August 24, 2000

TO: All Local Educational Consortia (LEC) PPL No. 00-012
Local Governmental Agencies (LGAs)
Medi-Cal Administrative Activities (MAA) and
Targeted Case Management (TCM) Coordinators

SUBJECT: Targeted Case Management System

The Department of Health Services (DHS), in conjunction with the LGAs, is in the final stages of developing and implementing an Internet-based application for use in the TCM Program. The “TCM System” will provide:

- on-line verification of Medi-Cal eligibility;
- a way to identify and prevent duplicate claims;
- creation of invoices for reimbursement;
- tracking of reimbursement received by the LGAs;
- a statewide database of all TCM encounters and invoices;
- performance monitoring; and
- valid statistics regarding the overall TCM program.

LGAs participating in the TCM program will access the application using either an Netscape 4.x or Explorer 4.x browser. The application will be on a web-server housed at the California Health and Human Services Agency Data Center. This web-server is on a secure segment of the Data Center’s Demilitarized Zone. Users will be assigned unique identifiers to log in to the application. Once authenticated, transmissions from the client (LGA) to the server will be encrypted using Secure Socket Layer. The application will have the ability to send transmissions through the firewall into the Data Center’s Intranet to access confidential Medi-Cal eligibility information, store data on a DB2 database within the Data Center and transmit a response back to the client/user.

When the LGA enters an encounter into the system, the application will ensure that the encounter contains the required information (e.g., client ID, date of service, provider, case manager, location and program type) and will perform a duplicate match against all other encounters entered by the LGA. The application will also check to ensure that encounters are entered into the system within mandated timeframes and verify Medi-Cal eligibility for the month the service was provided. The results of these determinations will be transmitted back to the LGA immediately.
LGAs will use the TCM System to create invoices for submission to DHS. The LGA will have the ability to examine all encounters attached to that invoice. Once the LGA determines that all costs claimed are appropriate, the TCM System will produce an invoice (by quarter) for signature. The system will calculate the total costs (federal and non-federal shares) and the federal share being claimed for each program type. The System will also compare the costs claimed against the LGAs remaining cap amount by program.

Once the signed invoice is received, DHS will review the on-line invoice and the encounters attached to that invoice. If DHS questions the validity of an encounter (e.g., excessive number of encounters provided by a specific case manager), that specific encounter may be denied and all others approved. Functionality also exists to allow DHS to offset a prior overpayment to that LGA in the same state fiscal year.

Each LGA will have the ability to download its encounter records. In addition, DHS will be able to download records from all LGAs for analysis, duplicate matching and statistical purposes.

The architecture and programming of the TCM System meet all requirements of the federal Health Care Financing Agency’s Internet Security Policy issued November 24, 1998, regarding encryption, authentication, identification and security.

The TCM System is one of the first true e-government applications implemented by DHS. Implementation of this system will improve the administration of the TCM in California and enhance performance monitoring.

Implementation

The new TCM System must be used for all TCM claims beginning with the Fiscal Year 2000/2001. No invoices will be accepted for TCM services provided on or after July 1, 2000, unless the encounter is entered in to the TCM System and the invoice is generated by the system.
Confidentiality

All information entered into the TCM System is considered Medi-Cal data. Medi-Cal confidentiality requirements as defined in Article II, Paragraph G of the Medi-Cal Targeted Case Management Provider Participation Agreement and Welfare and Institutions Code, Section 14100.2 must be met. Each user of the TCM System must complete and sign a “TCM System User Request” form (attached). The MAA/TCM coordinator must retain these forms for each LGA user granted access to the system. “TCM System User Request” forms for LGA Administrator access must be sent to the address below.

Access to System

The TCM System will be accessed through the Medi-Cal Benefits Branch website (http://www.dhs.ca.gov/mcs/mcpd/MBB/index.htm).

