Blended Case Management III
ICM/SCM
Billing System Aid

User's Guide

NYS Office of Mental Health
Center for Information Technology Evaluation Research
Blended Case Management ICM/SCM Billing System Aid
User's Guide
Created: Version 3.0, July, 2003
Revised: Version 3.1.5 September, 2008

Table of Contents

OVERVIEW

The Office of Mental Health (OMH) has established blended case management models that will facilitate a team approach to case management services by combining the caseloads of multiple Intensive Case Managers (ICMs) and/or Supportive Case Managers (SCMs). The primary benefits of these blended case management models are:

- The ability to tailor case management services to the needs of individual recipients, rather than imposing a single model of service intensity on all recipients.

- The ability to respond immediately and flexibly to changes in the composition of individual ICM or SCM caseloads, or changes in the intensity of need of the individuals in those caseloads.

- The ability to graduate recipients to less intensive levels of case management service at the appropriate time, without severing their relationships with familiar case managers who are critical to maintaining community stability, particularly during potentially difficult periods of transition.

- The positive impact on staff of working in teams (particularly with more experienced ICMs providing guidance to newer ICMs and/or less credentialed SCMs including prevention of burnout, improved supervision, greater safety, access to a broader range of specialized clinical skills, better coverage of off-shift hours, etc.

In addition to blended case management, OMH has also added an enhanced Flexibility to the ICM model; the program will now allow a minimum of two billing (previously 4 visits) and a transitional status has been added whereby clients who are being discharged would receive only one visit for billing purposes (two month limit). Please note that these changes are optional. A provider may continue to operate their program under current rules if they so choose.

The establishment of the blended and flexible components to case management program necessitated the modification of the existing ICM and SCM billing procedures. The attached instructions will aid you in adapting this software to your existing billing systems.

TECHNICAL SPECIFICATIONS

To install and run the Blended Case Management application (BCM)

Minimum Workstation requirements:

Pentium PC running Windows 95 or better
20 meg hard drive space

For Install via CD-Rom

CD-Rom drive

For Install via Internet

Internet connection
Web browser
An additional 20 meg for temporary files

For Networked installations

Read/Write access to a shared folder on the network
Note: This needs to be setup by your network administrator.

If you cannot install BCM from the Internet, please contact the OMH Help Desk at (518) 474-5554 or at Helpdesk.cism@omh.state.ny.us to arrange for an installation CD to be mailed to your location.

Once installed, by default the program software and support files will be located on your hard drive at: *C:\Program Files\OMH\Blended Case Management III*.

Program Files and folders:

Blend_III.exe	The BCM Application
Blend_III.hlp	On-Line help file
BCMIIIUserGuide.pdf	This document in PDF format
BCMIIITechManual.pdf	The BCM Technical Manual in PDF format
Data\blend3.mdb	The default database for BCM
Reports\	Folder for reports

To open the PDF documents, you will need Adobe Acrobat Reader to open the document. This software is available at no cost on the web at http://www.adobe.com/.

The application can be accessed by clicking the '*Blended Case Management III*' icon on your desktop or via the programs menu by clicking:

Start – Programs – OMH - Blended Case Management III - Blended Case Management III.

The default user name is '*admin*' and the default password is '*temppw*'. You will need these to access the program initially. After the first successful login you will be required to change the admin password.

The Blended Case Management Install website location is:

http://www.omh.state.ny.us/omhweb/blended/blend.htm

INSTALLATION

Note: If this is an upgrade make sure you back-up your database before proceeding.

Install from Internet

1) Close all programs.
2) Set your browser to:
   http://www.omh.state.ny.us/omhweb/blended/blend.htm
3) After reading and accepting the disclaimer, click '*Go To Program Download*'
4) Enter your provider location and contact information into the form and click 'Submit'.
5) Once valid data has been entered and accepted, you will be shown the Confirmation screen. Click the '*Download Installation'* link.
6) Click the "InstallShield Wizard" button.
7) Click the '*Install'* button on the Welcome Screen
8) Continue with common instructions

Install BCM from the installation CD

1) Close all programs
2) Place the CD in the drive.
3) Click your "Start" button on the bottom of the screen.
4) Choose "Run" from the menu that comes up.
5) Click the "Browse" button.
6) From the "Look in" dropdown, select the CD Rom drive (usually "D").
7) Double-click on "Setup.exe".
8) Click on the "OK" button on the little "Run" window.
9) Continue with common instructions

Common Installation Instructions

1) Click the '*Next*' button on the InstallShield Wizard window.
2) Click '*Next*' when the destination location folder window comes up.
   Note: This accepts *C:\Program Files\OMH\Blended Case Management III* as the folder the software is installed to.
3) Click '*Next*' on the Select Program Folder screen.
4) Click '*Next*' on the Start Copying Files screen.
   Note: If a window appears that says "Locked File Detected", click '*Ignore*'.
5) Click '*Finish*' on the InstallShield Wizard Complete.
   Note: You may be asked to re-start your computer for the installation to complete.
6) There will be a new icon on your desktop called '*Blended Case Management III*' and a new menu entry on your START menu.

START UP INSTRUCTIONS

BCM can be started by clicking the 'Blended Case Management III' icon on your desktop. Alternately, you can access BCM via the START menu by clicking

Start – Programs – OMH – Blended Case Management III – Blended Case Management III.

There are five possible scenarios when installing BCM:

1) New standalone installation
2) Upgrade standalone installation from Version 2 to Version 3
   Notes: This is for users of a previous version of BCM.
   There is no ability to go directly from version one to version 3.
3) New or Upgraded networked installation
4) Add workstation to networked installation
5) Conversion of a standalone to a networked installation

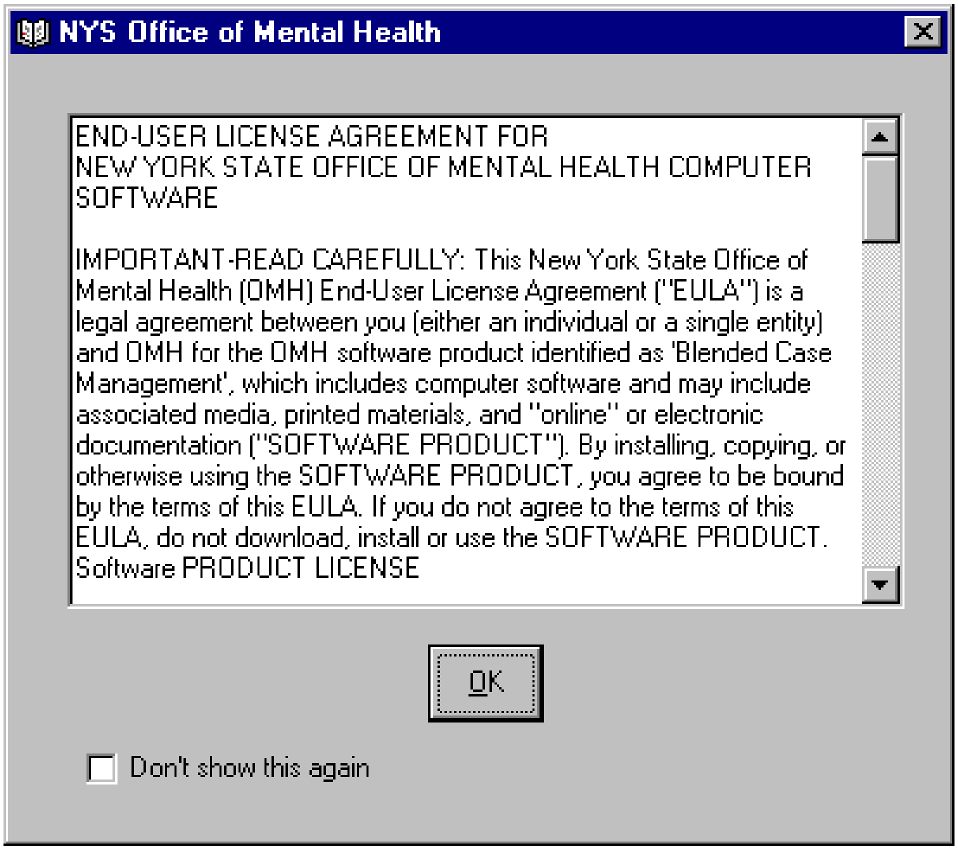
Note: For current users of BCM it is recommended that you determine the version you currently have installed before installing and configuring this version.
To determine your version:

1) launch BCM,
2) log in,
3) select HELP – ABOUT from the menu.

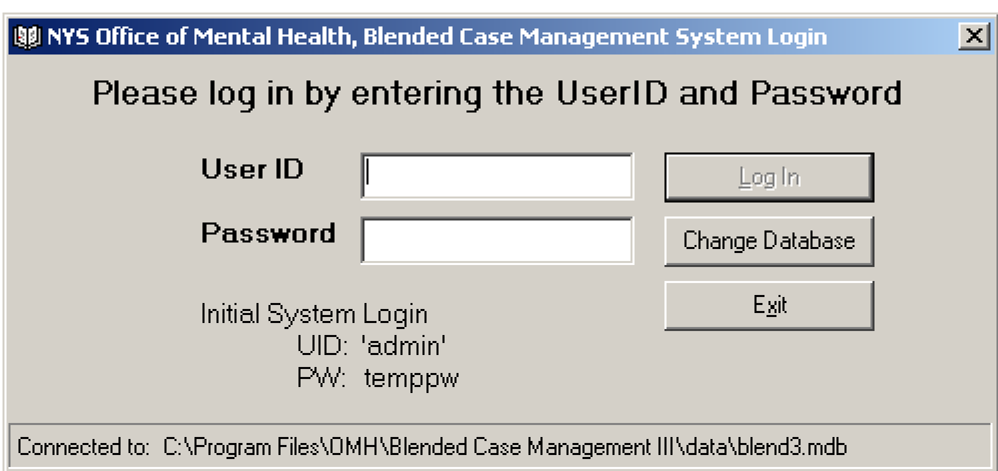
The version will be in the center of the ABOUT page. If you are running version 2.XX, install the new version and then follow the instructions for <u>Upgrade Standalone Installation from Version 2 to Version 3</u>, which are found on page 8 of this manual. If you are currently running version 1.XX, install version 2 and import your version 1 database. Then Install version 3 and import the new version 2 database.

New Standalone Installations

1) Launch BCM.
2) BCM will ask if you wish to import a previously existing database, answer 'NO'. The next screen you will see is the disclaimer (fig x.1) screen, Click '*OK*'.

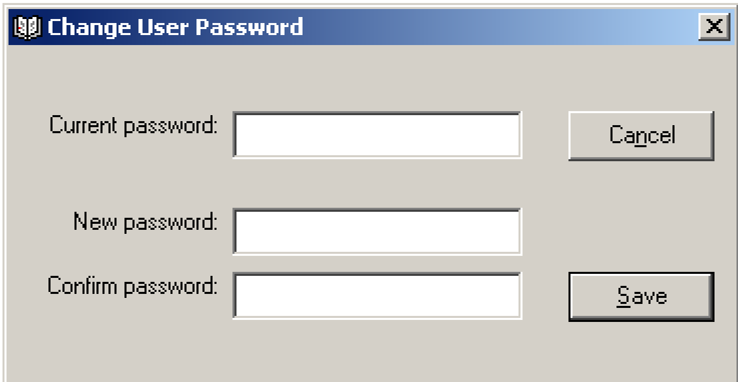


3) You will then be brought to the login screen.



4) The initial User ID is 'admin' and the initial password is '*temppw*'. Enter the user id and password then click *'Login'*.

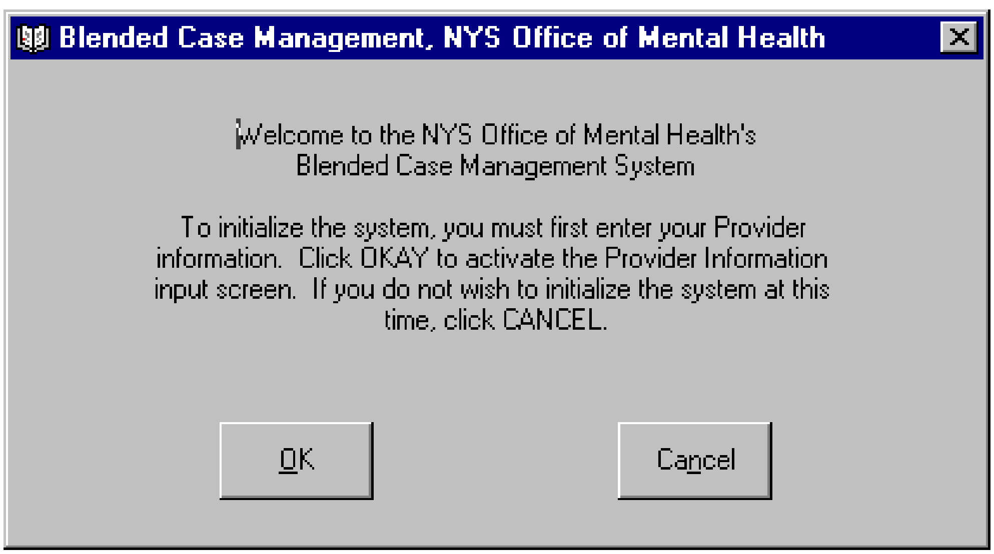
5) Once you have successfully logged in, you will immediately be brought to the change password screen.



