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CONTACT TRACING PROGRAM FAQS

MO ACTS

Missouri DHSS Department of Health and Senior Services

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Missouri's Advanced Contact Tracing System

Index

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Contact Tracing Program FAQs

MO ACTS Overview

1. **What is MO ACTS?**
   In order to protect Missourians and quickly reduce the spread of COVID-19 in our communities, DHSS is introducing a new, state-wide contact tracing system, **Missouri Advanced Contact Tracing System (MO ACTS)**.
2. **What is the timeline for implementation?**
   The first cohort of contact tracers went live in early August, with additional groups continuing to be onboarded.

MO ACTS Platform

3. **Do I need to download any software on my computer for the MO ACTS platform?**
   No, the MO ACTS platform is entirely accessible via the Internet. We recommend a strong internet connection and use of the Google Chrome internet browser (Firefox is an alternative browser option).
4. **Is MO ACTS an iPhone friendly platform?**
   Technically you can use MO ACTS on an iPad or iPhone, however the system won't have its full functionality. You will have the best experience if you use MO ACTS on a laptop or desktop device using a google chrome web browser.
5. **Does the program have any built-in solution for a contact that does not speak English?**
   The MO ACTS platform does have solutions to support multi-lingual interactions that can be added in future releases. Currently, the State's translation service (Language Link) is available through the Amazon Connect softphone (via Quick connects) if translation support is needed.
6. **Will LPHAs be able to upload their own call scripts or will these be state-wide?**
   The call script in MO ACTS is a guided flow that can be leveraged by all users. The conversations you have with contacts should be treated as a genuine human interaction. We can explore unique scripts in future releases of the system.
7. **During the contact script portion, can I use the left side of the screen to navigate instead of previous and next buttons?**
   For the moment, that functionality is not available in MO ACTS.
8. **Is there a way the system can automate assigning new contacts?**
   The platform currently uses a pull approach where the contact tracer selects who they will be contacting (e.g., based on date or geographic area). In certain cases where a contact is a member of a household or shares the same address with another contact, the guided script will automatically assign the case to you if you proceed with contact tracing for that contact. If the contact case's owner is an LPHA or Admin queue, you will automatically be assigned ownership of the case if you are not already the

household/same address contacts case owner. If another contact tracer is already the owner, you will receive a flow error and will not be able to complete contact tracing for this contact until you claim ownership of the case.

Contact Tracers are also able to change case ownership in bulk from a queue by selecting the checkbox to the left of the case record number and then clicking the change owner button. To learn more about this feature, visit the Go Live Action Guide on the MO ACTS intranet site.

9. **Once I accept a Contact to a COVID-19 Case, can my colleagues still view it?**
   Yes. Depending on its current status, that case owned by you can be displayed on list views such as: All Open Contacts in my Jurisdiction, Contacts Awaiting Outreach, Contact Outreach Underway, Contacts Monitoring & Support and Contacts Closed. These list views are available to other MO ACTS users.

10. **What about contacts from another jurisdiction case that are in our jurisdictions? Will we see those as well?**
    MO ACTS will display jurisdiction-specific cases. You will only be able to see cases in your jurisdiction or partnering jurisdictions for which a data sharing agreement is in place. If you re-assign a case to another jurisdiction you will no longer be able to see it in your jurisdictions queue.

11. **If a contact calls back after receiving a voicemail, will the caller get routed to me?**
    Yes, inbound call routing is a now included in MO ACTS as of 09/11/20 and the caller will be routed based on contact tracer availability. The contact will be routed to the contract tracer assigned to their case, and if they are unavailable, then the contact will be able to leave a voicemail that will be appended to the case. A missed call task will be created automatically and the contact tracer will see a missed call notification on the notification bell.

12. **What is supposed to show up on their caller ID when we call?**
    We are in the process of changing the caller ID and we plan to add the new outbound toll-free number to the MO DHSS website so it's clear that the phone number is public and valid.

13. **Can the case be re-assigned to a jurisdiction and not a person?**
    Yes, you would look for the specific jurisdiction's queue when clicking change owner – or the Administration queue if the county / jurisdiction is not clear.

14. **Can I assign a Contact to a COVID-19 Case to more than one person or my entire team?**
    If you want to assign it to your whole team, leave the contact to a COVID-19 case in the queue. Otherwise, you can only assign it to one person at a time.

