

UCMS - Universal Case Management System

UCMS is the foundation of our business – it is what allows us to perform at the highest level: It is the only unified global case management system developed exclusively for the EAP industry that is compliant with data protection regulations worldwide, and creates efficiencies and consistency for service delivery and reporting to clients – it is used by all of our service centers and local service delivery partners.

Why is it important?

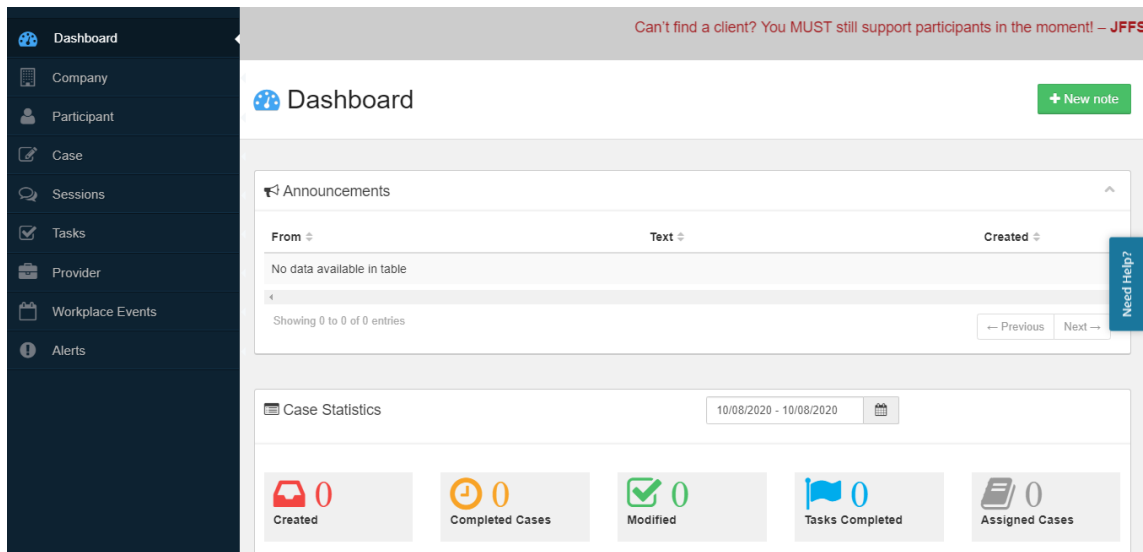
- For consistent case management
- For consistent global reporting and country by country comparative data
- It is a market differentiator.

By using UCMS correctly, the data produced allows us to prospect for new business using the latest trending analysis and allows us both to retain the mutual business.

This document contains updated step by step instructions to support our partners in entering data into UCMS accurately.

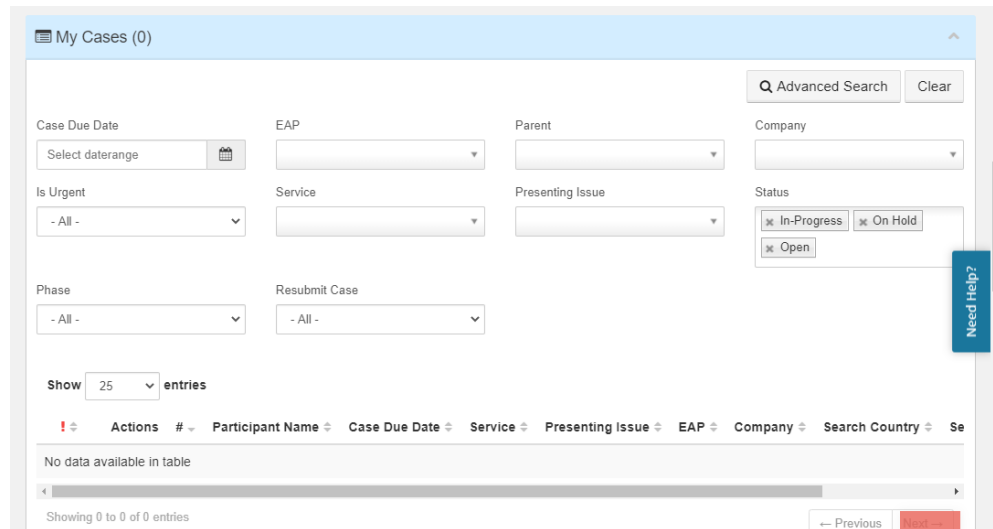
The Dashboard:

1. UCMS Dashboard upon login



- By scrolling down on your dashboard, you will see the cases you have created as a user.
- You can choose which cases you want to see, either open cases, closed cases, or all cases by selecting the status.

*Please see recent clinical policies as pertain to UCMS use



My Cases (0)

Advanced Search Clear

Case Due Date: Select daterange [calendar icon] EAP: [dropdown] Parent: [dropdown] Company: [dropdown]

Is Urgent: [- All -] Service: [dropdown] Presenting Issue: [dropdown] Status: [x] In-Progress [x] On Hold [x] Open

Phase: [- All -] Resubmit Case: [- All -]

Show 25 entries

! Actions # Participant Name Case Due Date Service Presenting Issue EAP Company Search Country Se

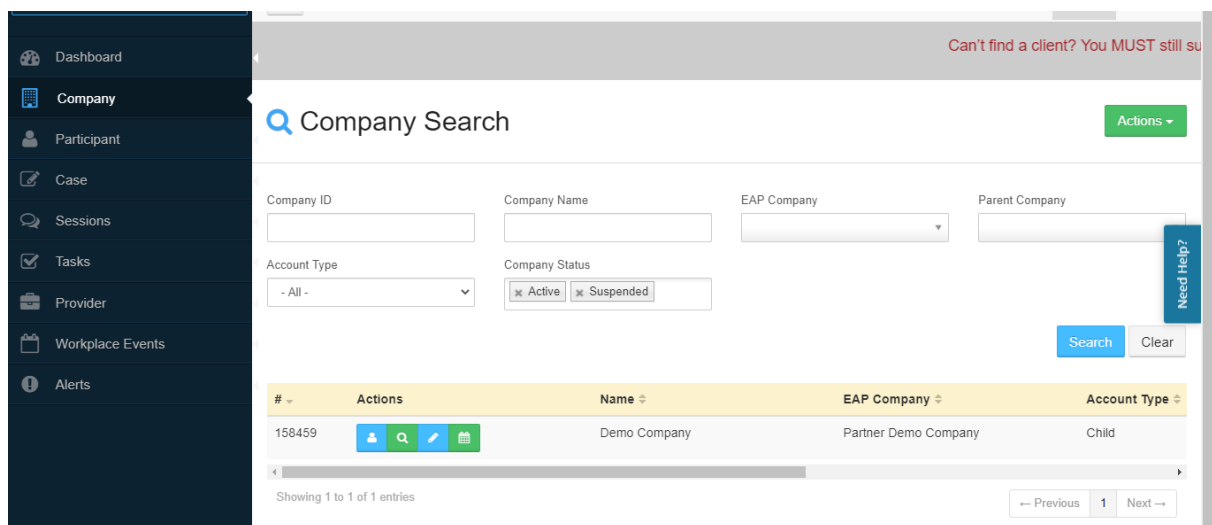
No data available in table

Showing 0 to 0 of 0 entries

Need Help?

