

CALOMS TX USERS GROUP CONFERENCE CALL

This is Alcohol and Drug Programs' (ADP) second California Outcomes Measurement System-Treatment (CalOMS Tx) Users' Group Conference Call since the Regional Trainings in 2008. These meetings occur on a quarterly basis, where the State, County and Providers can communicate CalOMS Tx issues and concerns. Sharing success as well as mistakes is a great learning and training tool and this users' group has been very successful and well received thus far. Thank you for being a participant in these meetings and sending your feedback and questions. We will use your feedback to make future calls productive and valuable to everyone.

INTRODUCTIONS/REMINDERS:

The Data Management Services Section (DMSS) introduced their new Supervisor, Debra Connick, who started December 2, 2009. Moving forward, ADP will be proactive in communicating any key staff changes at ADP. (This was on the addenda as a concern and was address at this point.)

DMSS introduced its revised webpage (www.adp.ca.gov/CalOMS/CalOMSmainshtml) and added a CalOMS Tx calendar with deadlines and important dates. Updated CalOMS Tx reference material and documents are posted to this webpage, including conference call agenda and meeting notes. A FAQ section is in progress. For specific questions regarding CalOMS Tx, please call your ADP liaison or contact the help desk at 916-327-3010.

DMSS staff reminded the callers that the NTP data clean up, DMC/TAAPS reconciliation and clean up of rejected records is due by January 16th.

Please make notations regarding the status of the missing CalOMS records in a column to the right of the spreadsheet, explaining each record (or groups of records with the same issue), such as:

- Missing admission- and added (please give FSN number for verification)
- Missing admission had a different name or FSN, and now matches

This can be done for both DMC and NTP cleanup projects. If you have not received these spreadsheets

For rejected records only, there is no need to return your spreadsheet with corrections. That spreadsheet was an "FYI" tool for your records, to assist in your cleanup efforts.

After January 15th, DMSS will re-run the queries for each county/DCP and resend them so show improvement.

1. Q: A county stated that the DMC/NTP cleanup is difficult to do annually because of staff and budget issues, and a request was made to do it quarterly.
A: a vote was taken over the phone, and counties were about 50/50 on the issue. ADP will review possible options:
 - Biannually (required) and Quarterly (optional)
 - Provide quarterly files at the request of the county but keep annually
 - Three times a year

2. Q: A county asked if the DMC/NTP cleanup could be posted to ITWS, using ITWS HIPAA standards, instead of being encrypted and emailed to counties and Direct Providers.
A: DMSS stated that no, this was not possible. The reports that are created in ITWS are automatically generated directly from ITWS. The NTP and DMC cleanup queries 2 different databases and it is not feasible to post them to ITWS in the same manor as the system generated reports.

AGENDA QUESTIONS:

3. Q: A few counties have called regarding when a discharge record is rejected—that they have changed the FSN when they resubmit and they cannot understand why the record is being rejected.
A: Once an admission has been accepted all other records will match it based on the FSN, provider ID, service type, admission date, and submitter ID, so changing any of these fields, including an FSN will result in a rejection.

4. Q: What funding can Counties use for a discharge? What about phone discharge interviews?
This question was brought up in the September conference call and we have updated those meeting notes.
A: Regarding discharges completed over the phone.
 - Per the Fiscal Management branch, Drug Medi Cal reimbursement is paid for those interviews that take place face-to-face in the facility and will not pay for telephone discharge interviews.

- For counties that receive Net Negotiated Amount (NNA) contracts, you can use NNA money for telephone discharge interviews

5. Q: If there are open admissions from a provider with whom the County no longer has a contract, what is the appropriate code for the discharge status?

A: Use Discharge status code 4 – left before completion with satisfactory progress / not referred. Please review the Data Collection Guide, Section 8.5.2 that discusses Administrative Discharges and status codes (pg 104).

6. Q: Until July, Annual Updates that were updated after a discharge were rejected. Because there is now a process for submitting those annual updates, can a county or direct provider resubmit all annual updates that were rejected regardless of the timeframe?

A: ADP implemented the annual updated edit in June of 2009 (see the link below) which does not allow AUPs to be submitted after a discharge.

http://www.adp.ca.gov/CalOMS/pdf/CalOMS_Tx_Build_ENotificationkd.pdf

To submit the AUP after a discharge record has been submitted, you must do the following: 1) delete the discharge; 2) submit the AUP, and then 3) resubmit the discharge record. Annual Update information can be found in the Data Collection Guide, Section 7, beginning on page 87.

7. Q: What is the status on the CalOMS Tx Provider Report access?

A: During the original pilot of 5 providers, only 2 applied for access to the reports and only 1 provider actually submitted data and used the reports. Needed a better representation, DMSS has selected 5 additional providers to the pilot and this pilot program should be completed in the next 2-3 months. Once this project is launched, providers will be able to see just their data, and be able to generate their own open admissions report and their outcome reports.

8. Q: What is the recommendation about resolving old CADDS admissions with mismatches on discharge records?

A: If the records are old CADDS records and they are no longer in your system but they appear in the ADP system on the Open Admissions Report, please contact your liaison.

If they are in the both systems and no longer receiving treatment send an administrative discharge. If the administrative discharge is older than 5 years call your liaison for assistance.