15. **Can Contacts to a COVID-19 Case be directly assigned to Contact Tracers by case supervisors? Is there automated assigning to Contact Tracers?**
    A supervisor can change the owner of a specific contact to a COVID-19 case to assign it to a specific individual, however automated assignment is not currently available.

16. **In our LPHA, at the end of the call we ask if they have questions, is there a place for a FAQ document to be loaded?**
    Not right now, but we will explore this functionality for future system releases.

17. **Can we email the text from the guided script from the system to the Outreach case directly from the MO ACTS platform?**
    While email is currently enabled, we do not have specific text that is pre-populated, since each jurisdiction may have varying guidance for their citizens.

18. **When there are multiple phone numbers listed, is there a way to identify which number(s) were called &/or which one a voicemail was left on?**
    There is not currently a method for indicating which numbers were called, we will explore this functionality for future system releases. Best practice is to attempt calling all numbers listed for a contact.

19. **There are two phone numbers associated with a contact but only one pulls over for the verification screen. Can both phone numbers be pulled over?** This is new functionality and has already been requested.

20. **Is there a way to associate household members or create a family unit?**
    Households are established in EpiTrax and the data flows over to MO ACTS using the Case CMR number to link together contacts within a household. Relationship to a case in EpiTrax will display as Contact Type in MO ACTS. A contact tracer can see if the contact is a household member (e.g. resides in the same living space and shares a Case CMR) under the contact details within a case record.

    Additionally, MO ACTS will suggest contacts awaiting outreach at the end of the guided script who share the same address (these contacts do not share the same EpiTrax Case CMR). Contact tracers can complete contact tracing for both household members as well as contacts at the same address.

21. **Can the inactivity timeout timeframe be extended?**
    Currently this is set to 30 mins based on security recommendations and approval from the Missouri Security Team. We can explore extending the duration with security approval.

22. **Can documenting symptoms for Contact to COVID-19 cases be more user friendly, i.e. by defaulting certain values to quickly gather case details?**
    Yes, this has been updated in MO ACTS as of 9/11/20 and picklists throughout the case monitoring process have new user-friendly features such as defaulting all symptoms to no, defaulting values to the previously saved value, or, if there is no value the field will display "None."

23. **Is there a way to save a partially filled out script?**
    Yes, if you back out of the guided script partway through the interview the data you have entered will be saved.

24. **When I'm navigating a dropdown menu with the arrow keys, is there a quicker way than pressing space, then tab to select the item that is highlighted and proceed to the next item?**
    Right now, that is the quickest way of selecting items with the keyboard. This functionality can be explored for future releases.
25. **Is there any field validation (e.g., you can't change a status without a specific field being filled out)?**
    Any required fields are marked with a red asterisk – you will not be able to move the status forward until these required fields are filled in.
26. **Can you go backwards with Statuses if you advance them by mistake?**
    Yes. This is possible. On the Details section of the Case, navigate to the Status field and click on the pencil icon to edit it. Change the status to the appropriate one from the drop down and click save. If the current status is "Closed", first you should change the "Closed Reason" field to "None" to proceed with the status change.
27. **When viewing Contacts in Monitoring and Support or Closed statuses, is there a quick way to see the name (e.g. if I hover over a case number)?**
    Yes, all List Views now display the Contact Name and associated Phone Numbers within the record (Mobile, Home, Work, and Other).
28. **Is there a button that can be checked that states that the Contact to a COVID-19 Case prefers text messages?**
    This functionality can be explored for future releases. While users cannot trigger a text message from MO ACTS at this time, automated monitoring via text message is available.
29. **Can you add who the provider is?**
    There is a field "Does Contact have a Provider" under the Referral section for you to indicate if the Contact to a COVID-19 case has a provider. There is a new field for Provider Name that will pre-populate in the guided script flow if there is a value present in the Case Detail Page.
30. **Can I enter a free text note?**
    Yes, under Case Comments you can add and log free text comments to cases.
31. **If Contact Tracers lock themselves out of MO ACTS, how can they reset their password?**
    Users can contact the MO ACTS Helpdesk with questions 8:00 am – 8:00 pm, Monday - Friday: Telephone: (573) 526-9533, Email: MOACTS@health.mo.gov
32. **Will calls be recorded for quality and/or recordkeeping purposes?**
    During calls Contact Tracers will be handling sensitive personal information, for this reason we will not be recording calls, even for quality control purposes, so not to be in conflict with HIPAA, State, or Local laws.
33. **Is there a supervisor function so you can see your teams current real time statistics and adherence to a schedule?**
    MO ACTS includes Amazon Connect Reports with useful data and analytics on inbound and outbound call handling by contact tracers that may be of interest to a supervisor. These Amazon Connect reports include average handle time, answer rate, number of

transferred calls and so on. For more detail on this please reference the supervisor guide on the MO ACTS intranet site.

