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**Contract Providers Transition Team (CPTT)
Workgroup Meeting
Agenda
April 8, 2014
10:00 a.m. – 12:00 p.m.**

**>>>> Children's Bureau of Southern California >>>>
>>>> 1910 Magnolia Avenue >>>>
>>>> Los Angeles, CA 90007 >>>>
>>>> Conference Rooms A and B >>>>**

Off West Washington btw Vermont and Hoover

- ✓ **Welcome and Announcements (2 min.) Gordon Bunch**
- ✓ **WebEx Instructions (3 min.) John Flynn**
- ✓ **IBHIS Update (15 min.) Robert Greenless**
- ✓ **Introduction to DMH Central Business Office (7 min.) Lesley Blacher**
- ✓ **IBHIS Claims Update (5 min.) Zena Jacobi**
- ✓ **Reports/Extracts Update (5 min.) Presley Becerra**
- ✓ **Integration Update (38 min.) Integration Team**
- ✓ **IBHIS Go-Live Readiness Workflow (15 min.) Gordon Bunch**
- ✓ **Questions/Comments (30 min.)**

Next Meeting – June 12, 2014
550 Vermont 2nd Floor Conference Room
"To Enrich Lives Through Effective And Caring Service"

WELCOME AND ANNOUNCEMENTS

**CPTT Workgroup Meeting
April 8, 2014**



Announcements

- California External Quality Review
 - May 1 10:00 – Noon
 - 600 S. Commonwealth Avenue
 - Suite 113 – Second Floor
 - In Person or via Webinar
 - Webinar Address
 - GO TO [DMH.webex.com](https://dmh.webex.com)
 - Enter Meeting number: 922 224 050
 - Audio 1.888.636.3807 Access Code 7116695
 - Shalimar will send an e-mail requesting RSVP
 - Questions to: CPTT@dmh.lacounty.gov



Announcements

- IBHIS Contractor Check-In Calls
 - Lead: Racheal Burgess
 - Purpose: Routine assessment of readiness
 - Timing: Begins by Readiness Group
 - Duration: Until All Go-Live Steps Completed



Announcements

- IBHIS Vendor Check-In Calls
 - Lead: Gordon Bunch
 - Purpose: Routine assessment of readiness
 - Timing: Current and ongoing
 - Duration: Until Vendor's DMH Customers have completed all Go-Live steps

Announcements

- Push of New Active Episodes: IS to IBHIS
 - DMH is working on a monthly push of new, active IS episodes and associated diagnoses created on “existing” clients
 - These will “roll-up” to a LE admission program IBHIS episode
 - Current IS Push had been limited to newly created IS clients and first IS episode created under that new IS client
 - This should substantially reduce the amount of cutover work Contractors will need to do in preparation for go-live.
 - Contractors will still need to set up all financial information for these new episodes prior to submitting claims



IBHIS UPDATE

Robert Greenless

**CPTT Workgroup Meeting
April 8, 2014**



IBHIS Update Overview

- Integrated System (IS) Shutdown
- IBHIS Rollout: Directly Operated Programs
- IBHIS Rollout: Contract Provider Pilot 1B
- IBHIS Rollout Schedule
- Status of ICD-10: Implications
- Questions



IS Shutdown

- DMH is preparing a request to the Board of Supervisors to extend the contract with Sierra Systems U.S. to support the IS beyond 12/31/14
- Extension will allow sufficient time to complete the Pharmacy Benefits Management (PBM) RFP process and execute a contract with the selected PBM vendor
- The extension will also allow a few additional months for adjudicating voids and replacements of Contract Provider claims submitted to the IS prior to IBHIS go-live



IBHIS Rollout: Directly Operated Programs

- The Pilot 1A group of DMH directly operated programs and services went live to IBHIS on 1/27/14
- Despite having the shortest possible lead time to prepare for go-live, as a whole the rollout to this group was successful
- The workload at the Command Center during the rollout was much lighter than anticipated



IBHIS Rollout: Directly Operated Programs

- Lessons Learned From Pilot 1A:
 - Automate appointment loading
 - Allow clinicians additional time for documentation of client visits during the first week
 - Set-up Financial Eligibility in advance
 - Conduct thorough workflow assessments in advance of rollout



IBHIS Rollout: Directly Operated Programs

- DMH is now rolling out to Group 3
- Some minor training issues remain
- Implemented automated load of appointments and advance set-up of financial eligibility
- In Pilot 2, the Command Center, which was intended to be active for two weeks, shut after 1 week