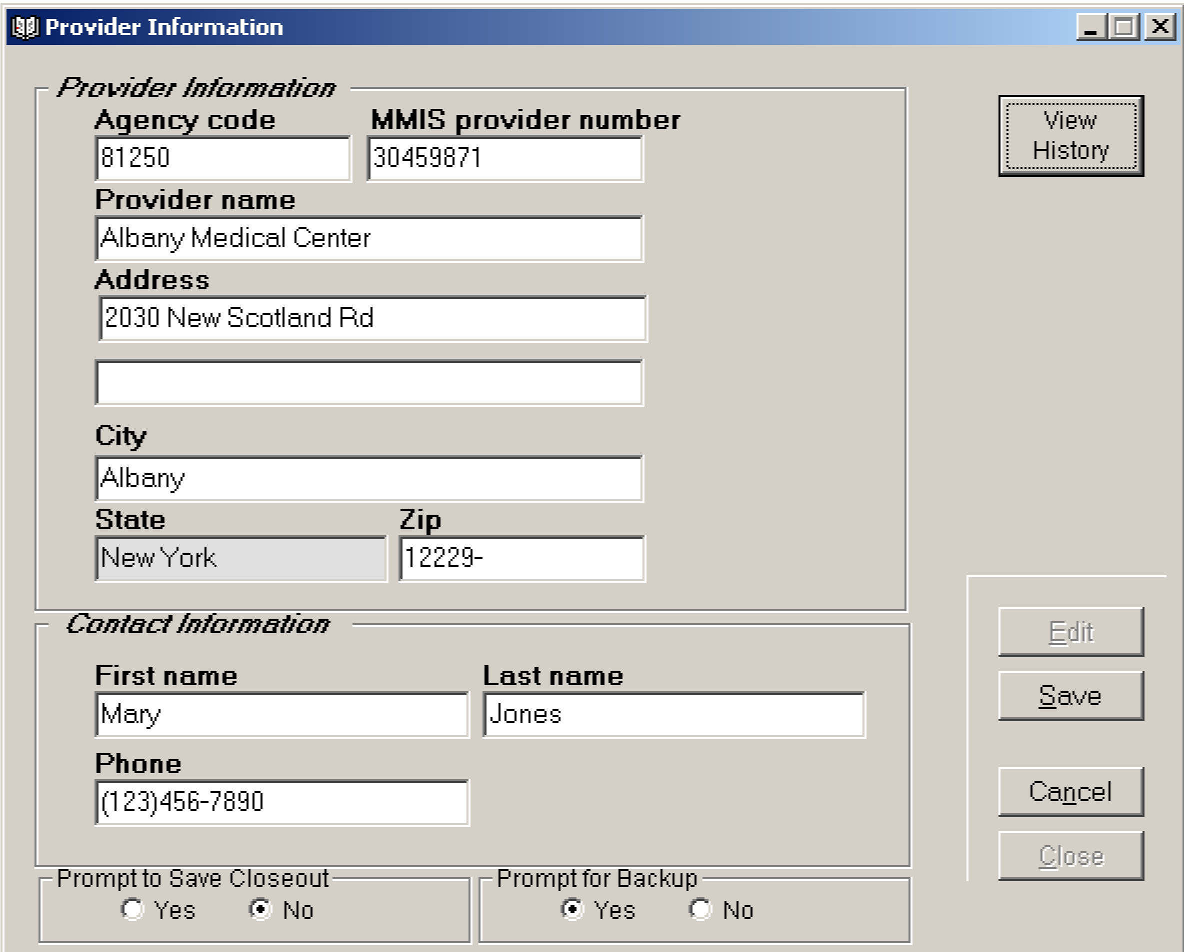
Enter the original password and the new password then click ‘Save’. You will not be able to proceed until a new password is entered.

PLEASE NOTE: In accordance with each Agency's policy, passwords should be changed periodically to ensure data is adequately secured. Passwords may be changed under the File menu. See the instructions in the Change Password Screen Section of this guide.

6) Once you have logged in, you will see the welcome screen. Click ‘OK’ to continue.



7) Next you will start the initialization process. You will be required to enter Provider information, at least one team, and at least one manager before BCM will be ready to use. The next screen will be the **Provider Information** screen.



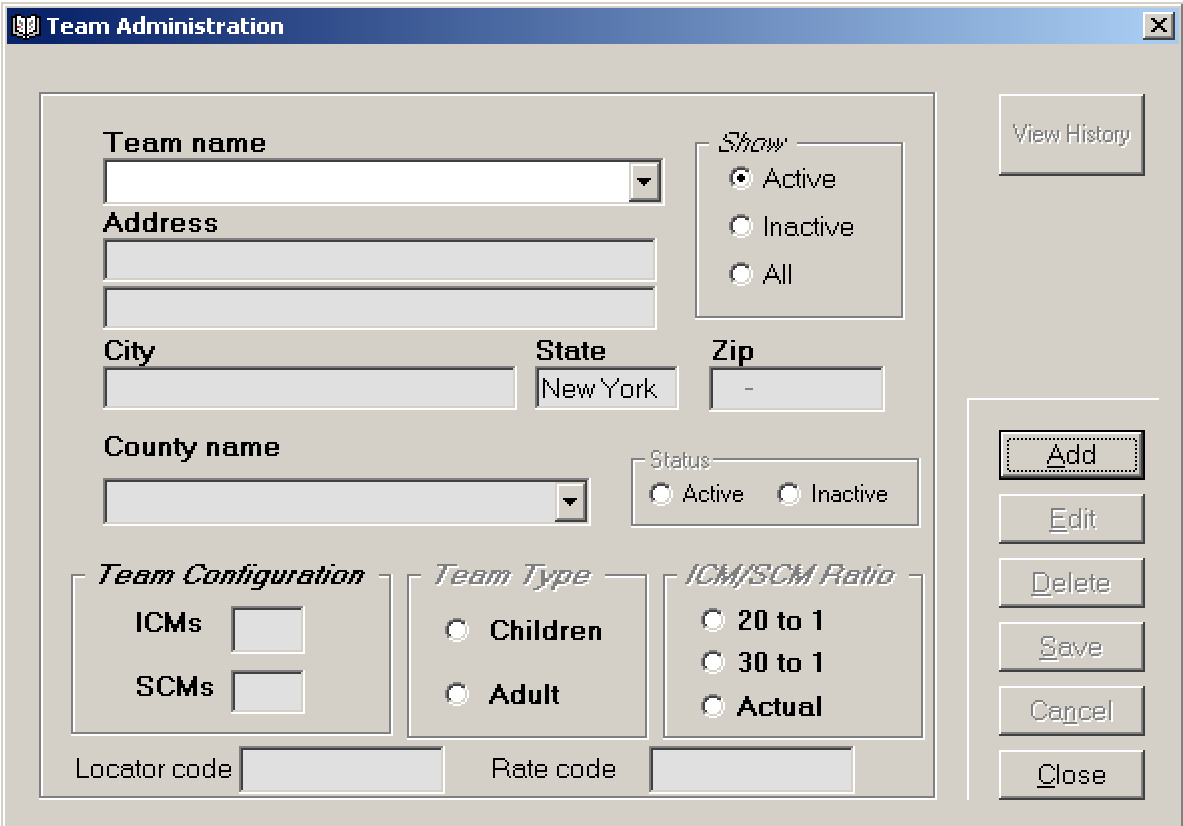
8) Enter your Provider and Contact information. The completion of this screen is required for the initial setup. Once you have entered all the required information, click 'Save' to save the information.

For help on entering data into the Provider Information Screen, see section Provider Information Screen of this manual.

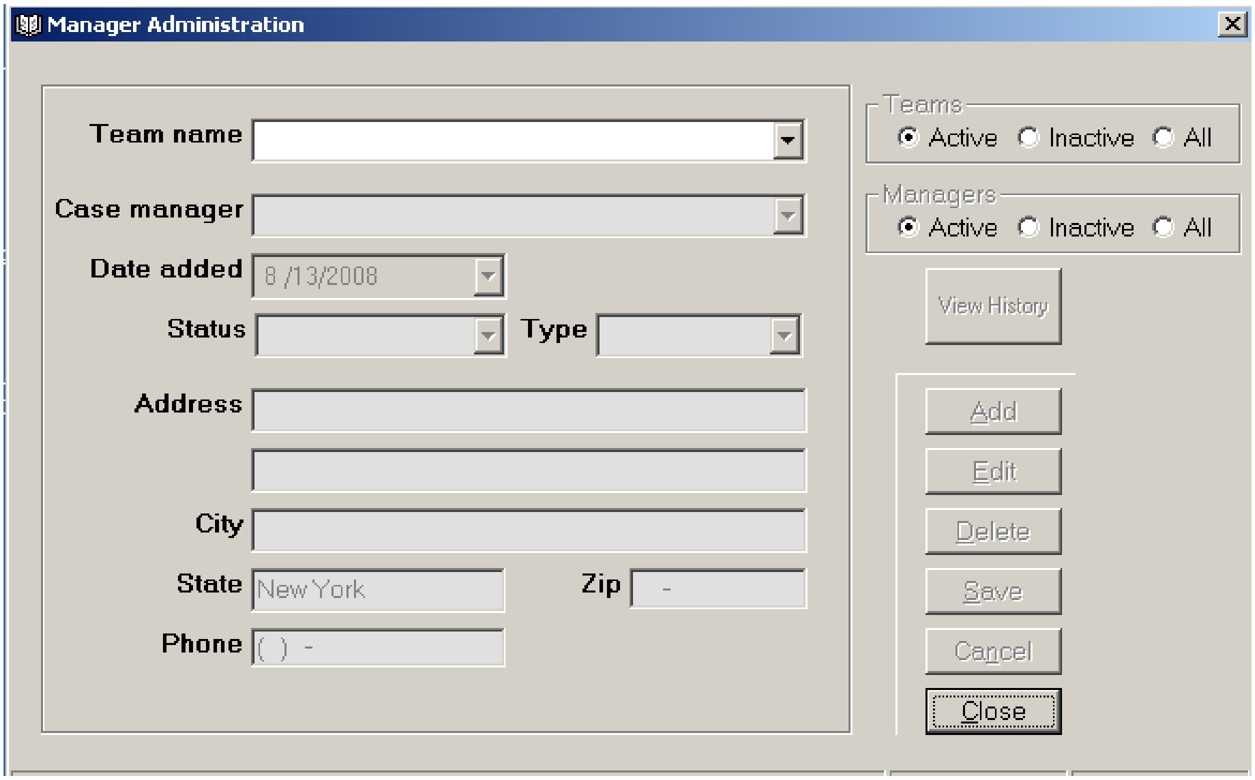
9) Click 'Close' to exit the form. After you complete entering provider information, the next screen will be the *Team Administration* Screen.

♪ **Note:** ***Prompt to Save Closeout –*** *Click "Yes" if you want the system to remind you to save the closeout report before exiting the closeout screen. If you do not want to be reminded to save the report, click "No".*

Prompt to Backup *– Click "Yes" if you want the system to remind you to backup your data before exiting the BCM program. If you do not want to be prompted to backup your data, then click "No".*



10) The form is ready for you to enter the information for the first team. Do so and click 'Save'. If you want to add another team, click 'Add', otherwise click 'Close' to go to the next step. You will be brought to the Manager Screen



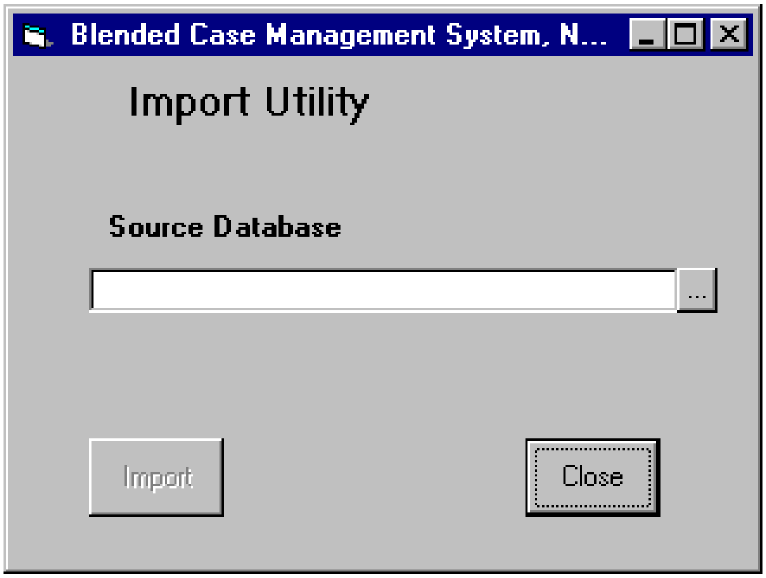
11) If you only added one Team you are ready to enter the first manager. If you entered more then one Team, select the team you wish to add a manager to, then click ‘Add’. When you have completed entering information for a manager click ’Save’. To add additional managers, select the team the manager will be a member of, then click ‘Add’. When you are finished entering all managers, click ‘Close’.

12) This completes the initialization process. You are now ready to begin using BCM.

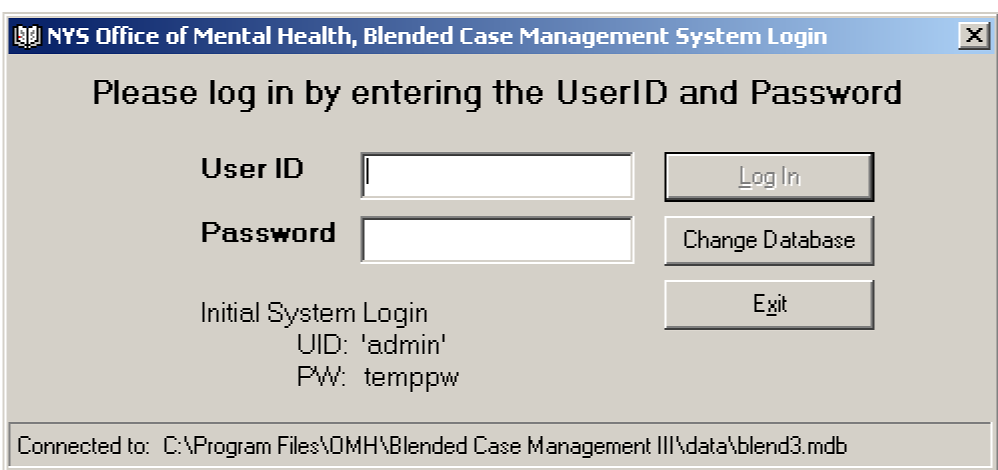
Upgrade Standalone Installation from Version 2 to Version 3

Note: Do NOT uninstall your previous version of BCM until you have completed these steps. Uninstall will remove the default database, potentially causing a loss of data.

1) Launch BCM.
2) BCM will ask if you wish to import a previously existing database, answer 'Yes'.
3) Next, you will be asked to identify the database that contains your old data.

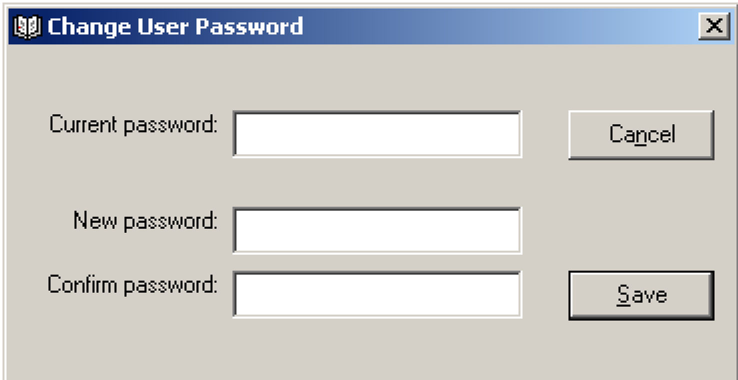


4) Either type in the full path and filename. By default the file will be:
C:\Program Files\OMH\Blended Case Managementl\Blend2_2000.mdb
or click the button (…) to the right of the text box to open a dialog box. Once you have done so click 'Import'. After the import is complete you will be brought to the login screen.