34. **What is the Other Name / Contact number to be used for?**
This can be used for someone else who can speak on the contact's behalf - such as a legal guardian in the case of a minor or someone with a disability.

35. **In the Task Information section, can you type in the time instead of using the drop down?**
Yes, you can type in both the date and time information. However, you should respect the following format: MM/DD/YYYY (for the date field) and HH:MM(space)AM or PM (for the time field). For example: "08/18/2020" and "10:35 PM". Otherwise, an error message will pop up and you will be asked to correct those fields.

36. **Can I see who the contact was exposed to (who the positive case is) in the system, so that the same person can grab all outreaches connected to the same positive case?**
Right now it is linked through the EpiTrax ID. We will explore this functionality for a future release.

37. **Could you consider adding a 'Positive Case' flag if the person tested positive as a result of the contact tracing outreach?**
Functionality to flag a positive case and have that information flow back to EpiTrax for Case investigation is being explored for a future system release.

38. **What if I get a Contact to a COVID-19 case in my queue that belongs to another jurisdiction? Should I close it?**
Instead of closing the case, you should use the 'Change Owner' button in the case record to re-assign the Contact to the other **jurisdiction**. You are also able to change the county using a dropdown within the guided script to trigger the Contact to be reassigned to the selected county's queue. If you want to change the county but NOT the jurisdiction select the Do Not Change Jurisdiction checkbox. If you do not use this checkbox, the jurisdiction will change and therefore: permissions for this case will change as well, preventing you from accessing this record after saving. The case will also disappear from the current queue once it is closed (e.g. once the call ends) and if the jurisdiction that the case is assigned to does not have any users in the MO ACTS platform, the case will be directed to the Administration queue.

39. **What if I'm on the phone with a Contact to a COVID-19 Case and learn that they aren't in my jurisdiction?**
If you learn that the Contact to a COVID-19 case is outside of your jurisdiction, you should change the county and end the call, explaining that a contact tracer from the contact's jurisdiction or surge support will reach out from their respective jurisdiction. If the you are a part of DHSS/surge support, you may be serving multiple jurisdictions and would not need to end the call. However, if you're only supporting a particular region and the Contact to a COVID-19 case is outside of their purview, then you should end the call.

40. **What should I do with contacts that are determined to live in another jurisdiction during the interview? How do we forward them to jurisdictions that may not be using MO ACTS (e.g. Out of State cases)?**
If the contact to a COVID-19 case is located in another jurisdiction, you can re-assign their case to another jurisdiction by using the Change Owner feature and searching from the Queues option (vs. people). As of 8/21/20, with the newest system release you can assign the jurisdiction by changing the county from within the contact tracing guided call script. The case will disappear from the current queue once the user closes the call

script. If the jurisdiction that the case is assigned to does not have any users in the MO ACTS platform, the case will be directed to the Admin queue.

41. **Can we manually enter a contact in MO ACTS that maybe aren't in the system? What about the people who aren't using MO ACTS?**
    No manual entry is required to get outreach information to the Contact Tracers, all information comes from the EpiTrax system. If you notice missing cases, duplicate cases, or other errors please contact the Help Desk at 573-526-9533.

42. **What email address will be used for the email that is sent to the Contact to a COVID-19 Case?**
    When you send an email through MO ACTS, the email address connected to your account will be automatically populated in to "To" line. Any responses back from the contact will come back to that email address.

Training

43. **What does the training journey look like?**
    Everyone is encouraged to complete the Johns Hopkins University Contact Tracing training as a base level of understanding. From there, you will have additional training depending on your role. For example, Contact Tracers will receive training specific to the MO ACTS program including virtual live training sessions, web-based videos and support guides.

44. **How long will training take?**
    The Johns Hopkins University training is available on Coursera and takes approximately 5 - 6 hours to complete. MO ACTS System training is planned for approximately 2-4 hours depending on if the user attends virtual training and practice sessions or if they choose to take a self-paced learning journey.

Phone Access

45. **Do I need to download any specific phone software to do contact tracing?**
    No – the MO ACTS program will have a computer-based phone built into it via Amazon Connect. No additional software is required.

