**Frequently Asked Questions**

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***Getting Access to MHPD***

* **Why do I need to use MHPD?**
  + **Question:** Why do I need to use MHPD?
  + **Answer:** Local mental health authorities and all licensed programs and programs funded directly or indirectly by OMH are required to use the MHPD. MHPD is fully-integrated into the financial, survey and public information activities of OMH. This integration ensures consistent and accurate maintenance of public mental health program information. The information maintained using the MHPD feeds the "Find a Mental Health Program" report on the "Mental Health Resources" section of the OMH public web site. It also provides a master program directory for checking Consolidated Fiscal Reports when they are submitted.
* **Who should obtain access to MHPD?** 
  + **Question:** We have several departments in our facility. Which department is the best to maintain the information in the MHPD application?
  + **Answer:** This depends on your organization. Because Consolidated Fiscal Reports, when submitted, will be checked to make sure the program information agrees with the Master Provider Directory, organizations may select someone from the financial side of the organization. On the other hand, because the program information component of the Patient Characteristics Survey (PCS) is validated in MHPD, organizations may select the Survey Coordinator from PCS. Your organization is not limited in the number of persons who can use MHPD, so you may want persons from both financial and program sides of the organization.
* **Can I appoint myself as Security Manager?**
  + **Question:** I am the Executive Director of my facility. Can I also be Security Manager?
  + **Answer:** Certainly. At small facilities, we often see Executive Directors wearing many hats. You may also find yourself to be the Provider Admin for MHPD, and the PCS Supervisor; that is entirely up to you and the needs of your facility.
* **What do I do to receive my User ID?**
  + **Question:** When my Security Manager entered my information in the Security Management System, he entered the wrong email address, so I never received the replies with my MHPD user ID and password. How do I get them now?
  + **Answer:** Contact your Security Manager. He should have received duplicates of those emails, and can give you your user ID and password. Also, please make sure your Security Manager corrects your email address in the Security Management System as soon as possible.
* **How can I get my password?**
  + **Question:** I received an email with my user ID, but I did not receive a separate email with my password. Could it be resent so I can log on?
  + **Answer:** Please check your email again in about 30 minutes. Sometimes there is a time delay for the second email. If you don't receive it, please contact your Security Manager, who should have also gotten a copy, or can reset your password if necessary.
  + **Question:** Should users no longer request a password reset from the Help Desk?
  + **Answer:** That is correct. Users should request a password reset from their Security Manager.
  + **Question:** If the Security Manager resets a password, does that change the password for WebSalute and ClearTrust?
  + **Answer:** Yes, both will use the newly reset password. WebSalute offers an option to the User to change his or her password, but it is recommended strongly that they not do so, as it cannot be changed in ClearTrust, and the User will be left with two different passwords.
* **Can I replace my two User IDs with one?** 
  + **Question:** When my Security Manager registered me, he forgot to enter my existing WebSalute user ID that I use for NIMRS or CAIRS (..or forgot to enter my CITRIX Salute user ID that I use for ALFS [employee of Local Government Unit]). My registration was approved, so I now have two user IDs. How do I change my access so I only have to use my original user ID and not remember both of them?
  + **Answer:** You will not have any problem accessing your approved OMH applications, as long as you remember which user ID to use with which application. We can consolidate your user IDs. You should submit that request to the OMH Helpdesk.
* **How can we deactivate a user's access?**
  + **Question:** Can we deactivate a user's access to MHPD, for example, but not deactivate their access to another application, like CAIRS?
  + **Answer:** In SMS, uncheck the MHPD role previously assigned to that person. Once you have done that, be sure to click the Update button to submit the information to OMH.

***Mental Health Provider Data Exchange (MHPD)***

* **How can we receive notifications of all Change Requests?**
  + **Question:** How do I arrange to receive copies of all change requests that are submitted or acted on?
  + **Answer:** Email notifications are controlled by any person in the Provider, County or Field Office *Administrator* role. The Administrator selects the "Maintenance" tab at the top of the screen and then MHPD User Maintenance page to see the User list. The Administrator selects the pencil icon to edit features for that User, scrolls down to the Change Requests (CR) section and clicks the “Email Contact” box. After the Administrator clicks Update in the gold box in the upper right hand corner, the User will begin to receive email notifications.
* **How do I obtain the CFR Program/Site Identification Number?**
  + **Question:** I received a Consolidated Fiscal Reporting (CFR) audit letter telling me that I need to obtain a permanent CFR program/site identification number for reporting program expenditures. How do I receive it?
  + **Answer:** In MHPD, view the program record. The CFR Site ID is shown near the top of the screen. The ID is assigned to your program after you add it to MHPD. The most efficient way to correct your Agency or Facility's program information (obtain a permanent CFR program/site identification number, etc.) for non-licensed programs is to submit corrections, openings and closures of programs using the Mental Health Provider Data Exchange (MHPD). Any corrections made through MHPD will be made in the agency's master directory and will be reflected in the other data systems. You can submit program corrections all from the [MHPD Home Page](http://www.omh.ny.gov/omhweb/mhpd/). Some program information can be corrected for licensed programs using MHPD, but MHPD does not replace the [Prior Approval Review](http://www.omh.ny.gov/omhweb/PAR/) process for licensed programs. Contact your Field Office for further assistance.
* **How do I get a temporary site identification number (site ID) so I can submit my CBR?**
  + **Question:**  How do I get a temporary site ID for a new program so I can submit my CBR?
  + **Answer:** For OMH certified programs the site code is the operating certificate number; for OMH non-certified programs the site code is the Facility-Unit code. In a limited number of instances, a Provider Agency may need to use a temporary site ID on the OMH Budget. A temporary site ID is a seven digit number created by the Provider Agency.

