



# Florida Prenatal Screen FAQ

April 1, 2025

## Community Partner Role

*Q: What is my role as a community partner?*

- A:
- 1) Distribute outreach materials.
  - 2) Spread the message that the electronic Florida Prenatal Screen is available for providers.
  - 3) Promote early adoption.
  - 4) Refer providers in need of technical support to the [PrenatalScreen@flhealth.gov](mailto:PrenatalScreen@flhealth.gov) inbox and the “Chat Now” feature within the application.
  - 5) Inform the Florida Department of Health’s (Department’s) prenatal screen team of barriers providers are experiencing (e.g., paper-based patient records, no electronic devices, etc.).
  - 6) Collaborate with the Department’s prenatal screen team on resolving challenges as they are identified.

## Adoption and Known Challenges

*Q: When will the digital version be mandatory for use by all providers?*

A: It’s currently estimated to be during the second quarter of 2025.

*Q: Are there any plans to announce the upcoming hard launch to providers directly?*

A: The Department anticipates sending an email to providers sharing the hard launch.

*Q: How will providers who still have all paper files and processes adopt the electronic process?*

A: The Department is currently assessing the number of providers impacted by modernization to better understand impact and resolution.

*Q: Who is required to supply the provider with a tablet to use for the electronic screen, or is that something the provider will be required to obtain on their own?*

A: The Department is currently assessing the number of providers impacted by modernization.

*Q: If an address is required, how does the application handle this challenge for pregnant women who are homeless or incarcerated?*

A: Adding a checkbox to the application for scenarios where addresses may not be available (e.g., incarcerated) is currently in the backlog of tasks to be developed.

*Q: Are partners allowed to assist with the screening process (e.g., sitting with pregnant women or providers and assisting with the electronic screen at the office)?*

A: Any processes that providers have in place for partners to assist with the screening process may still be utilized.



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*Q: What are the consequences for providers who do not comply?*

A: The Department does not routinely audit providers for compliance with section 383.14, Florida Statutes. However, if the Department receives a complaint alleging non-compliance, then an investigation would be initiated.

## **Pilot**

*Q: What information did the pilot reveal?*

A: The electronic prenatal screen will reduce wait times for home visiting services from an average of 33 days to 5 days. In addition, the electronic prenatal screen is removing the manual data entry process which will improve data reporting and produce real time data collection. The link sent to expecting mothers via SMS text message, versus the email option, proved a better response rate.

## **Registration**

To register your facility: [FloridaHealth.gov/PrenatalScreenApp/Register](https://FloridaHealth.gov/PrenatalScreenApp/Register)

*Q: What should be done if an error message is received while registering a facility or adding users to a facility?*

A: The recommended approach prior to facility registration is to clear your browser data (e.g., history, cookies), and add FloridaHealth.gov to your “allowed” pop-ups. For further guidance on how to perform these steps, refer to the User Manual located under the “Community and Provider Materials” tab on the Department’s prenatal screen landing page.

*Q: Is it possible to register the same email address with more than one facility?*

A: Yes. Please email [PrenatalScreen@flhealth.gov](mailto:PrenatalScreen@flhealth.gov) with the following: facility’s name, user’s first name and last name, user’s phone number, and user’s job title. \*The user will automatically be assigned the same role assigned at time of initial email registration.

*Q: Will providers need their NPI (National Provider Identifier) number?*

A: Yes. To initially register a facility, there must be at least one NPI number associated with a facility registration. Without an NPI, you will be unable to submit the facility registration form. Once the facility is registered, the facility administrator will be able to add, edit, and remove users within the application.

*Q: Is my provider identification (ID) number from the paper process going to remain the same in the electronic screen, or will it be the same as my NPI number?*

A: No. The system auto generates a provider ID number. The new provider ID format for the electronic screen is all numeric characters and will appear in the following 5-digit numerical only format: 21667.



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*Q: How long will it take for a facility registration request to be approved?*

A: You will receive an email inviting you to access the Florida Prenatal Screen application within one to two business days of registering your facility. Accepting this invitation is the final step in the registration process before the dashboard can be accessed.

*Q: What happens to users if they separate from a facility?*

A: The facility administrator will need to edit that specific user and uncheck the 'Active' box. Reason for deactivation is optional.

*Q: What happens if a facility administrator leaves?*

A: All obstetric (OB) provider roles associated with the facility have the same access as the facility administrator.

*Q: How does the Department use my information when I accept the permissions?*

A:

**Florida HEALTH**  
[Email Address]@gmail.com

### Permissions requested |

**Florida Department of Health**  
floridahealth.onmicrosoft.com

By accepting, you allow this organization to:

- Receive your profile data  
Your profile data means your name, email address, and photo
- Collect and log your activity  
Your activity data means your access, usage, and content associated with their apps and resources
- Use your profile data and activity data  
This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies

You should only accept if you trust Florida Department of Health. [Read Florida Department of Health's privacy statement.](#) You can update these permissions at <https://myaccount.microsoft.com/organizations>. [Learn more](#)

**This resource is not shared by Microsoft.**

DOH uses Azure Entra ID Directory for authentication. Once you accept the Azure invite, this pop up is displayed to communicate 1) Your account has been established within the DOH Entra ID Directory and, 2) How your guest account access is being used.

