



## Data Work Group Meeting Summary 6/27/14

### Pending questions and discussed topics:

CBH Data team stressed their desire goals for FY14/15 which consisted of improving provider communication, reaching provider expectations and reiterated the need for the data work group meetings in order for the entire network to be on the same page. Also discussed during the meeting was the updates of Attachment One's requirement of an automated "Wait List" and "Bed Census" which the data team plans on releasing in the coming months. Pending items and/or concerns are as follows:

#### Exception Report - issues and corrections (ETA)

- Concerns with the admission and discharge portion of the report
- Inconsistency
- Report will be analyzed by the data team and an update on the matter will be sent out to the provider network

#### BARC (Daryl) – SA primary, secondary and tertiary list update (ETA)

- Daryl asked of when will the 155-2 requirements be updated within the portal
- The Data team needs to work in accomplishing these requirements and will get back to the network with a realistic updated date

Cari (Spectrum)- SFBHN Data has been coded with OCA changes. Can we use it for a test run to compare her outcomes to our current OCA upload outcomes? This discussion needs to take place with Jon and communication will be sent back to Cari. This is something the effects CBH and BBHC and not the provider network. (Pending)

This was also [part of the answer Kris Loomis was looking for when she asked if CBH was already working on "Mod 4's". The answer is yes, we are also working with DCF in getting all validation issues corrected.

Over Lapping Services- Do we currently except over lapping services within the portal? Andy has a created a Change Request for this enhancement and an ETA will have to be communicated to the network as soon as we receive it.

New contracts numbers – The question was asked if the provider would be getting new contract ID number within the portal for the 14/15 FY. The answer was yes and we are working with our development team to achieve this by the next data upload of 7/10/14 an update on this date will also have to be sent out to the network.

Release Priority List – The questions was asked if the CBH release schedule is updated with prior list (one provider asked if it was an extended list from Andrew M's list) and does it take those pending items into consideration? We will need to review as a team and send out communication to the network as well.

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## Portal Training

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## Objective

- What is the Provider Portal?
- How do I get access?
- How do I navigate?
- How do I upload data?
- Glossary of Terms

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## What is the Provider Portal?

The Provider Portal is a real-time system that allows DCF, MEs and Providers to submit and report all Pam 155-2 and invoicing Data to the ME in a Self-Serve model.

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### Section 1 & 2

Section 1- ALL fields must be filled out with the exception of the following two.

- User SSN (only required if requesting IRAS)
- Fax number (optional)

Section 2- You may not have the person requesting access be the supervisor on the form.

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### Section 3 & 4

- Section 3- Select the SAMH box for Portal Access. If you need IRAS Access click on the IRAS box as well
- Section 4a- Only put an X on Sub-Contractor Staff.
- Section 4b- If you are requesting IRAS access only, select Incident Coordinator.

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### Section 5 & 6

- Section 5- At least one box must be marked
- Section 6- Type in the dates you completed the Security and HIPAA training. Then sign and date the bottom of the form.

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### Security Agreement Form

- At the top of the page above Employee Name/Organization, please type in Employee Name and Supervisor Name. Do the same at the bottom of the form.
- Print both sheets of the Database Access Request Form and sign where required.

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The next step to gain access to the portal is to take the Security and Awareness Training and the HIPAA Training. This training must be current and have 2013 (or current year) at the top. Every year DCF puts out a new training and everyone will have to take the trainings over again. We will let the providers know when this happens. Below we have examples of the trainings starting screens.

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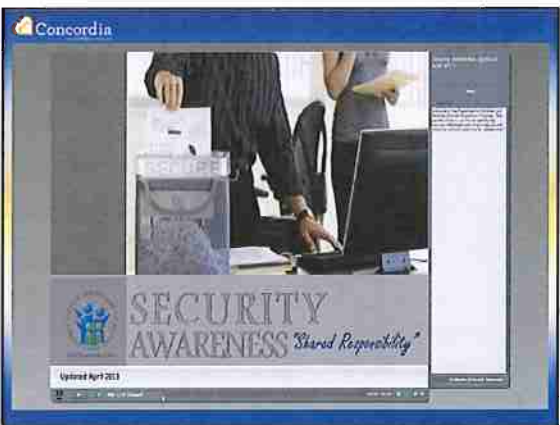
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SECURITY AWARENESS *Shared Responsibility*

