

# CMBHS User Teleconference

March 11, 2014

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## DSHS Staff on Call

Mimi McKay, Wendy Cook, Chris[tine] Meengs, Jackie Webster, Brenda Briseno, Alice Wren

## Announcements and Updates

### Brenda – Training

- We are having Substance Abuse provider training on March 25 through 26 in Austin. This is a hands-on training for SA providers; call the help line to register.

### Chris – Project Updates

- **ICD-10** – We are working on converting CMBHS to the ICD-10 Codes, and will be doing everything possible to launch this by October 1, 2014. These changes have an impact upon both mental health and substance abuse CMBHS users.
- **YES Waiver** – Our second major project is the YES Waiver program and creating all its supporting documents in CMBHS, for which we are targeting a release in May 2014.

### Jackie – Recent Changes

- **Allergy Information** – Our February 7 release included a change in the wording on the client workspace and other page regarding allergy information. Prior to this release, the wording was the same whether a client had not yet been assessed for allergy information and when they had been assessed and no allergies were found. The identical wording made it impossible to know if an allergy screening had been done and turned up nothing or if an allergy screening had not been conducted at all. Following the February 7 release, if a client has never been assessed for allergies, the statement *no information recorded* appears, and if they have been assessed and have no known allergies or drug reactions, the statement *no known allergies or drug reactions* appears. This primarily affects substance abuse, but it may affect mental health providers through the release of substance abuse services documents in CMBHS. Please be sure to read the release notes, there must be no confusion about allergy issues.
- **“Do Not Use”** – Emails have been sent to local security administrators regarding client records with some version of *Do Not Use* appearing in the client name field. We know that people have inserted this phrase or a version of it into client names for a variety of reasons, some in response to early issues within CMBHS, sometimes in response to a duplicate client profile or other issues. Regardless of how or why *Do Not Use* ended up in the client name field, this approach causes a big problem for data validation, since there is no way to tell if the *Do Not Use* file is a duplicate, or different episode of care, a mistake was made in documentation, and so on. The bottom line is that DSHS is unable to remove those files or remove the *Do Not Use* occurrences without knowing why it was put there. If you entered *Do Not Use* in a client profile,

we want to give you the opportunity to evaluate the profile and see if these records are good or not. We have identified these instances and contacted the Local Security Administrators at the organizations where this was practiced. If your Security Administrator does not get a message about this, it may be that this was not a practice at your organization. We have a staff member, Jeffrey Westlund, who will be helping you with this process. He will send your Security Administrator an email if you have Client Profiles that need to be researched and a recommendation made. You can reach Jeffrey at 512-206-5220 for assistance, or you can call the Help Line.

- **Mental Health Services Deadlines** – LMHAs and providers were given an extension on the February 28 deadline for entering assessments before they are frozen in the usual manner, as well as an extension on the timelines for editing assessments and our turning the auto-discharge back on in CMBHS. The extension is until March 14.
- **New Role for Mental Health Security Administrators** – Mental Health Local Security Administrators now have *MH Assessment Delete* as an additional role. This role may be temporary; we will take feedback on the IMC call. This role is only available to Security Administrators so that they can clean up the MH Assessment data and get information entered into the system in the correct order.

## Q&A/Open Discussion

### Dolly – Harris County

*In some cases, there are duplicate CMBHS numbers for child/adolescent and adult files. I believe I was told that the programmers had to fix this?*

- **Jackie:** This is a view issue. There is really only one record.
- **Brenda:** If you have more than one location of your facility, if you're looking at provider level, you will see the same record from both views, one with the age Child and one with Adolescent. When you need to document, just document as normal, it's just a view issue; there is really only one record, not two.
- **Jackie:** It's on our list. Of all the problems we've had with assessments, the view issue isn't a real problem, it's just confusing, and fortunately this is a rare error. You're not documenting in different records, you just have to ignore it as best you can for the time being.

### Barbara – Tarrant County MHMR

*I do the billing here, when I'm on the client activity screen, I need to sort, and when I sort by progress notes, I have two pages, when I go to the second page it un-sorts/goes back to first page before I can click. I can't sort by column on any of the screens except for by date and name.*

- **Chris:** We're aware of that issue and it's on our list of things to do.

*Second question: In case of the Do Not Use profiles, is there a prompt there to remind a clerk to look for a duplicate?*

- **Brenda:** Yes. An edit check will run, looking for a match on a previously entered first and last name, date of birth and Social Security number. If you start to enter information beyond this, an alert will appear regarding the possible duplicate of client in the system.

#### **Dolly – Harris County**

About ICD-10 – We’re looking at October 2014? What about CARE batching?

- **Chris:** We’re working off the same use cases, and CARE has already posted 80-byte layout, so we are working hand in hand with the CARE team, doing the same edits in CARE as in CMBHS. We’ve set aside July and August for testing with the batch providers; we’re well on our way with that project.

Our next call will be Tuesday, April 8 at 10 AM CDST. We will continue to hold calls on the second Tuesday of each month. We may not have a call in July due to our Behavioral Health Institute. We will be updating the call calendar on the CMBHS website as soon as possible.

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