

## End of Therapy Clean-Up Process

### Frequently Asked Questions (FAQ)

**Q1:** What is the process for changing or adding a new user for the Myers and Stauffer Secure IN Web Portal?

**A1:** Please contact the Help Desk at 317-816-4122 or send an email to [INHelpDesk@mslc.com](mailto:INHelpDesk@mslc.com) to request a user account form.

**Security Note:** Please refrain from sending PHI (Protected Health Information), including resident names and identifiers via email.

**Q2:** What if we no longer have access to the records used to populate the Time Weighted MDS Resident Roster Reports and therapy regimen end dates?

**A2:** If records or data are no longer accessible, the information will remain as listed on your Preliminary Time Weighted MDS Resident Roster Report.

**Q3:** Is there any way I can get a copy of the recordings and/or user guide information? If so, where?

**A3:** Copies of the recordings and user guide information are available for download via the Myers and Stauffer Secure IN Web Portal at: <https://incasemixreports.mslc.com/>.

**Q4:** Why do more start of therapy (SOT) dates populate after I have finished going through them and entered in end of therapy (EOT) dates?

**A4:** This is the result of new and revised resident MDS assessment information being submitted by your nursing facility to the Centers for Medicare and Medicaid Services (CMS). The state of Indiana retrieves the assessment information from CMS and submits it to Myers and Stauffer for processing and inclusion in the nursing facility resident roster reports. Myers and Stauffer compiles this information on a daily basis for provider review.

**Q5:** The Myers and Stauffer Secure IN Web Portal lists some therapy regimen start dates outside of the current roster cleanup period (July 1, 2016 – December 31, 2017). Does any action need to be taken for those records?

**A5:** Ideally any outstanding end dates should be entered for each therapy regimen; however, it is recommended that the focus be placed on records impacting the Time Weighted MDS Resident Roster reports for your facility as some providers may have earlier start dates.

**Q6:** Do we enter the therapy regimen end dates in the web portal or on our actual assessments?

**A6:** For the cleanup process it is recommended that therapy regimen end dates are entered via the Myers and Stauffer Secure IN Web Portal at: <https://incasemixreports.mslc.com/>.

**Q7:** Am I able to modify assessments listed on the Preliminary EOT reports?

**A7:** Only data related to EOT dates entered into the Myers and Stauffer Secure IN Web Portal will be considered for inclusion on Final EOT reports for the “clean – up” period. All other assessment information will remain as issued on the previously issued Final or Nurse-Reviewed Final reports.

**Q8:** I cannot figure out where a therapy start date listed on the portal is coming from.

**A8:** Please contact the Help Desk at 317-816-4122 or send an email to [INHelpDesk@mslc.com](mailto:INHelpDesk@mslc.com).

One of our professionals will pinpoint which assessment the date is pulling from.

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