12) Enter the default user name and password and click 'Login'
User ID: admin
Password: 'temppw'

13) Once you have successfully logged in, you will immediately be brought to the change password screen.



Enter the original password and the new password, confirm password then click 'Save'. You will not be able to proceed until a new password is entered.

PLEASE NOTE: In accordance with each Agency's policy, passwords should be changed periodically to ensure data is adequately secured. Passwords may be changed under the File menu. See the instructions in the Change Password Screen Section of this guide.

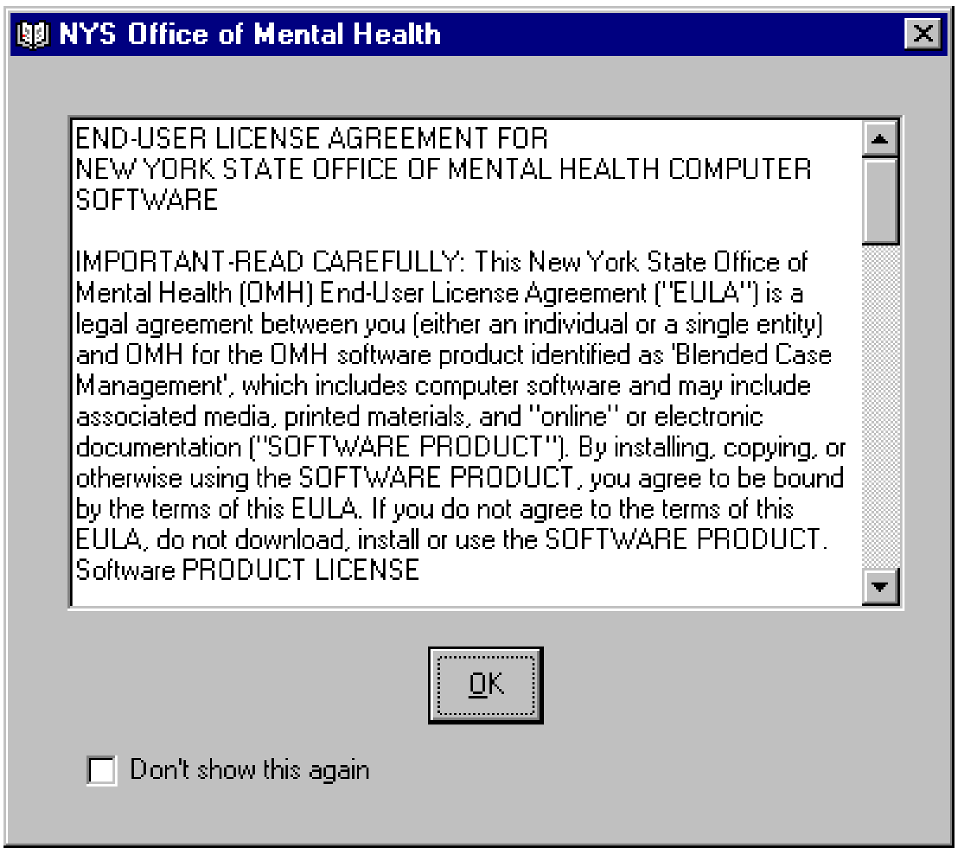
On successfully changing you password you will be ready to use BCM.

New or Upgraded Networked Installation

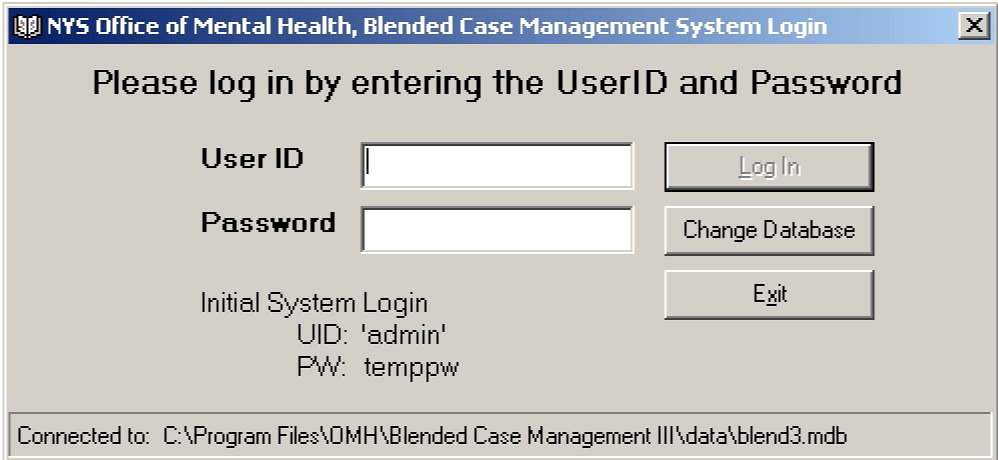
Note: This is for the first workstation on the network. All other workstations should use the 'Add a workstation to a Network Installation' (page 17).

1) Install BCM
2) Before launching BCM, copy the database from the installed directory to the shared folder. (by default the database can be found at =>
   '*C:\program files\omh\blended case management III\data\blend3.mdb*

   Note: All users of BCM must have Read/Write access to this directory. Creation and maintenance of this shared directory is the responsibility of your network administrator.
3) Launch BCM.
4) BCM will ask if you wish to import a previously existing database, answer 'NO'.
5) The next screen you will see is the disclaimer screen, Click '*OK*'.



6) You will then be brought to the login screen.



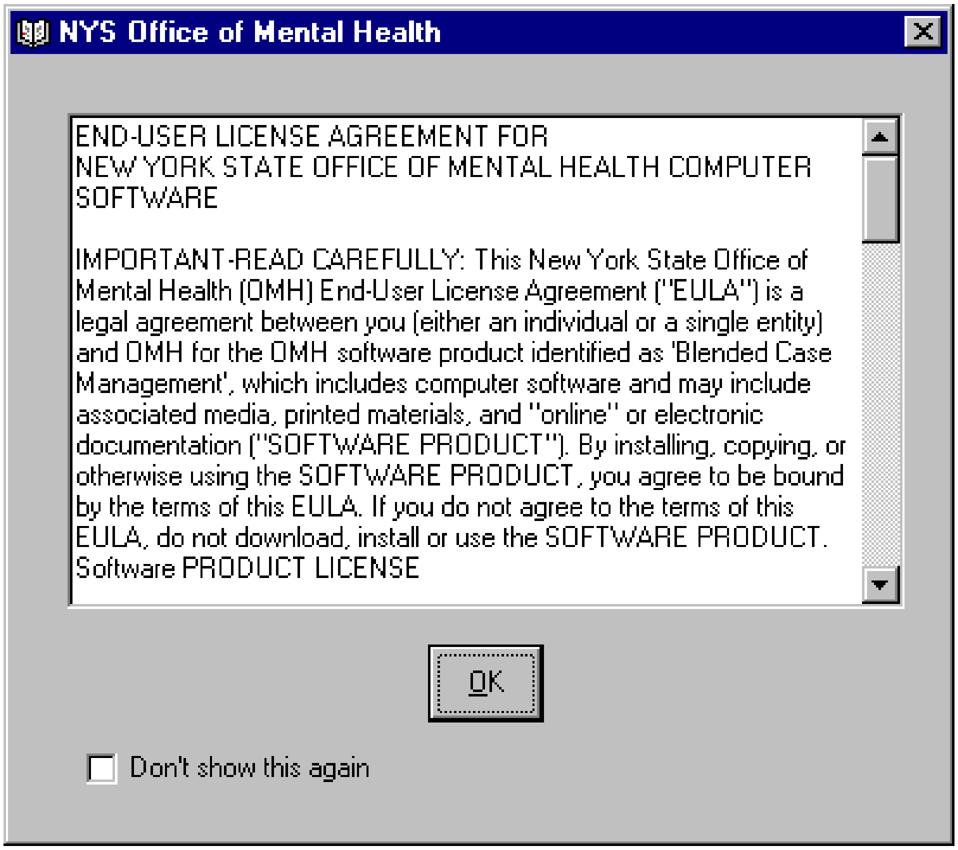
7) Click the 'Change Database' button. Locate the shared database and click 'Open' (Notice that the status bar now displays the network database)

8) As appropriate: Continue from step 2 of either a new stand-alone installation or upgraded stand-alone installation.

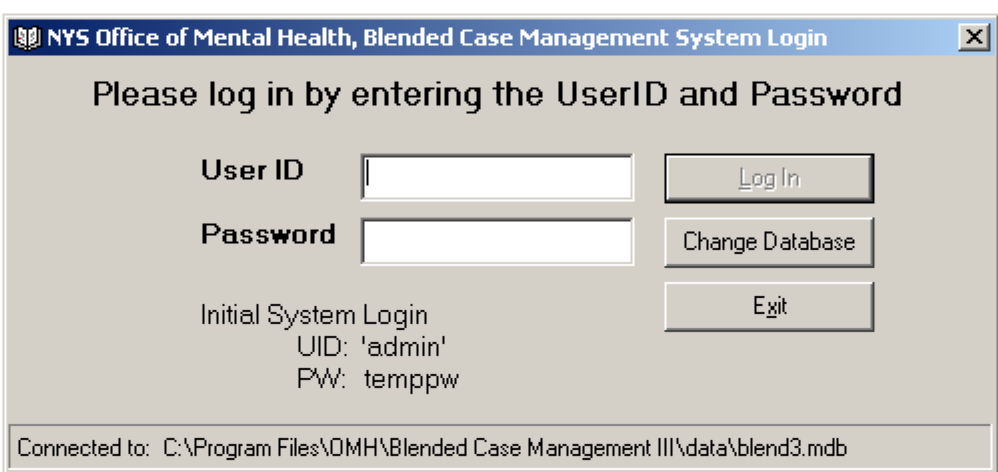
Add Workstation to Network Installation

Note: Before a user can login to the system, the BCM administrator must create a User Id for the new user.

1) Launch BCM
2) BCM will ask if you wish to import a previously existing database, answer 'NO'. The next screen you will see is the disclaimer screen, Click '*OK*'.



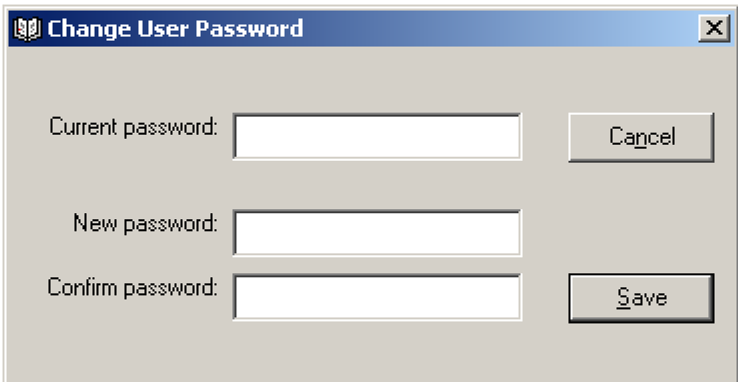
3) You will then be brought to the login screen.



4) Click the ‘Change Database’ button. Locate the shared database and click ‘Open’. **Note**: Your network administrator should be able to provide the correct path and filename. (Notice that the status bar now displays the network database)

5) Enter your user id and password as supplied by your BCM administrator and click ‘Login’.

6) Once you have successfully logged in, you will immediately be brought to the change password screen.



Enter the Current password, new password; confirm password then click ‘Save’. You will not be able to proceed until a new password is entered.

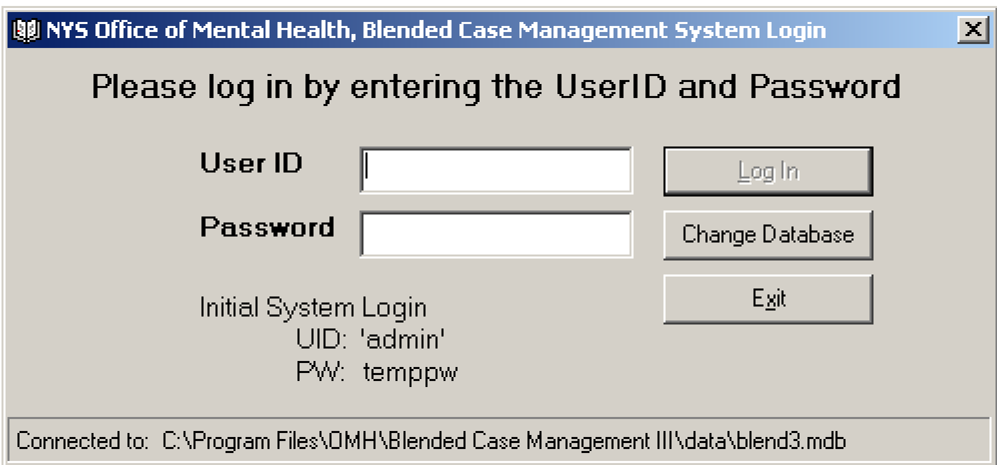
PLEASE NOTE: In accordance with each Agency's policy, passwords should be changed periodically to ensure data is adequately secured. Passwords may be changed under the File menu. See the instructions in the Change Password Screen Section of this guide.

On successful changing your password, you will be ready to use BCM.