46. **I currently have a softphone but no headset. How do I get a headset?**
    If you are without a softphone or headset, please reach out to MOACTS@health.mo.gov and we will assist in procuring these items for you.

47. **Can I use our keypad to dial a phone number in addition to clicking the numbers with the mouse?**
    Yes, you can use the keypad to enter the phone number.

48. **If I'm using a personal laptop do I need to be logged into the Missouri VPN?**
    No, it is not required to log into the Missouri VPN to access MO ACTS, though being logged into the VPN should not derogate the user experience.

Contact Tracing Process

49. **Where does Contact Tracing fit into our daily work? How will this fit into our regular day?**
    Contact tracing is key to controlling the spread of COVID-19. As the need evolves, we will deploy people for surge support. There are many special projects in flight to manage COVID-19 right now, but our expectation is that the completion of these projects will reduce manual processes, free up more time and reduce the need for data processing. Your supervisor will provide direction if your goals are in conflict.

50. **How many cases will I be responsible for?**
    This will depend on many things including but not limited to the way your LPHA is managing contact tracing cases, who is assigned to what role in the process and the current COVID-19 infection rate in your area.

51. **How do we prove we are from DHSS over the phone?**
    We are working on updating the caller ID to more clearly identify that this is a call from public health. The toll-free number is being added to the MO DHSS website so that individuals can go to the website to confirm that the phone number is public and valid.

52. **Do we tell the Contact to a COVID-19 Case who named them as a contact?**
    The recommendation is NOT to name the case that identified the contact. Please refer to your jurisdictional guidelines.

53. **What if the contact begins to experience acute symptoms?**
    If the contact ever has an urgent medical need, request that they hang up the call and dial 911 immediately.

54. **Will I need to work in the field?**
    Contact tracers handle private, sensitive data – so an environment with privacy is key. There is no specific requirement that contact tracers work in an office or in the field to perform this work, so whatever physical work arrangement you and your supervisor have agreed upon will work for this role. More advanced contact or cases may require field visits – and we will leverage experienced professionals to do that.

55. **As surge support, will I be making calls across the entire state of Missouri?**
    Ideally, a Contact Tracer would be assigned to a specific jurisdiction to provide consistency, but we may need to deviate from this model depending on where surge support is needed. We are compiling a resource providing the most up to date policies for each jurisdiction.

56. **If someone doesn't answer, do we leave a voicemail, and do we have scripting for the voicemail? Who do we say that we are with?**
    Use your local LPHA guideline / script to avoid sharing any private health information and properly identify yourself as a member of public health. Contact tracers also have the option to leave a pre-recorded voicemail in either English or Spanish for the Contact to COVID-19 case by using the “EnglishVM” or “SpanishVM” buttons on the Amazon Connect phone within MO ACTS.

    The complete voicemail message is as follows: Hello, I am calling from Department of Health for State of Missouri working with the Contact Tracing Collaborative. We are following up with you and will call you back soon. You are also welcome to call us back on +1 (573) 751-1656.

57. For underlying conditions, do we need to read off the whole list to the person? They may not know what is meant by underlying condition.
Yes, you can begin by reading off the conditions in the box if the person on the other end is not sure what is meant by underlying conditions or what might be included.

58. At our LPHA we do not follow-up on day 14 for contacts. Is it okay that we leave all contacts open?
Keeping contact cases open will make your queue larger and may make it more challenging to identify cases that do need follow up. However, you are welcome to employ jurisdictional guidance for how to handle follow-ups.

59. Should all numbers be tried before moving on? Can two or more numbers be called, and their outcomes be documented?
Yes, calling all available numbers is a best practice.

60. Is there a data dictionary for the MO ACTS program?
As of 12/1/20, there is now a Data Dictionary for both EpiTrax and MO ACTS that can be found on each of the systems intranet sites (MO ACTS, EpiTrax). It provides a functional view of the fields and required data elements for the COVID-19 technology response for tracking, case investigation, and contact tracing so that users are aware of the minimally required datasets when working cases in the systems.

61. What should I do if a Contact to a COVID-19 Case does not have someone who can deliver supplies (e.g. food)?
At the bottom of the Home Assessment section, check the **Referred to Resource Coordinator** box and select the appropriate option (e.g., **Food**) in the **Referred to Resource Coordinator Reason** field. If more than one reason needs to be selected, hold control and then select the appropriate reasons. A resource coordinator can be assigned to the contact's case to begin follow-up and use the All Open Resource Coordination List View to view all of the contacts that require resource coordination. Additionally, if you are a resource coordinator that has contact cases assigned to yourself, you can use the My Resource Coordination list view to view those cases.

