The Targeted Case Management System Training

What are the computer requirements to connect to the TCM System?

✓ Minimum Browser Requirement
  - Firefox 3.0
  - Internet Explorer 11
  - Chrome 14

✓ Recommended Browser Requirements
  - Firefox 35
  - Internet Explorer 11
  - Chrome 40

✓ Minimum Hardware Requirements
  - 64 Megabyte of RAM
  - 233 Megahertz Processor

Security and the TCM System

To protect Medi-Cal information:

- Internet transmissions between computer and the TCM System are encrypted

- ONLY authorized individuals are allowed access

- Usernames and unique passwords are required
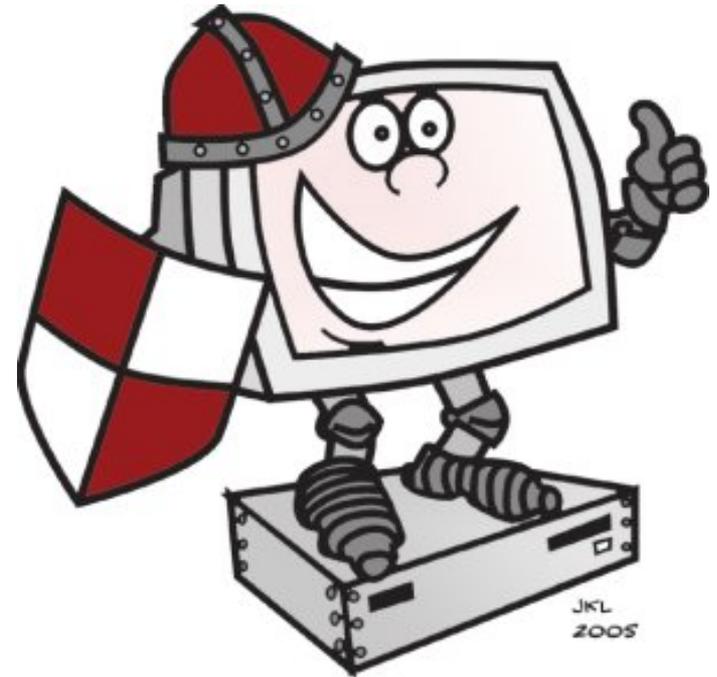
Local Government Agency (LGA) and the TCM System

- LGAs must be eligible to participate in the TCM Program for the State Fiscal Year to gain access to the TCM System. To be eligible to participate in the TCM Program, LGAs must complete all of the following requirements:

    1. Submit a fully executed Provider Participation Agreement (PPA)
    2. Create an active National Provider Identifier (NPI) Number and submit an LGA NPI Number Submission Form to DHCS
    3. Submit a LGA Profile Request Form to DHCS
    4. Submit an LGA Signature Authority Request Form to DHCS
    5. Submit a TCM System Request for User ID Form for the LGA Administrators to DHCS
    6. Submit an Annual Participation Prerequisite and participate in annual Time Survey Training.

Assigning User IDs in the TCM System

Steps for Assigning a User ID

1. An LGA User ID Request Form must be signed in blue ink, submitted by the LGA to DHCS through mail or e-mail, and kept in file at DHCS for each LGA User that is granted access to the system.
2. Choose the appropriate type of user group that will be assigned to the individual based on the functions the individual will be performing.
3. Create the user ID for the individual that has a maximum of seven characters. The suggested user ID is the initial of the individual's first name and the first six letters of their last name.
4. To terminate access, a LGA administrator or DHCS staff will enter an end date into the individual's user ID.

Levels of Access to the TCM System

There are two levels of users for the TCM System:

1. LGA Administrator
2. LGA User

Each level or user group has different functions that they perform on the system. When assigning a User ID, the LGA Administrator must decide what level of access or user group should be given to an individual based on the functions that the individual should have.

LGA User

- LGA users can:
  - enter, modify and view TCM encounter data
  - upload encounter files

Please note that an LGA user does NOT have the ability to create invoices

LGA Administrator

- LGA Administrator:
  - Assign LGA user IDs and passwords and must terminate a user's access when no longer needed
  - Limit an LGA User credentials by program and subprogram type
  - Upload, manually enter, and modify encounters
  - Ensure that TCM encounters have been entered correctly into the TCM System
  - Create and submit the invoice to DHCS for reimbursement.
  - Enter receipt of payment
  - Download LGA files from the TCM system
  - Reset LGA Users passwords

Menu Bar

Targeted Case Management

Frequently Asked Questions

LGA Administrator:
- Home
- Encounters
- Invoice
- Report
- User ID
- LGA Profile
- Data Transfer
- Log Off

Double-click on a 📁 icon to show the function/s under each heading.

- **ALWAYS** log off the TCM System when you are done or if you are leaving your desk.

How to Add or Search User ID in the TCM System

DHCS

Targeted Case Management

Frequently Asked Questions

LGA Administrator:
- Home
- Encounters
- Invoice
- Report
- User ID
  - Add
  - Search
- LGA Profile
- Data Transfer
- Log Off
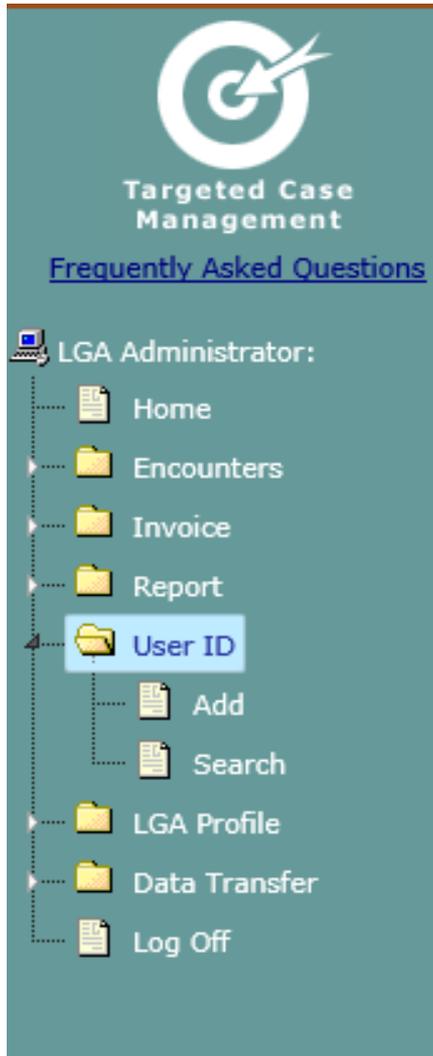
On the menu bar, double-click on the folder "User ID." Then, select "Add" or "Search."

How to Add a User ID in the TCM System cont.

Add User ID

User ID*:	[ ]
Password*:	[ ]
Last Name*:	[ ]
MI:	[ ]
Phone Number*:	[ ]
Start Date (MM/DD/CCYY):	[ ]

LGA Code*:	30
User Group*:	LGA User ∨
First Name:	[ ]
Email Address:	[ ]
SSN* (last 4 digits):	[ ]
End Date (MM/DD/CCYY):	[ ]

Save   Reset

First initial and last name must be used as the User ID.