Convert Standalone Installation to a Network Installation

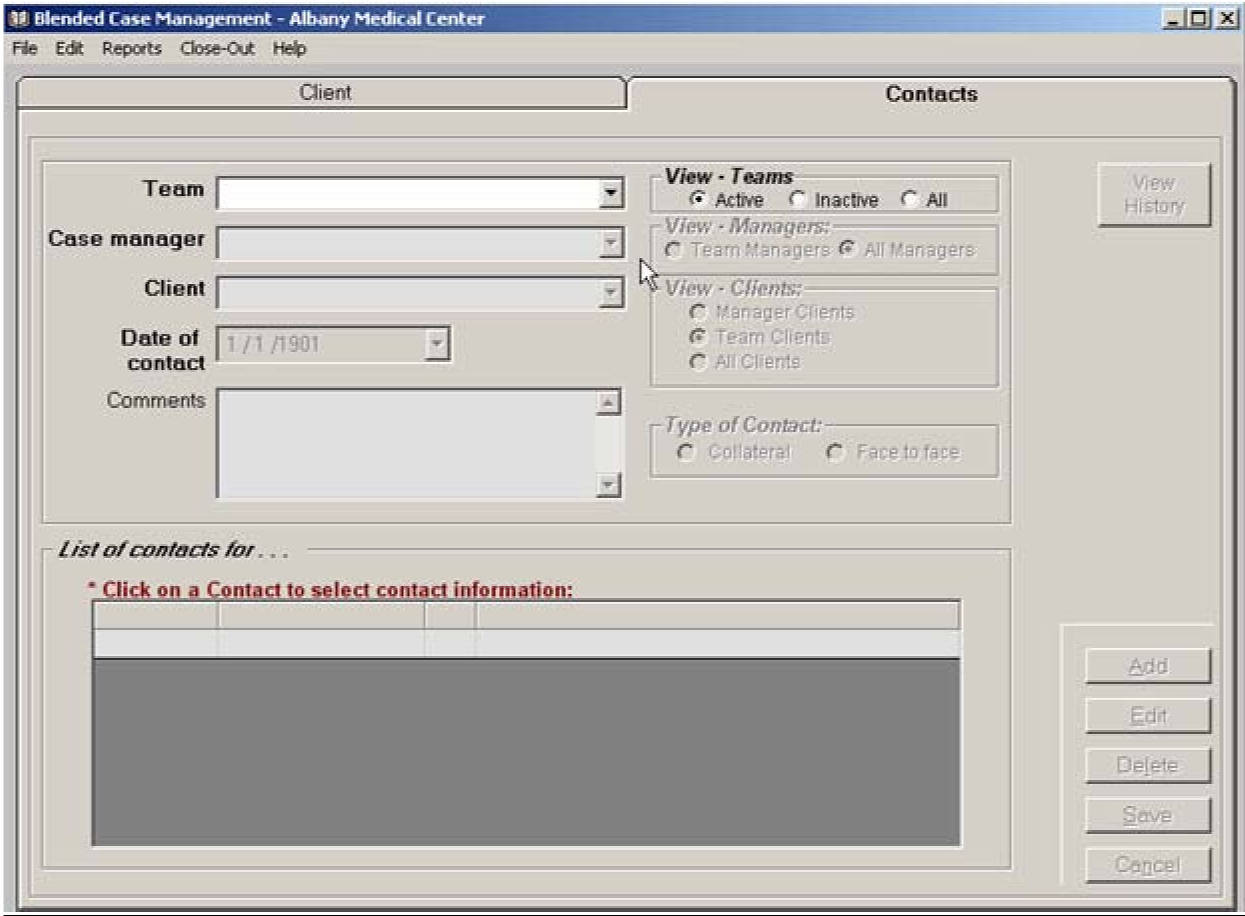
Notes:
- If the source database is a version 2 database complete the Update Standalone Installation first.
- This assumes the application has been running as a standalone system, i.e., not a new install.

1) Locate the Local database. By default this is located in *'C:\program files\omh\blended case management III\data\blend3.mdb'*
Copy the database to a shared folder on the network.
Note: All users of BCM must have Read/Write access to this directory. Creation and maintenance of this shared folder is the responsibility of your network administrator.
2) Launch BCM
3) You will then be brought to the login screen.



4) Click the 'Change Database' button. Locate the shared database and click 'Open' (Notice the status bar now displays the network database)
5) Enter your User ID and Password and click 'Login'.
6) On successful entry of the password you are ready to use BCM.

ABOUT BLENDED CASE MANAGEMENT (BCM)



This is the main screen for BCM. It consists of a tabbed form with a collection of menus in the menu bar.

Although the BCM software is now installed and initialized, certain background information must be entered in order for the system to track client contacts.

The following information is required:

- **Provider**: Entered at system initialization. It is essential to operation of this program. To edit the provider information, go to *the section Provider Information Screen"* in this manual.

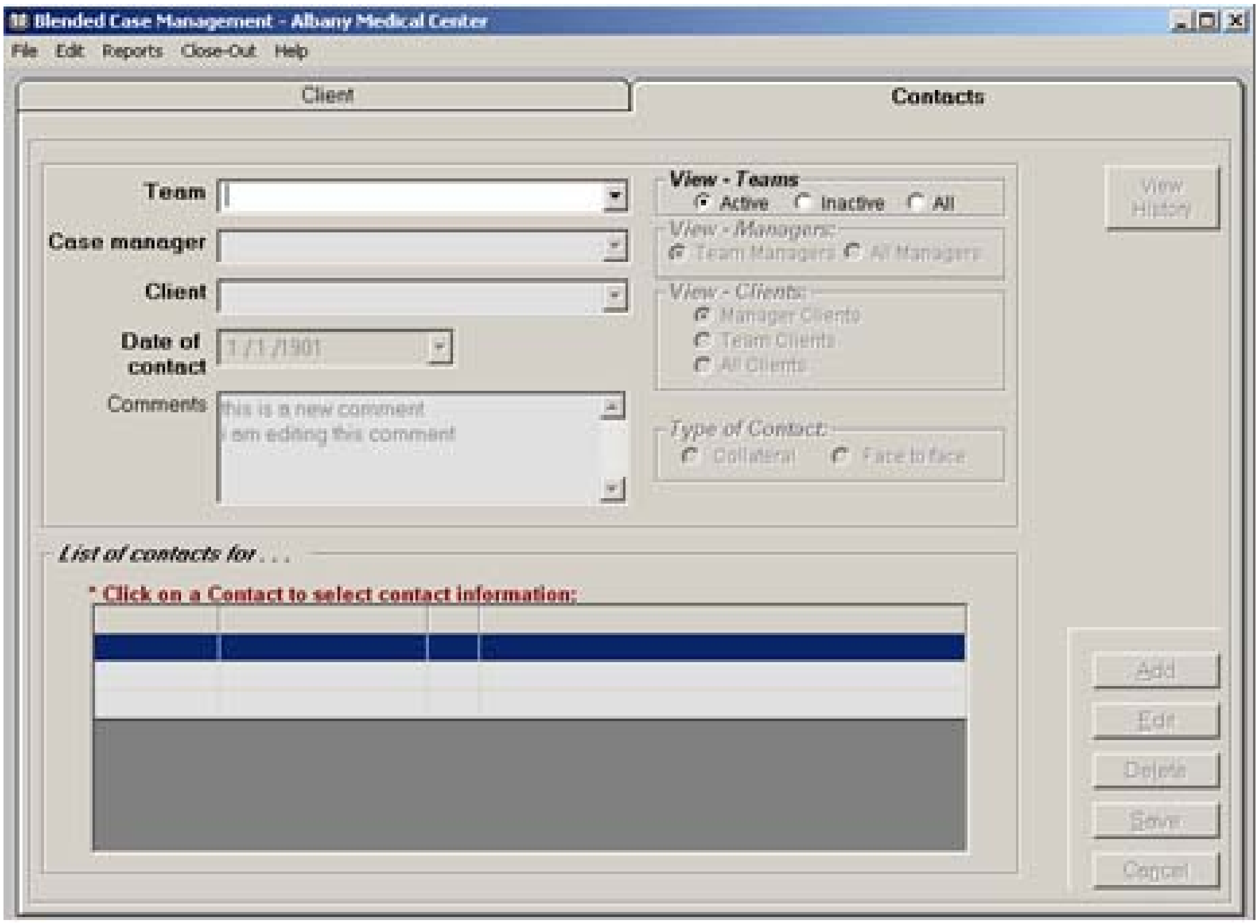
- **Team**: Each provider will have a number of teams associated with it. This information must be added prior to entering any case manager or client information. For help on adding and editing team information go to the section titled *Team Administration Scree*n" in this manual.

- **Manager**: Added after the team information. Each case manager must be associated with an existing team. For help on adding or editing case manager information, go to the section titled "Using the *Manager Administration Screen"* in this manual.

- **Client**: Added after the manager information. Each client must be associated with a case manager. For help on adding or editing client information, go to the section titled *"Using the Client Screen"* in this manual.

Once all the background information has been entered, BCM will become a useful tool in tracking client contacts and closing out the monthly billing cycle. The following pages will explain how to enter this information.

THE CONTACTS SCREEN



Click on the *Contacts* tab to access the contacts screen. This screen is used for the tracking of all client contacts. This data is used to support the monthly Medicaid billing of ICM/SCM case management services.

Team:	Use drop down arrow – to select the *team* that includes the client for which a contact is to be counted.
Case Manager:	Use drop down arrow – to select the *Case Manager* making the contact.
Client:	Use the drop down arrow –to select the *Client* receiving the contact.
Date of Contact	The date the Client was contacted/visited.
Comments	This box allows the case manager to enter information/comments regarding the visit.
View – Teams:	*Active* – Displays names of all teams that are not inactive. Inactive – Displays names of all teams that are not active

All - allows selecting any active or inactive team.

View – Managers: *Team Managers* - limits the manager selection to active managers who are members of the selected team.
All Managers - allows selecting any active manager associated with the provider.

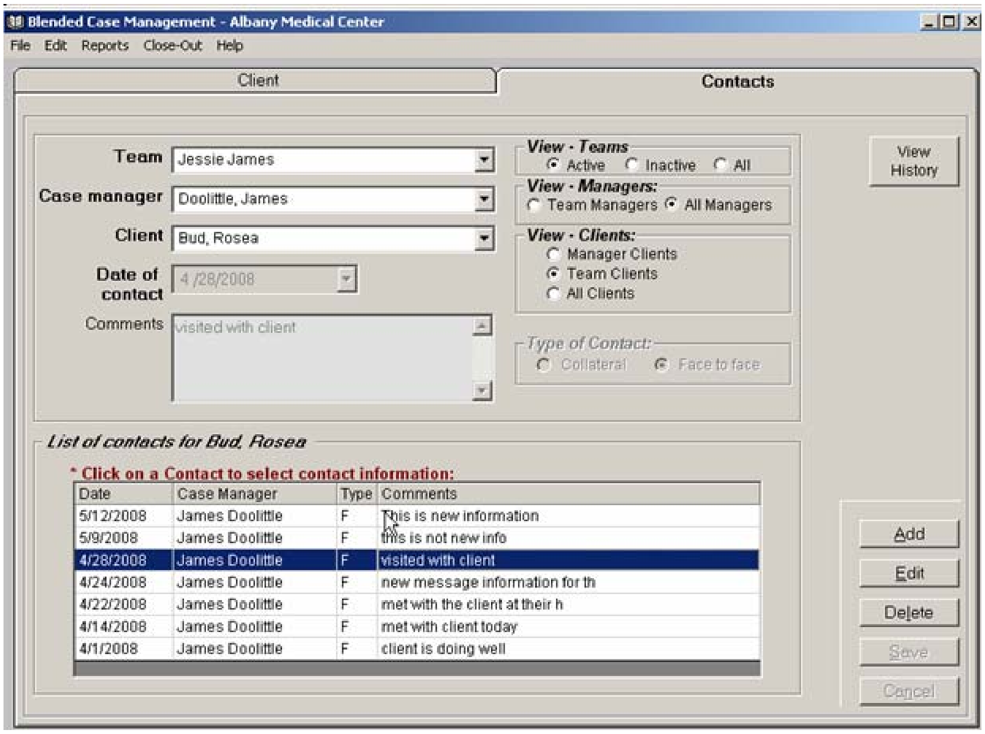
View – Clients: *Manager Clients* - limits the client selection to those clients associated with the selected manager.
'Team Clients' limits the client selection to those clients associated with the selected team.
'All Clients' allows selecting any client in the system

Type of Contact: *Collateral* – When a member of a team has met with a child's family member or representative or with the school or with the child's doctor, etc.

Face to Face – Client has been visited in person

Once you have selected a client you can view the notes about the contact in the comments box.

Contacts Screen (cont'd)



Add Contacts

1) Select the Team, Case Manager and Client from the drop down lists
2) Click the 'Add' button
3) Change the date, if applicable
4) Add new contact information
5) Click 'Save' – (comment appears in the contact information area.)

Edit Contacts*

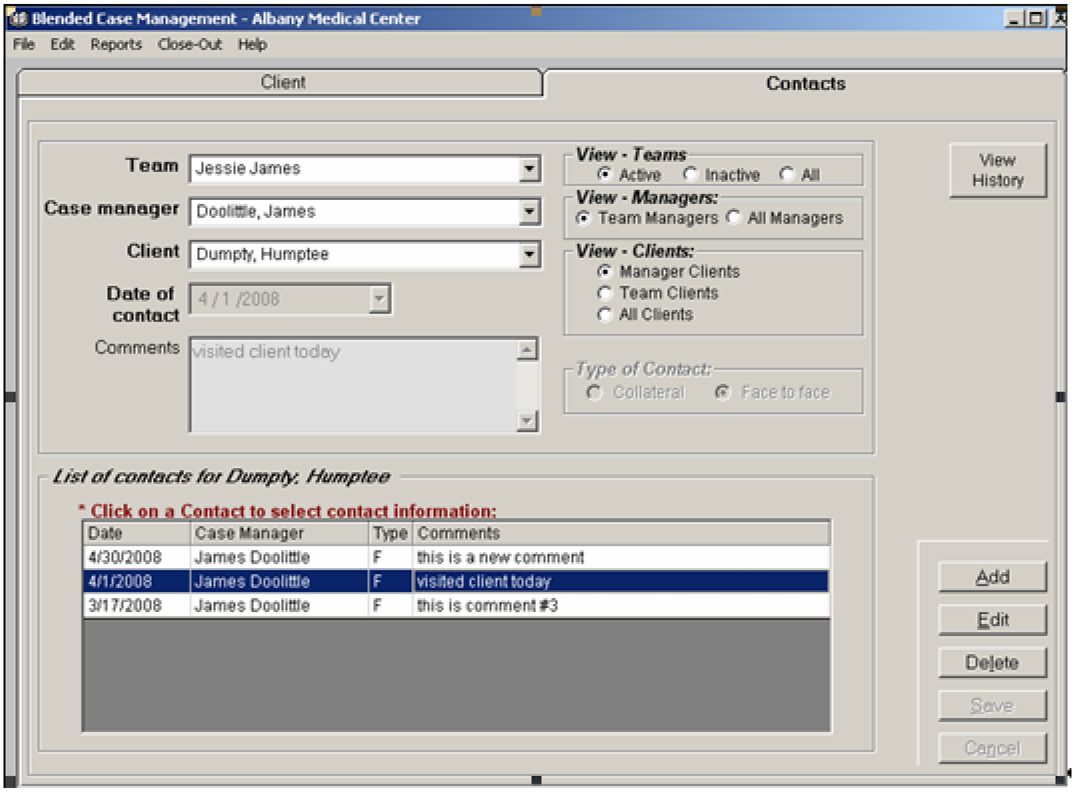
1) Select the Team, Case Manager and Client from the drop down lists
2) Click on Contact to select contact information, Click 'Edit'
3) Make desired changes
4) Click 'Save'

Delete Contacts*

1) Select the Team, Case Manager and Client from the drop down lists
2) Select the contact, by clicking on the contact information you want to delete, once highlighted Click 'Delete'
3) Click "yes" to Confirm deletion

*The Add and Edit feature also allows you to add or edit the Date Field.