IBHIS Rollout: Contract Providers 1B

- The start of Pilot 1B, scheduled for 2/20/14 was delayed by one week and 1 of 11 LE providers (Foothill Family Service) went live on IBHIS at that time
- Five Acres followed in late March and a third provider is expected to begin claiming before April 8, 2014
- One LE moved from Group 1 to Group 4
- We anticipate most of Group 1B will go-live in April



IBHIS Rollout: Contract Providers 1B

- Factors contributing to delays in 1B:
 - Refinements and bug fixes to Web Services post release of the Companion Guide and Technical Guide contributed somewhat to vendor delays in web services development
 - Despite the above, vendor development and testing of web services has been variable
 - Contract Provider end-to-end testing has taken more time than anticipated, especially web services testing
 - [Bob-Integration will modify the above]



IBHIS Rollout Schedule

- Delays in Pilot 1B will not impact the LE IBHIS Rollout Schedule
- Contract Providers may request assignment to an earlier or later rollout group
- If you miss provisioning and testing target dates within your assigned group, continue with your readiness tasks until completed



IBHIS Rollout Schedule

- IBHIS Go-Live date for LE Contract Providers, 7/1/14, will not change
 - Contract Providers and their vendors must strive to complete all IBHIS readiness tasks by 6/30/14
 - Contract Providers not ready for IBHIS go-live on 7/1/14 will, on a case-by-case basis, be allowed to negotiate a later go-live date not to exceed 9/30/14



IBHIS Rollout Schedule

- Go-live for Web Services functionality may pre-date go-live for claiming (After successful completion of Claims Cycle 1)
- Contract Providers who complete all Readiness tasks well in advance of June 30, 2014, may choose a go-live date earlier than 7/1/14.

Legal Entity IBHIS Rollout Schedule

GROUP	PROVISIONING		TESTING	
	Start	End	Start	End
ONE	9/3/2013	10/13/2013	11/4/2013	2/14/2014
THREE	1/21/2014	3/1/2014	3/10/2014	5/14/2014
FOUR	3/4/2014	4/1/2014	4/2/2014	5/30/2014
FIVE	4/3/2014	4/30/2014	5/2/2014	6/30/2014

IBHIS GO-LIVE JULY 1, 2014 (GROUPS 3-5)



ICD-10 Delay: Implications

- ICD-10 compliance deadline moved to “not sooner than October 1, 2015”
- ICD-10 was never the sole constraint on rollout
- Costly for DMH to manage IBHIS and IS
- Complicates MCA management
- Complicates the Cost Report
- DMH cannot stay in rollout mode indefinitely

QUESTIONS



Central Business Office

Contract Providers Transition Team
Workgroup Meeting
Tuesday, April 8, 2014



Role of Central Business Office (CBO)

- ❖ To support the claiming of contract providers transitioning to IBHIS, as well as those still in the IS preparing to “Go-Live” in IBHIS.
- ❖ Development & staffing for the CBO was just approved by the Board of Supervisors in March.
- ❖ CBO Structure:
 - ❖ Revenue Management Division
 - ❖ Provider Services Office
 - ❖ Policy, Education & Benefits Establishment
 - ❖ Practitioner Maintenance
 - ❖ Provider Maintenance
 - ❖ User Access

Contractor Support in IBHIS

- ❖ Practitioner set-up for new staff/updates/terminations are submitted to the Practitioner Registration & Maintenance (PRM) application, as part of IBHIS readiness activities.
- ❖ Provider File Adjustment Requests (PFARs) – are submitted as necessary to Provider Maintenance to make any modifications to programs or fees.
- ❖ Claiming – all questions related to claiming after IBHIS go-live are directed to Revenue Management Hotline.

Continued IS Support

- ❖ Practitioner Maintenance – will continue to process rendering provider additions/updates & deletions. (Note: rendering provider additions/updates/terminations do not result in updates in PRM or vice-versa).
- ❖ Provider Maintenance – will continue to process PFARs for all new & existing contractors, including changes to rates, procedure codes & Medi-Cal certification.
- ❖ User Access – will continue to process application access forms, secure ID cards & authorizations to sign.