Updated April 2013

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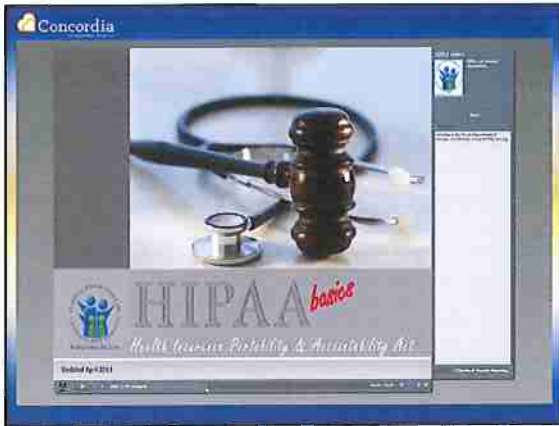
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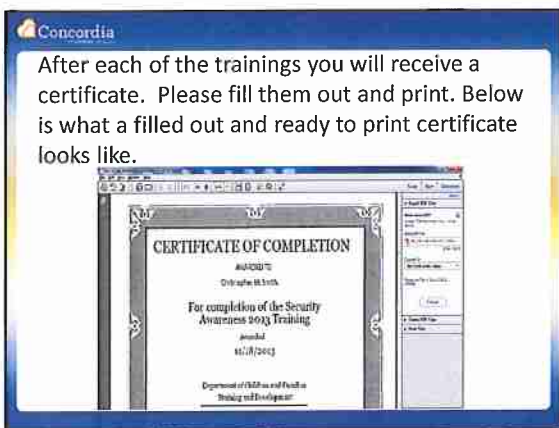
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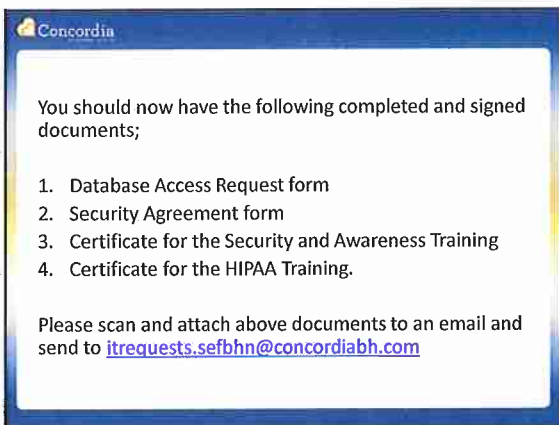
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If you only requested Portal access you will receive a Secure email with your login information within 48-72 hours.

Concordia will forward the IRAS/SAMH/TANF requests to DCF. We will forward the login information to you as soon as we get an email back from DCF.

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### How do I navigate?

Once you received your login information go to the portal login website by clicking on the link below.

<https://medical.iossolution.com/application/login>

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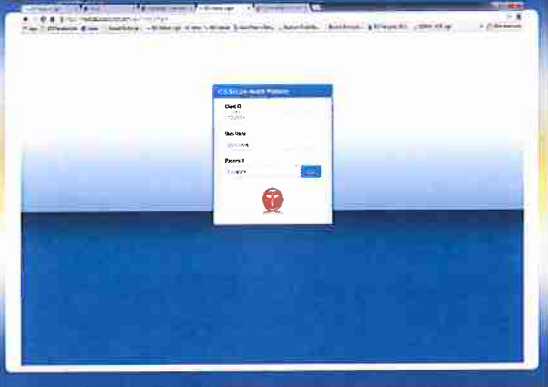
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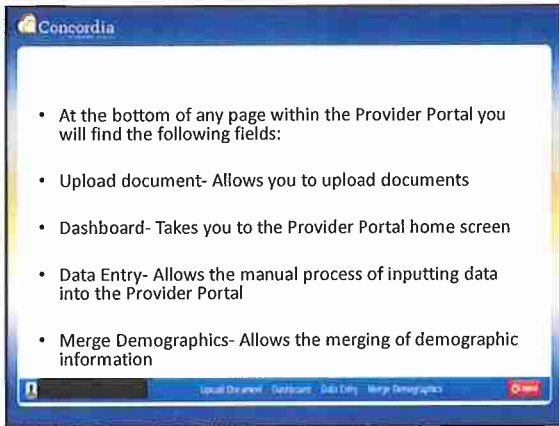
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- At the bottom of any page within the Provider Portal you will find the following fields:
- Upload document- Allows you to upload documents
- Dashboard- Takes you to the Provider Portal home screen
- Data Entry- Allows the manual process of inputting data into the Provider Portal
- Merge Demographics- Allows the merging of demographic information

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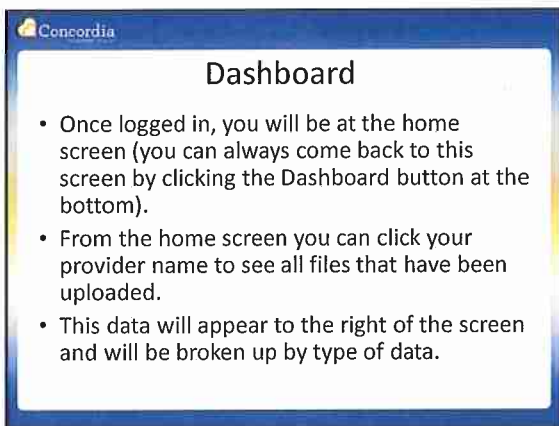
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- Once logged in, you will be at the home screen (you can always come back to this screen by clicking the Dashboard button at the bottom).
- From the home screen you can click your provider name to see all files that have been uploaded.
- This data will appear to the right of the screen and will be broken up by type of data.