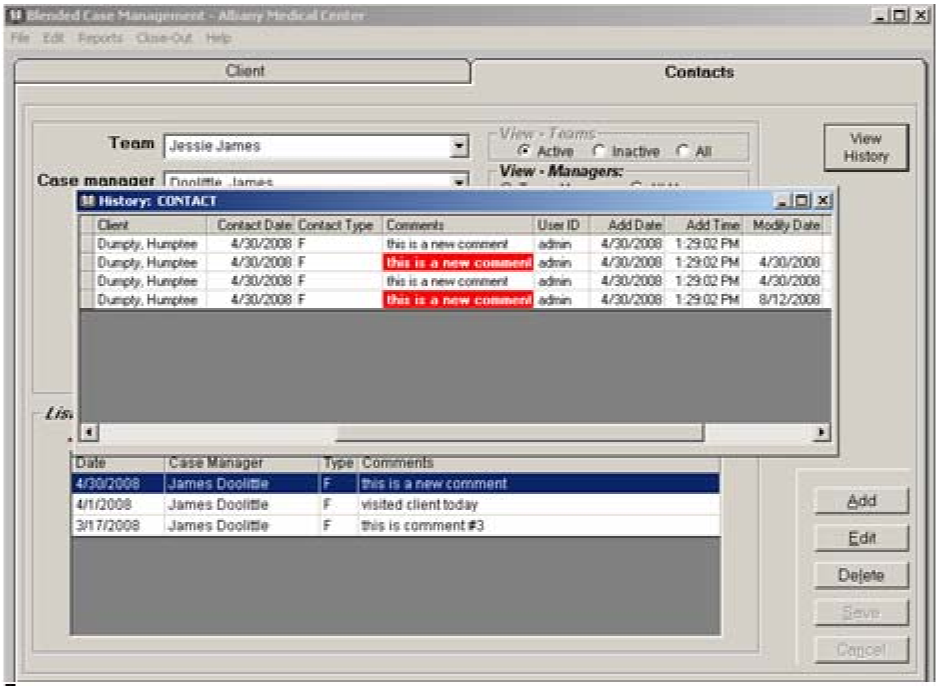
View History Button



This feature allows you to view the History of changes that were made to a client's record.

1) Click the contact, from the contact information area,
2) Click the View History button to display the contact's history
   (Go to "View History" pop-up screen below for additional information.)

View History pop-up



Click on the specific date of a client's contact information, then click the "View History" button to view the changes that were made to the client's record.

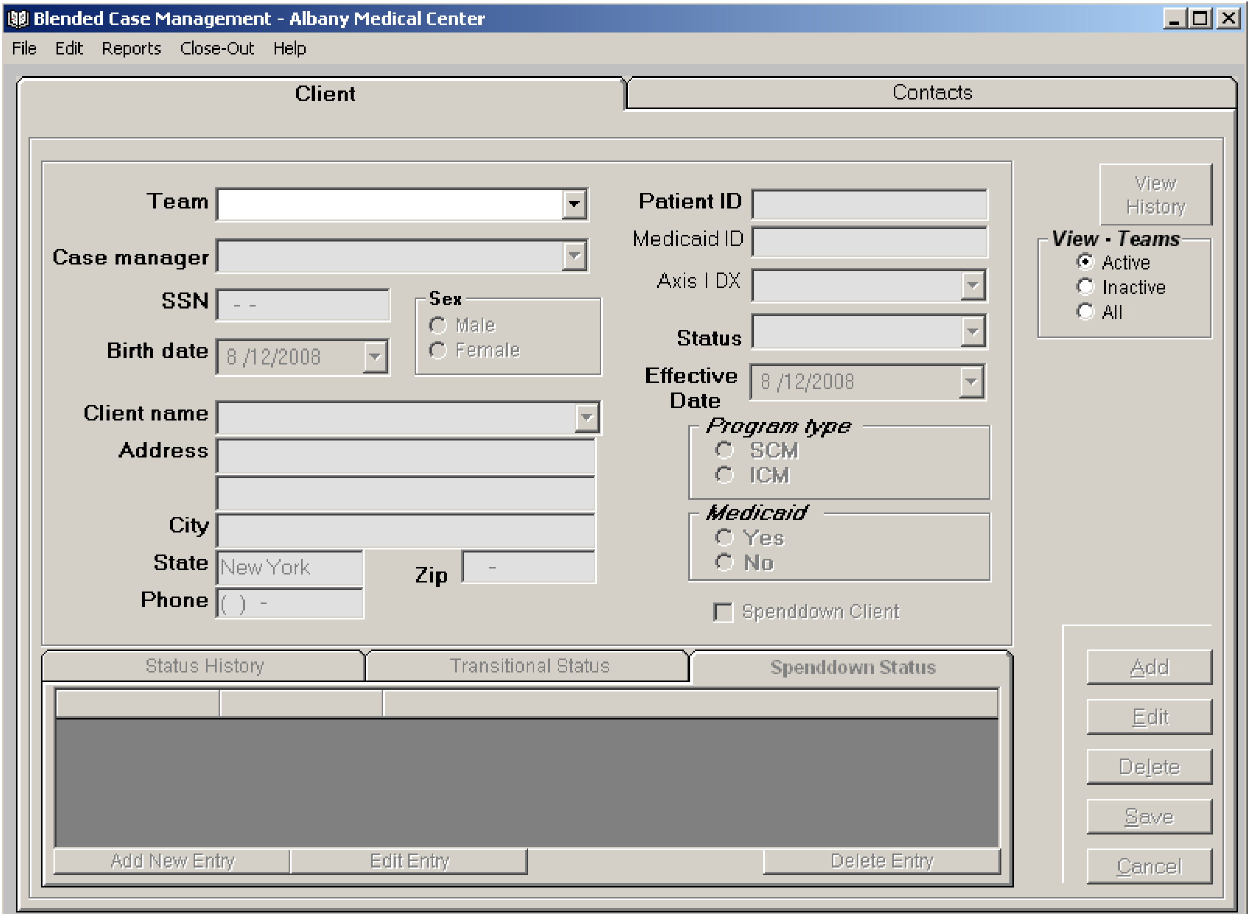
Fields:

Client Name:	Client whose history is displayed.
History Contact List:	Changes that were made to the contact record
Contact Date:	Date of the client was contacted (visited)
Contact Type:	The Type of contact face to face or collateral
Comment*:	Notes regarding the visit

*Modifications to the client's record are displayed in **red**

♪ ***Note:*** The client must be active at the time of contact.

THE CLIENT SCREEN

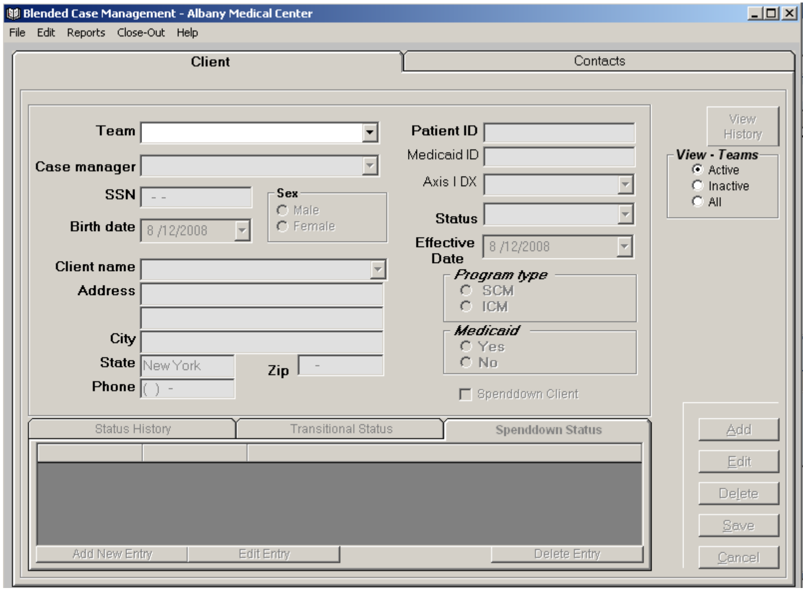


Click on the client tab to navigate to the Client Screen. This screen is used to add, display, update, and delete information relating to the individual clients receiving ICM/SCM services.

Team:	Using the drop down arrow – select the team the client is on or is to be added.
Case Manager:	Using the drop down arrow – select the team manager that is or will be associated with the client. This list is limited to active managers who are associated with the selected team.
SSN:	Client's Social Security Number.
Birth Date	Client's Date of Birth. Use drop down menu to choose from the calendar.
Client Name	Clients Name
Address	Input home address of the client.
CITY	Client's City. Only fill out if the zip code processing can't determine the correct city.
Zip	Clients zip code. When the zip code is changed, the City box will be filled in automatically.
Phone Number:	Input home phone number of the client.
Patient Id:	Input the client's unique 8 digit I.D. number.

Medicaid ID	For a Medicaid eligible client input the MMIS client ID number, for non-Medicaid eligible clients, leave blank
.	
AXIS I DX	A descriptive list of diagnosis codes.
Status:	The client's current status**.** An initial designation must be selected for each client. To change a client's status, you must use the Status History Function.
Effective Date:	Date client was added to the team. Use drop down menu to choose from the calendar.
Program Type:	Identify if client is either ICM or SCM. The client's program type must match the manager's program type.
Medicaid:	Client's Medicaid eligibility status. Non-medicaid clients have no bearing on close-out calculations.
Spenddown:	Click the checkbox for Spenddown client (If the Client has met the requirement for spenddown)

Client Screen (cont'd.)



Add Client:

1) Select a Team.
2) Select a Manager.
3) Click 'Add'.
4) Fill in appropriate fields.
5) Click 'Save'.

Edit Client Information:

1) Select a Team.
2) Select a Manager.
3) Select a Client.
4) Click 'Edit'.
5) Change desired fields.
6) Click 'Save'.

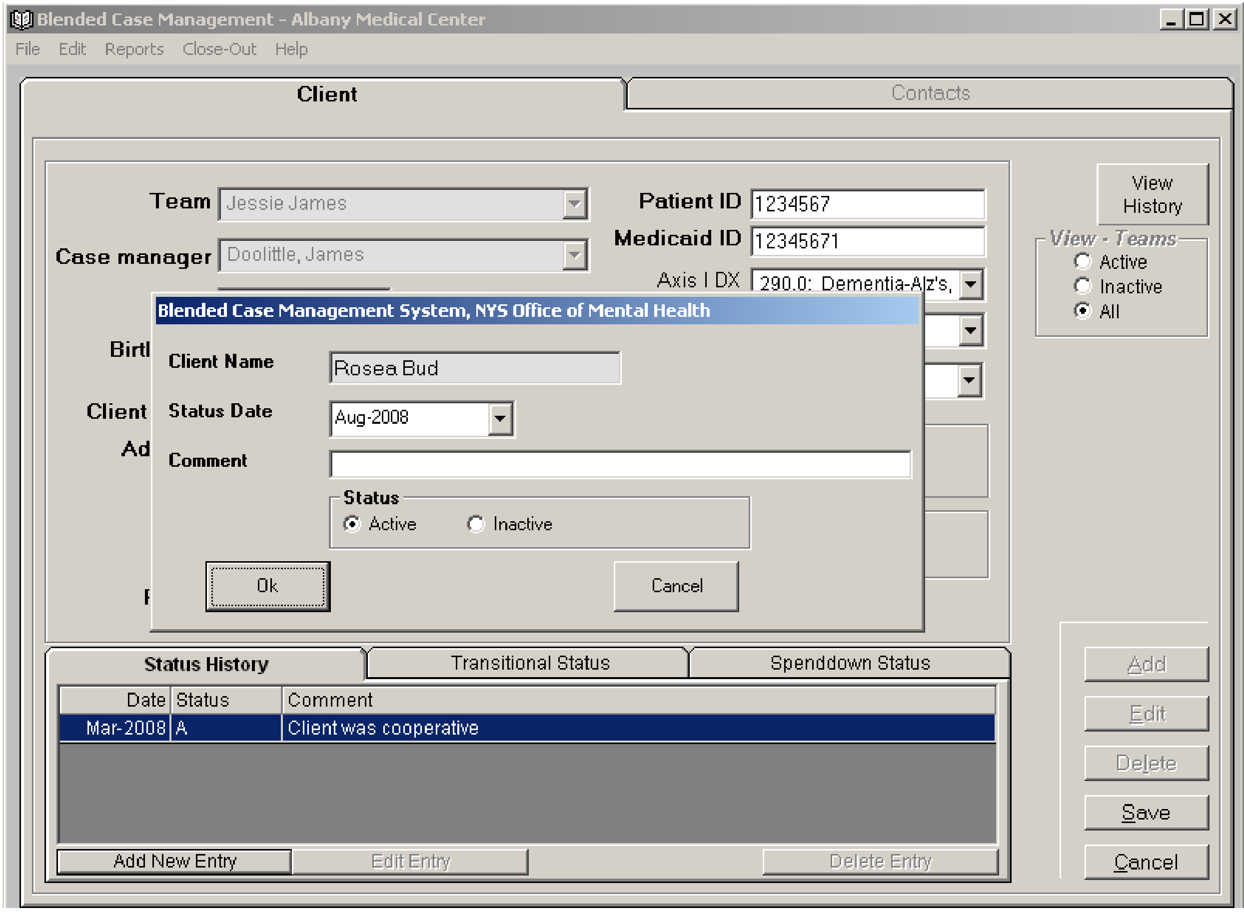
Delete Client Information

1) Select a Team.
2) Select a Manager.
3) Select a Client.
4) Click 'Delete'.
5) Confirm Deletion.