Resource Coordination will be determined by each LPHA. Please defer to local leadership for how to best facilitate resource coordination.

62. Is there a number for Contacts to a COVID-19 Case to call if they have questions?
If a contact to a COVID-19 case has questions or needs to be in touch, we recommend reaching out to the 24-hour DHSS COVID-19 hotline, at 877-435-8411. If a contact has a missed call and a voicemail from a contact tracer, they may also call that number back and be routed to the next available agent.

63. How often should the case be contacted for monitoring?
The frequency for monitoring contacts will depend on each LPHA policies (e.g. every day, every three days, etc.). Encourage contacts to remain opted in to receiving automated SMS monitoring messages, to help streamline the monitoring process and decrease the amount of calls needed.

64. Is there a script for monitoring calls?
There is not a script for monitoring outreach calls. If you will be placing monitoring calls manually (e.g. the contact is not receiving automated monitor messages) the contact tracer should create a Monitoring Record and use the monitoring details while speaking with the contact (e.g. symptoms tracking and any testing updates).

65. **What if the person doesn't want to speak with you and verify their information? What do we do if someone refuses to take the call or is hostile?**
Do your best to highlight the important impact that contact tracing can have to help keep their family and others safe. Collect what information you can from the contact reiterating the confidentiality of the information they provide during the contact tracing process is. If the contact refuses to speak with you, document this in MO ACTS by closing the case, using Declined as the Closed Reason, and move on to the next Contact to COVID-19 case. If someone is hostile, we recommended escalating the situation to your supervisor

66. **Will the contact tracers finish the process of monitoring?**
This will depend on your LPHA's guidelines.

Reporting

67. **Is there reporting functionality built into the system. Can Excel reports be run to track productivity?**
MO ACTS has reporting functionality available to contact tracers. Any MO ACTS user is able to review reports. As of 10/02/10, all users now have the ability to export reports as well.

68. **How do I access the pre-built MO ACTS reports?**
Navigate to the Reports tab, click All Folders, and click on the Contact Tracing reports folder. For additional guidance reference the supervisor guide on the MO ACTS intranet site.

69. **Can dashboards be embedded in local health departments web pages and will they be specific to the local area?**
We will need to follow current administrative processes for approving the release of these dashboards and can further explore this once we have the reports.

70. **Will we be able to make specific reports for our LPHA?**
All MO ACTS users can create their own reports, for information on this please reference the supervisor guide on the MO ACTS intranet site.

Integration with EpiTrax

71. **Who initially enters the case and contact information into the system?**
The information will flow automatically from EpiTrax to MO ACTS, so no manual entry is required to get outreach information to the Contact Tracers. Information is entered into EpiTrax via varying sources, including Case Investigators and lab results. Remember, EpiTrax is meant to be used for case investigation while MO ACTS is used for contact tracing.

72. **Will data be migrated over from Websurv/EpiTrax?**
Yes, MO ACTS will receive data from EpiTrax to ensure data consistency and eliminate duplicate records and outreaches. All Websurv data should now be in EpiTrax. If you

notice missing cases, duplicate cases, or other errors please contact the Help Desk at 573-526-9533.

73. On the Outreach Underway screen, will the ‘Last Exposure Date’ field be populated from EpiTrax?
If the data Is available from EpiTrax, then yes, it will be available in MO ACTS.

74. How does birth date get populated in MO ACTS?
This information will come over from EpiTrax if it has been provided by the positive case.

75. Is there a way to send symptomatic contacts to Epitrax to be investigated as probable cases?
If the contact tracer documents that the contact meets the criteria for a probable or positive case in MO ACTS, this data will flow back to EpiTrax for case investigation. While this information will flow back to EpiTrax, a morbidity event will not occur in EpiTrax until electronic lab reporting is provided or manual data entry has occurred. For instance, if a contact tracer marks ‘Yes’ in MO ACTS on Monday, but the positive lab is not ingested into EpiTrax until Wednesday, the EpiTrax event will remain a contact event until Wednesday when it is promoted to a morbidity. Marking ‘Yes’ in MO ACTS will not result in an immediate promotion in EpiTrax.