Enter 5 years after TCM System access is granted

DHCS Administrator assigns DHCS User, DHCS Accounting, and LGA Administrator IDs.

LGA Administrator assigns LGA User ID.

Passwords must be kept confidential!

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How to Terminate a User from the TCM System- Step 1

User Search

User ID: [ ]

All other search criteria below will be ignored if USER ID is filled out.

User Last Name: [ ]

LGA Code: [ ]

Submit   Reset

Enter the User ID.

How to Terminate a User from the TCM System- Step 2

- Once the User ID screen displays, click on the Modify Button to enter a value into the "End Date" in order to terminate.

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How to Terminate a User from the TCM System- Step 3

DHCS

Modify User ID

User ID:	**LGA Code:**
Password*: [ ] **Confirm:*** [ ]	**User Group*:** [ ]
Last Name*: [ ]	**First Name:** [ ]
MI: [ ]	**Email Address:** [ ]
Phone Number*: [ ]	**SSN*** (last 4 digits): [ ]
Start Date: [ ]	**End Date:** [ ]

Save   Back

Remember to save all changes.

Enter effective termination date of access to the TCM System.

Logging Onto and Utilizing the TCM System

Log-In Screen

Landing Page

TCM System

Welcome to the Targeted Case Management System

WARNING:
All information entered into and received from the TCM System is confidential Medi-Cal information.
See Welfare and Institutions Code, Section 14100.2.

Click Here to Change Your Password

Once logged in, you will have the option to change your password to increase security. This is optional and should be done if your previous password has been breached.

Changing your Password

Medi-Cal Information is Confidential!

> **WARNING:**
> All information entered into and received from the TCM System
> is confidential Medi-Cal information.
> See Welfare and Institutions Code, Section 14100.2.

- Targeted Case Management is a Medi-Cal program.
- By law, all Medi-Cal information is confidential.
- You must sign a statement saying that you understand this and agree to keep this information confidential before you are given access to the TCM System.
- If you divulge any information that you view or print from the TCM System you may be subject to criminal and civil penalties.
- Anything you print from the TCM System must be kept in a secure place or shredded when no longer needed.

LGA Profile

LGA Profile

Each LGA has a profile in the TCM System. Information included in the profile:

- LGA Code
- LGA NPI
- LGA Address
- LGA Contact
- LGA Contact's phone number
- LGA Contact's email
- Historical List of LGA Provider Agreements
- Historical List of LGA Program Rates
- List of LGA Subprograms

NPPES NPI Registry

- Go to the NPPES website. Create an account and follow the instructions given.

- Once NPI is acquired, complete and submit the "TCM LGA NPI Submission" form to DHCS.

https://nppes.cms.hhs.gov/

How to View the LGA Profile

Targeted Case Management

Frequently Asked Questions

- LGA Administrator:
  - Home
  - Encounters
  - Invoice
  - Report
  - User ID
    - Add
    - Search
  - LGA Profile
    - View
  - Data Transfer
  - Log Off
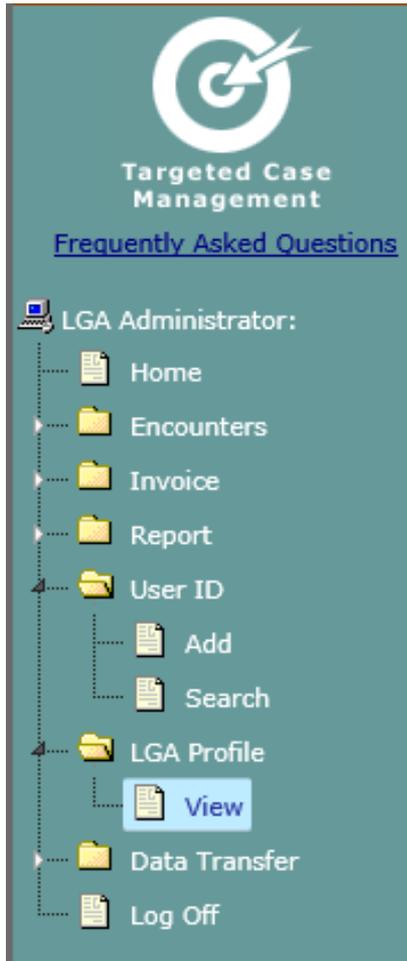
On the menu bar, double-click on the folder "LGA Profile" Then, select "View"

LGA Profile

LGA Profile

LGA Code:	LGA Name:
LGA NPI	
Address 1:	Address 2:
City:	State:
Zip:	Contact Name:
Contact Phone:	Contact Email:
Last Update User ID:	Last Update Time Stamp:

LGA Provider Agreements

Start Fiscal Year	End Fiscal Year	PA Number
2017/2018	2021/2022	17EVRGN
2013/2014	2016/2017	1318
2012/2013	2012/2013	0713A2
2007/2008	2011/2012	0712
2004/2005	2006/2007	0407
2001/2002	2003/2004	0104
2000/2001	2000/2001	9899

LGA Program Rates

Fiscal Year	Program Number	Rate	Cap Amount	Cap Remaining Amount
2018/2019	14		$99,999,999.00	$99,999,999.00
2018/2019	15		$99,999,999.00	$99,999,999.00
2018/2019	16		$99,999,999.00	$99,999,999.00

LGA Subprograms

Program	Subprogram
06	ACTP
06	APHN
06	BHRP
06	CNFP

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LGA Information

LGA Code:	**LGA Name:**
LGA NPI	
Address 1:	**Address 2:**
City:	**State:**
Zip:	**Contact Name:**
Contact Phone:	**Contact Email:**
Last Update User ID:	**Last Update Time Stamp:**

LGA Provider Agreements

LGA Provider Agreements		
Start Fiscal Year	**End Fiscal Year**	**PA Number**
2017/2018	2021/2022	30-17EVRGN
2013/2014	2016/2017	30-1318
2012/2013	2012/2013	30-0713A2
2007/2008	2011/2012	30-0712
2004/2005	2006/2007	30-0407
2001/2002	2003/2004	30-0104
2000/2001	2000/2001	30-9899

In the LGA profile tab, LGA Administrators will have the ability to view Provider Agreements from the starting FY to the ending FY and PA Number.

LGA Program Rates

Fiscal Year	Program Number	Rate	Cap Amount	Cap Remaining Amount
2018/2019	14	447.78	$99,999,999.00	$99,999,999.00
2018/2019	15	447.78	$99,999,999.00	$99,999,999.00
2018/2019	16	447.78	$99,999,999.00	$99,999,999.00
2018/2019	17	447.78	$99,999,999.00	$99,999,999.00
2018/2019	18	447.78	$99,999,999.00	$99,999,999.00
2017/2018	14	447.78	$99,999,999.00	$99,169,367.00
2017/2018	15	447.78	$99,999,999.00	$99,549,084.00
2017/2018	16	447.78	$99,999,999.00	$99,987,013.00
2017/2018	17	447.78	$99,999,999.00	$94,964,265.00
2017/2018	18	447.78	$99,999,999.00	$99,858,500.00

LGA Subprograms

LGA Subprograms

Program	Subprogram
06	ACTP
06	APHN
06	BHRP
06	CNFP
06	FRCP
06	HF
06	HPHN
06	KCCP
06	LEAD
06	NFP

Entering Encounter Data Using the TCM System

TCM Encounters

- There are two ways to enter TCM encounters into the TCM Online System:

  1. TCM encounters can be manually entered individually.
  2. Multiple TCM encounters can be uploaded at one time.

- Do not include more than 1500 encounters per invoice.