Creating a new Clinical Case:

1. Start by selecting the company the caller is associated with.
2. You can enter in the name of the company in order to search for it. You should also see a list of all the companies you are serving on behalf of WPO and can select the correct company from the list.
3. To create a new participant, select the icon shaped like a person



Can't find a client? You MUST still su

Company Search Actions

Company ID: [input] Company Name: [input] EAP Company: [dropdown] Parent Company: [input]

Account Type: [- All -] Company Status: [x] Active [x] Suspended

Search Clear

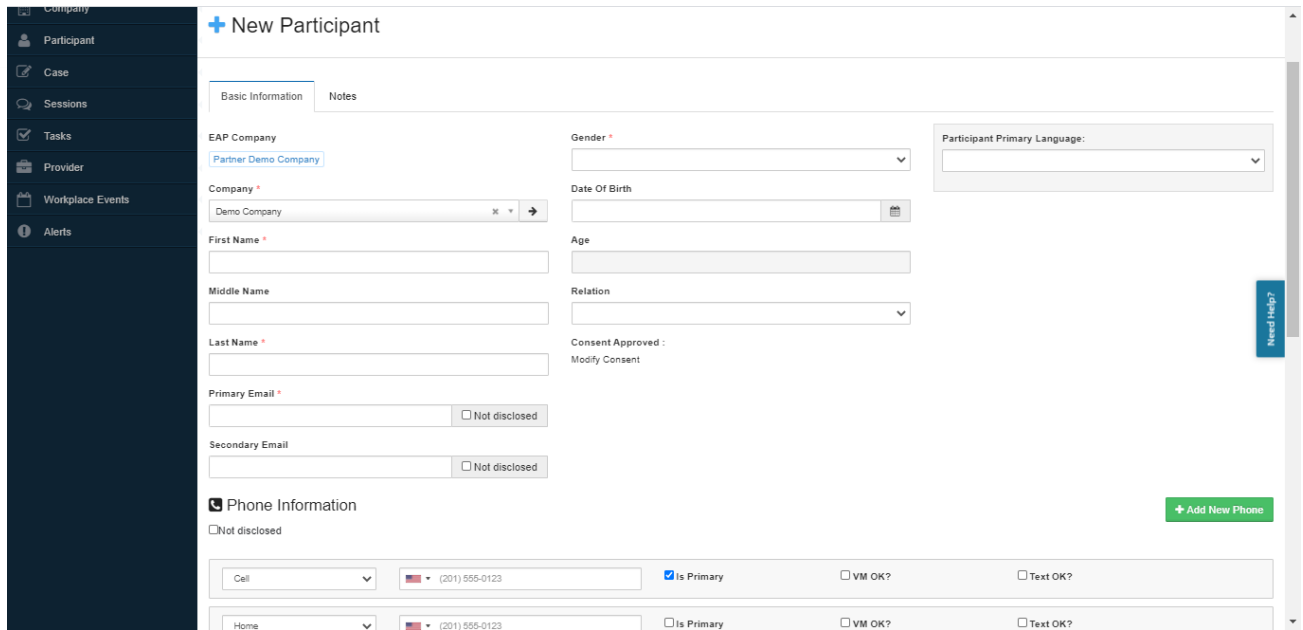
#	Actions	Name	EAP Company	Account Type
158459	[person icon] [magnifying glass icon] [pencil icon] [calendar icon]	Demo Company	Partner Demo Company	Child

Showing 1 to 1 of 1 entries

Need Help?

4. Enter the demographic information first name and last name, phone number, email address and full address for the participant here at the next screen.

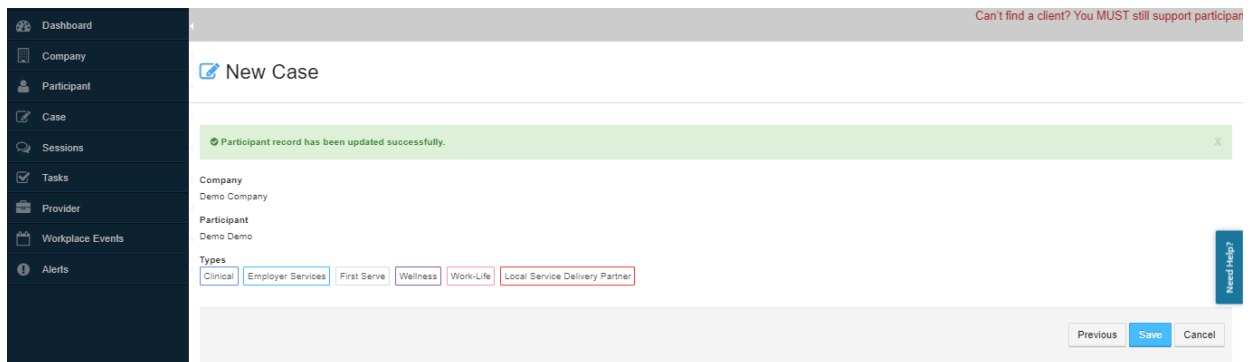
*Please see recent clinical policies as pertain to UCMS use



- After filling in all of the demographic information, select “Save and Add Case” in the bottom right corner of the screen.

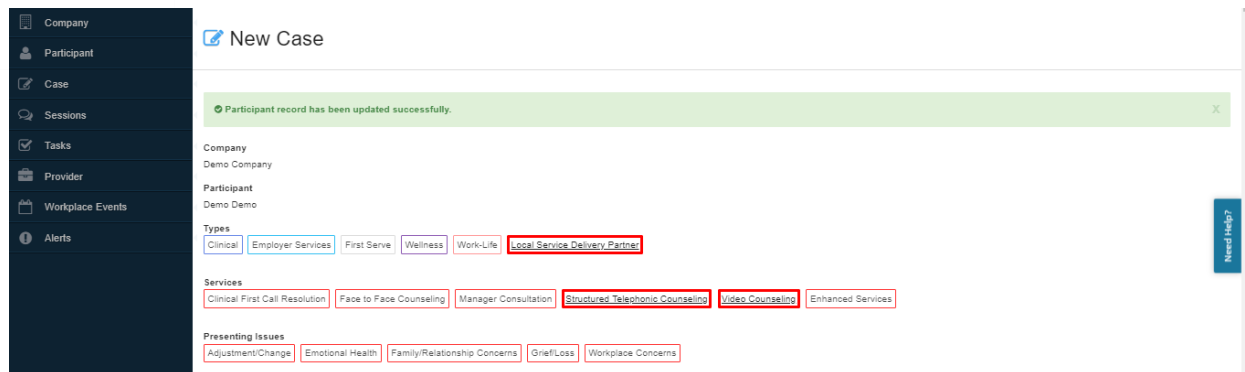


- For all clinical cases, select the Case Type of “Local Service Delivery Partner”. This will lead you to the appropriate questionnaire.

