

SERVICE TICKETS CHANGING AGAIN

When we added the new Program Element field to the Service Ticket, we unwittingly created a problem with group service tickets. We assumed that people in a group are of the same program element type, but in fact many facilities mix program element types (DWI and Drug Court, for instance). Yet when you do a group ticket, you can only choose one program element. As a consequence, some users have been putting Not Applicable for the program element. In the near future we will likely remove the new program element from the service ticket to solve this problem. Right now we are reviewing other data elements to be sure we can capture the program element information elsewhere.

MISSING FINANCIAL INFORMATION

We separated the Financial Info section of the Initial Interview into a separate form so facilities could have the flexibility of having a different person enter the financial information. The down side of that change is that some users now do the Initial Interview and skip the Financial Info page. Please do not forget to do the Financial interview whenever you complete the Initial Interview. Remember that we now collect financial information on all persons interviewed whether they are admitted or not. Mr. Duffy has requested reports to be developed to determine the extent of this problem and where it is occurring.

MERGING DUPLICATE RECORDS

About half of the duplicate client records have been merged. About 600 duplicate client records remain to be merged. In the next few days, 250 duplicate case records will also be merged – the procedure is already coded to accomplish this. We expect that when the remaining 600 duplicate client registry records are merged, this will expose an additional 100 to 150 duplicate case records. LADDS does not see them as duplicates now because they are attached to different client numbers. But they will be easily identified as duplicates once the duplicate client records are merged.

Be aware that the case numbers of two merged records may be slightly different. You may be accustomed for instance to your client's case number being 12345 and now it will be 000012345, or vice versa. Or the case numbers may be entirely different. This is because there are often two cases in use for the same person at the same facility, but with different case numbers. The service tickets and evals from one must be transferred to

the other and then the former case removed. So it may be that the case you have been entering services for is the one that is removed. This may require you to search by name or SSN to get the new case number.

We expect during the next month to identify and merge all the duplicates. At that time we will make some database changes that will make it less likely for duplicates to happen. We will, for instance, not allow duplicate SSN's. The database will not permit that change, however, until existing duplicate SSN's have been eliminated.

INITIAL DIAGNOSTIC IMPRESSION

The Diagnostic Impression field on the Initial Interview page is now required and validated to accept only a DSM code. Let us know through the Feedback button if you find a DSM code that it will not accept, so the validations can be refined to meet everyone's needs. Some facilities want a different person to assign the Initial Diagnostic Impression than the person who completes the form. If this is the case, have the person who completes the form use the code for Deferred Diagnosis (799.90) and then have the second person click the EDIT button and change the code to the correct one.

CODING TANF & FITAP PAY SOURCES

Follow the policy of your facility or region about how to code the referral source for a person who is referred by more than one agency (by FITAP and by Drug Court, for instance). But when you start to code the Pay Source, you must code every source that pays for the client's treatment. You can mark several pay sources. TANF and FITAP clients must ALWAYS have TANF or FITAP marked as one of their pay sources. Do not mark No Fee Payment for these clients. They do not themselves have a fee, but their services are being paid for.

EXPIRED CASES

Beginning October 1, please do not request cases with expired status to be reactivated. Expired cases must be closed and when necessary a new case opened to provide further services. We have been reactivating expired cases up to this point because of the possibility that some service tickets may not have been imported from the mainframe.