Note: LGA Administrators and LGA Users must ensure that the total TCM encounters submitted into the TCM System equal the number of encounters on the TCM encounter log.

Adding Encounters

WARNING: MEDS match will not be done without Client ID and DOB.

Entering Fields

Add Encounter

Program Type*:	06-PUBLIC HEALTH ▼
Location*:	Office ▼
DOB* (MM/DD/CCYY):	
Last Name*:	
MI:	
Optional Field 1:	
Optional Field 2:	

Case Manager ID*:	
Case Manager NPI:	
Client ID* (If entering a BIC number, enter only the first nine characters):	
First Name:	
Date of Service* (MM/DD/CCYY):	
Newborn DOB* (MM/DD/CCYY):	
Optional Field 3:	

☐ Use Defaults

Save Reset Back

Note: Check to set data for Program Type, Case Manager ID and Location for every encounter until you change the data for those fields.

Note: If service is provided to a newborn who does not have a Medi-Cal ID, submit encounter with mother's name and DOB and enter newborn's DOB here.

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Commands to Complete Entering Encounter

Add Encounter

Program Type*: 06-PUBLIC HEALTH ▼	**Case Manager ID*:**
Location*: Office ▼	**Case Manager NPI:**
DOB* (MM/DD/CCYY):	**Client ID*** (If entering a BIC number, enter only the first nine characters):
Last Name*:	**First Name:**
MI:	**Date of Service*** (MM/DD/CCYY):
Optional Field 1:	**Newborn DOB*** (MM/DD/CCYY):
Optional Field 2:	**Optional Field 3:**

☐ Use Defaults

Save   Reset   Back

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After Saving

If Medi-Cal ID cannot be verified, you will get a status of "not eligible."

Encounter Id 2199541 was added with a status of not eligible.

Add Encounter

Program Type*: 06-PUBLIC HEALTH ▼

Location*: Office ▼

DOB* (MM/DD/CCYY):

Last Name*:

MI:

Optional Field 1:

Optional Field 2:

Case Manager ID*:

Case Manager NPI:

Client ID* (If entering a BIC number, enter only the first nine characters):

First Name:

Date of Service* (MM/DD/CCYY):

Newborn DOB* (MM/DD/CCYY):

Optional Field 3:

☐ Use Defaults

[Save] [Reset] [Back] [View]

By clicking "View," the newly added encounter can be reviewed or modified.

Encounter Search View

Encounter Status Codes

Code	Code Name	Description
CLAM	Claimable	Meets all requirements for federal reimbursement
DENY	Deny	DHS questioned the validity of this encounter when invoiced or LGA request
DUPE	Duplicate	A possible duplicate exists based on Client ID, Program Type, Date of Service and Newborn DOB
ENDP	End Program	TCM encounters with dates of service after June 30, 2011 and associated with Program Types Codes 06, 07, 09, 10, 11, and 13.
EXCD	Exceeded	Not claimable because the cap amount for the LGA has been exceeded
EXPD	Expired	Entered past the time limitation for submitting an encounter
HOLD	Hold	Entered by the LGA when researching an encounter
INAC	Inactive	Entered by the LGA when no action is being taken on resolving questions regarding this encounter
INVC	Invoiced	This encounter has been attached to an invoice and submitted to DHCS
NELG	Not Eligible	Medi-Cal eligibility cannot be verified
PAID	Paid	Federal reimbursement for this encounter has been received
PEND	Pending	Additional information is needed to determine if this encounter is claimable

Not Eligible TCM Encounters

Not Eligible encounters are:

- TCM system cannot verify the client's Medi-Cal eligibility at the time the encounter was entered
- TCM encounter goes beyond the Newborn date range mark
- Expired Status - Encounter goes beyond the 12-month mark
- Dupe status – Encounter with duplicates
- Client has unmet share of cost
- Client is listed within the long term care status
- Entered wrong information like date of birth does not match client name
- Client has no record or record cannot be found

Duplicate Status

Encounter - View

Encounter Id 2199541 was added with a status of duplicate.

Last Name:	**First Name:**
Encounter ID:	**MI:**
Client ID:	
Encounter Status:	**Date of Service:**
Program Type:	**Sub Program Type:**
DOB:	**Newborn DOB:**
Case Manager ID:	**Location:**
Case Manager NPI:	**Invoice Number:**
LGA Code:	**Duplicate Indicator:** Y
Encounter Invoice Deny Reason:	**Optional Field 1:**
Optional Field 2:	**Optional Field 3:**
Meds Eligibility Flag:	**Encounter Rate:**
Rate of Reimbursement:	
Valid Reason:	**Valid Reason Other:**

MEDS Match Fail Reason

NO RECORD FOUND ON MEDS.

Entry User ID:	**Entry Date:**
Last Update User ID:	**Last Update Time Stamp:**

| Modify | Back | List | Show Matches |

Modify the encounter (e.g., to correct an entry error or give a valid reason to override potential duplicate)

If the encounter has a status of duplicate, click here to see any matches.

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Duplicate Status- Reasons

If there is a legitimate reason to override a duplicate status (e.g., client received a significant additional service on the same day for a different purpose), choose a Valid Reason from the options.

If Valid reason is "Other", you must describe the reason in the 'Valid Reason Other' field.

Encounter View

Encounter - View

Encounter Id 2030570 was modified with a status of not eligible

Last Name: TEST	First Name: TESS
Encounter ID: 2030570	MI:
Client ID: 555555555	
Encounter Status: NELG	Date of Service: 02/02
Program Type: 06	Sub Program Type:
DOB: 12/29/1969	Newborn DOB:
Case Manager ID: PAPER	Location: HOME
LGA Code: 49	Invoice Number:
Encounter Invoice Deny Reason:	Duplicate Indicator: Y
Optional Field 1:	Optional Field 2:
Optional Field 3:	Meds Eligibility Flag: N
Encounter Rate: 0.00	Valid Reason: 00-OTHER
Rate of Reimbursement: 0%	Valid Reason Other: EXPLANATION HERE!

MEDS Match Fail Reason

NO RECORD FOUND ON MEDS.

Entry User ID: DHSADM49	Entry Date: 2002-03-18-15.54.38.203057
Last Update User ID: JSABBAG	Last Update Time Stamp: 2002-04-02-14.55.14.728010

Modify   Back   List   Show Matches

The Valid Reason is shown in "Encounter View" screen.

A valid reason code will be seen if the duplicate status has been overridden:
00 – Other
01- Significant additional visit
02- Multiple births (e.g., twins)

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Claiming Newborn

Information to enter into the TCM system after the Newborn Date-Range

- Infants' Date Of Birth
- Infants' Medi-Cal Client Id Number

In the absence of Medi-Cal client ID number for newborn all LGAs are advised in accordance with CCR section 50733(c) that a mother's Medi-Cal eligibility status shall be the authorization for services for her newborn child during the month of birth and the month following the month of birth. Subsequent to the grace period, TCM services provided to the infant must be claimed using the infants' own Medi-Cal client ID and the infants' date of birth.