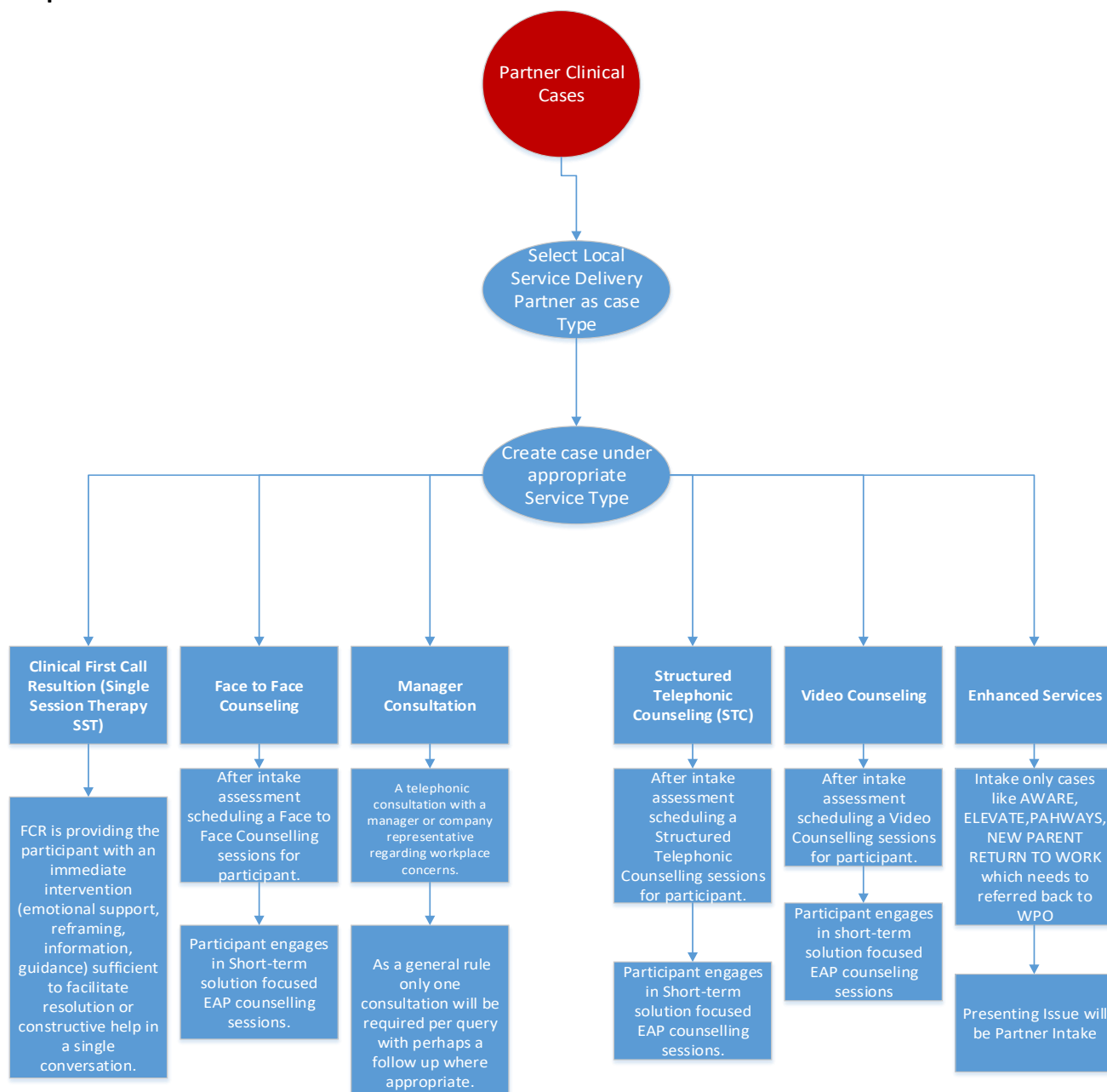


- You can then select either Face to face counselling, Video Counselling, Clinical First Call Resolution (referred to as Single Session Therapy in the Clinical Policies), Manager Consultation, Structured telephonic counselling or Enhanced Services. The system will require you to make a selection here.
- You can then select presenting issues which will populate the questionnaire related the service type and presenting issue.

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For partner clinical cases selection see below workflow to be followed:



*Please see recent clinical policies as pertain to UCMS use

9. **Questionnaire:** Following questionnaires will be coming after you select Presenting Issue:

- **Global Satisfaction Survey** - Survey language to be selected for correct survey link.
- **Case Source** - Case source refers to the way the case was initiated.
- **Local Service Delivery Partner Participant Confirmation** - This is to confirm that consent has been taken from the participant for sharing their personal demographic and identifying information within the organization, and that they have been informed about GDPR compliance. Also, to confirm type referral whether Individual or Couple or Minor.
- **Local Service Delivery Partner** - This is where you can fill in the clinical information about the case. Most of the questions require the checking of a box, or selecting from a drop-down, but some will require free text
- **Safety and Wellbeing Check** - For risk checks.
- **Satisfaction Survey** - to confirm participant accepted to receive a satisfaction survey

Global Satisfaction Survey

0 % Complete

1. What is participant's primary language? *

▼

Local Service Delivery Partner

0 % Complete

Case Source & Knowledge of Service - Reportable

0 % Complete

1. What was the case source? *

Telephone

Email

SMS Texting

Website

Fax

Outreach

Mail

iConnectYou-Video

iConnectYou-Text/IM

Onsite

RMS

2. How did you hear about us? *

Benefit/Health Fair

Brochure/Poster/Newsletter

Co-Worker/Family Member

Critical Incident

EAP Orientation

Email

Healthcare Provider

*Please see recent clinical policies as pertain to UCMS use

Local Service Delivery Partner - Pt Confirmation

0 % Complete

1. Has the partner confirmed the following with the participant?*

Participant Demographic Information

GDPR - General Data Protection Regulation

Confidentiality/Secure Information Storage

N/A - Not a partner

2. Type of Referral:*

Local Service Delivery Partner

Local Service Delivery Partners

0 % Complete

Presenting Issue

1. Main reason for participant seeking support today (Please include participant affect/presentation if applicable):

2. What emotional health symptoms is participant experiencing?

Anger

Anxiety/Panic

Low Mood

Difficulty Concentrating

Fluctuating Mood

Irritability/Agitated

Low Self-Esteem

Stress

Compulsive Behavior

Hopelessness

Local Service Delivery Partner

Safety & Well-being Check

0 % Complete

1. Is participant having any thoughts of wanting to harm themselves?*

2. Is participant having any thoughts of wanting to harm anyone else?*

3. Is participant experiencing possible substance use issues?*

4. Does participant have any concerns regarding abusive relationships?*

5. Does participant have any concerns regarding child or vulnerable adult protection?*

6. Was this a crisis call? (i.e. Was a third party contacted?)*

7. Were any of these potential areas of risk not discussed?*

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Video Counseling

Satisfaction Survey

0 % Complete

1. Please remember to ask participant if they would like to be transferred to our 3-question satisfaction survey (unless you are transferring the call internally).

- All US Work Life Participants = x3333
- All US Clinical Participants = x4444
- All Inova Participants = x5555
- All Health Partners Participants = x8888
- All Bristol-Myers Squibb Participants = x0000
- All MHN Participants = x2222
- All Other Participants - Work Life, Clinical, & Global – English Speakers Only = x7777

2. Along with the automated survey, would the participant like to participate in an email satisfaction survey? *

After completing the questionnaire save the case.

Kindly provide the **Service Date** of the case which will be when you have received the intake call from the participant on Basic Information Page shown below:

Manage Case #2244596 → Details

Basic Information Providers Forms Notes Fulfillment Tasks Session Attachments Other Cases

Id *
2244596

Assigned To

Disruptive Event *
NA

Company
Partner Demo Company

Service Date
10/07/2020 1:24 PM

SLA Exempt *
 SLA Exempt

Participant
Demo User Test 8

Callback Date

Reason for Exemption

From the Front *

Need Help?

Disruptive Event: The purpose of this field is to capture when a participant has been impacted by a natural disaster, a terror attack, etc. This field will appear after each case has been created and will be located on the basic information page of the case (highlighted in red in attached image).