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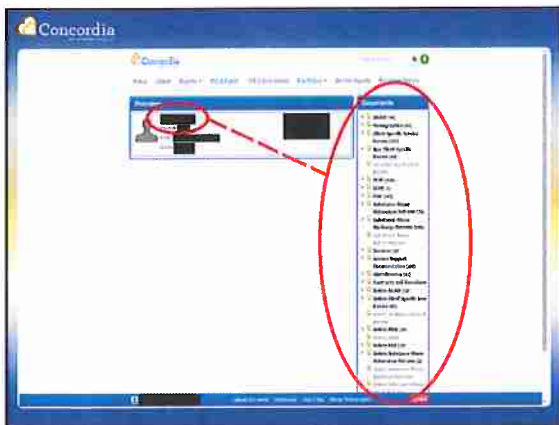
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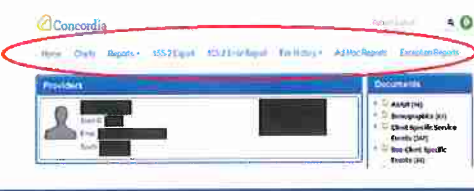
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To the right of the home tab you will find seven additional tabs.



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### Dashboard: Charts Tab

The Charts tab will color code all data uploaded by chapter, and will allow you to select a date range to view.



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### Dashboard: Reports Tab

- The Reports tab will allow you to run commonly used pre-defined reports.
- There are three sub sections under reports, Mental Health, Substance Abuse, and Others.



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## Reports Tab Continued

For the first two subsections, the parameters are as follows:

1. Begin date should always be the beginning of the current fiscal year.
2. End date should always end at the end of a month.
3. Only select active contracts (uncheck inactive contracts)
4. Either select Check All, Uncheck All, or individual reports
5. Click the filter button to run the report
6. Click the export button to export current report to excel
7. Open download to get an exported report with excel.

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The screenshot shows the 'Reports Tab' interface. Red callout lines with numbers 1 through 7 point to specific UI elements: 1 points to the 'Begin Date' field, 2 to the 'End Date' field, 3 to the 'Active Contracts' checkbox, 4 to the 'Check All' button, 5 to the 'Filter' button, 6 to the 'Export' button, and 7 to the 'Download' button. The interface also displays a list of reports and a 'Report Range' dropdown menu.

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## Reports Tab Continued

- For the Other subsection, the parameters are the same, with the exception of the report itself.
- This subsection allows the ability to pull all data uploaded for a date range, and provides a quick count of each type.
- The report field either allows all data to be pulled, or only those with re-admissions.

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### Dashboard: 155-2 Export Tab

The 155-2 Export tab will allow you to export all data from a chapter either through a text file (Pamphlet 155-2 format) or comma delimited (flexibility to open with excel and manipulate).



The screenshot shows the '155-2 Export' tab selected in the navigation menu. Below it, a dropdown menu is open, showing options for 'Export to PDF', 'Export to Text', and 'Export to CSV'. The 'Export to CSV' option is currently selected.

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### Dashboard: 155-2 Error Report Tab

- The 155-2 Export tab provides a graphical error report. This provides a quick and easy way to see what kinds of errors you currently have.
- A date range can be selected. And you can remove specific types of errors by simply clicking on them.

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### Dashboard: 155-2 Error Report Tab



The screenshot displays the '155-2 Error Report' interface. At the top, there is a navigation menu with '155-2 Error Report' selected. Below the menu, there is a date range selector set to '2014-01-01' to '2014-02-01'. The main content area features a line graph titled 'Errors by Chapter' and a pie chart below it. The pie chart shows the distribution of error types, with 'Missing Page' being the most prominent category.

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### Concordia Dashboard: Errors found in record

When you click on the error icon within the File History report, you will download a text file. From this text file you will be able to determine exactly what and where the issue is.



Date	Time	Error
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR
02/10/2014	08:27:41	INVALID SYMBOL ERROR

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### Concordia Dashboard: Ad-Hoc Reports Tab

The Ad-Hoc Reports tab will allow you to run reports across all data points uploaded into IOS. This pulls data with such flexibility that you can pull any type of report that you see fit.



Home Charts Reports 155-2 Export 155-2 Error Report File History **Ad-Hoc Reports** Exception Reports

Ad-Hoc Reports

Report Type: \_\_\_\_\_

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### Concordia Ad-Hoc Reports Tab Continued

To run an AD-Hoc Report, go through the following elections in order:

1. Pamphlet 155-2 chapter your data points reside.
2. Either select Check All, Uncheck All, or individual columns of data.
3. Specific data point to look for through a filter.
4. Condition of when to pull a data point.
5. Variable applying to the condition of when to pull a data point.
6. Add/remove a filter.
7. Optional sort feature.
8. Submit request
9. Export report

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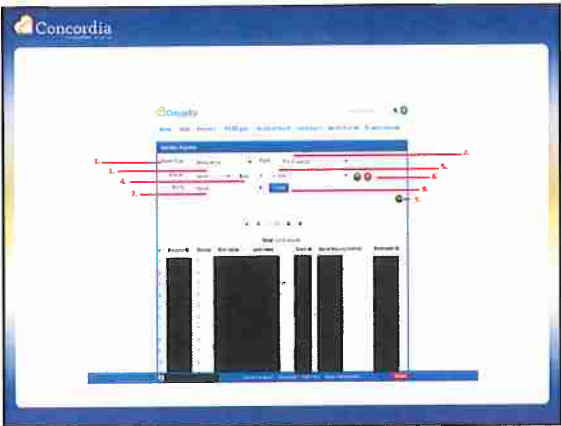
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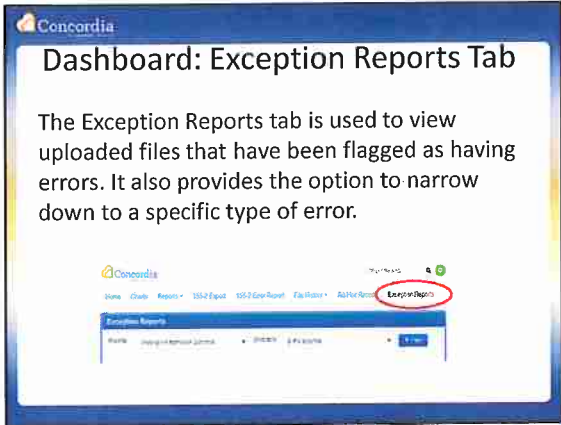
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### Dashboard: Exception Reports Tab