♪ ***Notes regarding contact entries***:

- You are required to have at least one entry for each client
- You cannot have two Status History events in the same month.
- All status history entries are effective as of the first of the month.
- The system will not allow a user to add, remove or change a status history item that will violate these rules

Status History pop-up



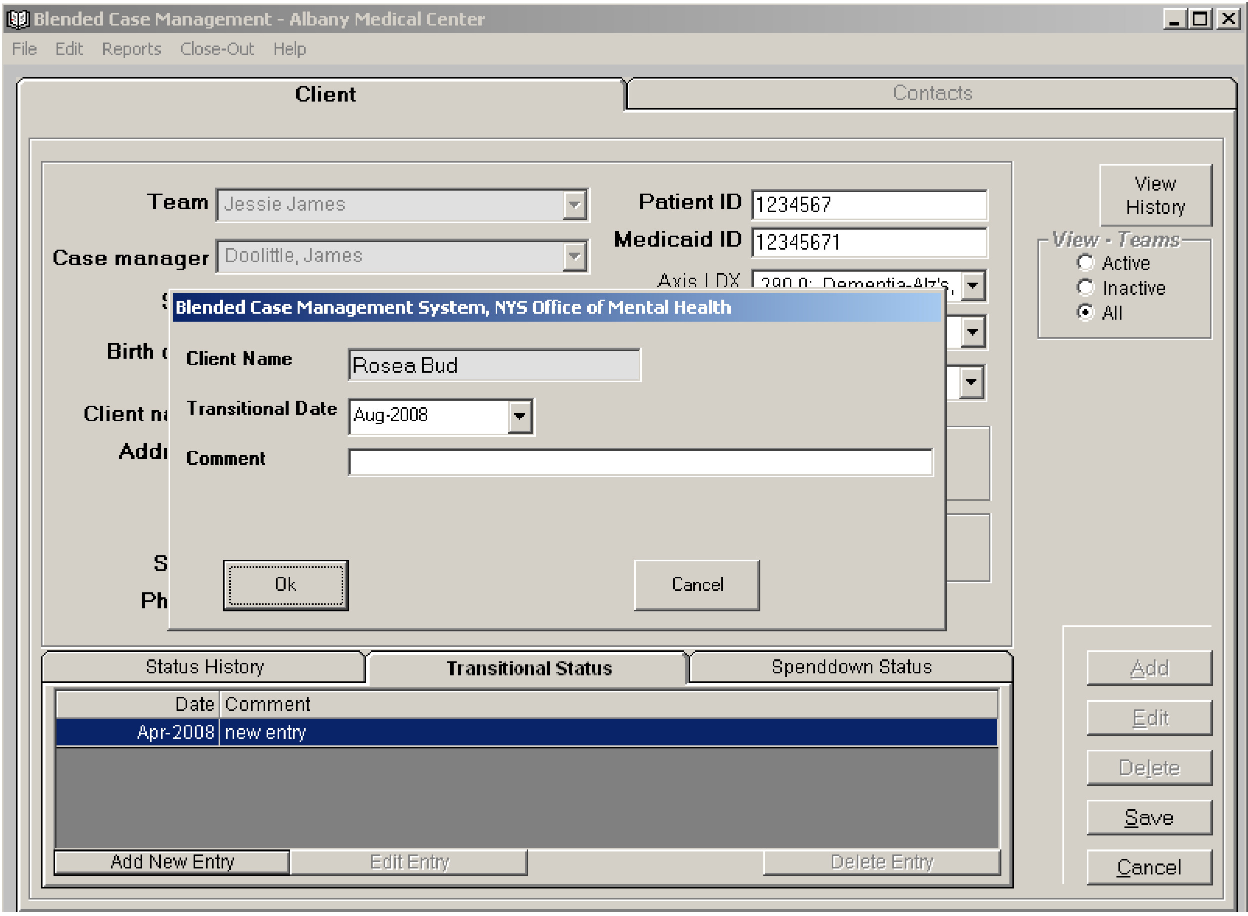
Add, Change, or Delete Status History

1) Select a Team.
2) Select a Manager.
3) Select a Client.
4) Click the Edit button to the right of the screen
5) Click the Status History information you want to Edit
6) Click "Add New Entry" button (at button of screen) to add enter a date And comments
7) Click "Edit Entry" to change existing comments or
8) Click "Delete Entry" to remove an existing comment

♪ Notes regarding Status History entries:

- You cannot have two Status History events on the same month
- All status history entries are effective as of the first of the month
- If the initial comment is deleted, "*Status"* will automatically change to *Inactive*"
- The system will not allow a user to add, remove or change a status history item that will violate these rules

Transitional Status Comments pop-up

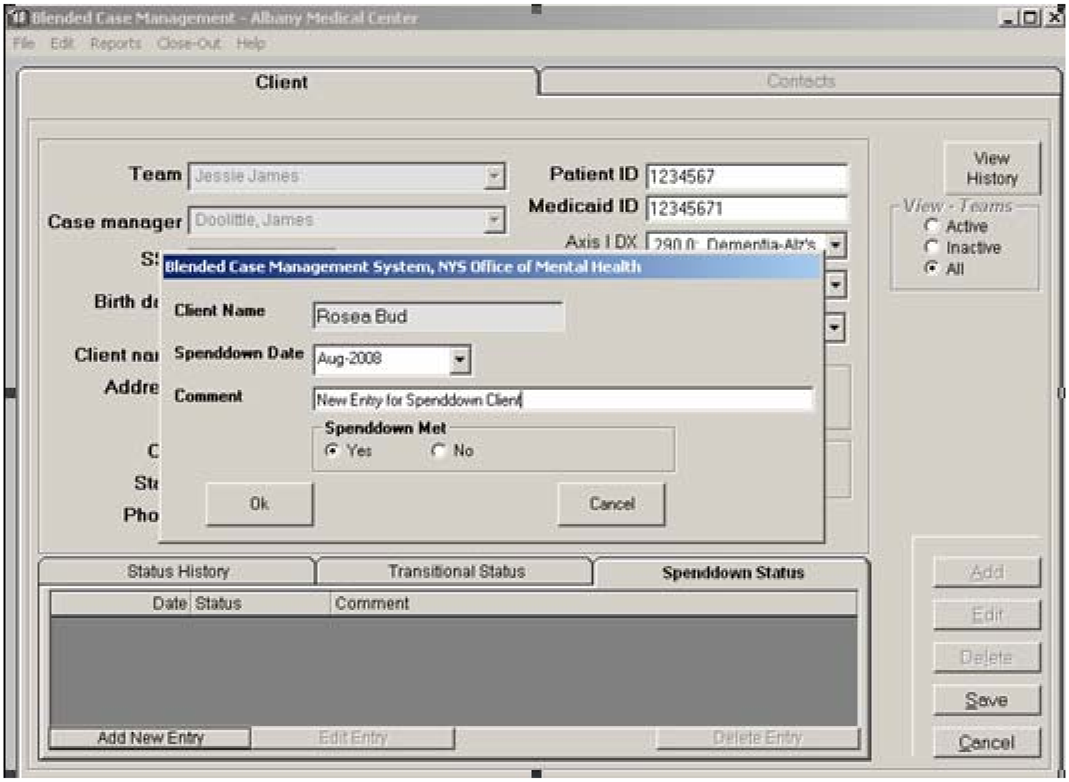


Add, Change, or Delete Transitional Status Comments

1) Select a Team.
2) Select a Manager.
3) Select a Client.
4) Click the Edit button (on the right)
5) Click an entry in the Transitional Status Box
6) Click "Add New Entry" to add a comment, or
7) Click "Edit Entry" to change existing comments, or
8) Click "Delete Entry" to remove an existing comment

♪ ***Note:* Transitional status** - Recipients who are targeted for discharge may receive only one visit per month for billing (this status may be active for a maximum of two consecutive months). Programs may bill for one contact each month at a lower rate for recipients in transitional status.

Spenddown Status pop-up



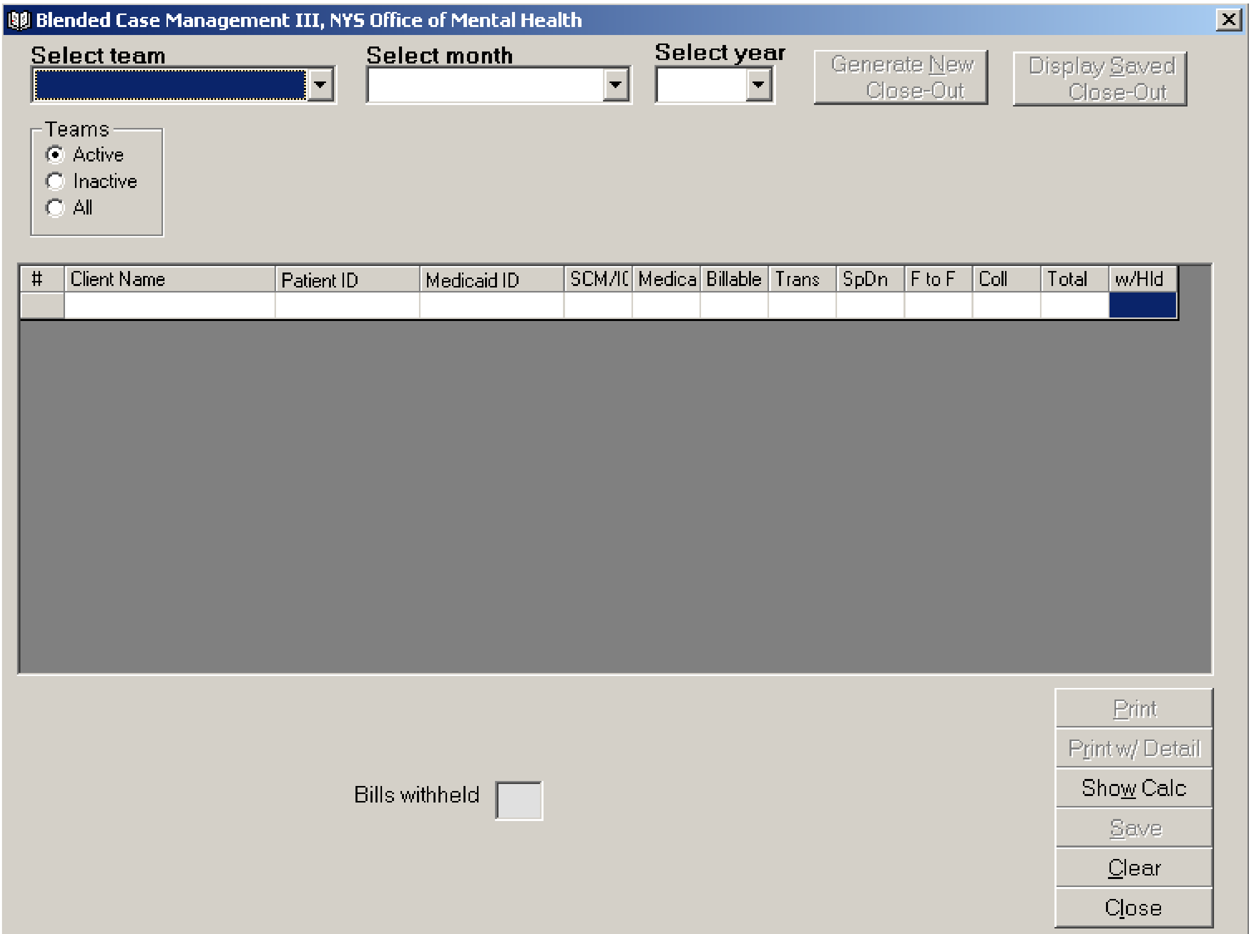
Add, Change, or Delete Spenddown status information

1) Select a Team.
2) Select a Manager.
3) Select a Client.(that is in Spendown status)
4) Click the Edit button (on the right)
5) Click an entry in the Spenddown Status Box
6) Click “Add New Entry” to add a comment, or
7) Click “Edit Entry” to change existing comments, or
8) Click “Delete Entry” to remove an existing comment

***♪ Note**: If the checkbox for spenddown,(on the client screen), is checked, The spendown tab becomes active.*

CLOSEOUT SCREEN

The screen is accessed by clicking 'Close-Out\Run Monthly Close-Out Process' from the menu on the main screen. This screen is used to calculate the number of Blended Medicaid bills to be submitted at the end of the billing month. This process should not be initiated until all contacts for a given month have been entered into the system.



Fields

Select Team: The team for which the close-out billing will be calculated

Select Month: The billing month for the close-out calculation.

Select Year: The billing year for the close-out calculation.

Generate New Close-Out: Clicking this button will invoke the close out function for the selected team billing month.

Display Saved Close-out: Clicking this button will display the most current saved closeout for the team selected.

Print: Print a report of the selected closeout.

Print w/ Detail: Prints a report of the selected close out that includes the calculations.

Show Calc:	Clicking on this button will display all components of the billing calculation including the number of bills to be withheld if any (See Show Calculations Screen).
Save:	Save the current Close-out for future reference.
Clear:	Clear the Close-out selections and Calculations.
Close:	Close the close-out form and return to the main form.
Bills Withheld:	This box displays the number of Medicaid billings withheld for the month.

Close-out Grid:

Client Name	All clients that were active members of the team during the month are displayed.
Patient ID	The client's Patient ID
Medicaid ID	The client's Medicaid ID (if applicable)
Medicaid	Medicaid eligibility is displayed; (Y) Medicaid eligible (N) not Medicaid eligible.
Billable	(Y) client is Medicaid eligible and has received at least two face-to-face contacts; (N) client is not Medicaid eligible or has not received at least two face-to-face contacts.
Sp Dn	(Y) client is in spenddown status (N) client is not in spend down status.
SCM/ICM	(S) SCM client (I) ICM client
F-to-F	The number of face to face contacts for the client.
Coll	The number of contacts (Child Teams only).
Total	The total number of contacts both face-to-face and collateral.
w/Hld	(Y) Yes, bill is withheld, (N) No, bill is not withheld, (X) Billing does not apply to this client.

