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## **Contract Providers Transition Team (CPTT) Meeting Agenda**

**August 8, 2013  
10:00 a.m. – 11:30 a.m.**

- ✓ **Welcome and Announcements (2 min.)**
- ✓ **WebEx Instructions (3 min.)**
- ✓ **Contract Providers Integration (35 min.)**
  - ✓ **Trading Partner Agreement Process**
  - ✓ **Companion Guide – Client Web Services**
  - ✓ **Companion Guide - COS**
- ✓ **Contractor Readiness (15 min.)**
- ✓ **Contractor Readiness Schedule (10 min.)**
- ✓ **PATS Update (5 min.)**
- ✓ **IBHIS Claims Timeline (3 min.)**

**Next Meeting – Thursday, November 14, 2013  
550 Vermont 2<sup>nd</sup> Floor Conference Room  
*"To Enrich Lives Through Effective And Caring Service"***

# CONTRACT PROVIDERS INTEGRATION

**Ruchi Sukhija**

**CPTT Workgroup Meeting  
August 8, 2013**



# Overview

- Trading Partner Agreement (TPA) process
- Web Service
- Web Service Companion Guide
- Community Outreach Services(COS)
- COS Companion Guide
- Next Steps



# TPA PROCESS

- In preparation for IBHIS Go-Live, all Contractors must submit a new TPA
- The IBHIS TPA process will be “electronic” using an online TPA application
- With the “electronic” process, there will be no need for submitting the paper form(s)



# TPA PROCESS

- The online TPA application will enable you to create, save, update and submit your TPA request
- Upload your signed Trading Partner Agreement and view at any time
  - View the status of your request real-time
  - Interactive way of downloading digital keys



# TPA PROCESS: HOW AND WHERE

- The link will be accessible from IBHIS main page
- Use IS credentials to login
- Step-by-step instructions will be posted
- Training session(s) will be held in August and recording will be made available for future reference



# TPA PROCESS: WHAT IS NEEDED

- Required Information
  - Choice of Transactions
    - 837/835P, 837/835I, Web Services, COS
  - Payee NPI number
  - Dun and Bradstreet number(DUNS)
  - Authorized person's information
  - **Email Address - Required!**



# TPA PROCESS: WHAT IS NEEDED

- Required Technology
  - Computer with Internet Access
  - IS Credentials
  - Hardware to scan signed TPA documents



# TPA PROCESS: TPA REQUEST STATUS

- The TPA application will assign a unique **TPA number** to your request
- Your request's **Readiness Group** will be displayed
- **Enrollment Code** for downloading the digital keys will be displayed



# CERTIFICATION: 10 STEPS

- 1) Supervisor Approval
- 2) Technician Assigned
- 3) Enrollment Code Added
- 4) Test Keys Sent to Trading Partner
- 5) Acknowledge Files Received
- 6) HIPAA Validation Status
- 7) Structural Validation Status
- 8) Business Rule Validation Status
- 9) Ready for Production
- 10) Production Key Packet Sent



# WEB SERVICE

- Web service is an XML-based information exchange mechanism that uses the Internet for direct application-to-application interaction.
- It is a collection of open protocols and standards used for exchanging data between applications or systems.

# WEB SERVICE

- Software applications written in various programming languages and running on various platforms can use web services to exchange data over computer networks in a manner similar to inter-process communication on a single computer.

