Click agenda item below to navigate to selected presentation section.

Meeting Agenda
Readiness Group Three

January 6, 2014
10:00 a.m. – 12:00 p.m.

- **Welcome (2 min.) - Gordon Bunch**
- **Practitioner Maintenance (15 min.) – Joyce Fantroy**
- **Integration (35 min.) – Ruchi Sukhija**
  - **Trading Partner Agreement (TPA) Process**
  - **Technical Guide – Client Web Services**
  - **Sample COS File Overview**
- **Provider Connect Overview – (10 min.) – Giri Patterikalam**
- **ProviderConnect Training - (10 min.) – Elhi Saucedo**
- **Reports and Extracts - (10 min.) – Presley Becerra**
- **Readiness Tasks (10 min.) - Gordon Bunch**
- **Readiness Schedule (5 min.) - Gordon Bunch**
- **Questions/Answers (20 min.)**

"To Enrich Lives Through Effective And Caring Service"

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WELCOME

Gordon Bunch

Contract Provider Readiness Meeting
January 6, 2014

WELCOME

Legal Entity Providers Readiness Group 3

Alcott Center for Mental Health Services	Alma Family Services
Asian Pacific Health Care Venture	Aviva Center
Behavioral Health Services	Child and Family Center
ChildNet Youth and Family Service	
Child and Family Guidance Center	Children's Hospital Los Angeles
Clontarf Manor	D'Veal Family and Youth Services
David and Margaret Home	Emotional Health Association

WELCOME

Legal Entity Providers Readiness Group 3

ENKI Health and Research Systems	Exceptional Children's Foundation
Exodus Recovery	For The Child
Hathaway Sycamores	Heritage Clinic
Koreatown Youth and Community Center	LeRoy Haynes Center
Maryvale	Mental Health America of LA
Olive Crest	One in Long Beach

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WELCOME

Legal Entity Providers Readiness Group 3

Pacific Asian Counseling Services	Para Los Ninos
Penny Lane Centers	Providence Community Services
South Central Health & Rehabilitation	SPIRITT Family Services
St. Francis Medical Center	Telecare Corporation
The Children's Center of Antelope Valley	Tri-City Mental Health Center
United American Indian Involvement	Wise and Healthy Aging

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PRACTITIONER MAINTENANCE

Practitioner Registration and Maintenance Application

JOYCE FANTROY

Contract Provider Readiness Meeting
January 6, 2013

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Practitioner Registration and Maintenance Application

How will practitioner maintenance be handled when contract providers go-live on Avatar?

- The DMH Practitioner Registration Maintenance Application became available to contract providers in Pilot 1B on December 13, 2013.
- The application will allow contract providers to:
  - Add new practitioners to your LE
  - Update practitioner data

Practitioner Registration and Maintenance Application

- During early March 2014 DMH plans to rollout the PRM to the legal entities in this Readiness Group.
- A letter announcing the PRM Rollout, the link to the application's website and the PRM User Manual will be emailed to all legal entities prior to the rollout.

Practitioner Registration and Maintenance Application

UPDATING PRACTITIONERS

- Some of the features of the new application include:
- Ability to add new practitioners
- Ability to associate a practitioner to your legal entity who is currently assigned to another legal entity.
- Functionality that matches certain data fields with NPPES such as the practitioner's name, NPI, and taxonomy.

Practitioner Registration and Maintenance Application

UPDATING PRACTITIONERS

- After the PRM Rollout, legal entities must add new practitioners and maintain updates **into the Automated Rendering Provider Application, and the PRM**, to ensure both the IS and IBHIS are updated. After the cutover to IBHIS, legal entities can discontinue IS updates.

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Practitioner Registration and Maintenance Application

UPDATING PRACTITIONERS

- It is recommended that legal entities prepare for this rollout by creating a log of new practitioners and updates that have been entered in the IS since June 30, 2013.
- The best source for creating the practitioner log for your legal entity will be printed copies from the Automated Rendering Provider Application since that time.