DHCS Action For Expired Newborns

If an expired newborn appears on an invoice. DHCS will contact the LGA to determine further action. The LGA will have two options.

1. DHCS can void the entire invoice and the LGA will go back to modify the expired newborn encounters to reflect the newborn's Medi-Cal ID number. This allows the LGA to re-submit the invoice.

2. DHCS will deny the expired newborn encounters which will allow the remaining portion of the invoice to be paid. However the expired newborns would not be allowed to be billed for the date of service.

If you have expired newborn encounters, please verify DOB and contact your TCM analyst.

Upload and Download Encounter Data Using the TCM System

Upload File Requirements

An electronic file of encounters can be uploaded to the TCM System.

- The file must be in a "fixed block text" format.
- Data fields must match the layout described in the "Upload Record Layout" and "Download Record Layout" (visit the TCM training webpage at the link below). **There can be no deviation from this format.**

http://www.dhcs.ca.gov/provgovpart/Pages/TCMSystemTraining.aspx

- Files uploaded without all the required information will be given a status of "pending" and will not be included on an invoice until missing information is provided.
- You may obtain a template in Microsoft Access from DHCS if you have a licensed copy of Access.

Upload Record Layout

File Format for Upload Encounter Record								
Field Name	**Start Pos**	**End Pos**	**Length**	**Type**	**Format**	**Option**	**Permitted Values**	**Notes**
Case Manager ID	001	009	09	AN		Required		
Client ID	010	018	09	AN		Optional		Required if Client Last Name blank.
Date of Service	019	028	10	Date	MM/DD/CCYY	Required		Must be equal to or greater than 07/01/2000.
Date of Birth	029	038	10	Date	MM/DD/CCYY	Required		
Client Last Name	039	058	20	AN		Optional		Required if Client ID blank.
Client First Name	059	073	15	AN		Optional		
Client Middle Initial	074	074	01	AN		Optional		
Program Type Code	075	076	02	N		Required	06 07 09 10 11 12 13 14 15 16 17 18	06 = Public Health 07 = Outpatient Clinics 09 = Public Guardian 10 = Linkages 11 = Probation 12 = Adult Protection 13 = Home Visitation 14 = Children 15 = Fragile Adults 16 = Institutional Risks 17 = Negative Outcomes 18 = Communicable Diseases
Location	077	082	06	AN		Optional	Office Home Other	*Spaces* will be permitted on an upload, but actual value is needed prior to invoicing.
Newborn Date of Birth	083	092	10	Date	MM/DD/CCYY	Optional		
Optional Field 1	093	102	10	AN		Optional		Defined by the LGA. If not used the field should be equal to spaces
Optional Field 2	103	112	10	AN		Optional		Defined by the LGA. If not used the field

Upload Record Layout

								should be equal to spaces
Optional Field 3	113	122	10	AN		Optional		Defined by the LGA. If not used the field should be equal to spaces
Sub Program	123	126	04	AN		Required		Permitted Values defined by the LGA
Filler	127	146	20	AN		Optional		Should be set to spaces
Case Manager National Provider Identifier (NPI)	147	156	10	AN		Required		Valid NPI

Record Format: Fixed Block (FB) 156 Characters record length

Upload Data

Upload Page

Choose File | No file chosen

Submit

2. Click "Choose File" and select the .txt file you want to upload.

3. Click "Submit"

Targeted Case Management

Frequently Asked Questions

- LGA Administrator:
  - Home
  - Encounters
  - Invoice
    - Create
    - Search
  - Report
    - Summary - LGA
  - User ID
  - LGA Profile
  - Data Transfer
    - Upload
    - Download
  - Log Off

1. Open "Data Transfer" then click "Upload."

Remember the file must be in .txt format

Version: 4.4.0   TimeStamp: 2017-04-25 17:39

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Upload Results

Check encounter status

exiting Task with a status of 1

Options:	Proceed
Pending:	00308
Expired:	00000
Claimable:	00000
Not Eligible:	00047
Duplicate:	00223
Dup Seq Nums:	00102, 001... 00137, 0013... 00152, 00154, 00157, 00158, 00159, 00162, 00163, 00166, 00168, 00170, 00171, 00174, 00175, 00177, 00178, 00180, 00182, 00186, 00188, 00189, 00190, 00192, 00193, 00194, 00196, 00198, 00200, 00202, 00213, 00216, 00217, 00221, 00225, 00229, 00230, 00231, 00232, 00237, 00238, 00239, 00240, 00241, 00247, 00248, 00249, 00250, 00251, 00252, 00254, 00257, 00258, 00259, 00262, 00263, 00266, 00268, 00270, 00271, 00274, 00275, 00277, 00278, 00280, 00282, 00286, 00288, 00289, 00290, 00292, 00293, 00294, 00296, 00298, 00300, 00302, 00313, 00316, 00317, 00321, 00325, 00329, 00330, 00331, 00332, 00337, 00338, 00339, 00340, 00341, 00347, 00348, 00349, 00350, 00351, 00352, 00354, 00357, 00358, 00359, 00362, 00363, 00366, 00368, 00370, 00371, 00374, 00375, 00377, 00378, 00380,

The TCM System will display the results of the upload so you can determine whether to proceed, delete duplicates, or cancel the process.

Upload Complete

The TCM System will provide a summary of the results of the upload process.

Upload Information

Upload Complete	
Pending:	00000
Expired:	00000
Claimable:	00000
Not Eligible:	00000
Duplicate:	00001

If there are duplicates, research the duplicates to prevent uploading them multiple times.

Download Encounter Data

- Both DHCS and LGA Administrators can download data.

- However, LGA Administrators can only download encounters for their own LGA.

- Data is downloaded in a "fixed block" text file or CSV file and is compressed to a ZIP file.

Download Requirements

- LGA Administrators may only download TCM encounter data for their LGA.

- Data is downloaded in a "fixed block" text file. "File Format for Download TCM Encounter Record Data" in the following pages.

- A 7Zip program is required on your computer. If 7Zip is unavailable, it can be downloaded from the Internet.