The Exception Reports tab is used to view uploaded files that have been flagged as having errors. It also provides the option to narrow down to a specific type of error.




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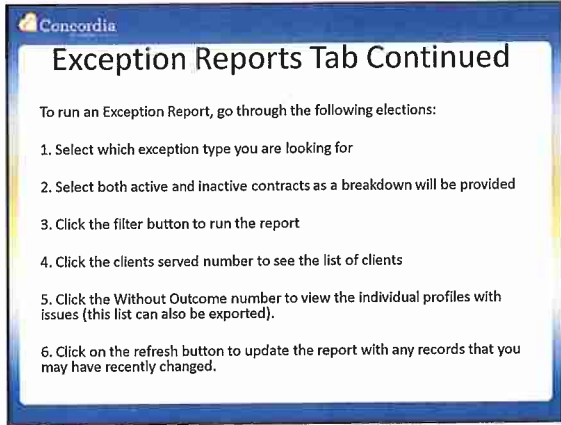
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### Exception Reports Tab Continued

- To run an Exception Report, go through the following elections:
1. Select which exception type you are looking for
  2. Select both active and inactive contracts as a breakdown will be provided
  3. Click the filter button to run the report
  4. Click the clients served number to see the list of clients
  5. Click the Without Outcome number to view the individual profiles with issues (this list can also be exported).
  6. Click on the refresh button to update the report with any records that you may have recently changed.

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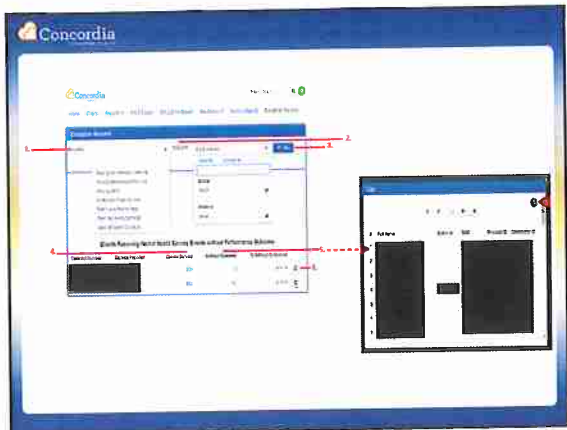
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### How do I Upload Data?

- To upload data to the provider portal you must first ensure a thorough understanding of what data points need to go in first and which data points tie to each other.
- Please use the following flow chart and link to the 155-2 DCF pamphlet guidelines for your review:

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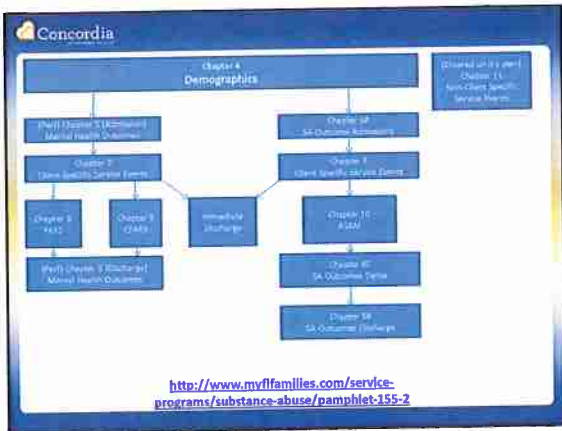
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### Upload Document

When you click on upload document you will be taken to the File Uploader section. Here you will have access to the following:

- 1. Folders available in the Provider Portal
- 2. Select the folder you want to add a document to
- 3. Submit document to be uploaded

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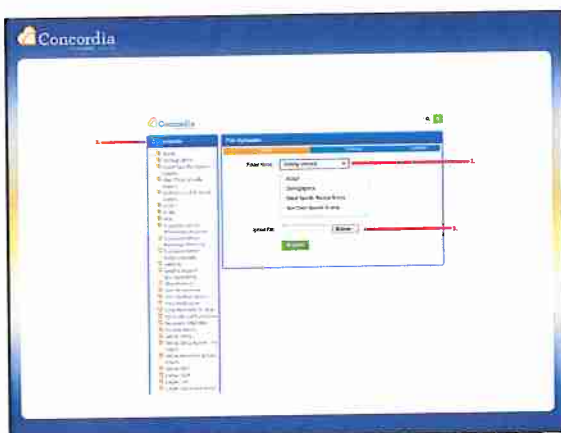
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### Data Entry

When you click on data entry you will have access to the following views to manually add data:

- 1. Tabs for each 155-2 specification
- 2. Data input area
- 3. Click to submit record
- 4. Error feedback area.

