Healthcare Electronic Notification System (HENS)

HENS allows Ohio hospitals and nursing facilities to obtain hospital discharge exemptions and PAS determinations. HENS also allows nursing facilities to complete Resident Reviews. User guides and computer based training for HENS is available by pressing the "Help" button on the HENS website. To report any issues with the system, users may contact the Ohio Department of Aging helpdesk at ODA_ISD_HelpDesk@age.ohio.gov.

Effective 9/29/13, individuals who are being discharged from a psychiatric hospital or from the psychiatric unit in a hospital to a nursing facility are no longer exempt from pre-admission screening. You may not use a Hospital Exemption Notification for these individuals. Please complete and submit the PAS-ID screen, form 3622 using HENS.

Important Notice: **Effective 12-30-2019 all PASRR reviews need to be submitted via HENS in order to be valid. Only a few, state approved exceptions requiring prior permission from Council on Aging are allowed.**

What is HENS?
HENS stands for Healthcare Electronic Notification System. It is a web-based system for submitting hospital discharge exemptions and PASRR requests electronically. The system became available 11/1/11.

How does a new nursing facility, hospital or hospice company access HENS?
If a new business needs to be able to use HENS, Council on Aging will need to coordinate adding the institution to the HENS system. Contact us at 513-345-8639.

How do individual users get access to HENS where they work? Each hospital and NF and sometimes hospice company in the region is assigned a "HENS administrator" from the staff on-site. It is her or his responsibility to add or remove staff at their site to provide user rights to the HENS system; users only have access to the system that is designated to their hospital or NF. Once a person is added as a user, the HENS system sends 2 e-mails: one contains the User Name, the second contains the Password. If a person works at more than one institution, they need to have a unique User Name and Password for each location. Staff should avoid using the User Name and Password of a co-worker.

How does a facility change the HENS administrator? The current HENS Administrator at each hospital, nursing facility, or hospice company can give another staff member HENS administrative rights. It is recommended that more than one person at each institution is assigned administrative rights to allow for vacations and staff changes. Please notify COA at

513-345-8622 if there is a change in the HENS administrator so that we can update our e-mail list for important notifications.

Who is allowed to complete a Level 1 PAS in HENS?

According to the Ohio Department of Medicaid, only those professionals listed in Ohio Administrative Code 5160-3-15.1 may complete a Level I PAS in HENS.

This includes: (1) the Ohio Department of Medicaid (ODM) or its designee, the Ohio Department of Mental Health and Addiction Services (OhioMHAS) or its designee, the Ohio Department of Developmental Disabilities (DODD) or its designee, social worker, professional counselor, hospital discharge planners or one of the professionals:

(i) Medical doctor or doctor of osteopathic medicine;

(ii) Registered nurse (RN);

(iii) Master of science of nursing;

(iv) Clinical nurse specialist;

(v) Certified nurse practitioner;

(vi) Licensed social worker, under supervision of a licensed independent social worker (LISW);

(vii) Licensed independent social worker;

(viii) Professional counselor, under supervision of a licensed professional clinical counselor (PCC);

(ix) Professional clinical counselor;

(x) Psychologist;

(xi) Qualified mental health professional as defined in rule 5122-21-03 of the Ohio Administrative Code; or

(xii) Qualified intellectual disability professional; or

(xiii) Service and support administrator as defined in section 5126.15 of the Ohio Revised Code.

What are the benefits of using HENS?
HENS allows a submitted notification to be "sent" electronically to both the receiving NF and the PAA (COA) automatically. The NF can choose to print out the notification at that time or convert it into a text document that can be saved electronically. The notification is automatically downloaded into the PIMS computer system, which is used for PAS, LOC and

PASSPORT in the state of Ohio. The hospital no longer needs to rely on facsimile technology, which is more time intensive and prone to error for the hospital and receiving NF. Further, the notification is available on-line.

HENS also ensures that required fields are completed by the submitter. The HENS system will not "allow" a notification to be saved into the system unless the major questions are answered and the MD/DO`s signature is certified as being on file at the hospital. Incomplete fields in specific areas invalidate a Hospital Exemption, so HENS provides a safety net for the NF that accepts the individual by providing a valid temporary exemption to the PASRR process.

HENS hospital exemptions that show indications of Serious Mental Illness or Mental Retardation/Developmental Disabilities are automatically forwarded by the system to Ohio Mental Health and Addiction Services and Ohio Department of Developmental Disabilities, respectively. This does not cause a delay to discharge plans. With paper Hospital Exemptions, the PAA had to fax hospital exemptions with SMI and/or MRDD to the state entities for demographic purposes only; HENS saves the PAA`s resources by doing this automatically, if the SMI or MRDD questions are answered "yes."

Additional HENS information
For more information on using HENS, refer to the written user guides available for hospital and NF users at the HENS website: www.hens.age.ohio.gov. Log on to HENS Click on HELP on the menu bar. Select a user guide or computer based training. To report any issues with the HENS system, users may contact the Ohio Department of Aging at ODA_ISD_HelpDesk@age.ohio.gov.