Download Record Layout

File Format for Downloaded Encounter Record						
Field Name	**Start Position**	**End Position**	**Length**	**Type**	**Format**	**Notes**
Encounter ID	001	007	07	AN		
LGA Code	008	009	02	AN		
Invoice Number	010	020	11	AN		Position 1 – 2: LGA Code Position 3 – 4: Begin SFY Position 5: / Position 6 – 7: End SFY Position 8: – Position 9: Quarter of SFY Position 10: Alpha character Position 11: Alpha character
Case Manager ID	021	029	09	AN		
Client ID	030	038	09	AN		Client Identification Number BIC Number Social Security Number MEDS ID
Filler	039	047	09	AN		Reserved for future use.
Date of Service	048	057	10	AN	MM/DD/CCYY	
Date of Birth	058	067	10	AN	MM/DD/CCYY	
Last Name	068	087	20	AN		
First Name	088	102	15	AN		
Middle Initial	103	103	01	AN		
Program Type Code	104	105	02	AN		06 = Public Health 07 = Outpatient Clinics 09 = Public Guardian 10 = Linkages 11 = Probation 13 = Community
Location	106	111	06	AN		
Newborn Date of Birth	112	121	10	AN	MM/DD/CCYY	
Optional Field 1	122	131	10	AN		
Optional Field 2	132	141	10	AN		
Optional Field 3	142	151	10	AN		
Sub Program	152	155	04	AN		
Encounter Status	156	159	04	AN		CLAM = Claimable CNCL = Canceled DENY = Denied DUPE = Duplicate EXCD = Exceeded EXPD = Expired HOLD = Hold INAC = Inactive INVC = Invoiced NELG = Not Eligible PAID = Paid PEND = Pending
Filler	160	160	01	AN		Previously Duplicate Override Flag
Duplicate Indicator	161	161	01	AN		
MEDS Eligibility Indicator	162	162	01	AN		
MEDS Failure Reason	163	242	80	AN		
Encounter Rate	243	252	10	N	+999999.99	

Downloading Data

LGAs can only download data for their own LGA

Download Encounter Criteria

DHCS Administrator:
- Home
- Encounters
- Invoice
- Report
- User ID
- LGA Profile
- Data Transfer
  - Download
- Refresh Tables
- Log Off

LGA Code:

Program Type:

Quarter:

Fiscal Year:

Date Range (MM/DD/CCYY): [ ] to [ ]

☐ Download based on last download timestamp

◉ Text ◯ CSV

Submit   Reset

Either select a specific type or leave blank to select all

Open "Data Transfer" then click "Download."

Must select either a fiscal year OR a date range. If encounters are older than the most recent 3 FY, then you will need to enter the "Date Range".

Steps to Download Data

How to Use the Downloaded File

- The downloaded file can be imported into any database program as a "fixed length text file".

- The file may be opened in a spreadsheet application using screen prompts to specify the correct column widths.

- The file can be exported from the spreadsheet application and imported into a database application.

Working with TCM Invoices

LGA TCM Invoice Creation Reminders

- Only an LGA Administrator can create an invoice.

- The TCM System will not create an invoice until there is an approved Cost Report and Encounter Rate received from the LGA.

- Multiple invoices must be created for multiple quarters, programs, or rates.

- A valid reason code is needed to override duplicate encounters before the system will include those encounters in an invoice.

- It is the LGA's responsibility to ensure all encounters are attached to the appropriate invoice.

- Invoices must be printed on the LGA's letterhead, signed by an authorized LGA coordinator in blue ink, and mailed to:

  Department of Health Care Services,County-Based and Inmate Claiming Services Section, Targeted Case Management, Attn: (Program Analyst), P.O. Box 997436, MS 4603, Sacramento, CA 95899-7436

We suggest that you notify you analyst via email that you are sending them TCM Summary Invoices, and to advise if not received.

Create and Submit Invoices

- The TCM system generates separate invoices per LGA by:
    - Fiscal year
    - Program Type
    - Quarterly

- Per W&I code section 14115 – TCM program invoices must be postmarked to DHCS within 12 months from the end of the month in which the service was provided.

Creating Invoices Option #1

Choose program type

Select the "Invoice" folder and click on "Create"

The system automatically includes all "claimable" encounters up to the time selected.

Creating Invoices Option #2

Create Invoice

1. Choose program type

Program Type:*

Claimable Timeframe:*

- OR -

From: To:

Create   Reset

3. Click "Create"

2. Select encounters for a specific date OR range of dates

Remember, the maximum amount invoices that can be created is 1,500.

Invoice Summary View

Invoice Creation Results

Program Type: 10-LINKAGES   Number Marked "Expired": 0
Timeframe: 02/01/2002 to 02/05/2002   Create Date: 3/12/02

Invoice Results: 1

Qtr	FY	Invoice #	Invoice Message		Pgm	# Claims	# Exceeds	Rem. Cap
3	2001/2002	4901/02-3H	INVOICE CREATED.	View	10	7	0	$165,338.40

Back

You must view the detailed invoice before it can be printed

Review this page carefully to ensure the results are correct.

Creating Invoices Option #2

All encounters attached to the invoice can be viewed here

Invoice Summary

ANNA M. ROTH. RN. MS. MPH
HEALTH SERVICES DIRECTOR

DAN PEDDYCORD. RN. MPA/HA
DIRECTOR OF PUBLIC HEALTH

CONTRA COSTA
HEALTH SERVICES

CONTRA COSTA
PUBLIC HEALTH

PUBLIC HEALTH NURSING

2500 Bates Avenue, Suite B
Concord, CA 94520

Ph (925) 608-5100
Fax (925) 608-5111
www.cchealth.org

Summary Invoice

TARGETED CASE MANAGEMENT

| Local Governmental Agency: | CONTRA COSTA 07 | Provider Agreement #: | 17EVGRN07 |
| Period of Service: | 01/01/2018-03/31/2018 | Invoice Number: | 0717/18-3S |

CHILDREN	# of Encounters	Encounter Rate	Amount
Total	1	600.00	= $600.00
		Total Federal Share for CHILDREN 50.00%	= $300.00
		Reimbursement Rate: 100%	
Total Federal Share For Above Program(s)			= $300.00

Reimbursement Rate

I certify under penalty of perjury that the information provided on this invoice is true correct, based on actual Targeted Case Management encounters for the period claimed, and that the funds/contributions expended, as necessary for Federal Matching funds pursuant to the requirement of 42 CFR 433.51, are for allowable Targeted Case Management activities and that these claimed encounters have not previously been nor shall not subsequently be claimed in this or any other program. I have notice that this information is to be used for filing of a claim with Federal Government for Federal funds and that knowing misrepresentation constitutes violation of the Federal False Claims Act.

Susan Guest **Print Name** *Susan Guest* **Signature**
Print Name | Signature

MAA-TCM Coordinator **Title** September 27, 2018 **Date**
Title | Date

For DHS Program use only

I hereby certify to the best of my knowledge and belief that the claims submitted and attached herein, are claims for the Medicaid program under title XIX of the Social Security Act (the Act), and as applicable, under the State Children's Health Insurance Program (SCHIP) under Title XXI of the Act, and are allowable in accordance with applicable implementing federal, state, and local statutes, regulations, policies, and the state plan (including any approved waivers of the state plan) approved by the Secretary and in effect at the corresponding time commensurate with the claims aforementioned and furthermore, I certify that federal matching funds are not being claimed for any expenditure under any Medicaid and/or SCHIP state plan amendment that was submitted after January 2, 2001, and that has not been approved by the Secretary effective for the applicable quarter associated with the claims aforementioned. Further, I direct the Accounting section to process the attached claims for payment certifying to the best of my knowledge and belief that the payee has met the contractual conditions for such payment(s) and the following Accounting codes are appropriate for such payment(s). This invoice has been checked against our records and found to be the original one presented for payment and has not previously been paid. We have recorded this payment so as to prevent a later duplicate payment.