Practitioner Registration and Maintenance Application

USER ACCESS

- A list of staff at your legal entity who currently have PRM Access will be provided via email to the LE designee of record.
- Instructions on how to add or remove users will also be provided with the staff listing.
- There is no longer a need to have a Secure ID/RSA Token to access the PRM.

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Practitioner Registration and Maintenance Application

- Questions about the PRM Application and User Access may be directed to the Help Desk at (213) 351-1335.

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CONTRACT PROVIDERS INTEGRATION

Ruchi Sukhija

Contract Provider Readiness Meeting
January 6, 2014

Overview

- Trading Partner Agreement (TPA) process
- Client Web Services – Technical Guide
- Community Outreach Services (COS) – Key Points
- Testing Phases & Timelines
- Contract Provider Testing - Checklist
- Q/A

TPA PROCESS

- With the "electronic" process, there will be no need for submitting the paper form(s)
- By clicking a link, you will be able to create, save, update and submit your TPA request
- Upload your signed Trading Partner Agreement and view at any time
- Interactive way of downloading digital keys
- View the status of your request real-time

TPA PROCESS

- New links on the IBHIS website
  - Trading Partner Application (TPA) link
  - User Manuals

- Start Date Readiness Group 3: 2/5/14

CLIENT WEB SERVICES – TECHNICAL GUIDE

- The purpose of this document is to outline the technical design of the Client Web Services of LACDMH, and serve as a basic technical manual to help interpret and use the various Client Web Services operation(s).

CLIENT WEB SERVICES – TECHNICAL GUIDE: KEY FEATURES

- Mapping of Business Functions to Web Services Operations
  - Search Client
  - Create and Admit New Client
  - Admit Existing Client
  - Update Client
  - Discharge Client
  - Get Client Information

CLIENT WEB SERVICES – TECHNICAL GUIDE: KEY FEATURES

- Security: Authorization & Authentication
  - The Client Web Services will be using Digital Certificate (assigned by TPA process) to authorize and authenticate the calling party. The SOAP message must contain:
    - Program Identifier (a.k.a. Legal Entity Number or Provider Number)

CLIENT WEB SERVICES

- New links on the IBHIS website
  - Technical Design Document
  - Error Codes and Description
  - WSDL Documentation
  - WSDL

COMMUNITY OUTREACH SERVICES(COS) – KEY POINTS

- The Contract Providers will be able to send COS data electronically to LACDMH via a **file-drop** process.
- The filename **must** start with "COS" prefix.
- The file **must** be in pipe-delimited "|" format.
- The file **must** adhere to COS Companion Guide guidelines.
- A **sample file** is provided on IBHIS website.

TESTING PHASES & TIMELINES

- Digital Key Testing
- COS Testing
- Web Services Testing
- EDI Claims Testing

DIGITAL KEY TESTING

- After submitting the TPA request, you will be assigned a Digital Key. The instructions to download the Digital Key are included in the TPA User Manual.

- Testing Start Date (Group 3): 3/10/14

DIGITAL KEY TESTING

- The process of validating the Digital Key is as follows:
  - Using the Digital Key, connect to “new” IBHIS File-drop location.
  - Drop EDI files using the IBHIS 837 5010 Companion Guide into the “upload” folder
  - If you currently do COS business with LACDMH, drop COS data files (prefixed with “COS”) into the “upload” folder

DIGITAL KEY TESTING

- Links on the IBHIS website
  - IBHIS Secure File Exchange location
  - IBHIS 837 5010 Companion Guide
  - Community Outreach Services (COS) Sample COS File

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COS TESTING

- DMH released the COS Companion Guide
- COS Contract Providers and their respective EHR vendors will make appropriate changes to their systems.
- **Testing Start Date (Group 3): 3/10/14**

WEB SERVICES TESTING

- DMH has released the Companion Guide and Technical Design Document for Web Services
- Contract Providers and their respective EHR vendors will make appropriate changes to their systems.
- **Testing Start Date (Group 3): 3/10/14**

EDI CLAIMS TESTING

- IBHIS EDI Companion Guide released
- Contract Providers and their respective EHR vendors will make appropriate changes to their systems.
- **Testing Start Date (Group 3): 3/10/14**

CONTRACT PROVIDER TESTING-CHECKLIST

- To help keep track of various activities and timelines, a checklist has been created for your reference.