# WEB SERVICE FUNCTIONS FOR IBHIS

1. Search Client
2. Create and Admit New Client
3. Admit Existing Client
4. Update Client



# WEB SERVICE FUNCTIONS FOR IBHIS

5. Discharge Client
6. Get Client Information
7. Get Client Treatment History



# WEB SERVICE COMPANION GUIDE

- Document Review ....
  - Handouts

# COMMUNITY OUTREACH SERVICES (COS)

- DMH requires contract providers to submit COS information via a file upload process
- COS data must be in a pipe-delimited (“|”) file



# COS COMPANION GUIDE

- Document Review ....
  - Handouts

# NEXT STEPS: TPA

- Upcoming training session(s)
- User manuals and “new” file-drop location
- Pilot 1(b) providers: start submitting TPAs after 09/01



# NEXT STEPS: WEB SERVICE

- DMH will release supplemental Technical Design Document containing:
  - Location of WSDLs
  - Message Handling
  - Sequence Diagram

# NEXT STEPS: WEB SERVICE

- Readiness meetings with LEs
  - Pilot 1(b) TBD
  - Others TBD

# NEXT STEPS: COS

- DMH will provide samples of expected COS File Layout
- Readiness meetings with LEs
  - Pilot 1(b) TBD
  - Others TBD

# NEXT STEPS: CLAIMS

- DMH will release Companion Guides for claims in mid-October 2013
- Companion Guide Review Meeting
  - All Providers October 23 11:00 – 1:00  
–600 S. Commonwealth 2<sup>nd</sup> Floor Rm 113





# CONTRACTOR READINESS

**Karen Bollow**

**CPTT Workgroup Meeting  
August 8, 2013**



# OUTLINE

- Overview
- Readiness Areas
- 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 Checklist” - to be provided



# 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

## 1. PRACTITIONER SETUP IN IBHIS

- Practitioners – review of converted data, additions, terminations

# READINESS

## 2. TRADING PARTNER AGREEMENT

- Dun & Bradstreet Number (DUNS)
- Legal Entity Payee NPI
- TPA data entry staff and key contact leads
- Submit New TPA
- Receive and Test Public Key (Test and Production)



# READINESS

## 3. TESTING: WEB SERVICE-COS-CLAIMS

- Review Companion Guides
- Identify gaps in data content, format, business rules
- Identify potential workflow and business process modifications to capture new or modified data



# READINESS

## 3. TESTING: WEB SERVICE-COS-CLAIMS

- Identify staff training requirements to capture data
- Develop test scenarios
- Test the scenarios and document results
- Resolve any problems encountered in testing



# READINESS

## 4. PROVIDERCONNECT (PROVIDER PORTAL)

- Provider portal for day treatment authorization for Legal Entities
- Provide DMH with a list of ProviderConnect users and roles
- ProviderConnect Training



# READINESS

## 4. PROVIDERCONNECT (PROVIDER PORTAL)

- Test day treatment authorizations
- Identify any issues or problems



# READINESS

## 5. REPORTING AND SIFT EXTRACTS

- Review SIFT extract formats
- Review modifications in data content, format
- Identify staff training requirements to utilize the reports and extracts

# READINESS

## 5. REPORTING AND SIFT EXTRACTS

- Develop test scenarios for reports and extracts
- Test the scenarios and document results
- Resolve problems encountered in testing

# NEXT STEPS

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

# NEXT STEPS

- Monitor project schedule
- Contact CPTT if additional questions at:
  - [CPTT@dmh.lacounty.gov](mailto:CPTT@dmh.lacounty.gov)
- Review the IBHIS EDI Website regularly for updates:
  - [http://lacdmh.lacounty.gov/hipaa/IBHIS\\_EDI\\_homepage.htm](http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_homepage.htm)



# DISCUSSION



# CONTRACT PROVIDER READINESS SCHEDULE

## Gordon Bunch

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August 8, 2013



# IBHIS ROLLOUTS: LEGAL ENTITY CONTRACT PROVIDERS

- DMH will begin IBHIS Pilot 1 on January 27, 2014
  - Directly Operated Sites and Programs only
  - Pilot 1(a)
- Legal Entity rollouts will begin in 2014
  - Pilot 1 (b)



# IBHIS ROLLOUTS

## LEGAL ENTITY CONTRACT PROVIDERS

- Pilot 1(b) Go Live – February 20, 2014
  - 11 Legal Entities
- Final Go Live – July 1, 2014
  - All Legal Entities not in Pilot 1(b)