Signed:_____ Date:_____ Title: _____

Signed:_____ Date:_____ Title: _____

Date entered into the TCM System _____

The TCM Coordinator or authorized designee(s) will need
to sign and date the invoice in **BLUE** ink.

• Contra Costa Behavioral Health Services • Contra Costa Emergency Medical Services • Contra Costa Environmental Health & Hazardous Materials Programs •
• Contra Costa Health, Housing & Homeless Services • Contra Costa Health Plan • Contra Costa Public Health • Contra Costa Regional Medical Center & Health Centers •

https://tcm.dhcs.ca.gov/tcm/invoice/print.html

9/27/2018

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Invoice Status Codes

Code Name	Description
CREATED	Invoice has been created in the TCM system
SUBMITTED	Invoice has been submitted to DHCS An original summary invoice must still be submitted via post office mail
APPROVED	DHCS approved the invoice for payment
ADJUSTED	an adjustment has been made to the amount of invoice submitted or an encounter
DENIED	DHCS denied the invoice for some reason
PAID	Receipt of payment was entered by LGA
CANCEL	Invoice created was cancelled by LGA
VOID	Invoice created was voided by LGA or DHCS

Search Invoice

LGA Summary Report

DHCS LGA Summary Report Sample

Entering Receipt of Payments

- TCM payments are issued by the State Controller's office and a remittance advice will identify that payment is for TCM, the invoice numbers, and the amount.

- DHCS continually updates payment information as we receive it.

- Once a month- DHCS does a manual push of data into the TCM System from the Accounting payment database.

- LGA coordinator/administrator must enter the receipt of payment into the TCM system.

Enter Payment Receipt

Invoice - 17/18
Number of Invoices in Approval Queue :

LGA:		Schedule #:	
Status:		Calculated Invoice Amount:	
Create Date -- User ID:		Adjusted Invoice Amount:	
PostMarked Date (MM/DD/CCYY):		Total Invoice Amount:	
Approve/Deny Date:		FMAP:	
Deny Reason:		Reimbursement Rate:	
Paid Date:		Claim Schedule Pay Date:	
Rates:			

Offset/Supplement Reason: [⌄]   Offset/Supplement Amt: [ ]   Offset/Supplement Date: [ ]

Offset/Supplement Comments: [ ]

Last Update User ID:		Last Updated:	

Claims

SNo	Deny	Program	Case Manager	Case Manager NPI	DOS	Client ID	Duplicate ?	Deny Reason	Encounter ID	Last Update

[Offset/Supplement]

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Importing Encounter Data Using MS Access

Formatting the File to Upload into Access

- Download encounter data from the TCM System in "fixed block" text file.

- After downloading the data into the computer, the text file will be compressed into a ZIP file.

- To import the file into Access, the text file must be extracted from the ZIP folder.

- Then, follow the next steps to start importing the text file into Access.

Step 1

Step 2

DHCS
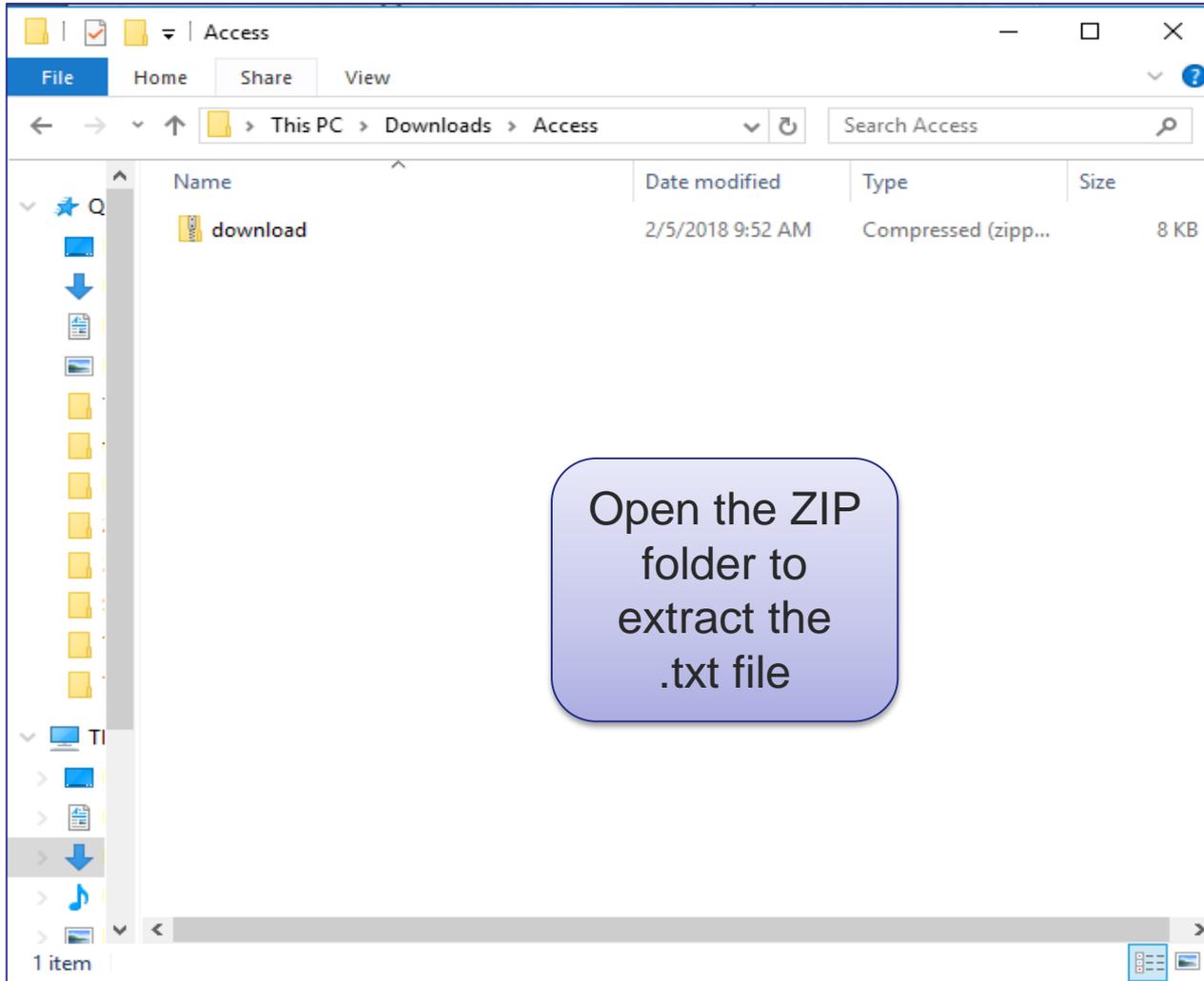
Compressed Folder Tools — download

File | Home | Share | View | Extract

← → ∨ ↑ « Downloads › Access › download

2) Select the "Extract" tab.

Name | Type
data | Text Document

1) Click on the .txt file.

Extract Compressed (Zipped) Folders

Select a Destination and Extract Files

Files will be extracted to this folder:

C:\Users\███████\Downloads\Access   Browse...

☑ Show extracted files when complete

3) Select the desired destination to extract the files to.

