How to Search for Missing Persons

Summary: Missing Persons enables users to load files of missing persons into E-PLUS and search AHCA's Encounter Notification Service (ENS) to locate persons who have had encounters at over 800 health care facilities across the state of Florida including special needs shelters (SpNSs) that use the State Registry for shelter intake.

A. Log into E-PLUS: https://flhie.ainqapps.com/login (username: first initial + last name).
B. Select Missing Persons from the Dashboard or the waffle menu in top right-corner.
C. On the Missing Persons page, select Add New List.
D. The New List window will appear.
    a. Name your list.
    b. Select the event that is impacting your area.
    c. Add pertinent information to the Description field, if applicable.
    d. Download a template .CSV file and populate with missing persons' demographics
    e. Save the file to your computer and load it into the New List window by drag and drop or browse file.
        i. NOTE: If you do not have a missing persons file ready for upload, you can save the Search List without adding a missing persons file and add a missing persons file later by editing the Search List.
E. E-PLUS will give you an error message if your file is not acceptable.
    a. If you have errors, cancel the upload by selecting X by the file name.
    b. Check the file to ensure that the file format is exactly like the template.
    c. If the file format is correct, then your missing persons file does not have enough demographic data as a whole to conduct a search.
F. Click on your Search List name to check the status of the uploaded missing persons file.
    a. File status:
        i. In Progress: when E-PLUS is loading the file.
        ii. Complete: when E-PLUS has finished loading the file.
        iii. Error: if a systematic error occurred. Try to reload the file.
    b. # of Demographics: number of individuals on your file that were successfully added to the Search List.
    c. # of Errors: number of individuals on your file that had errors and were not added to the Search List.
    d. Error Log: CSV file that contains a description of the errors associated the with individuals who were not added to your Search List
        i. Click on the CSV icon to download the log.
G. Editing the Error Log
    a. Open the Error Log and review the Error column(s) to view the issues with individuals who did not get added to your Search List.

b. Make corrections to the demographic fields as suggested in the Error column(s).

c. Delete the Error column(s) and save the file as a new Missing Persons file.

d. Load the new file to the Search List by selecting the edit (pencil) icon in the List Row of the Missing Persons page.

H. Download Missing Persons Report: E-PLUS performs an immediate search of everyone you report missing upon the initial upload. After that, E-PLUS will search every four hours for everyone on your Search List.

a. On the Missing Persons page, the List row will display:

   i. Found: number of individuals found out of number of individuals reported missing

   ii. Report: if a CSV icon is available, click to download the latest Missing Persons Report. If no CSV icon is displayed, a report has not been generated.

   iii. Status

      1. Awaiting Records: no file has been added to your Search List

      2. Searching: E-PLUS is actively searching for persons on your Search List

      3. Completed: the most recent Missing Persons Report is available for download.

I. Adding New Missing Persons to your Search List: to report more persons missing to your original Search List:

a. From the List row, select the edit (pencil) icon associated with your Search List

b. Download a .CSV template if necessary and populate with demographics

c. Upload the file by drag and drop or browse file.

J. Creating a New Search List: your organization may find it operationally meaningful to create multiple Search Lists. For example, you may want to segregate different populations of missing persons or assign responsibility of different Search Lists to different individuals. Creating multiple Search Lists enables you to download reports that segregate those different populations into different reports.

a. Select Add New List and follow the instructions in (D) & (E).

See Appendix A for guidance on completing a Missing Persons File.
See Appendix B for guidance on reading the Missing Persons Report.

Contact E-PLUS at E-PLUS@ahca.myflorida.com

Appendix A: Completing a Missing Persons File Guidance

Missing Persons will accept variations on spellings and combinations between records on a missing persons file, as long as each record contains a minimum combination of demographics. Combinations and spellings do not have to be consistent between records. For example, one record may contain a 5-digit ZIP code, another a 9-digit Zip code with hyphens, and another may contain a 9-digit ZIP code without hyphens. All of these records will be accepted in the same Missing Persons File and added to the Search List as long as each record contains a minimum combination of demographics.