Contact Information

- ❖ Revenue Management Hotline Number for IS/IBHIS claims inquiries call 213-480-3444
- ❖ CIOB Help-Desk for all other IBHIS/IS inquiries call 213-351-1335

CONTRACT PROVIDERS INTEGRATION

Mark Cheng

**Contract Providers Transition Team (CPTT)
Workgroup Meeting
April 8, 2014**



Overview

- Pilot 1b Go-Live Update/Lessons Learned
- Client Web Services Certification Process
- Client Web Services – New Release
- Support Process
- Q/A

Pilot 1b Go-Live Update

- **Client Web Services Go-Lives:**
 - 02/24/14 - **Foothill Family Services** (*Welligent*)
 - 02/28/14 - **Five Acres** (*Welligent*)
 - 04/04/14 - **Community Family Guidance Center** (*Exym*)

Pilot 1b Go-Live Update

- **Claims Live:**

- 03/03/14 - **Foothill Family Services** (*Welligent*)
- 03/26/14 - **Five Acres** (*Welligent*)
- 04/04/14 - **Community Family Guidance Center** (*Exym*)



Pilot 1b Go-Live Update

- **Other Activities:**

- Remaining Pilot 1b Vendors and Contract Providers are going through the certification process.
- Most Group 3 Contract Providers have completed their TPA process.
- Some Group 3 Vendors and Contract Providers are going through the certification process.
- Vendors & Contract Providers continue Web Services Development work



Pilot 1b Lessons Learned

- This business model is possible
- This Pilot has lived up to what a Pilot is all about
- What have we learned from our slow start
 - Factors surrounding entire claiming process contributed to delays
 - Complex change management model
 - Communication & collaboration is key
 - Vendors and Contract Providers are key to success



Pilot 1b Lessons Learned

- How we can improve things
 - Develop and institute sound change management policies & practices
 - Develop and implement a sound support structure
 - Improve the certification process



CLIENT WEB SERVICES CERTIFICATION PROCESS

Genevieve Hetterscheidt



Client Web Services Certification Process

CHANGES:

- Retire non-scripted Client Web Services certification spreadsheet
- Replace with a 95% scripted Client Web Services certification document

BENEFITS:

- Eliminates the need for Providers to script the test scenarios
- Greatly reduces errors in documenting data entered into the system
- Reduces data validation effort for the Providers, vendors and DMH



Client Web Services Certification Process

LACDMH Certification (2 separate certifications):

- Client Web Services Certification
- Claims Certification

Purpose:

To ensure that select Client information can be successfully entered into the IBHIS using web services operations and claimed against using EDI transactions.



Client Web Services Certification Process

- The Client web services certification process includes 15 test scenarios.
- The first 5 Scenarios are **mandatory**. These are designed to test all Client Web Services functions:
 - Scenario 1: Search and Admit New Client
 - Scenario 2: Admit New Client and Discharge Client
 - Scenario 3: Search and Admit Existing Client
 - Scenario 4: Get Operations (Inquiry Only)
 - Scenario 5: Get and Update Existing Client Record



Client Web Services Certification Process

The following 10 Scenarios are “claims-related”. Only the scenarios that are applicable to how you conduct business with DMH need to be completed:

- Scenario 6: Financial Eligibility Setup for a **MediCal** Client
- Scenario 7: Financial Eligibility Setup for a **Katie A MediCal** Client
- Scenario 8: Financial Eligibility Setup for an **Indigent (Non-MediCal)** Client
- Scenario 9: Financial Eligibility Setup for a **Medi-Medi** Client
- Scenario 10: Financial Eligibility Setup for a **OHC-MediCal** Client



Client Web Services Certification Process

“Claims-related” Scenarios 11-15:

- Scenario 11: Financial Eligibility Setup for a **Day Treatment Client**
- Scenario 12: Financial Eligibility Setup for a **CalWORKS Client**
- Scenario 13: Financial Eligibility Setup for a **Residential Client**
- Scenario 14: Financial Eligibility Setup for an **Inpatient Client**
- Scenario 15: Financial Eligibility Setup for a **PHF Client**



Client Web Services Certification Document

Client Web Services Certification Process – Scenario #1

System Name:	Client Web Services	Certification Scenario:	1
Contract Provider Name:		Program #:	
Test Scenario Name:	Search and Admit New Client	# of Steps to be Completed:	7
<p>Purpose of Scenario: To demonstrate the ability to successfully search for a client record using the SearchClient operation. If the record is not found, then create a client using the AdmitNewClient operation. Then complete the Client record by executing the following operations: CreateClientFinEligibility, CreateClientDiagnosis, CreateClientCSI, CreateClientUMDAP and CreateClientPregnancy.</p> <p>Instructions:</p> <ul style="list-style-type: none"> • Please come up with a unique name (e.g. Broken Chair or Jumbo Shrimp) as you search and create the client record. This will increase the likelihood that your client will not already exist in IBHIS. • Before creating a new Client record, always conduct a Client search to make sure the Client does not already exist in IBHIS. If the client exists, select a different client that does not already exist. • The Legal Entities (LE) will be required to enter the data values in this script unless otherwise noted. • All items in Red font must be provided and entered in this document by the Legal Entities. 			