Manage Case #2244596 → Details

Basic Information Providers Forms Notes Fulfillment Tasks Session Attachments Other Cases

Id *
2244596

Assigned To

Disruptive Event *
NA

SLA Exempt *
 SLA Exempt

Reason for Exemption

From the Front *

Need Help?

It is needed only used in situations where a participant has disclosed that they were impacted by this event. else mention N/A.

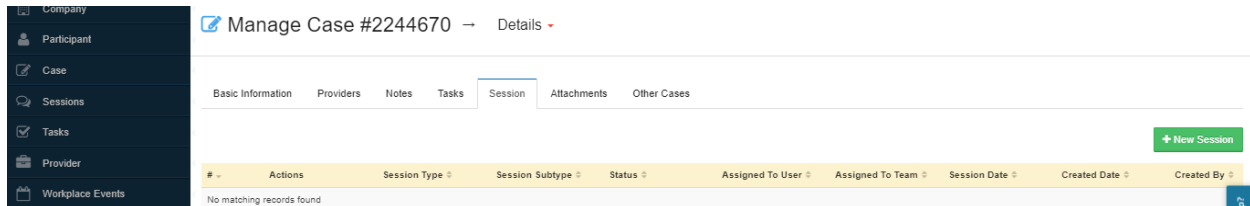
Creating Sessions:

To create session you need to authorize session first on Basic Info Page:

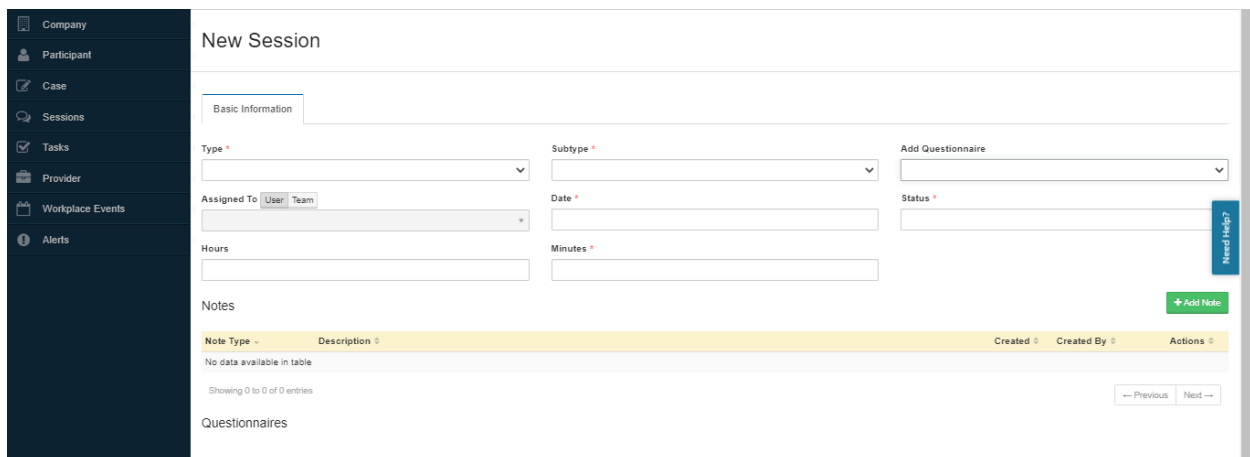
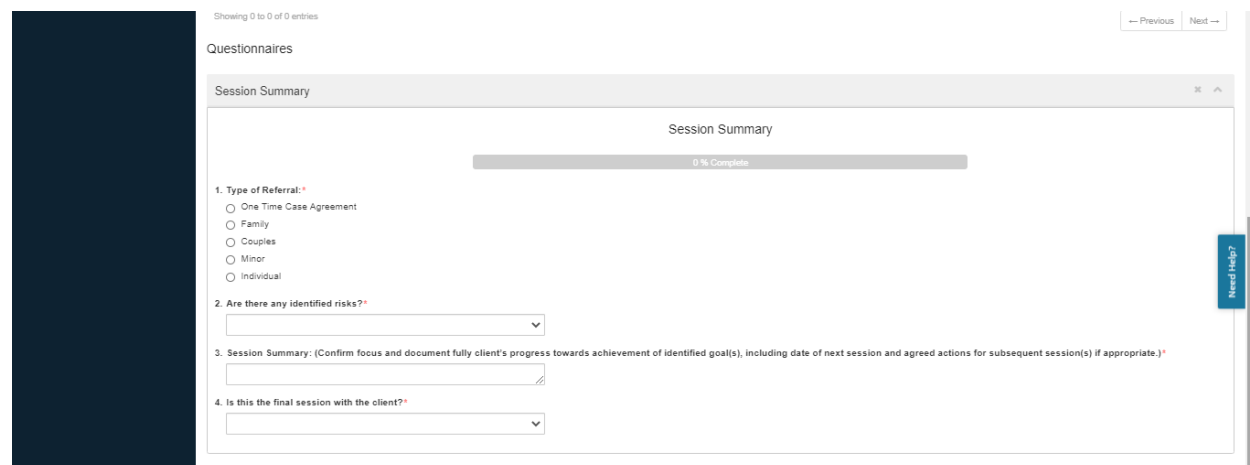
*Please see recent clinical policies as pertain to UCMS use

Status Open	Session Model 5
Urgent <input type="checkbox"/>	Sessions Authorized 5
Phase No current tasks	Sessions Completed 0

After session kindly insert the session in the session tab in case by clicking on New Session tab.



Fill the required fields and also add Questionnaire of Session summary for each session and save the session. Likewise create all the sessions participant has scheduled for a particular case.

After putting all sessions kindly update the Session Completed tab in basic Information page:

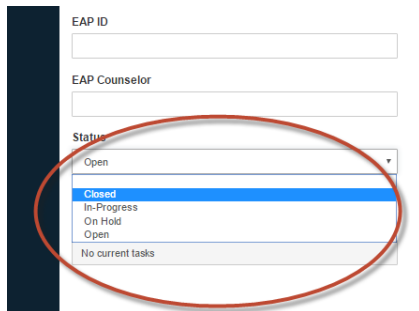
*Please see recent clinical policies as pertain to UCMS use

UCMS Partner Process Document

Status Open	Session Model 5
Urgent <input type="checkbox"/>	Sessions Authorized 5
Phase No current tasks	Sessions Completed 0

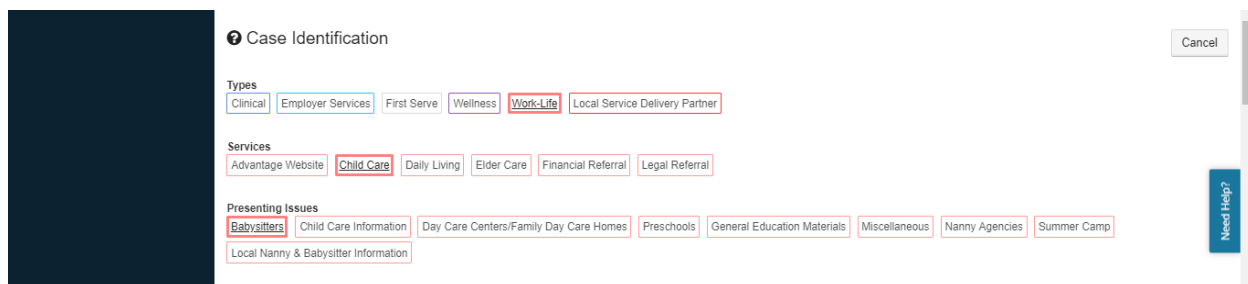
Closing the case:

After completing all the tasks kindly close the case by selecting the Status as Closed.



