a Note Recipient, they will not be notified of your note.

When finished with the note, click File menu > **Save & Close Provider Notes** at the top of the page.



Harmony – DSP Vendor

The **Assessments/Service Plan** tab is read only for DSP Vendors.

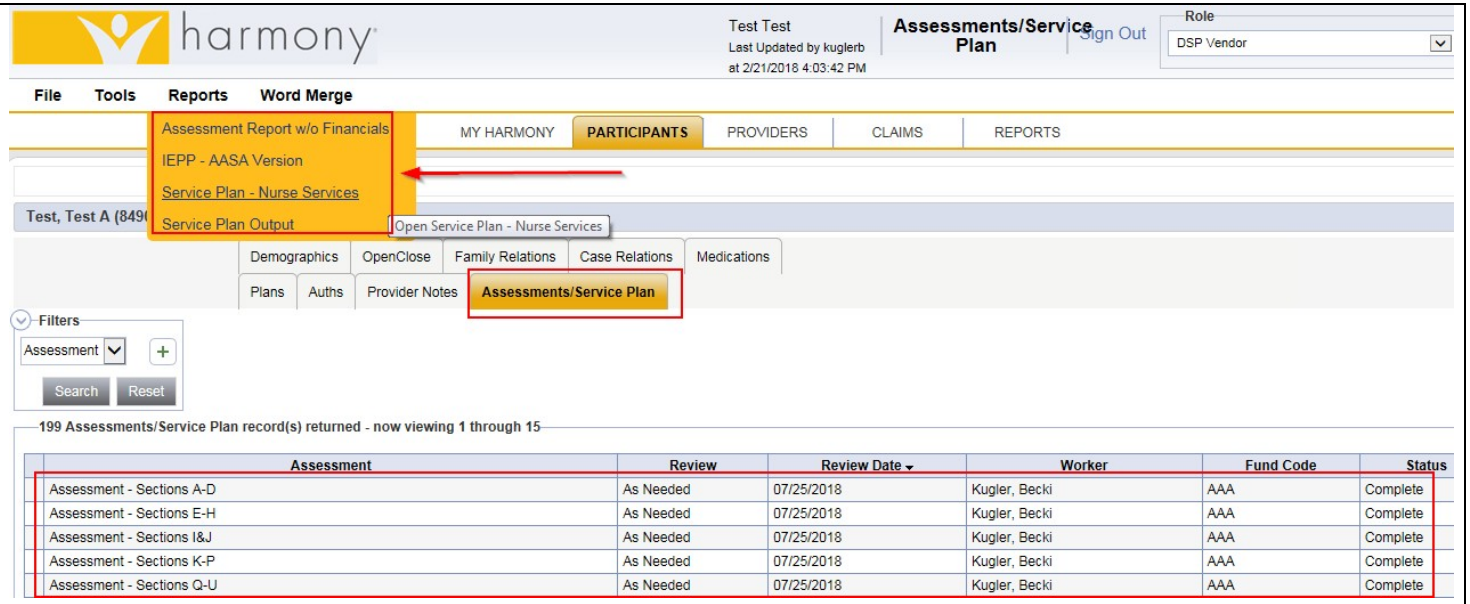
The Assessments/Service Plan tab is used to collect more information about the participant not found on the other tabs.

The assessment is located on this tab. The current assessment tool is broken out into 6 separate forms available for your view:

- Facesheet: Benefits & Insurance
- Assessment: Sections A-D
- Assessment: Sections E-H
- Assessment: Sections I&J
- Assessment: Sections K-P
- Assessment: Sections Q-U

A report is available that you may run to get a print out of the entire assessment for your records. Click **Reports** menu and click **Assessment w/o Financials**. You will be asked for the Review date to run the report, which is the date of the assessment.

You can also run the **Service Plan** reports from this tab.



Providers

The **Providers** tab is read only for DSP Vendors.

This tab contains basic information about a provider, such as name, taxpayer ID, NPI, address, phone and e-mail. The DSP Manager is responsible for maintaining this information.

To view more details provider info, click **Edit** menu > **Provider**. This will open in new window.

File Edit

Area A Edit Provider

Providers | Provider Status | Workers | Services | Assessment | Insurance | Enrollments | Credentials | Experience

Basic Information

Provider Name	Area Agency on Aging 1-B	Exclude from Dropdown	No
Short Name	AAA1-B	Monitor 2	
Provider Number	AAAONE	Date of Last Assessment	
Provider NPI	1982705661	Generic Date 2	
IRS Status		Agency Type	
Tax Payer ID	38-2729505	Generic Dropdown 2	
Active	Yes	Harmony License Expiration Date	
Claims Identifier	HIS_117	Comment	
External	Yes	Provider ID	117
Medicaid Approved	Yes	Capacity	
Allow Enroll Overlap	Yes	Availability	

Main Office

Contact Name		County	Oakland
Street	29100 Northwestern Hwy	Phone	(248)357-2255
Street 2	Suite 400	Extension	
City	Southfield	Fax	(248)948-9691
State	MI	Email	
Zip Code	48034	Website	aaa1b.com

Billing Address

Parent Company	Area Agency on Aging 1-B	Billing Street 2	
Attach Parent Company Address	Yes	Billing City	
Billing Address Same as Contact Address	No	Billing State/Province	
Billing Name		Billing Zip/Postal Code	

The **Provider Status** is a read only tab for DSP Vendors.

A vendor must be "Open" to a Fund Code in order for an authorization to be created.