Demographic Field	Summary Notes and Tips
Name (first, middle, last)	If you are uncertain of the individual's name, avoid guessing. It is better to input a correct initial or partial name than guess an incorrect name. Slight variations on spelling and phonetically similar names will likely be matched (Smith vs. Smithe vs. Smythe). If you are unsure if a name is Francis or Frances, you can enter either or Franc. If using an initial, it does not matter whether you include or omit a period after the initial. Use or absence of a period after an initial does not need to be consistent throughout the file. Hyphens and other special characters are accepted.
Date of Birth	It is unlikely that an individual will be matched if an incorrect birthdate is entered. If you are uncertain of an exact birthdate, leave it blank and utilize one of the combinations that do not rely on entering DOB (SSN/ Insurance ID). Format: Month/Day/Year Missing Persons will accept DOBs with or without leading 0 for month and day. Example: 1/1/2000 or 01/01/2000.
Gender	Can be omitted if you have other robust demographics or enter Unknown or "U" if you are not certain. It is better to enter unknown than to guess an individual's gender. M or male, F or female, O or other are also acceptable. Only enter gender if you are certain of an individual's gender.
Address Lines 1 & 2	Avoid guessing or inputting incorrect information if you are uncertain of a person's address. Enter partial information if known. Avoid dummy values such as house numbers or street names.

	Ex: you know a person lives at 500 Maple but are not sure if it is street or avenue, only input 500 Maple. If you only know the street name but not the house number, enter the street name. All variations and abbreviations for street names, apartment, and unit numbers are accepted and do not have to be consistently applied throughout the file.
State	Full state or territory name or two-digit state or territory code.
ZIP Code	5- and 9-digit ZIP codes accepted. 9-digit ZIP codes with or without hyphens are accepted.
Phone	Must include at least 10 digits and are accepted with or without hyphens.
Social Security Number (SSN)	Accepts full 9-digit SSN or last 4 digits. 9-digit SSNs are accepted with or without hyphens. Leading 0 is not accepted. Ensure columns are formatted as text rather than number if you have a leading 0.
Insurance	Enter insurance "Identifier". Example: Medicare Number, Member ID, Enrollee ID, Employee ID, Policy Number. Do not enter Group Number or Issuer Name.

Appendix B: Understanding the Missing Persons Report

Report Field	Description
Status	Indicates whether the missing person was *FOUND* or *NOT FOUND*
First Name	First name of missing person as added to the Missing Person File
Middle Name	Middle Name of missing persons as added in the Missing Persons File (if applicable)
Last Name	Last name of missing person as added to the Missing Person File
DOB	Date of birth of missing person as added in the Missing Persons File (if applicable)
Gender	Gender of missing person as added in the Missing Persons File (if applicable)
Address Line 1	Address Line 1 of missing person as added in the Missing Persons File (if applicable)
Address Line 2	Address Line 2 of missing person as added in the Missing Persons File (if applicable)
City	City of missing person as added in the Missing Persons File (if applicable)
State	State of missing person as added in the Missing Persons File (if applicable)
Zip Code	Zip code of missing person as added in the Missing Persons File (if applicable)
Phone	Phone number of missing person as added in the Missing Persons File (if applicable)
SSN	Social Security Number of missing person as added in the Missing Persons File (if applicable)
Insurance	Insurance ID of missing person as added in the Missing Persons File (if applicable)
Last Seen Facility	Name of the hospital, healthcare facility, or shelter that the missing person was most recently FOUND
Latest Event Type	Description of latest FOUND event type
Latest Event Time	Time of latest FOUND event
Admit Time	Admit Time in latest FOUND event (if applicable)
Discharge Time	Discharge Time in latest FOUND event (if applicable)
Discharge Disposition	Discharge Disposition in latest FOUND event (if applicable)
Discharge to Location	Discharge Location in latest FOUND event (if applicable)
Patient Death Indicator	Patient Disposition in latest FOUND event (if applicable)
Patient Death Time	Patient Death Time in latest FOUND event (if applicable)
Patient Class	Patient Class in latest FOUND event (O = outpatient, I = inpatient, E = Emergency) (if applicable)
Added Time	The time the missing person was added to the Search List
Search Time	The most recent time the missing person was searched for
Initial Found Time	The time the missing person was first moved to a "FOUND" status (if applicable)
Search Count	The total number of times the missing person has been searched for
Error	Yes or Blank: this field is used by the support team to help troubleshoot if needed. If a missing person has an error for 2+ searches, please contact E-PLUS@ahca.myflorida.com