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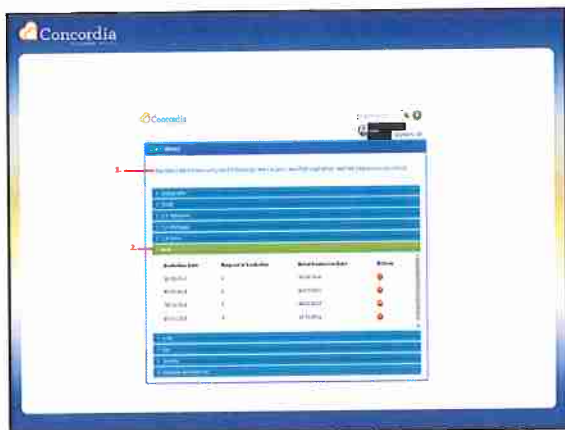
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### Merge Demographics

When you click on merge demographics you will have access to the following:

- 1. Input the incorrect demographic information
- 2. Input the correct demographic information
- 3. Click to merge

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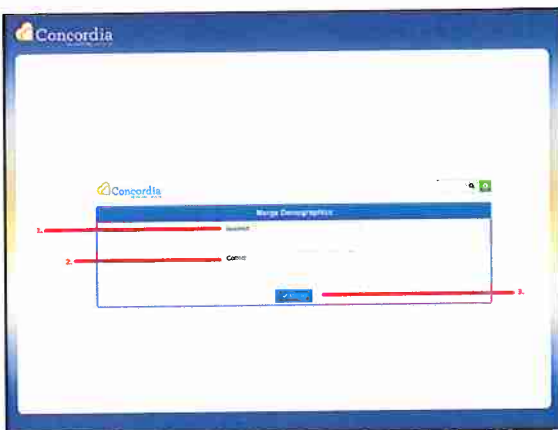
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 **Terms**

Below are a few terms regarding the Pamphlet 155-2 that when abbreviated, may be difficult to recall its definition.

- **CAC:** Acronym for Customer Assistance Center in Tallahassee that is used by the department to troubleshoot problems from various data system users.
- **CSA:** Acronym for Communication Service Authorization, which is a standard form used by SAMH data system users to register and subscribe for VPN services.
- **DSM-IV:** An acronym for Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition.
- **HCPCS:** An acronym for the Healthcare Common Procedural Coding System federally used by the Center for Medicaid and Medicare Services to define the HIPAA procedure codes and modifiers.
- **ICD-9-CM:** An acronym for International Classification of Diseases, Edition 9, - Clinical Modification. Used for the reporting of the primary and/or secondary diagnosis of individuals.

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 **Terms Continued**

- **PDMHI:** An acronym for Policy Integration and Information Systems section within the central SAMH Program Offices in Tallahassee. This office is responsible for management of the SAMH data system.
- **SAIS:** An acronym for the Substance Abuse Information System (formerly known as SISAR).
- **SAMH:** An acronym for Substance Abuse and Mental Health.
- **SAPTBG:** An acronym for Substance Abuse Prevention Treatment Block Grant.
- **SISAR:** An acronym for State Integrated Substance Abuse Report.
- **SSL:** An acronym for Secure Socket Layer, which is a secure means to connect to the state Intranet Firewall for transmitting data files or doing on-line data entry.
- **TANF:** An acronym for Temporary Assistance for Needy Families.
- **TASC:** An acronym for Treatment Alternatives for Safer Communities.