Example of a Test Scenario Header



Client Web Services Certification Document

Input Data for Operation (To Be Completed by the LEs)	Discrepancy Between Input Data and Avatar (DMH Only)	Pass/Fail (DMH Only)
<i>Client Prefix:</i> (Leave blank)		
<i>Client First Name:</i> (Enter Client First Name) _____		
<i>Client Middle Initial:</i> (Leave blank)		
<i>Client Last Name:</i> (Enter Client Last Name) _____		
<i>Client Suffix:</i> (Leave blank)		
<i>Alias:</i> (Leave blank)		
<i>Email:</i> (Leave blank)		
<i>Gender:</i> M		
<i>Date of Birth:</i> 1992-03-01		

Example of Test Scenario Scripted and Unscripted Data Elements



Client Web Services Certification Document

Client Web Services Certification Process – Scenario #4

Item Name:	Client Web Services	Certification Scenario:	4
Contract Provider Name:		Program #:	
Test Scenario Name:	Get Operations (Inquiry Only)	# of Steps to be Completed:	6

Purpose of Scenario: To demonstrate the ability to successfully retrieve (for inquiry-only purposes) Client Data from the HIS through the following get operations: GetClientActiveEpisode, GetClientEpisodeHist, GetClientSvcHist, GetClientLegacySvcHist, GetPublicGuardianSvcHist, and GetDCFSClientSvcHist.

Instructions:

- The Legal Entities (LE) will be required to input the data values specified in this script unless otherwise noted.
- All items in **Red** font must be provided and entered in this document by the Legal Entities.
- If discrepancies are found between expected and returned values for a data element, please indicate the discrepancies under the “Discrepancy” column.

Operation: GetClientActiveEpisode (To retrieve current admission episode data)				
Op #	Input Data Element	Values Entered in the Input		Pass/Fail (FOR DMH USE)
1	Client ID:	<i>Enter the Client ID returned in Scenario # 1, Step # 2</i>		
	Output Data Element	Expected Values	Discrepancy	Pass/Fail (FOR DMH USE)
	Client ID:	Should be the same as Client ID entered above		
	Episode ID:	1		
	Program:	Should be the Contract Provider’s		

Example of the Get Operation (Inquiry Only) Test Scenario



Client Web Services Certification Document

Operation: CreateClientFinEligibility		
Input Data for Operation (To Be Completed by the LEs)	Discrepancy Between Input Data and Avatar (DMH Only)	Pass/Fail (DMH Only)
<i>Client ID:</i> (Enter the Client ID returned in Step #1) _____		
<i>Episode ID:</i> 1		
Guarantor #1		
<i>Eligibility Verified:</i> Yes		
<i>Coverage Effective Date:</i> 2014-01-01		
<i>Client's Relationship to Subscriber:</i> Self		

Example of a Financial Eligibility Test Scenario with Guarantor Scripting



Client Web Services Certification Process

Steps to complete the Client Web Services Certification Process:

1. Complete Scenarios 1 thru 5.
2. Complete Scenarios 6 thru 15 (only those that apply to how you conduct business with DMH).

NOTE: The information entered in Scenarios 6 thru 15 will be used for submitting test claims required for the Claims Certification process.

3. Validate and save the completed Client Web Services Certification documents using the following naming convention:

WS_Certification_Scenario_#_<number>_<LENumber>_<LEName>

4. Submit the completed Client Web Services Certification documents by uploading the documents in your secure IBHIS EFT “Certification” folder on the DMH server.

NOTE: The IBHIS EFT Certification folder is **not** the same as IS EFT (SIFT) folder.



Client Web Services – New Release

Updated WSDL Documentation:

- Client Web Services WSDL
- Client Web Services Companion Guide
- DMH IBHIS Dictionary Values
- Client Web Services Release Notes

Documentation Link:

http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_homepage.htm



Client Web Services – New Release

- Certified Contract Providers will not need to re-certify.
- A new Test environment will be made available for eHR vendors for development and beta testing.
- Existing test certificates can be used for new Test environment.
- Migration of new release to QA and Production environment will be coordinated with the eHR vendors.