Area Agency on Aging 1-B (117)

Providers | Provider Status | Workers | Services | Assessment | Insurance | Enrollments | Credentials | Experience

Filters

Fund Code

Search Reset

4 Provider Status record(s) returned - now viewing 1 through 4

Fund Code	Status	Open Date	Close Date
AAA	Pending	11/14/2007	
AAA	Open	11/24/2007	
AAA	Open	05/30/2008	
ICO	Open	04/29/2015	

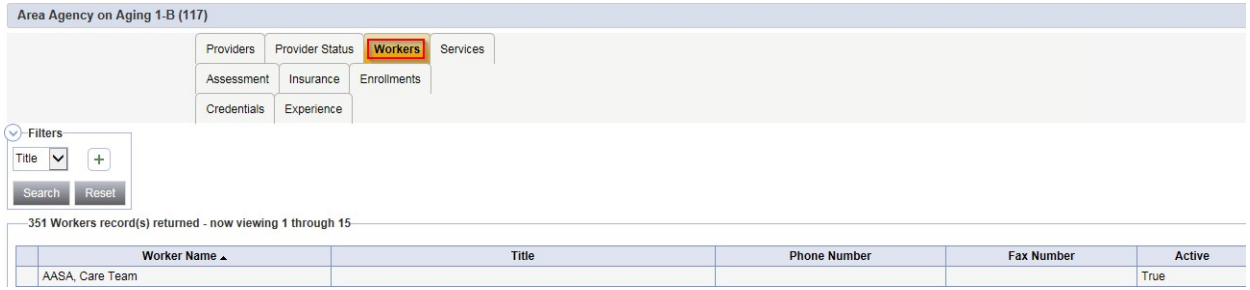
Harmony – DSP Vendor

The **Workers** tab is read only for DSP Vendors.

In order for a user name and password to be issued for employees at a vendor, it must be attached to a worker for an agency.

These worker names are used to help Supports Coordinator distinguish who to send relevant notes about a participant to a vendor.

In order to receive email notifications when tagged on a Harmony note, an email address must be filled in on the Worker record.



The **Services** tab is read only for DSP Vendors.

Information about the services approved through the existing bid agreement, along with unit rates, are available on this tab. Information is maintained by the DSP Manager.

Harmony – DSP Vendor

The **Authorizations** tab in the Provider chapter is read only for the DSP Vendor.

This tab provides a quick view of all the Authorizations for the current fiscal year for your organization.

A Generic Vendor (787)

Providers | Provider Status | Workers | Services

Authorizations | Enrollments

Filters

Start Date | Greater Than | 09/30/2017 | AND

Fund Code

Search | Reset

17 Authorizations record(s) returned - now viewing 1 through 15

Fund Code	Case No	Participant	Auth ID	Start Date	End Date	Status	Terminated	Last Updated
AAA	84901	Test,Test	224681	10/01/2017	09/30/2018	Approved	No	4/11/2018 8:35:58 AM
AAA	[illegible]	[illegible]	225270	12/18/2017	04/02/2018	Approved	No	4/3/2018 1:49:38 PM
AAA	[illegible]	[illegible]	225398	12/28/2017	09/30/2018	Approved	No	12/28/2017 3:38:20 PM
AAA	[illegible]	[illegible]	226901	03/27/2018	03/27/2018	Approved	No	3/29/2018 9:20:55 AM
AAA	[illegible]	[illegible]	227546	05/07/2018	05/07/2018	Approved	No	5/8/2018 9:10:51 AM
AAA	[illegible]	[illegible]	228329	06/25/2018	09/30/2018	Approved	No	6/25/2018 4:26:44 PM
AAA	[illegible]	[illegible]	228625	07/11/2018	09/30/2018	Approved	No	7/11/2018 4:36:49 PM
AAA	[illegible]	[illegible]	228644	07/13/2018	09/30/2018	Approved	No	7/13/2018 10:41:28 AM

The **Enrollments** tab in the Provider chapter is read only for the DSP Vendor.

This tab provides a quick view of all the participants that are "enrolled" (referred) to a vendor.

A Generic Vendor (787)

Providers | Provider Status | Workers | Services

Authorizations | Enrollments

Filters

Status | Not Equal To | Closed | AND

Status Date

Search | Reset

11 Enrollments record(s) returned - now viewing 1 through 11

Case No	Fund Code	Participant	Status Date	Worker	Status	Close Date
[illegible]	AAA	[illegible]	07/09/2018	Herron, Tonya	Open	
[illegible]	AAA	[illegible]	07/09/2018	Kroodsma, Cynthia	Open	
[illegible]	AAA	[illegible]	06/13/2018	AASA, Care Team	Open	
[illegible]	AAA	[illegible]	07/26/2018	Aiello-Grundy, Paula	Open	
[illegible]	AAA	[illegible]	06/04/2018	Adamo, Renee	Open	

Other Important Notes:

- DSP Vendors using Harmony are expected to log into Harmony at least once during normal business days. Since notes are used to communicate non-urgent changes to the participant or services, you must check if any Notes were sent to you. The link appears on your My Harmony page upon login.
- Harmony Support: Most matters must be resolved by contacting the Supports Coordinator. However, for other Harmony Support, please contact the AAA 1-B Resource Center at 800-852-7795 in order to directed to the appropriate person. For non-urgent matters, including password reset requests or to reassign Harmony User IDs to new staff, please e-mail harmony@aaa1b.com. Also, please remember to not send protected health information via e-mail. The identifier in Harmony, Case No, is recommended when identifying a participant via e-mail (rather than name).
- The Area Agency on Aging 1-B will make every effort to avoid Harmony site outages during normal business hours. However, it will be necessary to take the Harmony site down for regular site maintenance. The AAA 1-B will notify vendors using Harmony about future site outages by e-mail.