- Please see the handout

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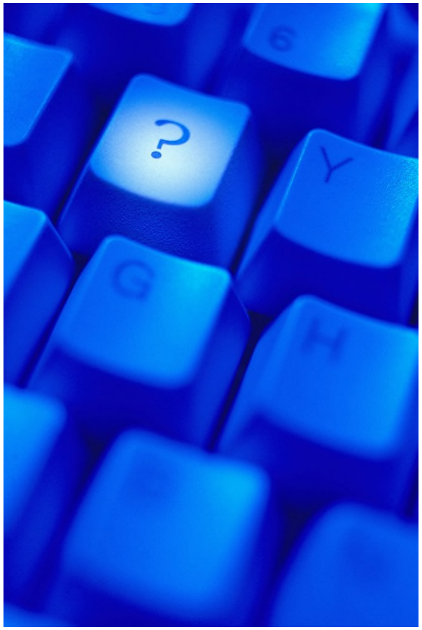
QUESTIONS



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PROVIDERCONNECT

Giri Patterikalam

Contract Provider Readiness Meeting
January 6, 2014

LEGAL ENTITY USERS

- At IBHIS go live, Day Treatment providers will be required to use Provider Connect to request authorizations for Day Treatment services.
- The Concurrent Mental Health Services that require authorization will also use this system to request authorizations.
- The current Day Treatment System will no longer be used.

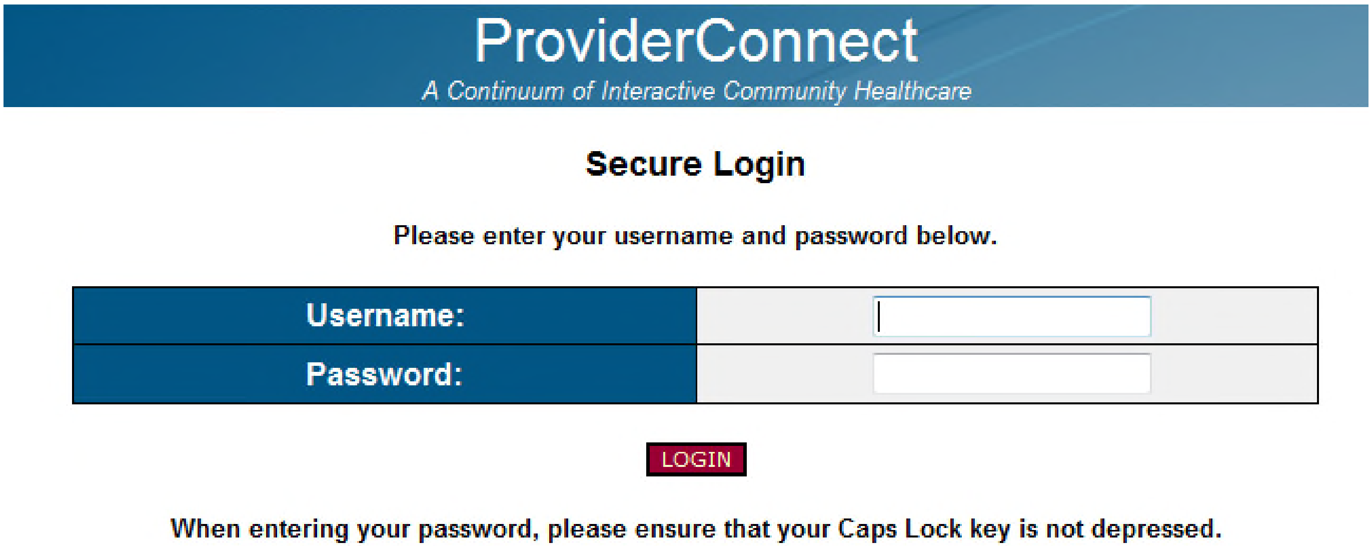
ACCESS

- ProviderConnect is an external interface to the IBHIS system which exposes some functionality to the provider community.
- It has a web interface which can be accessed thru the internet.