**How do I transfer programs between providers?**

* + **Question:** My agency/facility has merged with another. How do I transfer the programs from the previous, closed facility to the current facility?
  + **Answer:** Each program needs to be closed under the previous facility and then opened under the current facility. There are several reasons for following this procedure:
    1. It provides program records with operating dates under both the old and new facility. This enables historical analysis and rate setting.
    2. Notifications of closure and opening would be sent to county and Field Office.
    3. The current facility would review and enter current address, contact and other information for the program.
    4. Licensed programs would follow the PAR process.
* **How are New Providers established in the OMH Master Provider Directory?**
  + **Question:** My agency is not listed in the OMH Master Provider Directory. How do I get it added?
  + **Answer:** When a new provider needs to be established in the OMH Master Provider Directory, the requestor contacts the OMH Field Office.
* **Can I submit changes for more than one facility?** 
  + **Question:** I am responsible for programs units listed under two facility codes. Can I get access to both facilities with one id?
  + **Answer:** Yes. Your Security Manager can give you access to your facility. The Facility Director of the second facility contacts [MHPD](http://www.omh.ny.gov/omhweb/email/compose_mail.asp?tid=IT_mhpd_1) to request that we issue you access to his or her facility.
* **Should I enter our non-OMH funded programs into MHPD**
  + **Question:** Should I enter our non-OMH funded programs into MHPD?
  + **Answer:** No. It is important for all programs funded with by NYS OMH direct contract or local assistance funds through Departments of Mental Health to be entered into MHPD. When you submit your Consolidated Fiscal Report, OMH will compare the OMH Master Provider Directory with the CFR to make sure the list of programs and site agree. In preparation for reporting client data in the Patient Characteristics Survey, all programs need to be in the OMH Master Provider Directory.
* **What is the process for Facility name changes?**
  + **Question:** What changes can I submit to facility name using MHPD?
  + **Answer:** Any major changes for facilities with licensed programs must be done with an Administrative Action – ([Administrative Actions Manual](file:///S:\Shared\MHPD\MHPD_Docs\MHPD_Manuals\OLD%20Versions\Administrative_Actions_Nov_2010.docx) – see page 4 for facility name change on the Certificate of Incorporation.)
* **How can I get a temporary site ID for CBR reporting?**
  + **Question:** How do I get a temporary site ID for a new program so I can submit my CBR?
  + **Answer:** You are able to create a new program in the CFRs software by using a dummy code for the site code. This will allow you to submit your CBR to get the contract approved. Once approved, please submit requests in MHPD to obtain permanent CFR site IDs. Please see the CFRs manual for directions on entering a dummy code for the site code.
* **What do we do about open CAIRS cases?**
  + **Question:** We have two ICMs that are merging into one BCM, but we can't close the ICMs because they have open CAIRS cases. What do I do?
  + **Answer:** You choose among three options:
    1. Close all existing (open; not yet discharged) cases in the ICM units and start new CAIRS cases in the new BCM unit. The "Referral Out" feature can be used to transfer the most recent information to the new unit to minimize the data entry of opening cases in the new unit.
    2. Request that all your existing cases in the ICM units be moved to the new BCM unit and all closed cases remain in the existing ICM units.
    3. Request that all existing CAIRS cases in the ICM units be moved to

the new BCM unit as though the previous ICM units never existed.

Depending upon why you are making this change in units, the solution can be any one of the above. You choose among them based on how you want your information recorded. Please contact the OMH Helpdesk, requesting one of the above actions and the CAIRS unit will proceed with corrections from there.

Comments or questions about the information on this page can be emailed to the [Bureau of Data Infrastructure](http://www.omh.ny.gov/omhweb/email/compose_mail.asp?tid=IT_mhpd_1) @ [mhpd@omh.ny.gov](mailto:mhpd@omh.ny.gov).