# READINESS GROUPS

- Recognizing the considerable work that must be completed by DMH and Contractors to prepare for Go Live, LE Contractors were divided into phased Readiness Groups
  - 4 Readiness Groups
  - Begin September 2013 thru June 2014



# READINESS GROUPS

Readiness Group 1: Pilot 1(b) Participants

Readiness Group 2: Cancelled

Readiness Group 3: 41 Legal Entities

Readiness Group 4: 38 Legal Entities

Readiness Group 5: 36 Legal Entities



# READINESS GROUPS

- Group placement was based on EDI status at the time of placement
- Groups 1: Production EDI
- Groups 3-5: Evenly distributed based on EDI status
- Group assignment may be adjusted upon request but not guaranteed

# READINESS GROUPS

- Even distribution based on current EDI status minimizes the risk of having the last group over-represent those least prepared
- Each Readiness Group has a scheduled:
  - Provisioning Start and End Date
  - Testing Start and End Date

# READINESS GROUPS

- Provisioning
  - Initiate TPA Process
  - Issue and Test Digital Keys
  - Structural Validation
- Testing
  - Web Service Testing
  - COS Testing
  - Claims Testing

# READINESS GROUP 1

- Pilot 1(b) participants (n=11)
- Provisioning Start: 9/3/2013
- Provisioning End: 10/31/2013
- Testing Start: 11/4/2013
- Testing End: 2/14/2014

# READINESS GROUP 2

- Cancelled – Group 2 Participants have been moved to Group 3

# READINESS GROUP 3

- Legal Entity Contract Providers (n=36)
- Provisioning Start: 2/5/2014
- Provisioning End: 3/1/2014
- Testing Start: 3/10/2014
- Testing End: 5/14/2014



# READINESS GROUP 4

- Legal Entity Contract Providers (n=38)
- Provisioning Start: 3/4/2014
- Provisioning End: 4/1/2014
- Testing Start: 4/2/2014
- Testing End: 5/30/2014



# READINESS GROUP 5

- Legal Entity Contract Providers (n=36)
- Provisioning Start: 4/3/2014
- Provisioning End: 4/30/2014
- Testing Start: 5/2/2014
- Testing End: 6/30/2014



# READINESS GROUP 1

Community Family Guidance Center

Masada Homes

Five Acres

Foothill Family Service

Intercommunity Child Guidance Center

McKinley Children's Center

Pacific Lodge Youth Services

Special Service for Groups

Tessie Cleveland Community Services

The Guidance Center

VIP Community Mental Health Center



# READINESS GROUP 2

Participants planned for this group have been moved to Group 3



# READINESS GROUP 3

Alcott Center for Mental Health Services

Alma Family Services

Asian Pacific Health Care Venture

Behavioral Health Services

Child and Family Center

ChildNet Youth and Family Services

Children's Hospital Los Angeles

Clontarf Manor

David and Margaret Home

D'Veal Family and Youth Services

Emotional Health Association

ENKI Health and Research Systems

Exceptional Children's Foundation

For The Child

Aviva Center

Heritage Clinic

Junior Blind of America

Koreatown Youth and Community Center

LeRoy Haynes Center

Maryvale



# READINESS GROUP 3

Mental Health America of Los Angeles

Olive Crest

One in Long Beach

Pacific Asian Counseling Services

Para Los Ninos

Providence Community Services

South Central Health & Rehabilitation

SPIRITT Family Services

St. Francis Medical Center

Telecare Corporation

The Children's Center of Antelope Valley

The LA Gay and Lesbian Svc. Center

Tri-City Mental Health Center

United American Indian Involvement

Watts Labor Community Action Comm.

Wise and Healthy Aging

Child & Family Guidance Center

Exodus Recovery

Hathaway Sycamores

Hillsides



# READINESS GROUP 4

1736 Family Crisis Center

Amanecer Community Counseling

Barbour and Floyd

Bienvenidos Children's Center

California Hispanic Commission

Center for Integrated Family & Health

Children's Bureau

City of Gardena

Dignity Health

Drew Child Development Corporation

Eldorado Community Service Center

Ettie Lee Homes

Florence Crittenton Services

Helpline Youth Counseling

Hillsides

Inst. For Multicultural Counseling & Ed.