ACCESS

- In order to access the web portal, the provider will be registered to the system.
- DMH will issue login credentials, once the provider is registered into IBHIS and requires access to provider connect .

LOG IN SCREEN



MAIN SCREEN

ProviderConnect - Main Menu 9/23/2013 2:19:44 PM

You are logged in as:	
Your last login was:	9/23/2013 2:20:00 PM

Main Menu - Provider		
Lookup Client	Add New Client/Client Search	Change Password
Documentation	News	

Logout / Exit

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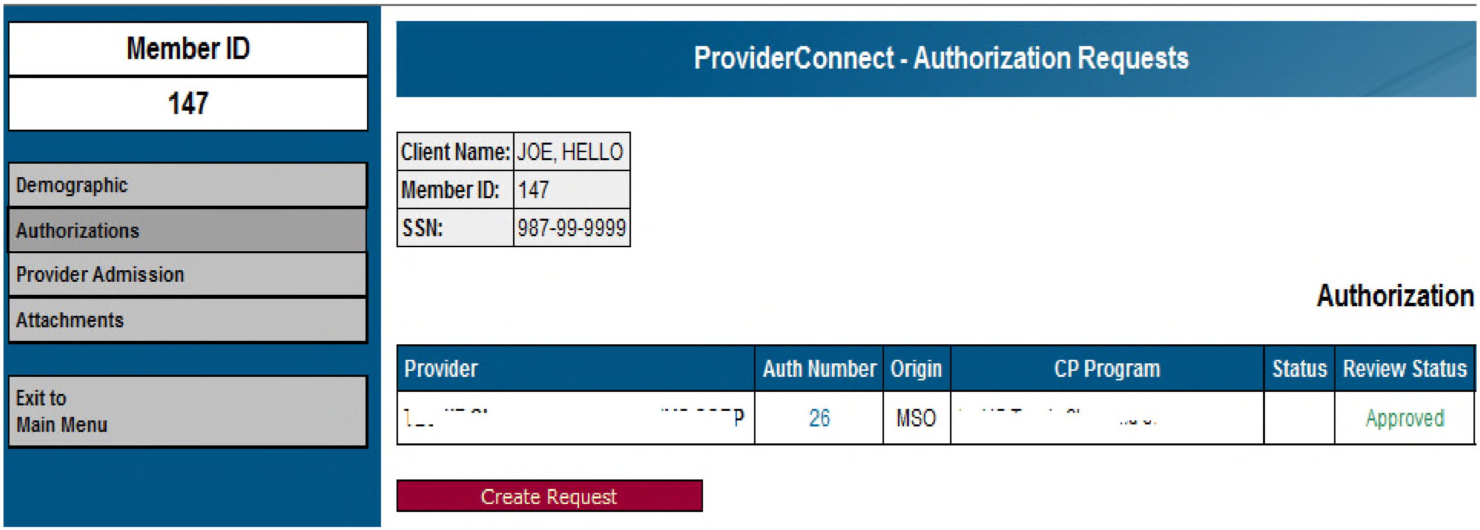
CLIENT SEARCH

- The search will list the client information as follows based on the parameters provided.

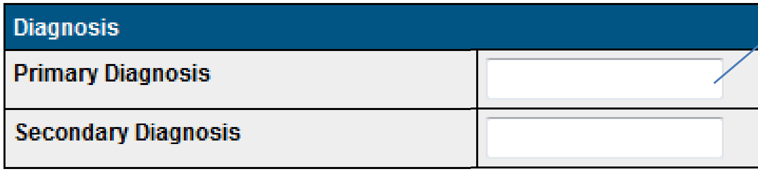
Search Results				
Client ID	Last Name	First Name	Date of Birth	Agency
211	PROVIDERCONNECT	TESTONE	1/21/1974	Your Agency Name
111	TESTONE	RANDALL	1/2/1962	Your Agency Name
222	TRAINING	CLAIM	1/21/1974	Your Agency Name
333	HARRIS	Another	6/27/1948	Your Agency Name
444	Developer	Another	1/1/1975	Your Agency Name

