

**County of Los Angeles  
Department of Mental Health  
Chief Information Office Bureau**

**IS Issues Users Manual**

**November 2005**

Version 3.0



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## Purpose

The Web based Issues Database is provided to allow immediate access to Integrated System (IS) related issues.

Issues tracked in the database are - Integrated Systems related which have a wide spread impact on normal business or revenue processes and cannot be resolved within twenty-four hours through already established processes, and as a result, require Project Management intervention.

Issues are immediately viewable once entered or updated. Issues are updated at least weekly, as progress occurs. NOTE: IS Alert and the DMH HIPAA website remain formal means for notification of changes related to the IS.

## Sign In

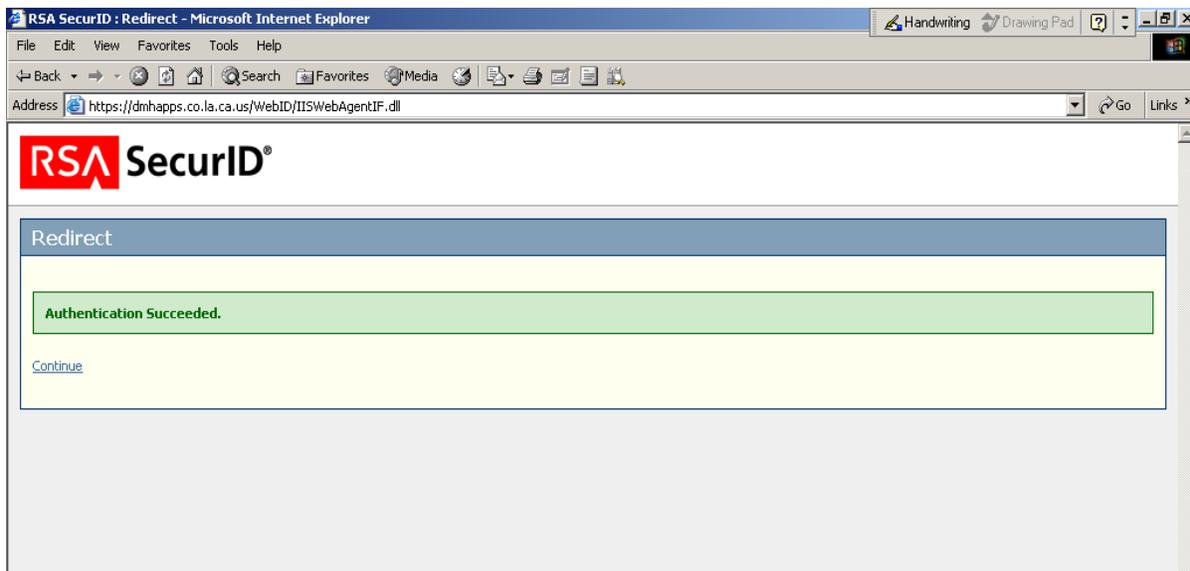
1) Copy and paste the application link into your web browser and click Go

DMH Users: <https://intra.dmhapps.co.la.ca.us/ISIssues/> Proceed to step 2

Users outside the County network: <https://dmhapps.co.la.ca.us/ISIssues/>  
The following screen displays. Enter your Logon ID and Passcode

The screenshot shows a web browser window titled "RSA SecurID : Log In - Microsoft Internet Explorer". The address bar shows "https://dmhapps.co.la.ca.us/ISIssues/". The main content area displays the "Los Angeles County Logon ID and Passcode Request" page. At the top left is the County of Los Angeles seal. The page includes a disclaimer: "Access to this protected resource requires RSA SecurID Token authentication. These computer systems including all related equipment, networks, and network devices are the property of the County of Los Angeles. These computer systems are provided for authorized use only and may be monitored for all lawful purposes. All information placed on or sent over these computer systems may be examined, recorded, copied, and used for other authorized purposes during monitoring. Use of these computer systems, authorized or unauthorized, constitutes consent to monitoring. Evidence of unauthorized use may be used for administrative, criminal, or other adverse actions. Unauthorized users may be subject to criminal prosecution. **By continuing, you agree to these terms.**" Below the disclaimer is a login form with two input fields: "Logon ID:" and "Passcode:". A note states "Your Passcode is your PIN + the number displayed on your token (the Tokencode)." At the bottom of the form are three buttons: "Log In", "Reset", and "Help".