SUPPORT PROCESS

Sylvia Liu



Support Process

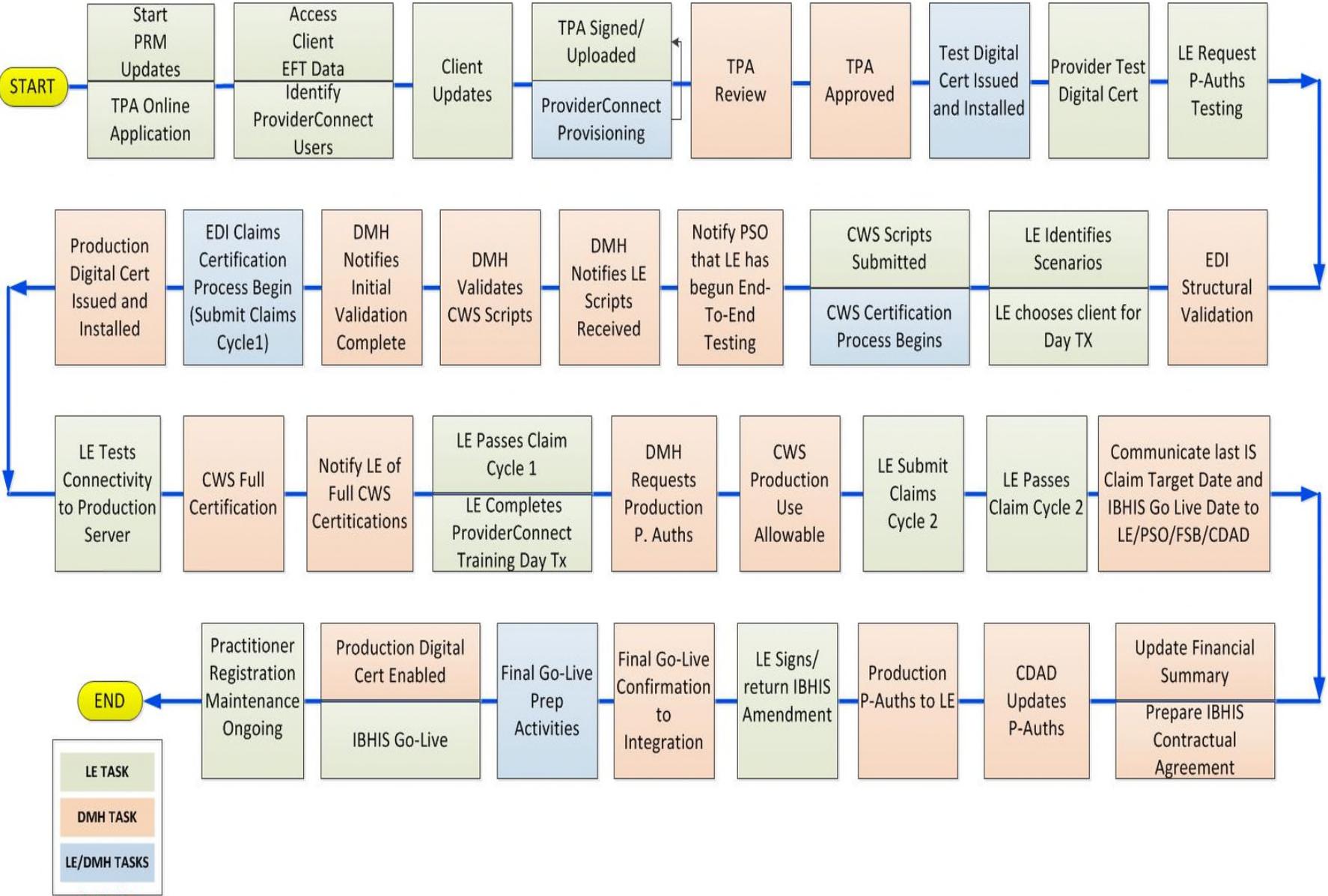
- A process for Vendors and Providers to report issues with Web Services needs to be established
- Before a Provider contacts DMH with an issue, they should work with their EHR Vendor for first level troubleshooting
- Short term solution
 - Web Services email account has been established: IBHISWSS@DMH.LACOUNTY.GOV
 - Please do not send any PHI or PII to this email account without the appropriate encryption
- Longer term solution
 - Self service help desk system



QUESTIONS



IBHIS Go-Live Readiness Workflow [Click here to return to Meeting Agenda.](#)



LEGEND

- LE TASK
- DMH TASK
- LE/DMH TASKS