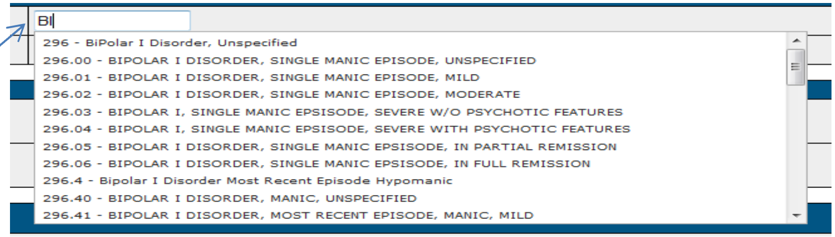
REQUEST AUTHORIZATION



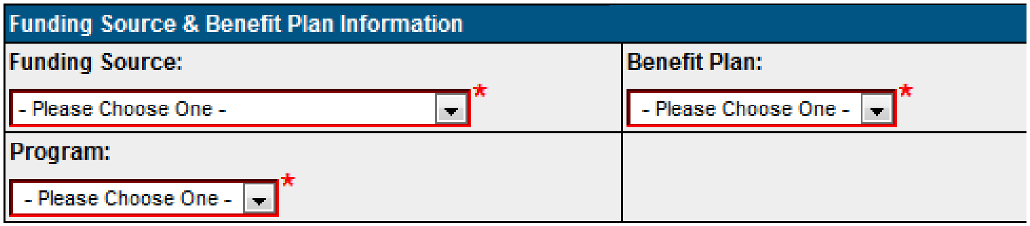
AUTHORIZATION DETAILS

- Enter the Diagnosis – Primary and Secondary. Type in the diagnosis code or description. A list will appear to select.





- Enter the Funding Source, Benefit Plan and Contracting Provider program.



Note : You will be provided with the funding source and benefit plan that should be used as part of the contract with LACDMH.

- <Click> Add Code under the procedure code section and add the procedure code(CPT Code) and number of units requested.

For day treatment, the units will be the number of full day/half day sessions that you are requesting. For concurrent mental health services, it will be the number of minutes that you are requesting authorization. If you need authorization for multiple procedure codes, you can click the Add Code again. You can request up to 8 procedure codes

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AUTHORIZATION RESPONSE

- Once LACDMH updates the decision, the decision can be viewed on this screen.
- The screen has multiple sections which will provide the authorization status, units authorized and date.

Authorization Information	
AUTHORIZATION NUMBER: 38	**CURRENT AUTHORIZATION STATUS:** A - Approved
AUTHORIZED LEVEL OF CARE:	**TYPE OF AUTHORIZATION:**
PLANNED ADMIT DATE:	**INITIAL OR CONTINUING AUTH:**

Provides the status of the authorization. Approved/Denied. If the status is Denied – look for the Denial Notice of Action letter in the attachment section.

CURRENT AUTHORIZATION STATUS REASON: APPRFULL - Authorization Request Fully Approved
PERFORMING PROVIDER TYPE:
NEXT REVIEW DATE:

Provides the authorization status reason. It provides the information such as approved full, approved partial, and if the status is denied, why it is denied.

Approved Units/Approved Days

- Authorization response screen has a section at the bottom which will indicate the units requested and units authorized.
- Authorization request dates and authorization approved dates.

UNITS REQUESTED	UNITS AUTHORIZED
10	10

Units that are authorized and can be claimed against. If the authorized units are less than the requested units, you will see a partial approval notice in the attachment.

Authorization Dates
Requested: 8/1/2013 - 9/14/2013
Authorized: 8/1/2013 - 9/14/2013

Displays the approved authorization period in which the treatment can be carried out. For day treatment, if the requested days span across the fiscal year, the end date will be the fiscal year end date.

CURRENT AUTHORIZATION STATUS REASON: APPRFULL - Authorization Request Fully Approved
PERFORMING PROVIDER TYPE:
NEXT REVIEW DATE:

If the requested days of authorization span across the fiscal year, the requested authorization end date will be displayed as the next review date.

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QUESTIONS?