EAP ID
EAP Counselor
Status
Open
Closed
In-Progress
On Hold
Open
No current tasks

Creating a Worklife Case -



Case Identification

Types
Clinical Employer Services First Serve Wellness **WorkLife** Local Service Delivery Partner

Services
Advantage Website **Child Care** Daily Living Elder Care Financial Referral Legal Referral

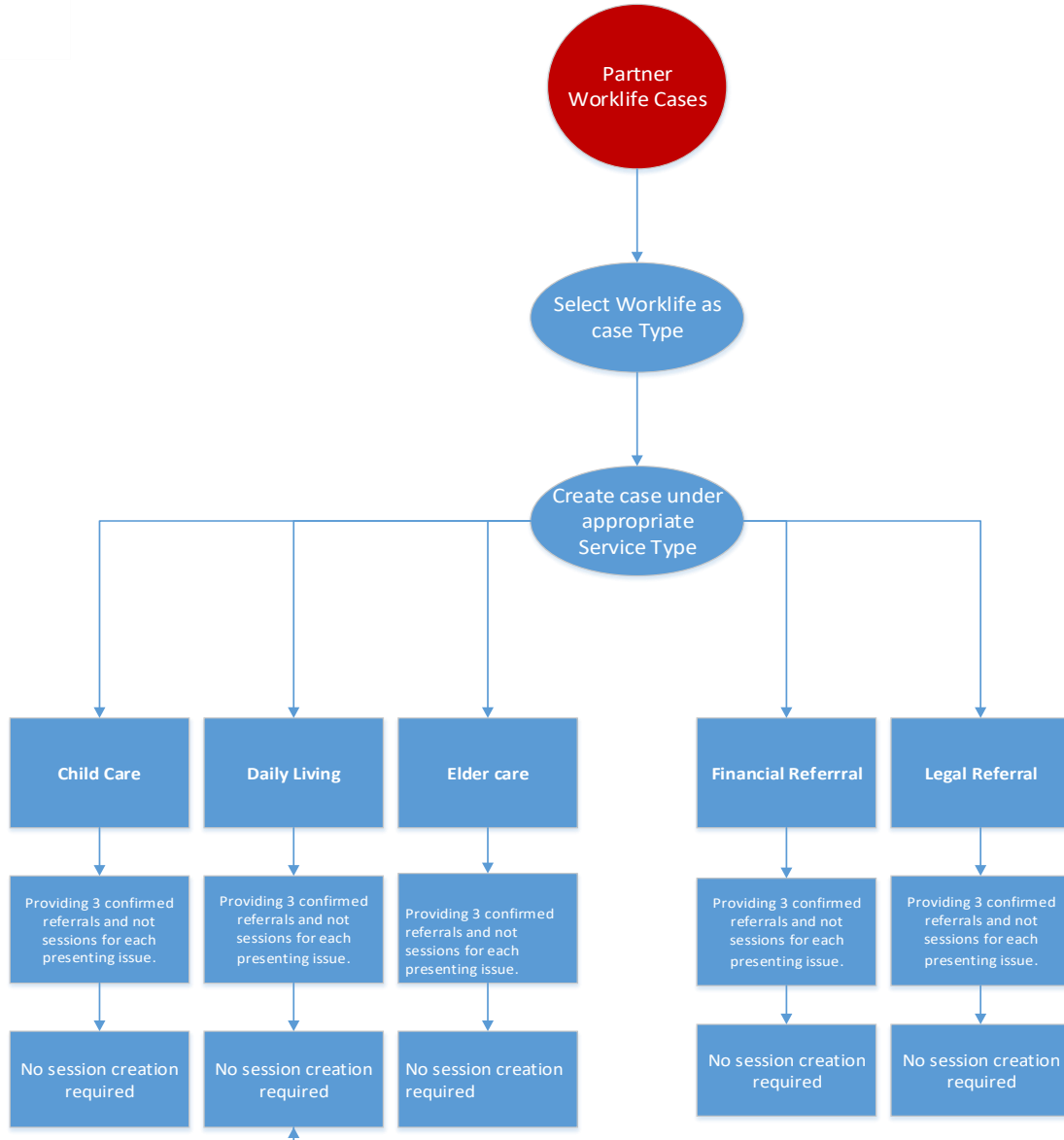
Presenting Issues
Babysitters Child Care Information Day Care Centers/Family Day Care Homes Preschools General Education Materials Miscellaneous Nanny Agencies Summer Camp
Local Nanny & Babysitter Information

Cancel

Need Help?

See below workflow for worklife cases:

*Please see recent clinical policies as pertain to UCMS use



Creating Wellness Intake Cases:

Intake cases needs to be created under Wellness Case Type- Services- Then Presenting Issue should be Benefit Overview.

Case Identification

Types: Clinical | Employer Services | First Serve | **Wellness** | Work-Life | Local Service Delivery Partner

Services: GWO | **Life Coaching**

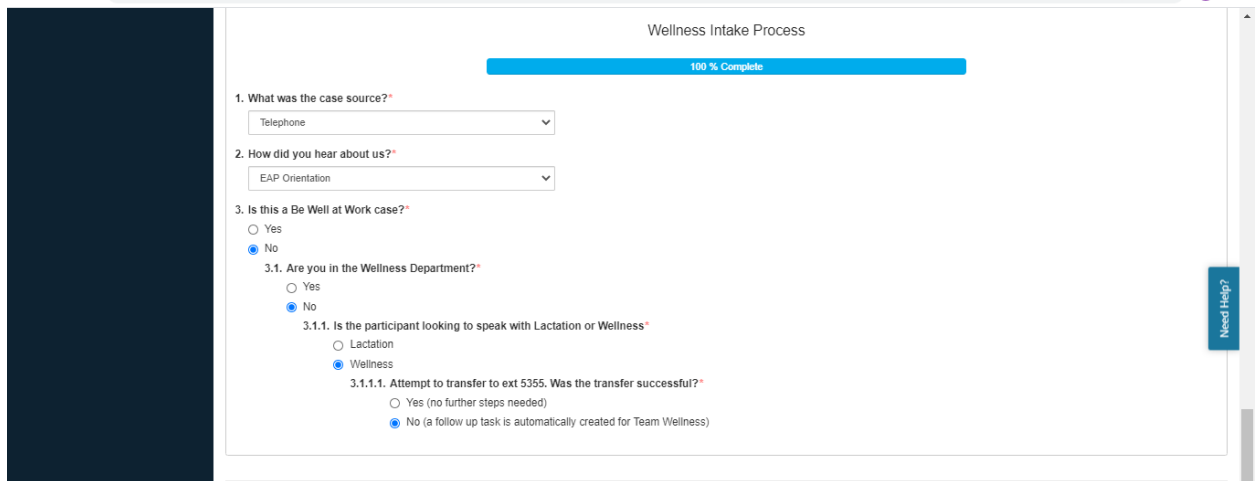
Presenting Issues: **Benefit Overview** | Coaching

Notes

Buttons: Cancel, Need Help?