DOH uses your email address, name and profile photo to create a "Guest Account" within the DOH Office 365.

Your guest account can be used for multiple DOH applications as long as you have received and accepted the invite. DOH logs activity to create an audit trail to know who/when records have been created, read, updated or deleted. In addition, the audit includes when a user signs in and out. The audit trail only includes audits of DOH applications. Resources refers to any asset such as a file, a document, or other artifact within the application.

Utilizes your profile data to determine your role and permissions level within the application.

Clicking this link redirects to the full DOH Privacy policy.

DOH and Microsoft do not share guest account information.



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## The Electronic Screen Application

After your facility registration has been approved, access the application here:  
[FLHealth.gov/PrenatalScreenApp](https://FLHealth.gov/PrenatalScreenApp)

*Q: What roles and permissions are available to facility users?*

A: There are three roles available with varying levels of permissions.

**OB Admin:** This role is automatically assigned to the user who is performing the initial facility registration. This role has the most permissions within the application and allows the user to create, update, and edit facility information and facility user records. This role allows the user to initiate a new screen, edit patient records, and submit the screen on the provider's behalf.

**OB Interviewer Staff:** This role includes the same permissions as the OB Admin except the ability to create, update, and edit facility information and facility user records.

**OB Scheduling Staff:** This role has the least permissions within the application. This role allows the user to initiate a new screen and re-send the screen if needed.

*Q: How can an existing user be deactivated (e.g., new role, leave the facility, etc.)?*

A: Email the deactivation request to PrenatalScreen@[flhealth.gov](mailto:flhealth.gov) with the user and facility details (e.g., user name, user email address, and facility name).

*Q: Do non-health care providers (e.g., local county health departments, home visiting programs, etc.) have access to the production environment to make any data-entry corrections (e.g., invalid address) into a screen?*

A: No. Only registered facility providers and their authorized users can access screens and make changes to the records.

*Q: At what point can the provider/interviewer make necessary edits to the screen?*

A: During the initial prenatal visit while reviewing the screening form with the expecting mother.

*Q: Does a test environment (e.g., sandbox) exist for training and demonstration purposes?*

A: Yes. However, it's restricted to Department employees with internal network access due to security protocols.

*Q: Is the electronic version of the prenatal screen any different than the paper version?*

A: Yes. The two consent boxes from the paper form have been consolidated into a single consent box on the electronic version. In addition, the electronic version includes a numeric field for the Medicaid ID number. Lastly, an option was added which allows providers to refer pregnant women for services whose screening scores may otherwise not have qualified them.

*Q: Will the provider receive an alert when an expecting mother completes the screen?*



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A: No. Completed screens are only visible on the application dashboard for registered facility users.

*Q: How do providers know that their portion is available to complete?*

A: The Prenatal Screen Dashboard will show the screen status as 'Consent to Participate' or 'Decline to Participate.' When a record is in either of these statuses, the provider will click the 'Edit' button under 'Actions' to complete and submit their portion of the screen.

*Q: How long do the providers have to complete their section once the expecting mother completes her portion?*

A: There is no time limit, however, the best practice is for the provider to complete their portion of the screen and submit within 24 hours of the expecting mother's first prenatal visit.

*Q: If an expecting mother doesn't consent, can she change her mind once the health care provider explains the benefits of available services?*

A: Yes. The screen will show on the Prenatal Screen Dashboard in a 'Decline to Participate' status. The provider may 'Edit' the screen from the 'Actions' menu and update the screen consent options.

*Q: If the expecting mother or provider does not answer a question, does the screen get kicked back?*

A: All mandatory fields are indicated by asterisks and must be completed for the screen to be submitted successfully.

*Q: How is the Department ensuring accurate data entry into each screen?*

A: The Department is working with its technical team on enhancing validation features (e.g., address validation, email match validation, etc.).

*Q: What criteria must be met for a screen to get transmitted to the Well Family System?*

A: For a screen to transmit referrals to the Well Family System, the following criteria must be met:

1. Patient must consent to the screen AND;
2. Patient must receive a risk score of 6 or higher OR;
3. Provider must select 'Refer to coordinated intake and referral services' with a specified reason selected from the dropdown menu.

*Q: Do non-health care providers have access to expecting mothers' records in the application?*

A: No. Only registered health care providers have access to expecting mothers' records which were initiated from their facility. Application access is restricted to registered providers with NPI numbers and their associated users.



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*Q: Does the risk score auto calculate?*

A: Yes.