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PROVIDERCONNECT TRAINING

Elhi Saucedo

Contract Provider Readiness Meeting
January 6, 2014

OVERVIEW

- What to expect for training
- Who will be trained
- What will be covered in training
- How will training be delivered
- Where and when will training occur

TRAINING GOAL

To provide you with the knowledge and skills to perform job functions using ProviderConnect.

TRAINING OBJECTIVE

To bridge the gaps between your current job functions and the way you will perform job functions in the IBHIS environment.

WHO WILL BE TRAINED?

- Legal Entity Providers
  - Day Treatment Services
  - Concurrent Mental Health Services for Day Treatment Clients

WHAT WILL BE COVERED?

Day Treatment Providers (Legal Entities)

- Review what processes are the same.
- Complete forms (created to be similar to existing forms).
- Review and use new applications replacing current ones, if applicable.
- Review and use new applications replacing current manual paper process, if applicable.
- Review gaps between old and new job functions – not large.
- Practice new ways to capture information.
- Practice how to request service authorization.

WHAT WILL BE COVERED? continued

Legal Entity Providers training agenda includes how to:

- Search for clients
- Create and edit service authorizations
- Check status for submitted service authorizations
- Communicate with Central Authorization Unit via ProviderConnect
- Remove a client from Day Treatment

HOW WILL TRAINING BE DELIVERED?

Mode of delivery:

- Instructor-led on-line training via WebEx
- Instructor-led classroom training

Duration:

- 4 hours of instruction
- Post training practice

NEXT STEPS

When will training occur?

- End of January 2014
- During the readiness process, i.e.:
  - After provisioning
  - Before testing

How will I know?

- Prior notification regarding training.

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QUESTIONS?

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REPORTS AND EXTRACTS

Presley Becerra

Contract Provider Readiness Meeting
January 6, 2014

REPORTS and EXTRACTS

- Overview of data/reports used by Contractors/Network Providers in EDI Production
  - SIFT/EFT
  - FinClaimList
  - 630B/701U/701UP Reports

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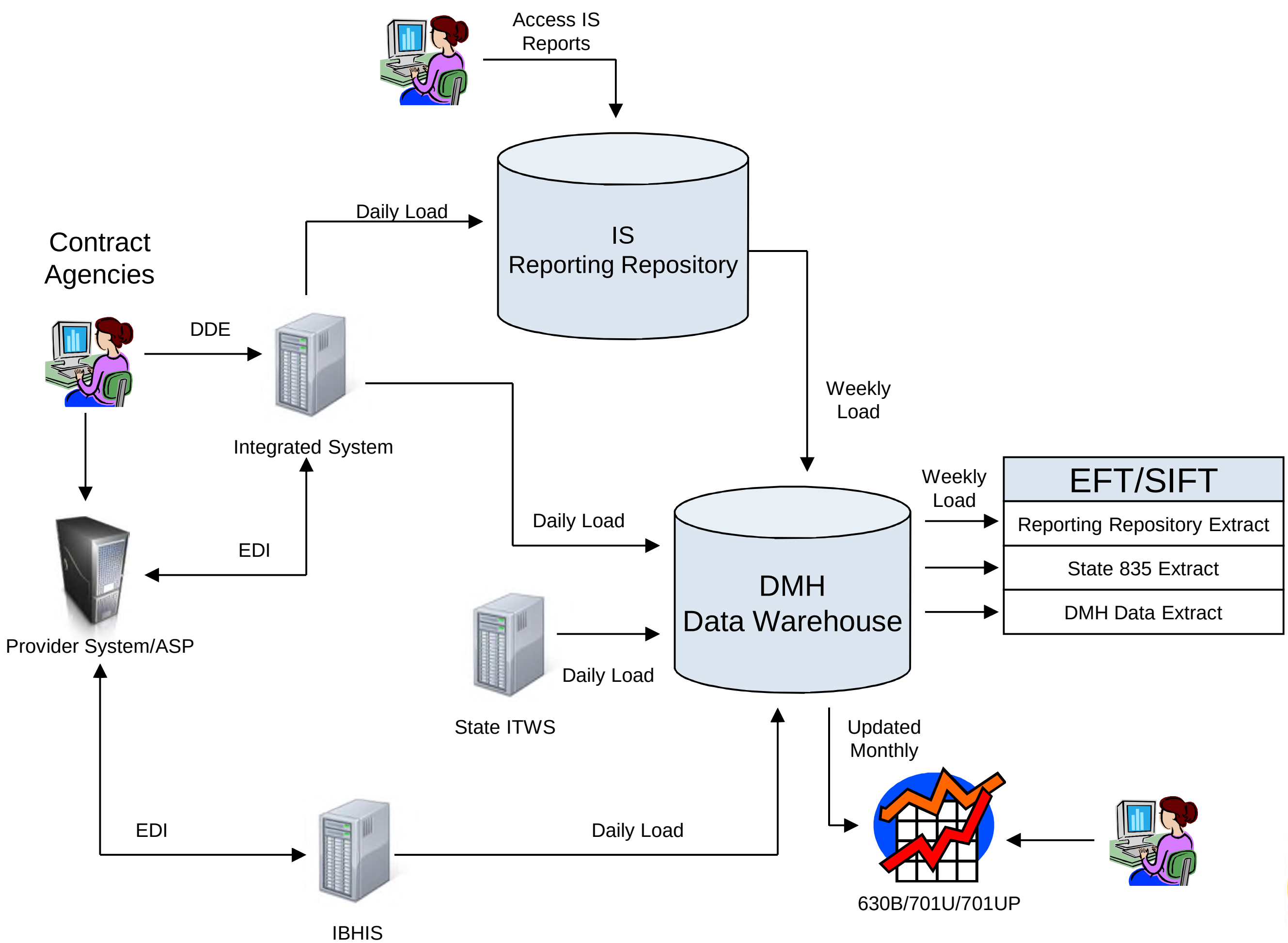
REPORTS and EXTRACTS – Legal Entities