*Please see recent clinical policies as pertain to UCMS use

It asks whether the person creating the case is in Team Wellness. Partners should say no, and then it's going to ask if they want to speak with wellness or lactation. Selecting Wellness will then prompt to transfer to the Wellness extension, so they need to reply no as well so that the UCMS case flow assigns a follow up task to Team Wellness. It would be important for the partners to create a note on the case with the call back preferences (time, language, etc.) and the reason for request. Kindly do the intake by filling all the below questionnaire to create a follow task for our internal team:



The screenshot shows the 'Wellness Intake Process' form, which is 100% complete. The form contains the following questions and options:

1. What was the case source?*
2. How did you hear about us?*
3. Is this a Be Well at Work case?*
 Yes
 No
 - 3.1. Are you in the Wellness Department?*
 Yes
 No
 - 3.1.1. Is the participant looking to speak with Lactation or Wellness*
 Lactation
 Wellness
 - 3.1.1.1. Attempt to transfer to ext 5355. Was the transfer successful?*
 Yes (no further steps needed)
 No (a follow up task is automatically created for Team Wellness)

Creating a General Assistance Case:

General Assistance is a case type available to all companies that receive Clinical or Work-Life services, and this case type is used for creating a case for a participant who calls for any enquiry and for whom you did not provide any services. If it is Clinical enquiry select General Assistance- Clinical else for Worklife select General Assistance Worklife.



The screenshot shows the case creation form with the following sections:

- Company:** Partner Demo Company
- Participant:** Demo User Test 8
- Types:** Clinical, Employer Services, First Serve, **General Assistance**, Wellness, Work-Life, Local Service Delivery Partner
- Services:** **General Assistance Clinical**, General Assistance Work-life
- Presenting Issues:** Overview, Clinical Triage, Work-Life, Benefit Connect, SMS, Website Intake, Email Initial Contact, iConnectYou, RMS, Consent to Contact, **Clinical Assessment**

*Please see recent clinical policies as pertain to UCMS use

Creating a Message Only Partner Answer Cases:

All cases coming through website, iConnectYou or SMS cases will be created by WPO internal team and assigned to you as Message Only Partner Answer.

Show 25 entries

Actions	#	Participant Name	Case Due Date	Service	Presenting Issue	EAP	Company	Se
	601142	Senorita Juanita		Message Only - Partner Answer	Electronic		Partner Demo Company	
	601111	Test Test		Face to Face Counseling	Emotional Health	ValueOptions-International	Owens Corning-Mexico	

Partner Answer Message Only

100 % Complete

- Company:
WPO
- Why have you contacted the EAP?
Counseling
 - Why are you seeking counseling?
Adjustment/Change
- Where would you like your resoruces located? (Town, City, Country, Post code if applicable)
28412
- Did you have to provide holding support during this call?
No

Kindly open this case and always close the “message taking” case from the WPO team member. After closing the case select the participant and create new case for the participant.

Case creation for Unknown Company

For callers from a company which is not a WPO client, please provide them support under our First Serve policy and create the case under Unknown Company:

Company Search Actions ▾

Company ID: Company Name: EAP Company: Parent Company:

Account Type: Company Status:

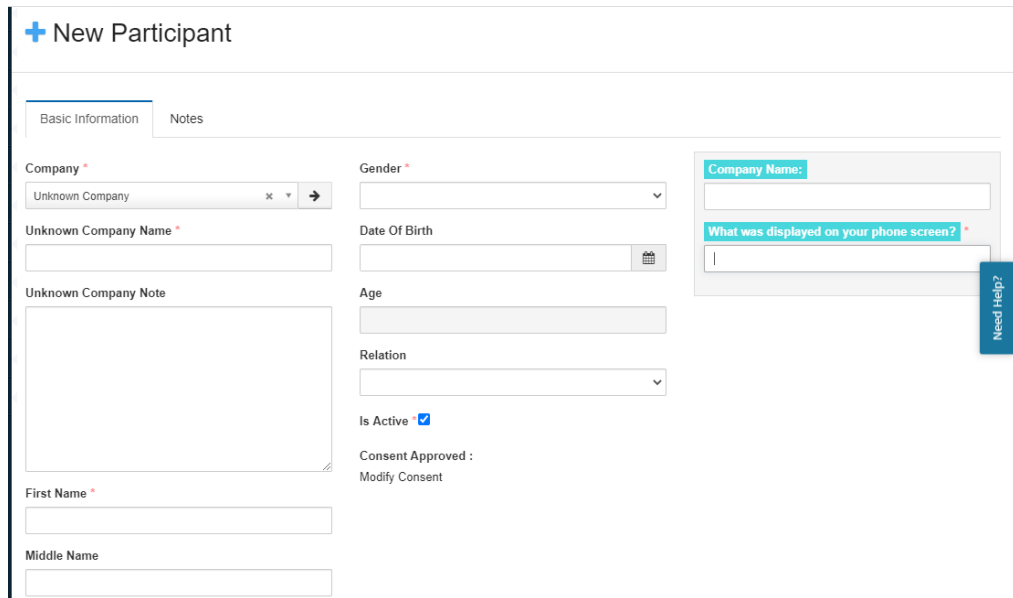
Search Advanced Search Clear

#	Actions	Name	EAP Company	Account Type	Status	Mailing Count
0		Unknown Company		BTB	Active	

*Showing 1 to 1 of 1 entries (filtered from 0 total entries)

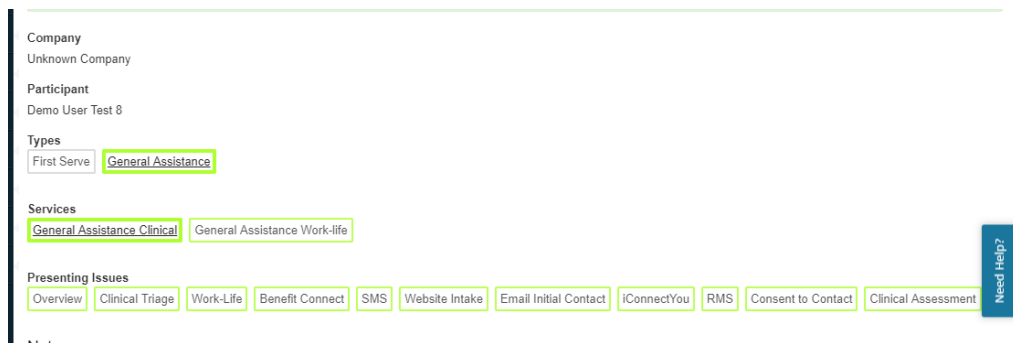
Create the participant by entering the Company Name and participant demographic information:

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After saving the participant details kindly create cases under First Serve or General Assistance.

General Assistance- If it's a General Enquiry about EAP services whether Clinical or Worklife.



First Serve - Participants who are clearly ineligible for the service (for example they have found the number for the EAP on a community website without being a member of that community) can be offered support under First Serve. The following are First Serve Clinical Services: First Call Resolution, Structured Telephone or Video Counselling (up to 3 sessions),

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✔ Participant record has been updated successfully. X

Company
Unknown Company

Participant
Demo User Test 8

Types

Services

Need Help?

- **Creating Transitional Support Cases:**

Case creation will be same as Clinical cases under Local Service Delivery Partner and select Service Type and presenting issue as per the participant.