*Q: What is the functionality of each of the options under the 'Actions' menu?*

A:

'Edit' – Edit allows a provider to change screen responses on the patient's behalf, complete the 'Provider Only' section, and submit.

'View' – View allows a facility user to view the patient record with no edit capability.

'Resend' – Resend allows a facility user to resend the initiated screen to the patient. \*Resend will not be an option for records that are not in the 'Initiated Status'.

'Kiosk' – Kiosk is only available for screens in 'Initiated Status'. Kiosk will open with the patient's information pre-filled.

'Print' – Print allows a facility user to print the patient record so it can be stored electronically as a PDF file or in a physical file.

\*'Actions' menu options may vary depending on the role you have within the facility.

*Q: Can a centralized call center send an expecting mother the prenatal screen email or text at the time that she calls to schedule her initial prenatal visit?*

A: Yes. However, each individual call center staff must be added as a registered user under the facility with the 'OB Scheduling Staff' role. These individuals must be deactivated at the time of separation.

*Q: Are there accommodations for people who cannot read or who speak a language other than English, Spanish, or Haitian Creole?*

A: The same accommodations that have been utilized by providers and partners in the past with the paper-based version should continue to apply with the electronic version.

*Q: Will the out of county client transfer process remain the same?*

A: With the electronic system, any county transfers will need to be performed manually by the Coordinated Intake & Referral (CI&R) staff.

*Q: What will be the expectation for local county health departments once the prenatal screen goes digital?*

A: It's too early to determine what the specific requirements will be in the next phases, but there are currently no special expectations specific to county health departments.



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*Q: If the expecting mother does not complete the screen before the appointment, what is the best practice?*

A: A facility user should locate the patient record on the Prenatal Screen Dashboard by using the 'Search' feature and selecting the 'Kiosk' button. This action will send the patient to the incomplete screen. *Q: Is an expecting mother required to have an email address or cell phone to complete the screen?*

*Q: Is an expecting mother required to have an email address or cell phone number to complete the screen?*

A: No. Providers can utilize the "Walkin Kiosk" mode for the expecting mother to complete the screen at the time of her appointment. Once the provider inputs the facility and patient details, and selects 'Continue', the application navigates the expecting mother directly to the screening questions. The expecting mother will be automatically signed out of the application upon submission for security purposes. The application will then default to the login page where provider staff can log back in with their network credentials.

*Q: What happens to 'Declined to Participate' or 'Not Referred/Submitted' screens? Do they stay in the application portal?*

A: Yes. Registered facility users can view these screens by using the Prenatal Screen Dashboard 'Screen Status' dropdown menu.

*Q: How does the 'Search' feature work on the Prenatal Screen Dashboard?*

A: Facility users can search records by all the column headers (e.g., Patient ID, Patient Name, Client DOB, Appointment Date, etc.). \*DOB must be in the following format to search: MM/DD/YYYY.

*Q: How do expecting mothers 'self-refer' as explained in the patient video on the Department's prenatal screen landing page*

A: There is no change in this process. Expecting mothers have always had two easy ways to access the prenatal screen: 1) Expecting mothers can talk to their providers about initiating a prenatal screen, or 2) Expecting mothers can visit <https://flhomevisiting.com> to self-refer.

*Q: If the application is down, will users be notified?*

A: The Department will utilize a banner at the top of the application to communicate any known technical issues or scheduled down time. In addition, the Department will utilize the prenatal screen landing page to communicate updates: [FloridaHealth.gov/prenatalscreen](https://flpublichealth.com/prenatalscreen).

## Data/Reporting

*Q: Where can I find prenatal screen reporting data?*

A: Electronic and paper screen data is located here and is available to the public: [DOH Reports \(flpublichealth.com\)](https://flpublichealth.com).





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*Q: Where is the screening data being sent for expecting mothers to get referred to home visiting programs?*

A: There has been no change in this process. Records are sent to the Well Family System if the criteria are met.

*Q: Can providers access an expecting mother's file once it has been transmitted to Well Family System?*

A: Yes, providers are still able to view and print a screen once it has been transmitted to Well Family System.

*Q: Will there be a report to determine how many referrals receive a score less than six and aren't referred via provider direct referral?*

A: The current process has not been changed.

## Materials

*Q: Will there be a toolkit to market the launch?*

A: Patient/provider/partner outreach materials are located on the Department of Health Prenatal Screen webpage: <https://floridahealth.gov/programs-and-services/womens-health/florida-prenatal-screen.html>. The Department expects to launch a second outreach campaign in late summer 2025.

## Further Assistance

*Q: Is there a designated point of contact for questions?*

A: Yes. Please email the [PrenatalScreen@flhealth.gov](mailto:PrenatalScreen@flhealth.gov) inbox.

*Q: What is the typical response time for technical assistance using the "Chat Now" feature or prenatal screen email box?*

A: The "Chat Now" feature is responded to in real-time within normal business hours, or by the next business day if initiated outside of normal business hours, while the inbox may take one to two business days to receive a response.