Click Continue



**Note:** If you do not have RSA, contact the CIOB - Help Desk at (213) 351-1335 for more information.

2) Enter ID Issues User Name and Password, they are NOT case sensitive.  
Click OK to log in



## Viewing Issues

The default view lists basic information on issues specific to your user group

FFS OUTPATIENT

Search for:  **Go** *Search for allows for free text search*

Problem Type:  *Drop down boxes filter the display list*

Impacted:

Action:

Assigned:

Page 1 of 4 Page Size 10 **Go**

| Issues ID | Date Opened | Problem Type | Impacted      | Action   | Assigned            | Brief Description   | Priority | CR # | Heat Ticket No. | Issue Status |
|-----------|-------------|--------------|---------------|----------|---------------------|---|----------|------|-----------------|--------------|
| 159       | 7/22/2005   | Adjudication | All Providers | (None)   | (None)              | Medi-Cal Billing in CalWORKS/ CalWORKS Denials.             | High     |      |                 | Closed       |
| 158       | 6/21/2005   | EDI          | FFS OP        | Escalate | Sierra Project Mgmt | IS010 and 835 questions                                     | High     |      |                 | Open         |
| 157       | 6/14/2005   | IS Admin     | All Providers | (None)   | (None)              | Claims should be visible for at least 24 months of services | Medium   |      |                 | Closed       |

Clicking a hyperlink sorts the list (i.e. by ID, date opened, status, etc.)

Click to page forward and backward

Click to view detailed information of a specific issue

Page 1 of 1 Page Size 10 **Go**

**Comment**

Proj. Mgmt Mtg 8/2/05 - DonnaKay has approved closure of issue. Sierra 6/16/05 - the remaining claims were corrected 6/8. Assigning back to DMH CIOB to close issue out. John Ortega got a call yesterday from Didi Hirsch after they had worked through one of the new reports he's provided to them. They were seeing claims that were entered into Clinical and passed to Admin that they believed had been claimed and that didn't show up on an undaimed units of service report. However, when they drilled down to the detail level, the claims had not been claimed. For Didi Hirsch, this category amounts to about 9,000 claims. John has run another report that shows 83,000 claims in the same status. At \$50 per claim, that's about \$4M. Some of the units of service may have been resubmitted by some clinics as a new claims, however, we think that will turn out to be a small number. Our hope is that there is some straightforward way to release the 83,000 claims. over 56,000 claims were corrected 6/5. There are still some remaining claims to be corrected after the 6/8 claims cutoff status. Will provide update by the next meeting 6/14.

**OK**

Click to exit issue details

Please note:

- ❑ While the HEAT Ticket # may be listed, every HEAT Ticket will not be listed as an issue in the Issues Database
- ❑ Issues are closed only with the CIOB Project Manager's Approval
- ❑ Recent comments are listed at the top of the Comment box

## Sign Out - 3 Important Clicks

Click Sign Out

The screenshot shows the 'IS Issues List' application. At the top left is a logo consisting of three interlocking rings. Below the logo is the title 'IS Issues List'. To the right of the title are two buttons: 'Sign In' and 'Sign Out'. Below these is a search bar with the text 'FFS INPATIENT' and a 'Go' button. Under the search bar are four dropdown menus: 'Problem Type' (set to 'All'), 'Impacted' (set to 'All'), 'Action' (set to 'All'), and 'Assigned' (set to 'All'). Below the dropdowns is a pagination bar showing 'Page 3 of 3' and 'Page Size 10'. At the bottom is a table with the following data:

| Issue ID | Date Opened | Problem Type | Impacted           | Action | Assigned | Brief Description  | Priority | CR # | Heat Ticket # | Issue Status |
|----------|-------------|--------------|--------------------|--------|----------|--|----------|------|---------------|--------------|
| 55       | 2/4/2005    | IS Clinical  | Clinical Providers |        | (None)   | Client Search Current client search produces poor results - many, many duplicate clients being created | Low      |      | None          | Closed       |

Click OK

The screenshot shows the 'IS Issues List' application with a 'SIGN OUT' dialog box. The dialog box has a title bar that says 'SIGN OUT' and contains the text: 'You have successfully signed out.' Below this text is an 'OK' button. At the bottom of the dialog box, it says: 'Please close your browser window to completely log out.' At the very bottom of the application window, there is a copyright notice: 'Copyright © 2005 County of Los Angeles. All rights reserved.'

Click Yes to close the browser and completely sign out

The screenshot shows a 'Microsoft Internet Explorer' dialog box. The dialog box has a title bar that says 'Microsoft Internet Explorer' and contains the text: 'The Web page you are viewing is trying to close the window. Do you want to close this window?' Below this text are two buttons: 'Yes' and 'No'.

*Thank you for visiting the IS Issues List*