9. Q: How should we resolve duplicate records in Annual Updates?

A: If an annual update already exists, and they wish to update it again, be sure to change the annual update number (AUP-2) (example, if last year's annual update was a 2, you will need change this number to a 3 for a sequential order). Keep the data collection guide (Section 7) and data dictionary (section 3.3.2) open.

10.Q: What is the protocol for resubmitting discharges when the provider site is closed or not contracting with DADS?

A: If a provider has been closed, the open admissions in that provider will still show up on the Open Admissions report. The county State Contract providers will need to take action for those clients and either discharge the client or transfer the client if they are receiving treatment in another facility. If you are a former county provider that is becoming a direct provider, you will need to work with your county to extract your data since you will now be responsible for it.

11. What is the procedure for notifying ADP in the event of discrepancy between the lists of current providers reporting to CALOMS?

A:

- Send information regarding any closed facilities to your data liaison in writing.
- Review the "Open Provider Report" monthly to ensure that what ADP shows on the Master Provider File as "open" is current.
- You will need to discharge the client in a facility that has closed, or transfer the records to the new Tx facility. .

OPEN/CALL IN QUESTIONS

12.Q: How do we deal with old client records that have already been archived and sent to another location and cannot be retrieved, so getting accessing previous client information may be impossible.

A: Please contact your data liaison if you have specific concerns for your county or provider data.

13.Q: If the provider is closed, and the county does not have access to any of the facilities records, what codes do we use?

A: There are several issues that surround the topic of a facility closing.

- Where did the clients go?
- Were they transferred ahead of time?
- Can the new facility that now have the clients get there data?

Open admissions from a closed facility at best should be discharged by finding the client and doing a discharge interview, If this is not possible an administrative discharge may be the only alternative. If this is the case, until the matter can be analyzed in detail, please use Administrative Discharge, status 4 (Left before completion with satisfactory progress- not referred). This seems like the best option for now, as we do not want to assume that the client was not progressing well.

14.Q: How are the rules and the dollars going to change not that SACPA funding is no longer a source? What about the Regarding the Edward Byrne Memorial Justice Assistance Grant (JAG) and /Offender Treatment Program (OTP)?

A: CalOMS Tx does not track funding sources. The JAG program is run by CalEMA and counties must apply directly through this agency to apply for these funds. ADP is not involved in this process. Please continue to use the Source of referral codes (7 if the client is on probation and 8 if the client is on parole) listed in Section 6.4 of the Data Collection Guide when submitting for those CalOMS Tx clients who may be using JAG funding. This goes for OTP clients as well.

15.Q: Sometimes, when a file is submitted to ITWS, we get an upload error that says that the file has already been accepted. What do we do?

A: Change the name/number of the batch file to the next number (say from 001 to 002) and resubmit it. This sends your file, but with a different name, and it will accept the "new" file.

16.Q: We accidentally discharged a client with the status of "deceased" and the client is very much alive. What do we do?

A: Delete the discharge and resubmit it using the proper status code. Specific questions on errors or referrals can always be handled on a case by case basis by contacting your CalOMS Tx data liaison at ADP.

17.Q: We keep getting unmatched discharge errors or duplicate errors. Why?

A: Duplicate errors occur when you try to submit a record that already exists. Keep an eye those by choosing "all" in the Open Admission Report. At the end of the report is a list of accepted records. You can do a "search" and find the accepted record if it is within the time span of your date filter.

Unmatched discharge error occurs because the data base cannot find its matching admission record. Be sure all matching data elements are exactly the same. (DOB, provider ID, FSN, etc.)

18.Q: There was an issue of the annual update rejecting when client had been discharged.

A: First delete the discharge record, and then submit the annual update. Once that is accepted, resubmit your discharge.

19.Q: How is CalOMS Phase II coming along?

A: DMSS is still waiting for Federal and ADP Executive direction or decisions.

POST CONFERENCE CALL COMMENTS/SUGGESTIONS:

- Comment: Please post the agendas regarding these quarterly conference calls on ADP's website.

Response: our New CalOMS webpage is up and running! Updated CalOMS Tx reference material and documents are posted to this webpage, including conference call agenda and meeting notes. DMSS also created a CalOMS Tx yearly Calendar to assist in tracking deadlines and important dates. A FAQ section is in progress.

Please, if you notice any inconsistencies with any piece of the CalOMS Tx documentation, please notify ADP as soon as possible.

- Comment: this was mentioned in the last meeting and they commented again that counties are still very interested in receiving an unresolved error report, as it would be very helpful to see errors and rejections more clearly.

Response: Under the current version, this is not available. It is, however, on our internal "Issue log" for the CalOMS Tx system for bug fixes and future versions and is a high priority.

ACTION ITEMS:

- ADP will post all Quarterly Conference Call schedules, agendas, and meeting notes to the website 10 business days prior to the next conference call. The next conference call is Wednesday, March 10, 2010.
- ADP will post the document released after the 2008 CalOMS Tx Regional User's Group meetings to the website within 30 days after the call.
- ADP sent out a notification about this year's data reconciliation shortly after the January 15th 2010 deadline. The Error and Submission, Open Admissions, and Open Providers Reports are also helpful as a reference to review, correct, and discharge your data.
- ADP will further discuss how many times a year Counties reconcile their NTP and DMC reconciliation and clean up efforts of rejected records, and will inform counties, DCPs and providers of what might be best practices moving into the next year.
- ADP will update the CalOMS documentation to reflect a revision in the File Instructions regarding annual updates.