Run a Close-Out

1) Select Team
2) Select Month
3) Select Year
4) Click 'Generate Close-Out'

Recall a previously run close-out

1) Select Team
2) Select Month
3) Select Year
4) Click 'Display Saved Close-Out'

Save a close-out for future reference

1) Run a close-out
2) Click 'Save'

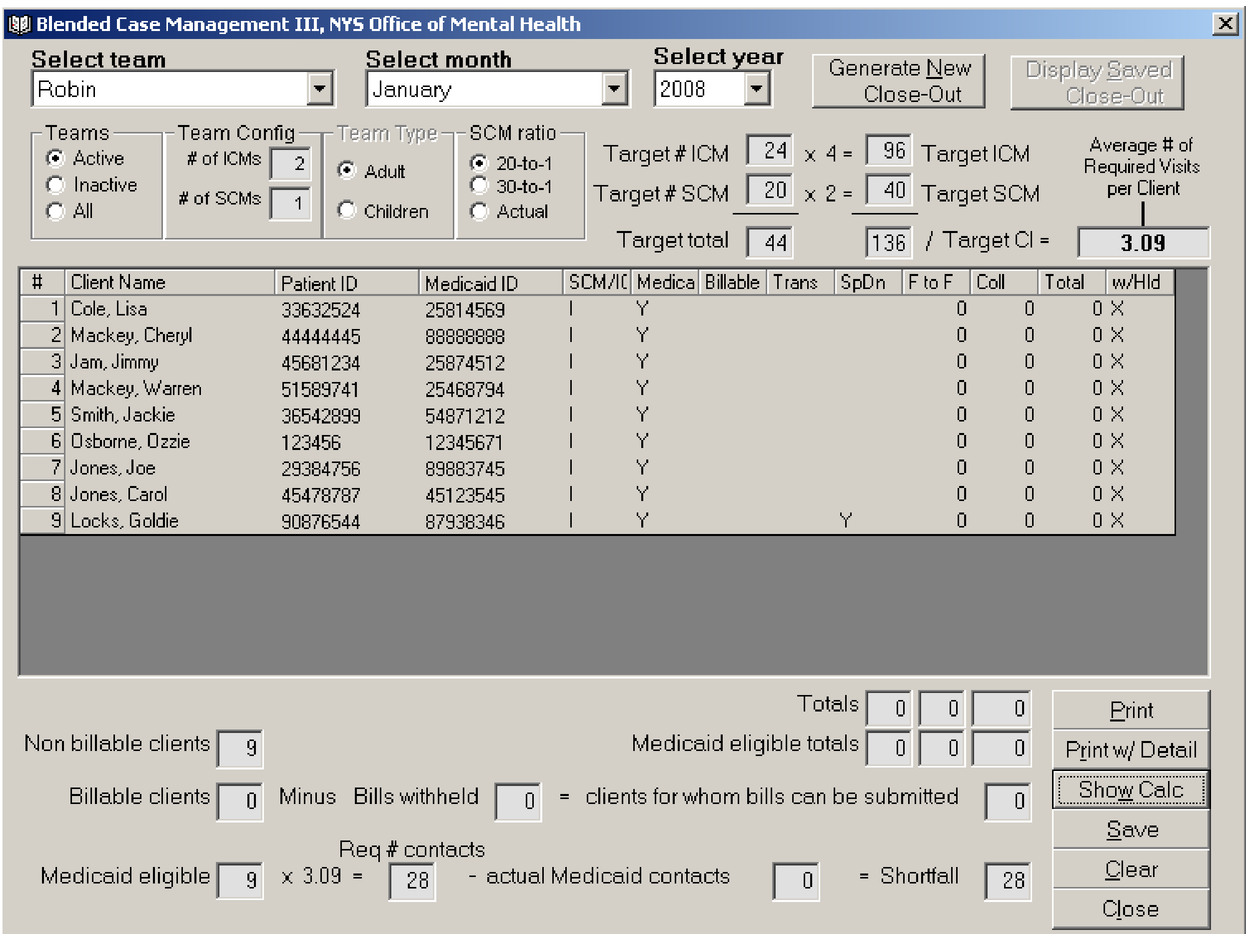
Generate a close-out report

1) Run or Recall a close-out
2) Click 'Print'

Show Calculation Screen

When the Show Calc Button is clicked, the Close-Out screen displays all the data points that go into the calculation of the number of contacts for the month and the number of Medicaid bills to be withheld.

♪ **Note**: Transitional billable client's are separated out from total billable client's. Transitional billing is not the same as regular billing.

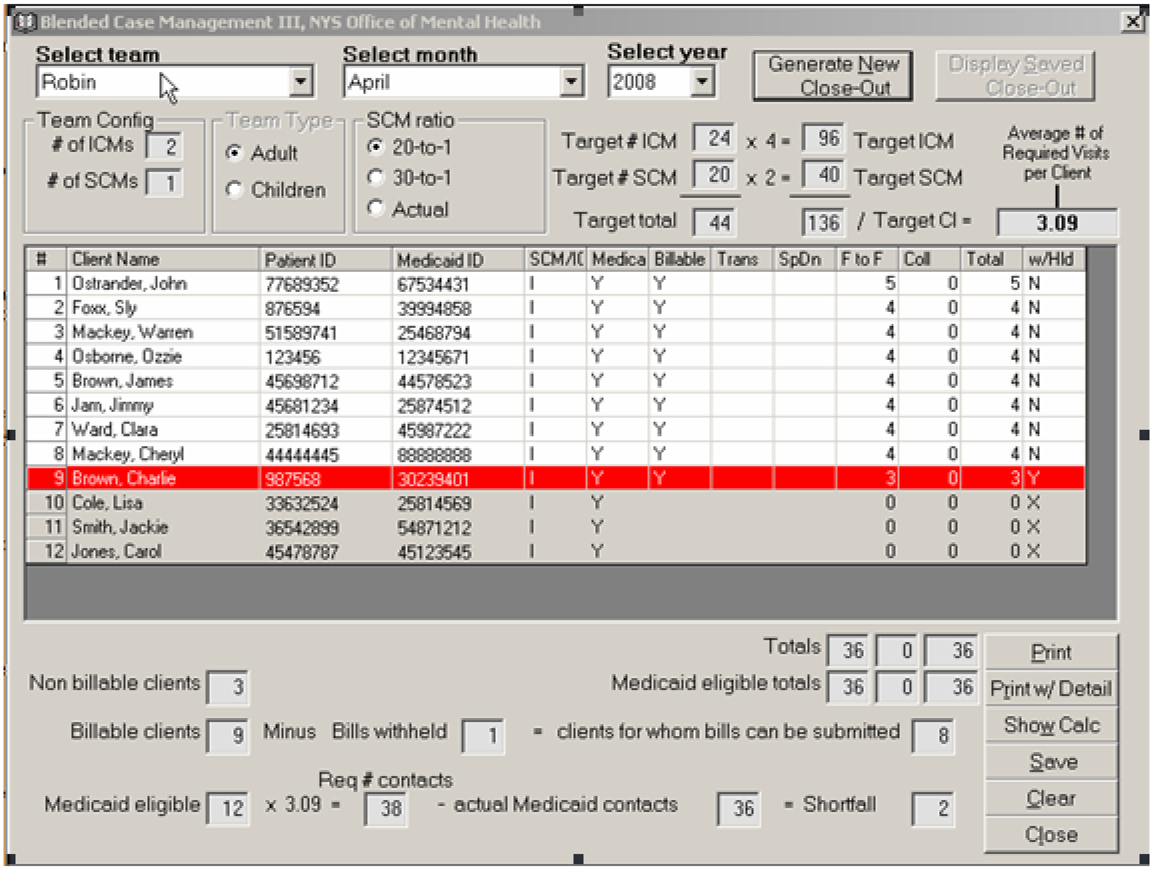


Additional Fields:

Team Config	# of ICMs and SCMs associated with the selected team
TeamType	Adult or Child Team
SCM Ratio	expected # of clients per SCM
Target # ICM	Target # of ICM Clients
Target # SCM	Target # of SCM Clients
Target Total Clients	Target # of all Clients
Target ICM	Target # of ICM Contacts
Target SCM	Target # of SCM Contacts
Target Total Contacts	Target Total of all Contacts
Average # of Required Visits per Client:	AVR: Average Number of Contacts for each client
Non-Billable Clients	Total # of all clients who are non billable
Billable Clients	Total # of clients who are billable
Totals	Totals of each contact column.
Medicaid Eligible Totals	Totals of each contact column, applying medicaid eligibility rules
Clients For Who Bills can be submitted	Total number of bills that can be submitted.
Medicaid Eligible	Number of Medicaid Clients.
Req # of Contacts	Number of required contacts to reach quota.
Actual Medicaid Contacts	Medicaid Eligible Total of all contacts.
Shortfall	If > 0 the number of contacts short of the quota.

Sample Close-out Report

This Closeout Report – Indicates a bill withheld for Charlie Brown, There was a shortfall of two contacts for the team for the month. A Client only needs two contacts for the month to be billable. If Sly Fox, for example, had six visits instead of 4 there would not have been a shortfall and no bills withheld.



Blended Case Management III, NYS Office of Mental Health

Select team: Robin | Select month: April | Select year: 2008 | Generate New Close-Out | Display Saved Close-Out

Team Config: # of ICMs 2; # of SCMs 1

Team Type: Adult (selected); Children

SCM ratio: 20-to-1 (selected); 30-to-1; Actual

Target # ICM 24 x 4 = 96 Target ICM

Target # SCM 20 x 2 = 40 Target SCM

Target total 44; 136 / Target CI = 3.09 (Average # of Required Visits per Client)

#	Client Name	Patient ID	Medicaid ID	SCM/IC	Medica	Billable	Trans	SpDn	F to F	Coll	Total	w/Hld
1	Ostrander, John	77689352	67534431	I	Y	Y			5	0	5	N
2	Foxx, Sly	876594	39994858	I	Y	Y			4	0	4	N
3	Mackey, Warren	51589741	25468794	I	Y	Y			4	0	4	N
4	Osborne, Ozzie	123456	12345671	I	Y	Y			4	0	4	N
5	Brown, James	45698712	44578523	I	Y	Y			4	0	4	N
6	Jam, Jimmy	45681234	25874512	I	Y	Y			4	0	4	N
7	Ward, Clara	25814693	45987222	I	Y	Y			4	0	4	N
8	Mackey, Cheryl	44444445	88888888	I	Y	Y			4	0	4	N
9	Brown, Charlie	987568	30239401	I	Y	Y			3	0	3	Y
10	Cole, Lisa	33632524	25814569	I	Y				0	0	0	X
11	Smith, Jackie	36542899	54871212	I	Y				0	0	0	X
12	Jones, Carol	45478787	45123545	I	Y				0	0	0	X

Totals 36 0 36

Medicaid eligible totals 36 0 36

Non billable clients 3

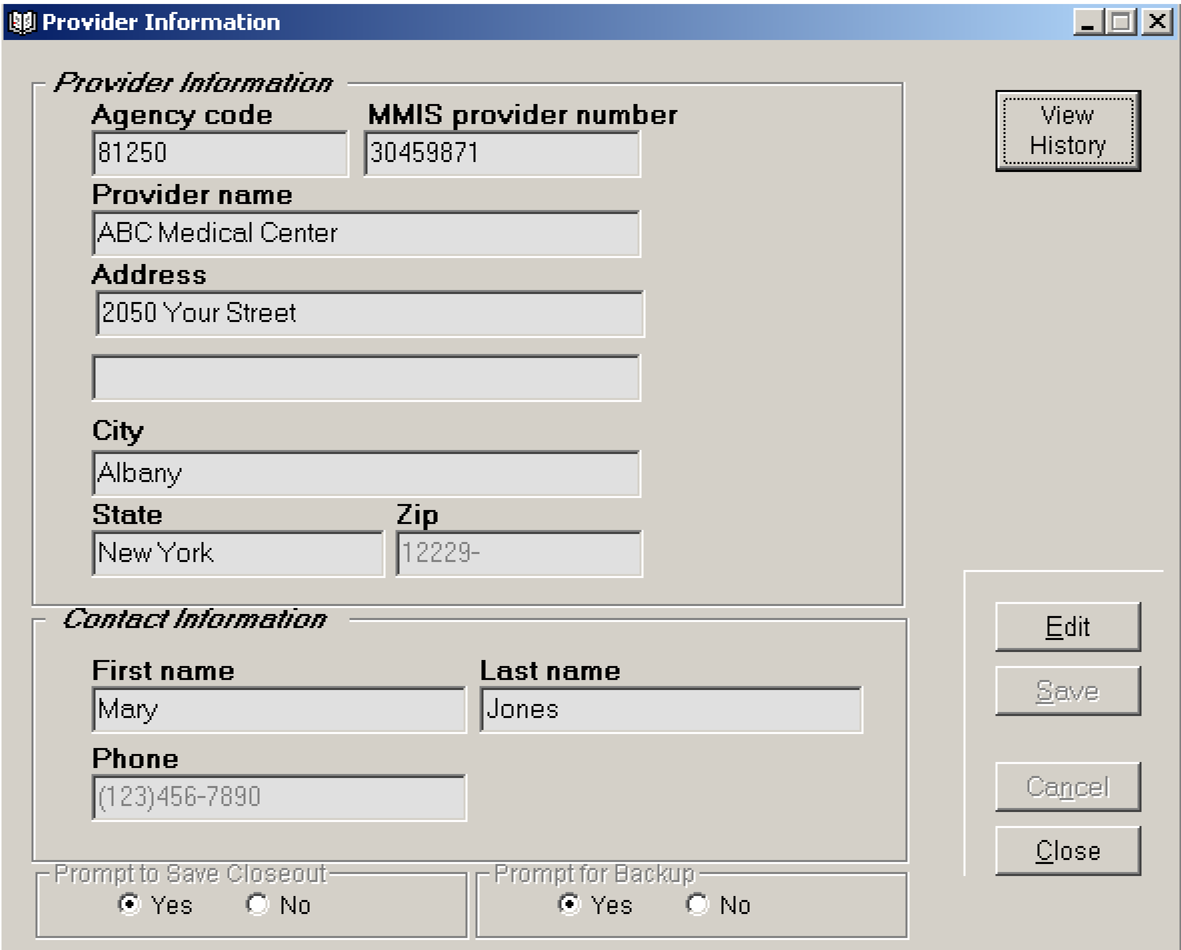
Billable clients 9 Minus Bills withheld 1 = clients for whom bills can be submitted 8

Medicaid eligible 12 x 3.09 = Req # contacts 38 - actual Medicaid contacts 36 = Shortfall 2

Print | Print w/ Detail | Show Calc | Save | Clear | Close

PROVIDER INFORMATION SCREEN

This screen is used to edit general provider information. This information is entered once at the initiation of the software program and can be modified by clicking EDIT from the main menu and selecting Provider Information from the drop-down menu.