Extract   Cancel

1 ite

Prepare to Import .txt File

- Open MS Access "TCM System Upload Download"

Microsoft Office Access

Security Warning: Unsafe expressions are not blocked.

Do you want to block unsafe expressions?

[Yes]   [No]   [Help]

Security Warning

Opening "G:

This file may not be safe if it contains code that was intended to harm your computer.
Do you want to open this file or cancel the operation?

[Cancel]   [Open]   [More Info]
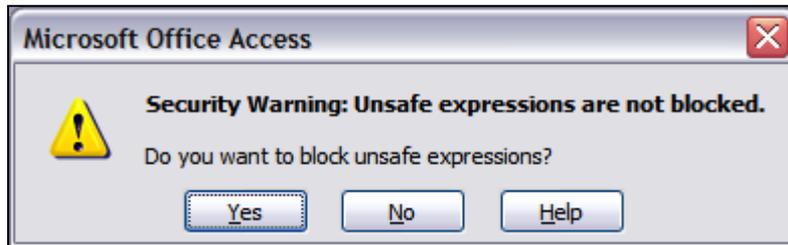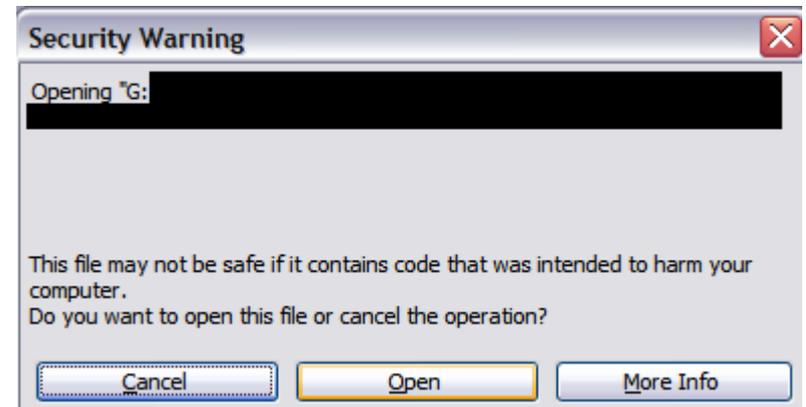
Select "No"

Select "Open"

Import External Data

- From the File menu, select "Get External Data"
  - Select "Import"
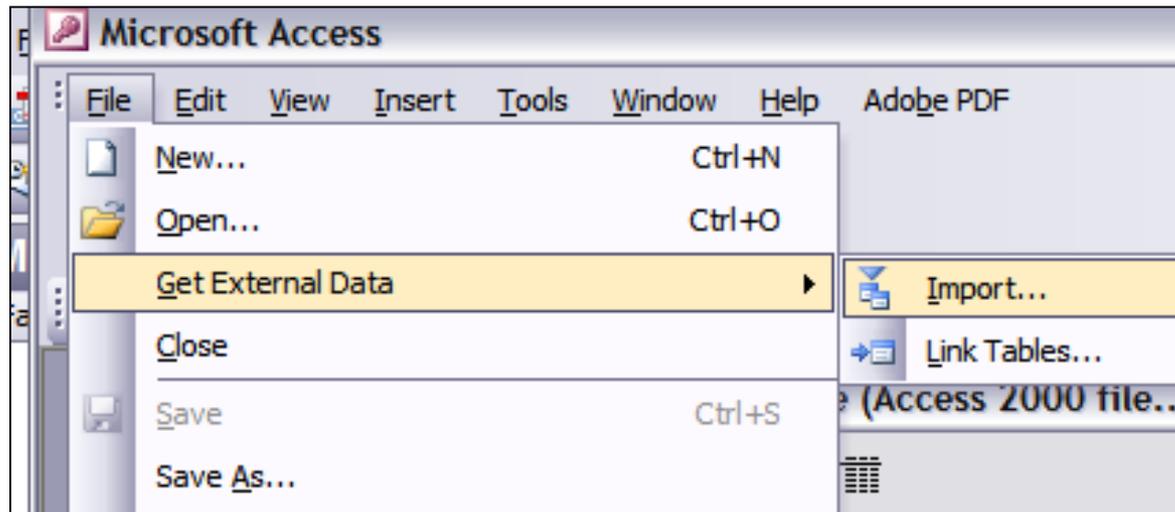
Select Text File Format
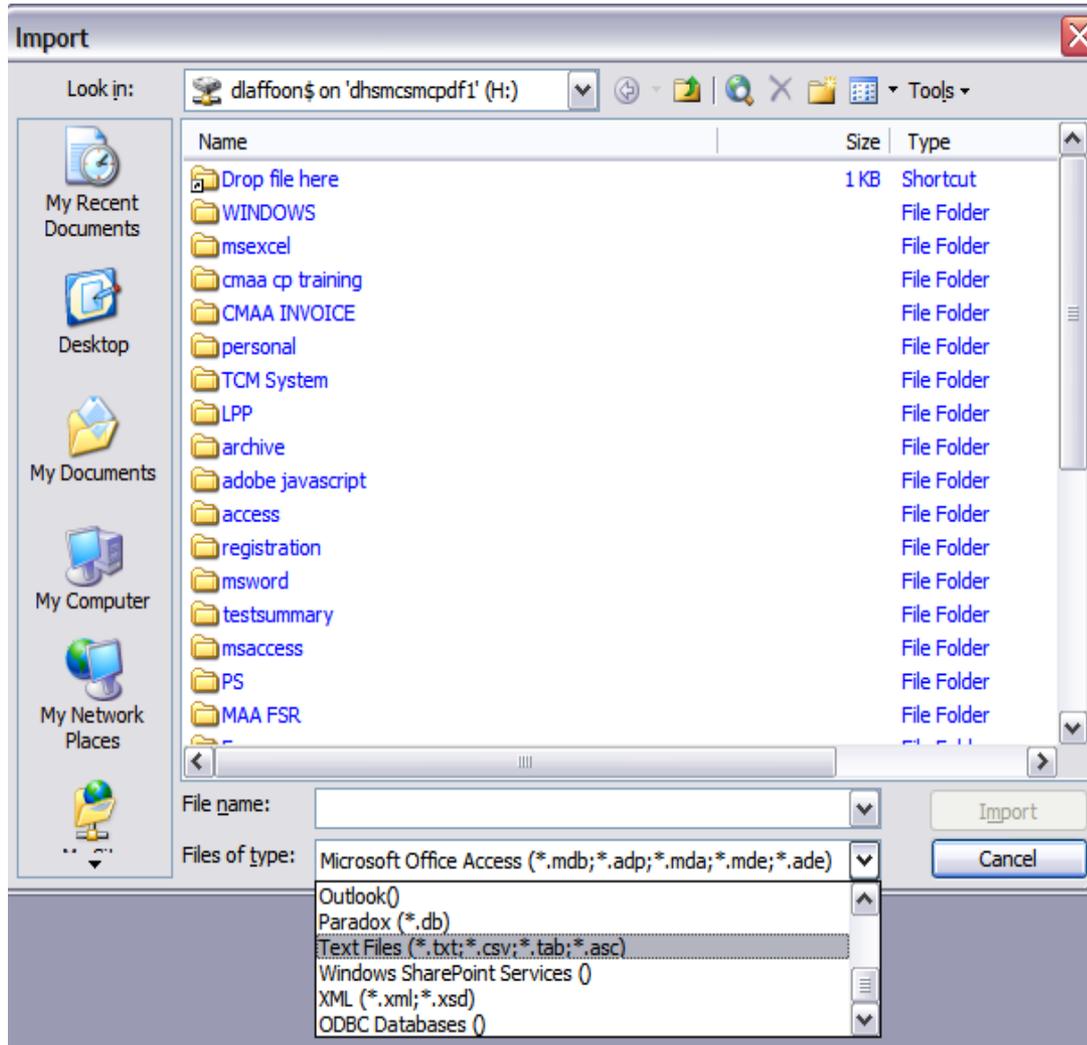
- In the "Files of type" drop down select "Text Files"
- Select .txt file extracted from the ZIP file
- Click "Import"

Import Text Wizard

- Select "Fixed Width"
- Press "Advanced" button

Data Import Specification

1) Click on "Specs.