There are five levels of users for the TCM System:

- **LGA User**: May enter (manually or via upload process), modify and view encounters
- **LGA Administrator**: Will assign LGA User level access, download LGA data and create/submit invoices. There can be more than one LGA Administrator per LGA.
- **DHS User**: May view encounters; review, approve, adjust, supplement and offset invoices; and may update LGA profile information.
- **DHS Accounting**: Will enter the number of the schedule sent to the State Controller’s Office for payment of invoices and may view schedule and invoice information.
- **DHS Administrator**: Will assign LGA Administrator, DHS User and DHS Accounting access; may update LGA profile information; and may download LGA and statewide data.

Each LGA must determine the method for assigning unique user IDs and passwords. When access is granted, users should be contacted by phone and informed of their user ID and password.
The MAA/TCM Coordinator must send completed “TCM System User Requests” for LGA Administrator-level access to:

TCM System Administrator
Medi-Cal Benefits Branch
714 P Street, Room 1640
Sacramento, CA 95814

Data Entry

LGAs will be able to enter encounter information manually or using an upload process (Upload Record Format attached). The TCM System requires that the location (office, home, other) where the TCM service was provided be included in the encounter record. Files uploaded without this information will be given a “pending” status and will not be included on an invoice until the location information is entered.

Training

Training materials are being developed and will be available in both hardcopy (paper) and on-line. Training sessions will be scheduled by the LGA MAA/TCM Coordinator.

Questions

Questions regarding the system should be directed to Ms. Marie Harder, at (916) 445-9196 or by email at mharder@dhs.ca.gov.

Sincerely,

Original signed by D. Mitchell

David Mitchell, Chief

Enclosures

cc: See Next Page.
All Local Educational Consortia (LEC)
Local Governmental Agencies (LGA)
Medi-Cal Administrative Activities (MAA) and
Targeted Case Management (TCM) Coordinators

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cc: Ms. Cathleen Gentry
Local Governmental Agency
MAA/TCM Consultant
455 Pine Avenue
Half Moon Bay, CA 94019

Ms. Starla Hirst
Accounting Section Chief
Federal Liaison Unit
714 P Street, Room 1140
Sacramento, CA 94234-7320

Mr. Larry Lee, Accountant
Division of Medicaid
801 I Street, Room 210
Sacramento, CA 95814

Ms. Mickey Richie
Local Liaison
Office of the Director
714 P Street, Room 1253
Sacramento, CA 94234-7320

Ms. Patricia Morrison, Chief
Administrative Claiming and Support Section
714 P Street, Room 1640
Sacramento, CA 94234-7320

Ms. Mary Woods
Targeted Case Management Analyst
714 P Street, Room 1640
Sacramento, CA 94234-7320
cc: Ms. Sharrie Pitman
Co-Chair, LGA Consortium
Napa County
Director of Public Health Nursing
2261 Elm Street
Napa, CA 94559-3721

Mr. David B. Nelson
Co-Chair, LGA Consortium
Public Health, Fiscal
20 Cottonwood Street
Woodland, CA 95695
Targeted Case Management System
Request for User ID

LGA Name: ____________________________________________________________
User Name: ____________________________________________________________
User e-mail: ____________________________________________________________
User phone: ____________________________________________________________
Last 4 digits of SSN ______________________________________________________
User Level: ☐ LGA User ☐ LGA Administrator ☐ DHS User ☐ DHS Accounting
Begin Date: _____________________________________________________________
End Date: ______________________________________________________________
Authorized by: __________________________________________________________

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Oath of Confidentiality

As a condition of obtaining access to information concerning data and records utilized and maintained by the State Department of Health Services, I___________________________, agree not to divulge any persons, and I agree not to publish or otherwise make public any information regarding person(s) receiving Medi-Cal services such that the persons who received such services are identifiable.

Access to such data shall be limited to Local Governmental Agencies and their subcontractors participating in the Targeted Case Management (TCM) Program who require the information in the performance of their duties, and to such others as may be authorized by the Department of Health Services.

I recognize that unauthorized release of confidential information may make me subject to civil and criminal sanctions pursuant to the provisions of the Welfare and Institutions Code, Section 14100.2.

Signature of TCM System User Date
# Targeted Case Management

## File Format for Uploaded Encounter Record

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**Record Format:** Fixed Block (FB)  
**Record Length:** 126