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Item Number	Time Estimation	Item Type	Item Name	Description	Priority	Release Cycle	Release date	Proposed Deployment Date	Actual Deployment Date	Comments/Issues	Status
<a href="#">CBH01</a>		Change Request	Remove "Go Greens" Measures	Remove "Go Greens" Measures	Normal			4/28/2014			Completed
<a href="#">CBH02</a>		Change Request	Daily User List Data Transfer	Daily feed of all Provider Portal Client Key, Client Name, First Name, Last Name, User Id, Creation Date and Last Login. This file is to be placed along with the daily chapter data set loads.	High			4/28/2014			Completed
<a href="#">CBH03</a>		Change Request	Master Provider Contract Table	There are many updates to be made to the provider Portals Provider/contract relationships and Provider Names. Concordia would like to be able to provide Medio's with a Master Provider Contract table to update the Provider Portal. (Please see detail).	High			4/28/2014			Completed
<a href="#">CBH04</a>		Change Request	SSN UN-Masking on export	Currently upon the export of the exception report "client list" the SSN are masked up to the last 4 digits. This masking needs to be removed.	High			4/28/2014			Completed
<a href="#">CBH06</a>	16	Change Request	Batch Upload Utility	We must provide the end user the ability to load multiple records at once. This has two modalities: 1- One Client, same cost center over multiple days 2- Multiple clients one cost center one day. (Please see Detail)	Critical			5/19/2014	7/7/2014		Pending
<a href="#">CBH07</a>	8	Change Request	Initial Evaluation Data Update Feature (Medio's Design)	User form to display after submission of record(s) if an effective date prior to 10/1/2012 is detected. User form ask for authorization of change to record and original date is stored else where. This would be needed in both the text file validation and the manual data entry screens.	Critical			5/19/2014			Pending
<a href="#">CBH08</a>	8	Change Request	Open Admission Mandate for submission of Client Specific Service Events (SERV)	This is logic to validate during the upload of SERV records that would force there to be an open admission other wise reject the record with error code "No Current Admission". This would be needed in both the text file validation and the manual data entry screens.	Critical			No DATE, but needs to be ready to deploy within two weeks of MIE decision to implement it is time	6/30/2014		Pending
<a href="#">CBH14</a>	8	Bug	Records Deletion Issues!	Cases of records that wont allow end user to delete. Please see Detail....	Critical			immediate	7/14/2014		Pending
<a href="#">CBH15</a>	8	Bug	Error in discharge date link of MH Adhoc Reports		Regular			immediate	7/14/2014		Pending
<a href="#">CBH16</a>	8	Bug	MERGE Function not working	Please see Detail....	Critical			immediate	7/14/2014		Pending
<a href="#">CBH05</a>	24	Change Request	Non Client Specific Service Events (EVENT) Chapter needs a data entry screen with search functionality. (Medio's Design)	The EVANT Chapter was never fully developed. We need to finish the functionality suite on this chapter. Data Entry, Delete and search Functionality must be added.	Regular			5/19/2014			Pending
<a href="#">CBH09</a>	16	Change Request	Date Roll Back Ability	Currently for the end user to correct an admission or discharge that is off target by a day the end user must delete all associated records and then resubmit all the records with the corrected date. Is there a way to code a date roll back logic to allow the user to simply modify the date via a drop down?	Regular			5/19/2014	7/25/2014		Pending
<a href="#">CBH10</a>	8	Task	DEMO Chapter Refresh	We need to drop all the non-related Demographic records we had originally brought over to allow for the upload of the historical data set.	Regular			6/20/2014	7/25/2014		Pending
<a href="#">CBH11</a>	4	Change Request	Sort Order in all Portal Drop downs	Especially important in the filter drop downs for the Adhoc reports. Every thing must be sorted alphabetically	Regular			5/19/2014	7/25/2014		Pending
<a href="#">CBH12</a>	8	Change Request	Add Long Description for Coded values in Adhoc report outputs/reports	Providers would like to have Long Description for Coded values in Adhoc report outputs/reports	Regular			5/19/2014	7/25/2014		Pending
<a href="#">CBH13</a>	4	Change Request	Add Age at service/effective date to all Adhoc reports	Add Age at service/effective date to all Adhoc reports	Regular			5/19/2014	7/25/2014		Pending

**BBHC Data Work Group Attendees**

Meeting Date  
June 27, 2014 1:45 PM EDT

Meeting Duration  
93 minutes

Number of Attendees  
31

Meeting ID  
941-864-101

Name	Join Time	Leave Time	Time in Session (minutes)
althea(new direction)	2:41 PM	3:18 PM	38
Andrea Katz	2:01 PM	3:18 PM	78
Andrew Francis	1:51 PM	3:07 PM	77
Andrew McAllister	1:57 PM	2:02 PM	6
Andrew McAllister	2:02 PM	3:11 PM	70
Andy Wazar	1:56 PM	2:04 PM	8
Archways: Aileen	1:57 PM	3:08 PM	72
Benson, Jennifer	1:57 PM	3:18 PM	81
Caban, Johany	1:59 PM	3:09 PM	71
Card, William	1:46 PM	3:07 PM	82
Caridad Dominguez	1:50 PM	3:07 PM	77
Carter, Anitra	1:46 PM	3:07 PM	82
Christine Lowery	1:59 PM	3:07 PM	68
ConcordiaBH Team	1:45 PM	3:18 PM	93
Daryl	1:52 PM	3:07 PM	75
Gent, Kathleen	2:07 PM	3:07 PM	60
Gordillo, Raul	1:52 PM	3:18 PM	86
Gregor	1:53 PM	3:07 PM	75
Joe soler	2:06 PM	3:18 PM	72
Kane, Sean	2:01 PM	3:07 PM	67
Kris Loomis	1:59 PM	3:18 PM	80
Larry Cohen	1:57 PM	3:07 PM	71
Laura Turk	2:00 PM	3:07 PM	67
Leatherman, Elissa	2:01 PM	3:07 PM	67
Lee A. Wein	1:49 PM	3:07 PM	78
Liyan Narinejit	1:58 PM	3:07 PM	69
Maggie Dante	2:01 PM	2:01 PM	1
Maggie Dante	1:52 PM	1:57 PM	5
Patricia Jones	1:56 PM	2:35 PM	39
Sarah Cummings	1:59 PM	3:18 PM	79
Saul Murillo	1:57 PM	2:02 PM	5
Tatum, Kathryn	2:00 PM	2:06 PM	7
Williams, Linda	2:04 PM	3:18 PM	74

## [DCF Data Work Sheet Instructions...](#)

Each worksheet represents one chapter of data to be loaded. At the top of each worksheet you will see the field names in the order that they need to be entered. Also note next to the field names, within the parenthesis, the length each value in the fields need to be:

	A	B	C	D
1		CONTRACTORID (10)	SSN (9)	EVALDATE(8) PURPOSE(1)
2				
3				
4				
5				

Red boxes highlight the following elements:

- CONTRACTORID (10)
- SSN (9)
- EVALDATE(8)
- PURPOSE(1)
- Callout: (Data to be populated in this field)
- Callout: {Character Length requirement}

... The important thing is to make sure the right fields go into the right field position, after that all that matters is that whatever value you place in each field meets the character length requirement in the "(/)". For example, for an ASAM if you are entering "RECOMMENDED ASAM LOC (2)" and the value you have in the chart is "4" then the valid value to input would be "04". For detailed information about what values are valid in which fields please refer to the DCF Pamphlet 155-2 documentation on the DCF websites.