2) Select "Download Encounter Specification" then press "Open"

Download Encounter Specification

- The layout of the download file should load.

Fixed Width

Parsing Data

- The specification should have parsed the data.
- Press Next
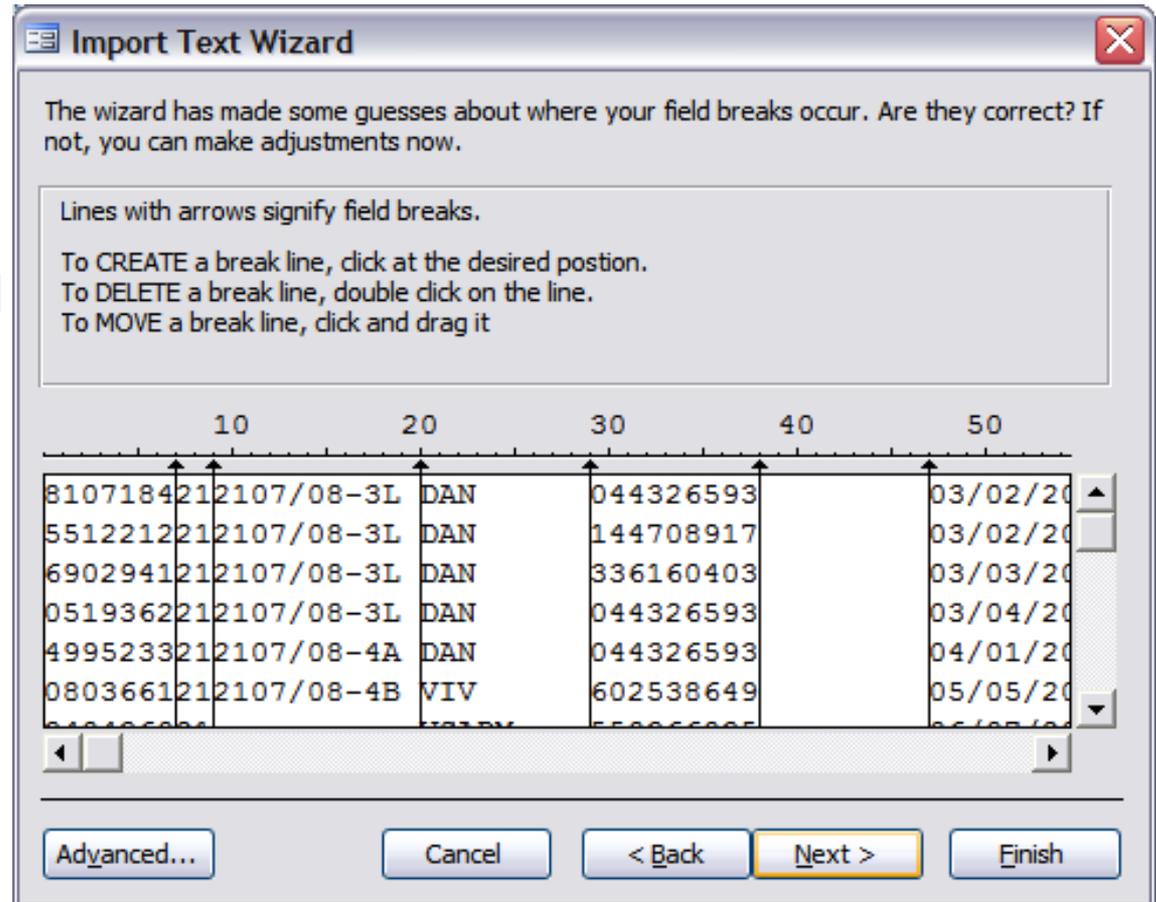
Import to an Existing Table

Finishing Import Data

Finish Importing
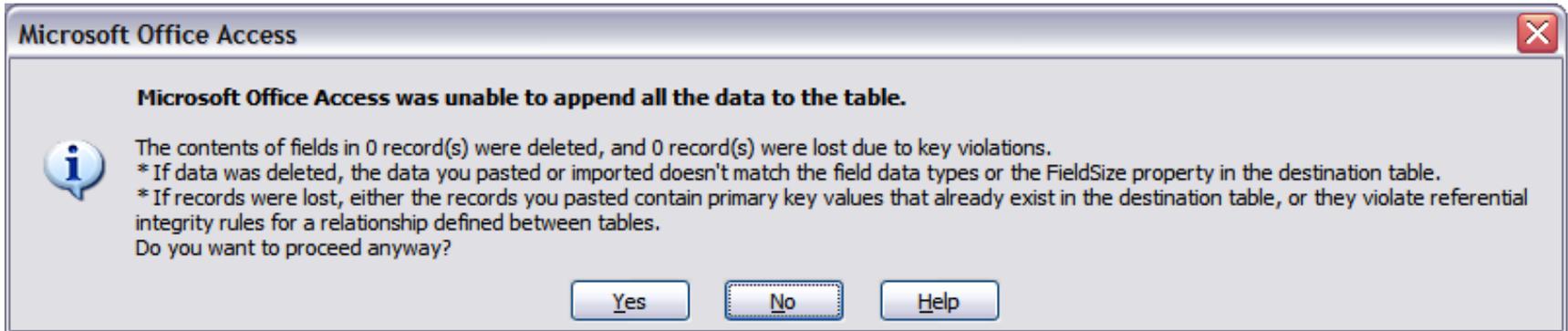
Then…
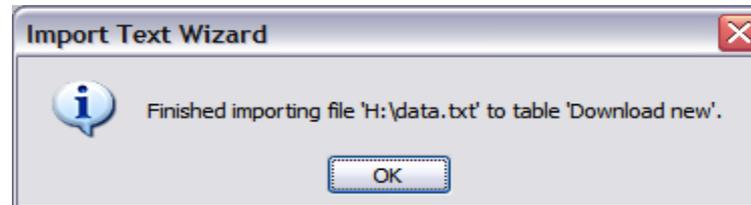
Log Off

Don't forget to log off the TCM System when you are done using it.

End of Training

For further questions, please email the TCM program at:
DHCS-TCM@DHCS.CA.GOV