🔍 Case Identification

Types

Services

Presenting Issues

Then kindly select in Type of Referral **Individual Transitional** for transitional support. See below:

Local Service Delivery Partner

Local Service Delivery Partner - Pt Confirmation

100 % Complete

1. Has the partner confirmed the following with the participant? *

Participant Demographic Information

GDPR - General Data Protection Regulation

Confidentiality/Secure Information Storage

N/A - Not a partner

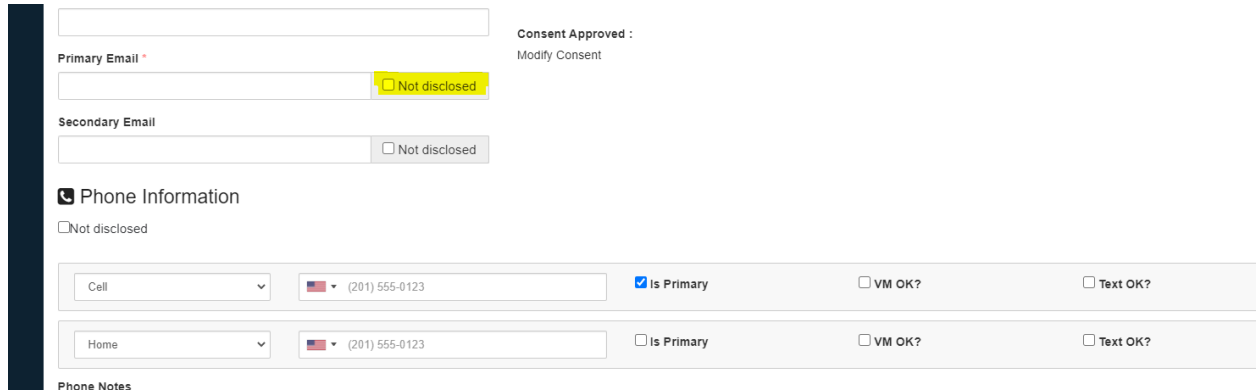
2. Type of Referral: *

▼

- Individual
- Couples
- Family
- Minor
- Individual Transitional

*Please see recent clinical policies as pertain to UCMS use

- Creating participants without Email address and Phone Number:**
 When participants don't provide the email address or phone number kindly select Non Disclosed shown below:

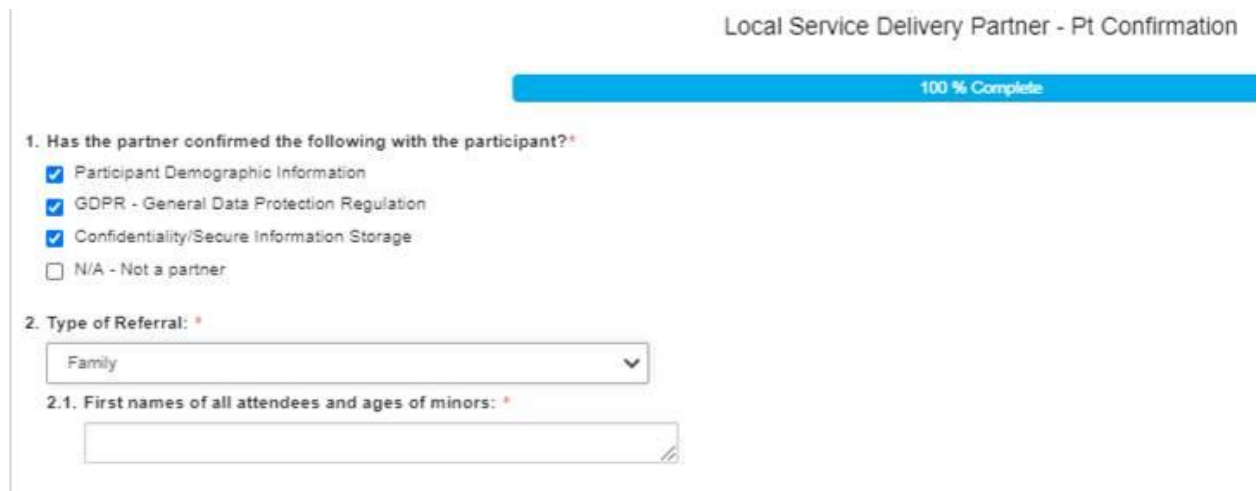


The screenshot shows a form with the following fields and options:

- Primary Email:** A text input field with a yellow "Not disclosed" button next to it.
- Secondary Email:** A text input field with a grey "Not disclosed" button next to it.
- Phone Information:** A section header with a "Not disclosed" checkbox below it.
- Cell:** A dropdown menu set to "Cell", a country dropdown set to "US", a phone number input field containing "(201) 555-0123", and checkboxes for "Is Primary" (checked), "VM OK?", and "Text OK?".
- Home:** A dropdown menu set to "Home", a country dropdown set to "US", a phone number input field containing "(201) 555-0123", and checkboxes for "Is Primary", "VM OK?", and "Text OK?".
- Phone Notes:** A text area at the bottom.

Consent Approved: Modify Consent

- Creating cases for Couples Counselling and Family Counselling:**
 Case creation will be same as Clinical cases under Local Service Delivery Partner and select Service Type and presenting issue as per the participant. Then in Pt. Confirmation select family or Couple shown below:



The screenshot shows a form titled "Local Service Delivery Partner - Pt Confirmation" with a progress bar indicating "100 % Complete".

1. Has the partner confirmed the following with the participant?*

- Participant Demographic Information
- GDPR - General Data Protection Regulation
- Confidentiality/Secure Information Storage
- N/A - Not a partner

2. Type of Referral: *

Family

2.1. First names of all attendees and ages of minors: *

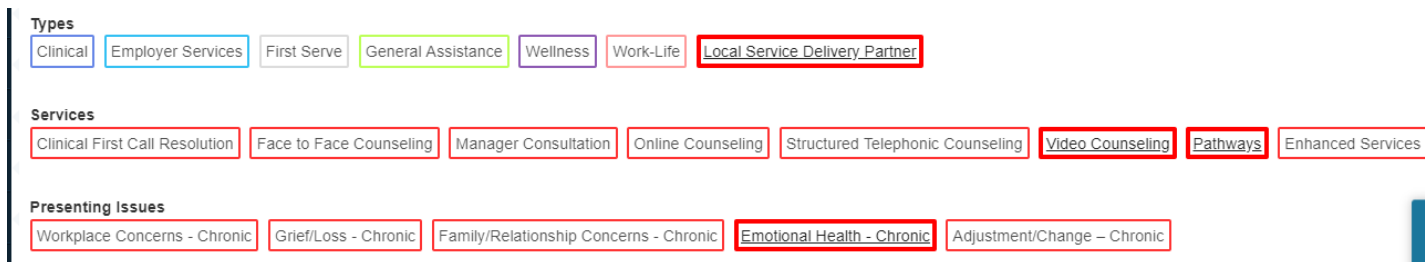
[Empty text input field]

Creating PATHWAYS cases in UCMS:

If you anticipate upfront this client will need an open term support approach, please do create the case as a Local Service delivery partner - Pathways case from the start, instead of creating a regular short-term support and then transition to pathways at the end of the sessions. That would allow upfront for the goal determined to be a realistic long term support one.