After you have populated all the fields for all the chapters you intend to submit to the Provider Portal, simply save this work using your provider ID (no hyphen) followed by an underscore (" \_ ") and the date as the file name (i.e.: 65000000\_20140101.xls). Then send this file via email to [itrequests.sefbhn@concordiabh.com](mailto:itrequests.sefbhn@concordiabh.com). Concordia will then process the file and submit it to the Provider Portal on your behalf. Please note the Concordia will not correct errors. Any errors detected during the upload process will be sent back to you for your review.

## [DCF PAM 155-2 Guidelines quick links...](#)

DEMO

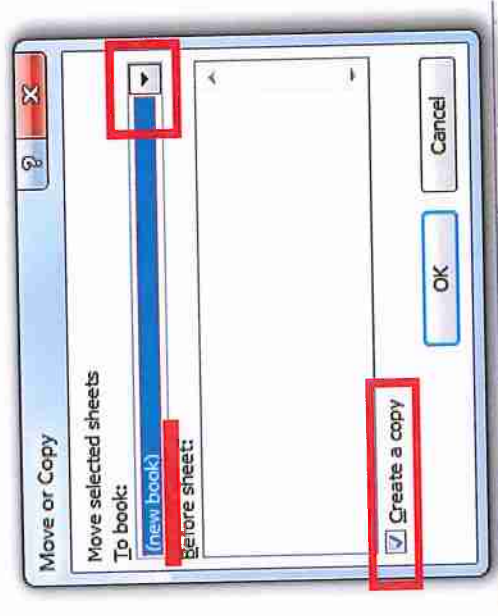
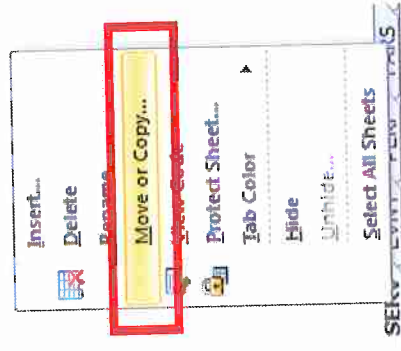
Chapter 4 - Demographic (DEMO)

- [SERV](#)
  - [EVNT](#)
  - [PERF](#)
  - [CFARS](#)
  - [FARS](#)
  - [ASAM](#)
  - [SAADMSN](#)
  - [SADETOX](#)
  - [SADCHRG](#)
- Chapter 7 - Client Specific Service Event (SERV)  
 Chapter 11 - Non Client Specific Event (EVNT)  
 Chapter 5 - MH Performance Outcome Measures (PERF)  
 Chapter 9 - Children's Functional Assessment Rating Scale (CFARS)  
 Chapter 8 - Functional Assessment Rating Scale (FARS)  
 Chapter 10 - American Society of Addiction Medicine Data Set (ASAM)  
 Chapter 6a - Substance Abuse Outcome Measures Admission (SAADMSN)  
 Chapter 6c - Substance Abuse Outcome Measures Detox (SADETOX)  
 Chapter 6b - Substance Abuse Discharge Outcomes (SADCHRG)