Jewish Family Service Los Angeles

Korean American Family Service

LAMP

Los Angeles Unified School District



# READINESS GROUP 4

Pediatric and Family Medical Center

Personal Involvement Center

Phoenix Houses of Los Angeles

Prototypes

Rosemary Children's Services

St. John's Health Center

Social Model Recovery Systems

South Bay Children's Health Center

St. Anne's Maternity Home

Stirling Academy

SunBridge Harbor View Rehabilitation

The Institute for Redesign of Learning

The LA Free Clinic (Saban)

Tobinworld

Trinity Youth Services

University Muslim Medical Association

Vista Del Mar Child and Family Services

Westside Center for Independent Living



# READINESS GROUP 5

AIDS Project Los Angeles

ASC Treatment Group

Asian American Drug Abuse Program

Bayfront Youth and Family Services

BRIDGES

CA Institute of Health & Social Services

Children's Institute

Counseling for Kids

Department of Health Services

Eggleston Youth Center

El Centro de Amistad

El Centro del Pueblo

Families First

Filipino-American Service Group

Gateways Hospital & Mental Health Ctr.

HealthView

Hillview Mental Health Center

Homes for Life

JWCH Institute

Kedren Community Health Center



# READINESS GROUP 5

Los Angeles Child Guidance Clinic

New Directions

Ocean Park Community Center

Optimist Boys Home and Ranch

Pacific Clinics

Pasadena Unified School District

San Fernando Valley Community MH

San Gabriel Children's Center

SHIELDS for Families

So. Cal. Alcohol and Drug Programs

St. Joseph Center

Star View Adolescent Center

Step Up on Second Street

Tarzana Treatment Center

The Help Group Child & Family Center

The Village Family Services

Topanga Roscoe Corporation



# DECOMMISSION OF THE PRESCRIPTION AUTHORIZATION AND TRACKING SYSTEM (PATS)

**CPTT Workgroup Meeting  
August 8, 2013**



# PATS DECOMMISSION STATUS

DMH has technology solutions in place to replace the following PATS functionality:

Medication Order Entry

Prior Authorization Requests

Formulary Management

Drug Benefit Eligibility Maintenance

Claims Adjudication

Track client's Patient Assistance Program (PAP) application status



# PATS DECOMMISSION TIMELINE

- DMH will go-live with its e-prescribing system (OrderConnect) on 12/11/13
- Effective 12/11/13, Contract Providers (CPs) will no longer have access to PATS



# IMPACT ON CONTRACT PROVIDERS

- At this time, DMH does not require CPs to acquire a Surescripts® certified ePrescribing solution, but you are encouraged to do so
- CPs without ePrescribing solutions may use paper prescriptions for medications prescribed to DMH indigent clients



# IMPACT ON CONTRACT PROVIDERS

- DMH's drug formulary and contracted pharmacy listing will still be published on DMH's internet website





# CLAIMS TIMELINE BY IBHIS ROLLOUT GROUP

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# LEGAL ENTITY CLAIMS TIMELINE

<b>Group</b>	<b><u>IS CUTOFF</u> FY 13-14</b>	<b><u>IS CUTOFF</u> IS Void claims, IS Replacement claims or, new IS claims prior to FY 13-14</b>	<b><u>START</u> FY 13-14 new claims to IBHIS</b>	<b><u>START</u> FY 14-15 new claims to IBHIS</b>	<b><u>START</u> Void Replace originating in IBHIS</b>
Pilot 1(b)	1/31/2014	9/30/2014	2/20/2014	7/1/2014	2/20/2014
All Others	9/30/2014	9/30/2014	N/A	7/1/2014	7/1/2014