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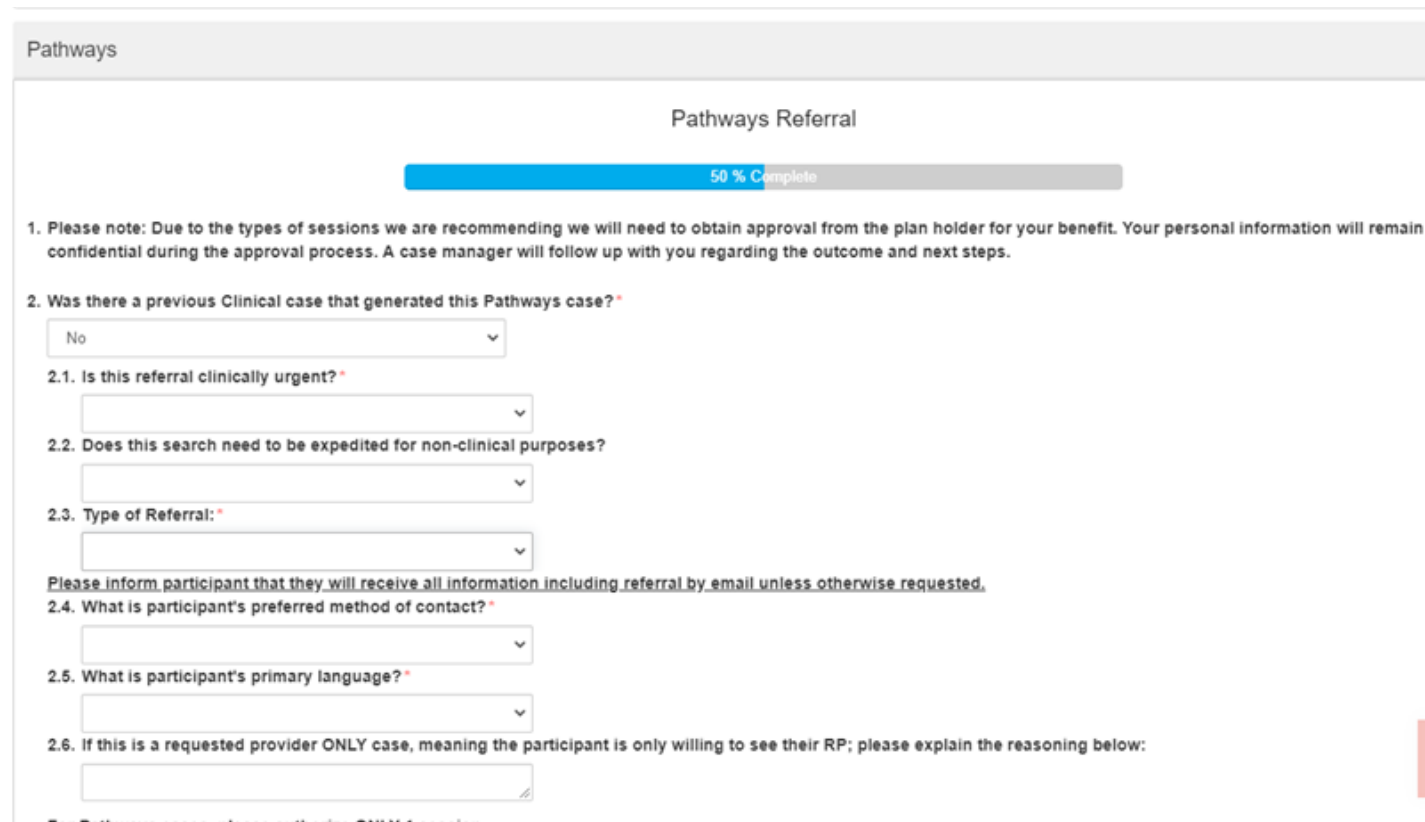
The Pathways case and questionnaire is a bit different than the regular cases, it requires more information. Please see an example of what you will need to select:



The screenshot shows the UCMS interface with the following selections:

- Types:** Local Service Delivery Partner (highlighted in red)
- Services:** Video Counseling, Pathways (both highlighted in red)
- Presenting Issues:** Emotional Health - Chronic (highlighted in red)

If you are creating a Pathways case from start, meaning the client did not had a previous short-term case, you will be selecting "No" to the question "2. Was there a previous Clinical case that generated this Pathways case?" and that will make additional questions to popup.



The screenshot shows the "Pathways Referral" questionnaire with a 50% completion bar. The questions and their current states are:

1. Please note: Due to the types of sessions we are recommending we will need to obtain approval from the plan holder for your benefit. Your personal information will remain confidential during the approval process. A case manager will follow up with you regarding the outcome and next steps.
2. Was there a previous Clinical case that generated this Pathways case? *
No (selected in a dropdown menu)
- 2.1. Is this referral clinically urgent? *
(Empty dropdown menu)
- 2.2. Does this search need to be expedited for non-clinical purposes?
(Empty dropdown menu)
- 2.3. Type of Referral: *
(Empty dropdown menu)

Please inform participant that they will receive all information including referral by email unless otherwise requested.

- 2.4. What is participant's preferred method of contact? *
(Empty dropdown menu)
- 2.5. What is participant's primary language? *
(Empty dropdown menu)
- 2.6. If this is a requested provider ONLY case, meaning the participant is only willing to see their RP; please explain the reasoning below:
(Empty text area)

I do want to bring your attention to the fact the questionnaire mentioning that you should only be authorizing 1 session in such cases. This happens because as soon as you create a case we will be receiving a notification to review your clinical rationale and also to connect with the Account manager and have their approval to proceed with the Pathways case. This is a way to ensure correct expectations are set with the client, and that we don't tell them that they will be having open term support without having the confirmation from the AM that the case was indeed approved.

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For Pathways cases, please authorize ONLY 1 session.

2.7. Initial Sessions Authorized: *

2.8. Was this case resubmitted? (Only answer while editing the resubmitted case)

New Provider Request:

2.9. Has it been more than 30 days since the clinical assessment has been completed?

2.10. Is a new Provider Search needed? (Select No if creating the case for the first time)

Clinically we will also be reviewing the progress of the Pathways case every 6 months, to have an idea of how it's going, how many sessions occurred so far and if additional support might be needed.

Just a heads up regarding a second scenario, that would be a case where someone had a short-term case, with an established short-term goal, and something occurred during that process that made the client need long-term support. By the time you reach the end of the session model, you can still create a Pathways case and that case will be connected to the short-term one. See below:

Pathways

Pathways Referral

50 % Complete

1. Please note: Due to the types of sessions we are recommending we will need to obtain approval from the plan holder for your benefit. Your personal information will remain confidential during the approval process. A case manager will follow up with you regarding the outcome and next steps.

2. Was there a previous Clinical case that generated this Pathways case? *

Yes

2.1. Previous case ID: *

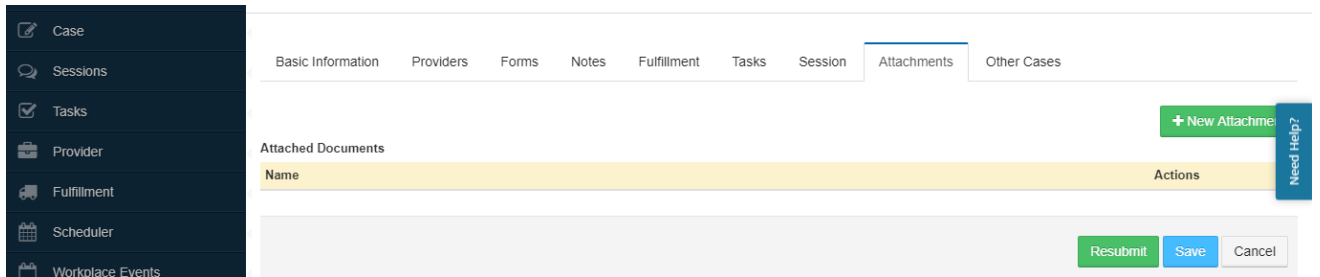
2.2. Has provider accepted that they will continue with participant? *

Need Help?

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- **Adding attachments to cases:**

To add any attachment to a case kindly click on Attachment tab and then click on +New Attachment button to add shown below:



Attached Documents	
Name	Actions

*Please see recent clinical policies as pertain to UCMS use