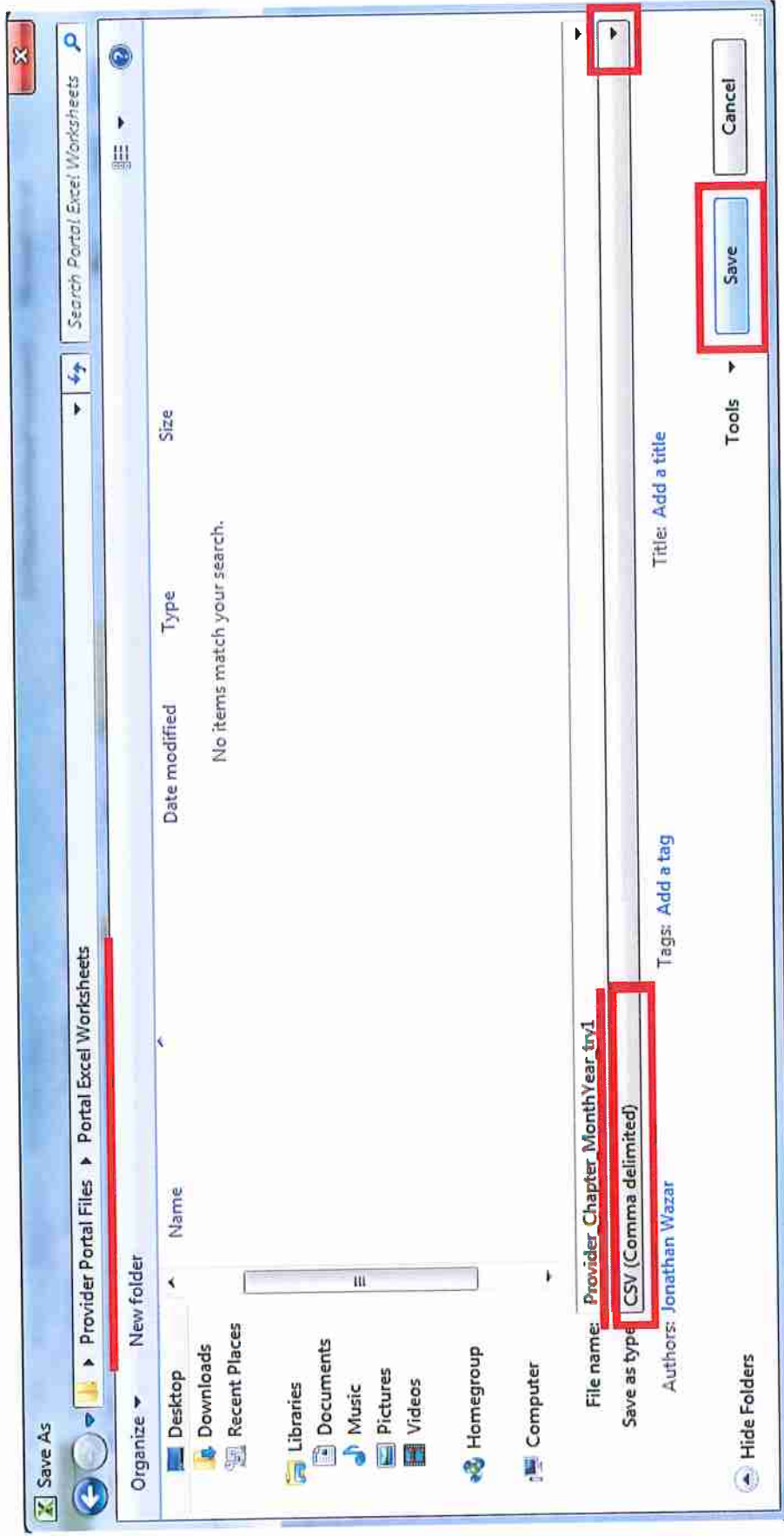
...For assistance in determining what values are valid for each filed please refer to the links listed above for the PAM 155-2 guidelines

### [Conversion to text file for upload to Provider Portal](#)

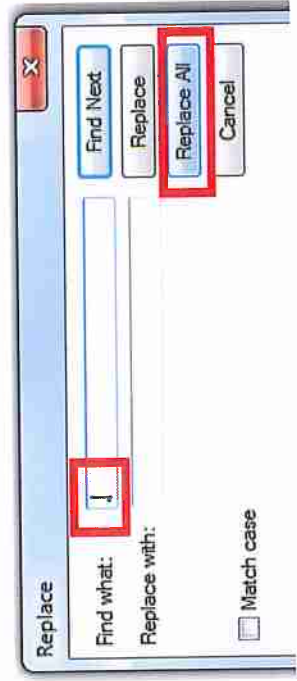
- 1 - Complete the data entry into the corresponding worksheet chapter template
- 2 - Once complete, save the worksheet as a separate and stand alone workbook. Make sure to give the resulting workbook a clear name and we recommend you establish a folder to store all the excel worksheets your work with via this method...



- 3 - With the document open, save the document as a "CSV (Comma Delimited)" File type (Again, save this file in a logical place for future reference)...



4 - Open this file as a text file (right click/"open with"). Now, Replace (ctrl + H) all blank commas (",") with nothing (leave the replace with field empty)...





5 - Resave the file, now as a standard text file. This file is now ready to be submitted to the Provider Portal via the "File Upload" section.

### **Error Handling after upload to Provider Portal**

After submitting the text file to the Provider Portal, there is always the likelihood you might encounter errors. In the event this happens, the Provider Portal generates a text file with an indication of the errors encountered for the concerned records (row by row). You can locate and download this file from the "File History" section within the Provider Portal.

So for example, if you submit 100 records and all but 5 pass validation, the portal will generate a text file with those five records with issues and provide a brief indication of what the error for each record is after a "|" delimiter.

Using this file you can now search for the eroded record in your originally submitted file. Once you find it in the original text file you submitted (use the find utility "ctrl + F") you can determine what row the record can be found on. The row number can be seen by clicking into the row in the text file and observing the line count at the lower right hand corner of note pad. If you don't see the column and line count there, then go to "View" and activate the "Status Bar" feature. Now that you know the row of the record with the error, you can now match that row with the row number in the original excel worksheet (template) and more easily begin trouble shooting the issue from there.

From this point on its a iterative process - repeat all the steps from before to treat the issues until your are satisfied all records that could be entered have passed validation. We recommend that you identify all the records you wish to trouble shoot and filter out the rest (as in delete those records that did not have an error). There is no reason to resubmit the whole file again and again and also we find it makes it easier to work out the errors since each error file response from the system will focus your attention on only those records that need attention. If in the event you encounter a situation where you believe a record should validate but wont pass, please contact Concordia for support at [itrequestsfbhn@concordiabn.com](mailto:itrequestsfbhn@concordiabn.com).

Note: The first row in the files you submit via this method (file names) will always error out. Ignore this error.