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CONTRACTOR READINESS

Gordon Bunch

Contract Provider Readiness Meeting
January 6, 2014

OUTLINE

- Overview
- Readiness Areas
- Readiness Tasks
- Next Steps

WHAT DOES READINESS MEAN

- All business functions, technical processes, training, policies and procedures are completed and in place
- Contractor has successfully completed their “Readiness Tasks”

KEY READINESS AREAS

1. Practitioner setup in IBHIS
2. Trading Partner Agreement
3. Testing – Web Services, Community Outreach Services file transfer, and Claims

KEY READINESS AREAS

4. ProviderConnect (Provider Portal)
5. Reporting and SIFT Extracts

READINESS TASKS

- Handout

NEXT STEPS

- Identify your Readiness Team
- Review the Readiness Tasks
- Develop a readiness project schedule
- Notify your vendor of the testing timeline
- Begin readiness tasks

NEXT STEPS

- Monitor project schedule
- Contact CPTT if you have questions at:
  - CPTT@dmh.lacounty.gov
- Review the IBHIS EDI Website(s) regularly for updates
- Legal Entities
  - http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_homepage.html

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QUESTIONS

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IBHIS READINESS SCHEDULE READINESS GROUP THREE

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Contractor Readiness Meeting
January 6, 2013

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IBHIS ROLLOUTS:
LEGAL ENTITY (LE) CONTRACT PROVIDERS

- IBHIS Pilot 1-A January 27, 2014
  - Directly Operated Sites and Programs only
- Pilot 1-B February 20, 2014
  - Eleven Legal Entity volunteers
  - Three FFS2 Network Providers
- All Other Legal Entities July 1, 2014
- All Other FFS2 Network Providers September 3, 2014

READINESS GROUP 3

• Provisioning Start:	February 5, 2014
• Provisioning End:	March 1, 2014
• Testing Start:	March 10, 2014
• Testing End:	May 14, 2014
• Go-Live to IBHIS:	July 1, 2014

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LATER READINESS GROUPS
LEGAL ENTITIES

Readiness Group 4:

Provisioning Start:	3/4/14
Testing End:	5/30/14

Readiness Group 5:

Provisioning Start:	4/3/14
Testing End:	6/30/14

Requests for Change of Readiness Group will be considered