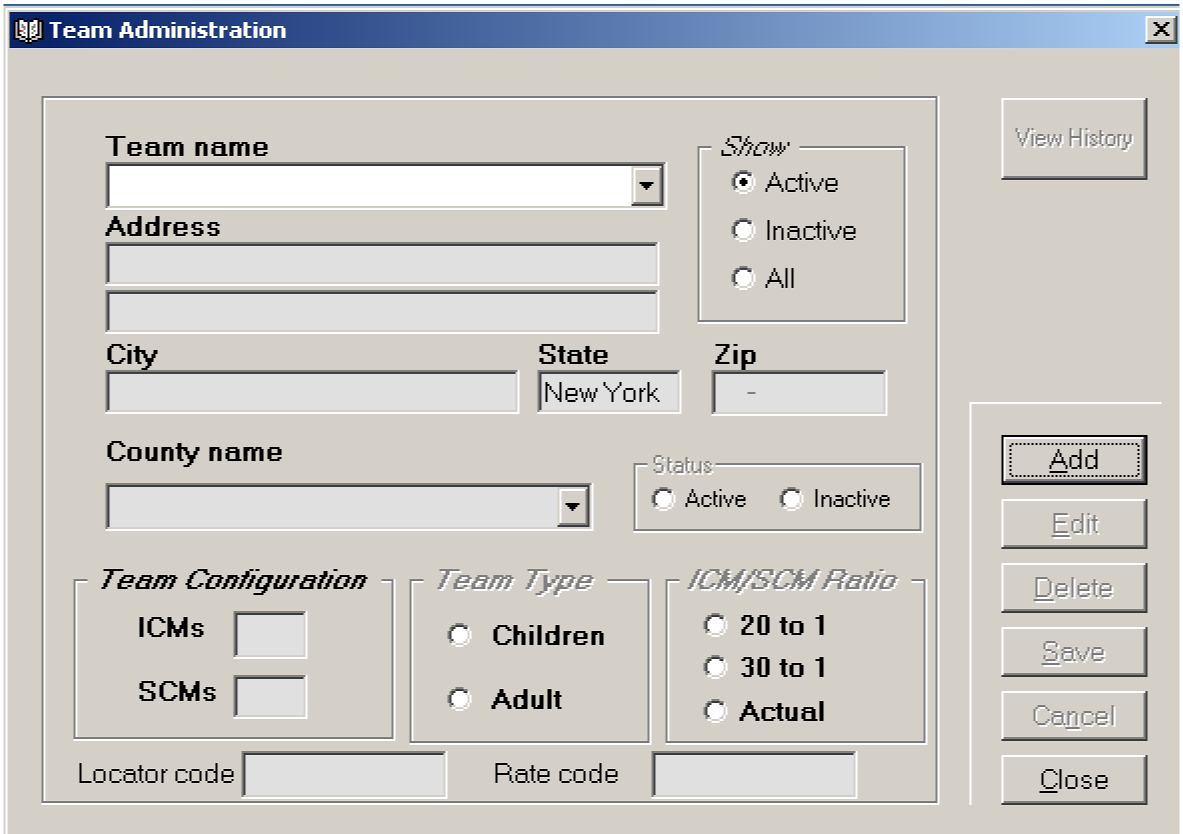


<u>Fields</u>

Agency Code:	OMH 5 digit number (CFR Manual)
MMIS Provider Number:	8 Digit number (use leading "A0" when less than 8)
Provider Name:	Full Business Name
Address	Full Business Address
City	The city where the provider is located
State	This must be New York
Zip Code	The provider's zip code. When you change this field, the system will look up the city based on the zip code.
Contact Information:	Provide name and phone number of agency personnel associated with utilization of this software.

TEAM ADMINISTRATION SCREEN

This screen is accessed by clicking EDIT from the main menu and selecting Team Information from the drop-down menu. It is used to enter, edit and review the general team information.



Fields

Team Name:	Team Name.
Address	Team Address Business Address
City	Team City
State	Team State: this must be New York
Zip Code	Team zip code. When you change this field, the system will look up the city based on the zip code.
County Name:	Team County
Team Configuration:	Enter the number of ICM/SCMs associated with this team. The team configuration must be consistent with the ratios according to the business rules.
Children/Adult:	Indicate if team is an adult or children's program (mixed children and adult programs are not permissible).
Locator Code:	2 Digit MMIS number; which identifies site location
Rate Code:	4 Digit number MMIS Rate code.

(Team Administration Cont'd)

Add a Team:

1) Click 'Add'
2) Fill out the fields
3) Click 'Save'

Edit a Team:

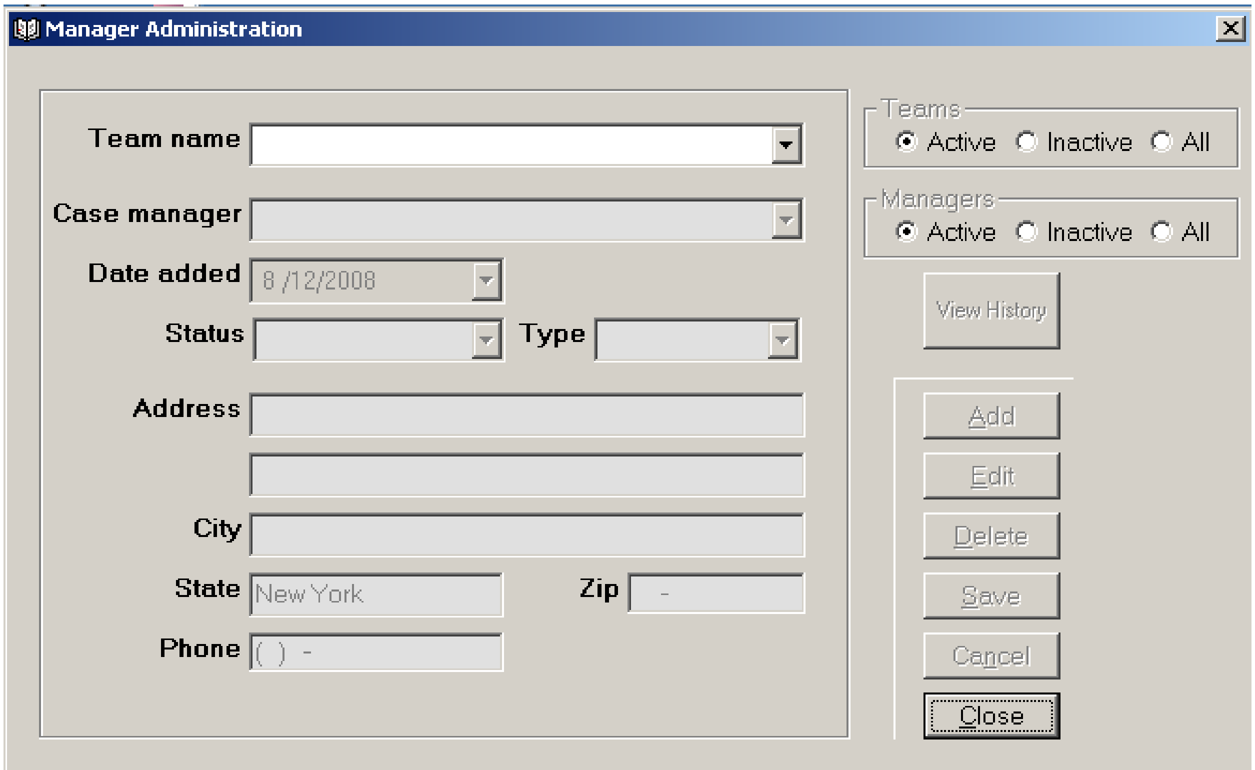
1) Select a Team
2) Click 'Edit'
3) Change desired fields
4) Click 'Save'

Delete a Team:

1) Select a Team
2) Click 'Delete'
3) Confirm Deletion

MANAGER ADMINISTRATION SCREEN

This screen is accessed by clicking EDIT from the main menu and selecting Manager Information from the drop-down menu. It is used to enter, edit and review information relating to the individual case managers involved in the provisions of ICM and SCM services.



Team Name:	Team manager is a member of.
Show (Radio Button):	Use this option to control how the Manager list is populated.
Case Manager:	Managers in the selected team.
Date Added:	Date manager was added to the system.
Status:	The current status of a manager.
Type:	Designate the manager as an intensive or supportive case manager.
Address:	Case Manager's home address.
City:	Case Manager's home city.
State:	Case Manager's home state.
Zip Code:	Case Managers zip code. When you change this field, the system will look up the city based on the zip code.
Phone Number:	Case Manager's home phone number.
Teams:	Depending on which radio button you select, determines what groups of Teams/Managers you see in the teams/case manager drop down fields

(Manager Administration Cont'd)

Add a Manager:

Select a Team
Click 'Add'
Fill out fields
Click 'Save'

Edit a Manager:

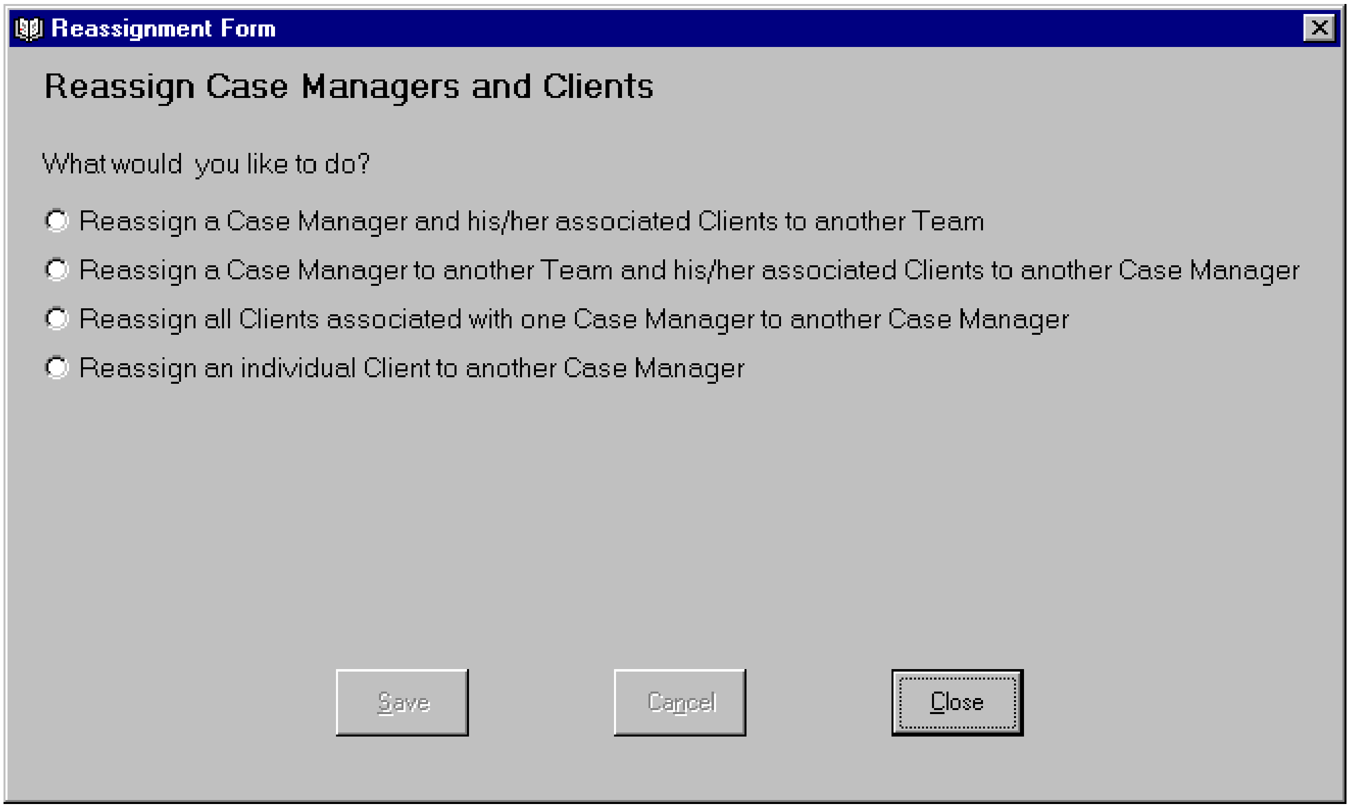
Select a Team
Select a Manager
Click 'Edit'
Change desired fields
Click 'Save'

Delete a Manager:

Select a Team
Select a Manager
Click 'Delete'
Confirm deletion

REASSIGN CASE MANAGERS AND CLIENTS SCREEN

This screen is used to reassign managers and clients between the various teams of the same provider. It is accessed by clicking EDIT from the main menu and selecting Reassign Managers/Clients from the drop-down menu.



What would you like to do?

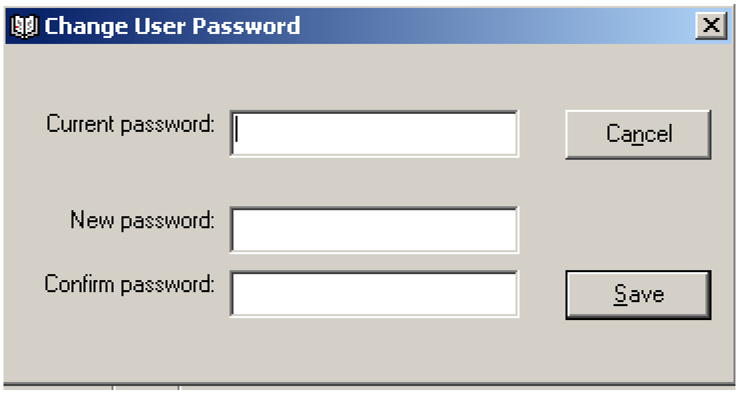
Select the radio button that describes the type of transfer you are undertaking.
After selecting the appropriate radio button, you may reassign the manager's clients as prompted.

> Note: All reassignments of clients from one manager to another must take place on the 1^{st} of the month. Before any reassignments are made to a new manager that manager must be established using the Manager Information Screen.

Save Button:	Clicking on this button will save new information
Cancel Button:	Clicking on this button at any time will return the screen to its previous status.
Close Button:	Clicking on this button will return you to the Contact Screen.

CHANGE PASSWORD

This screen is used to change the login password for the application. It can be accessed via the menu bar on the main screen: FILE – CHANGE PASSWORD.



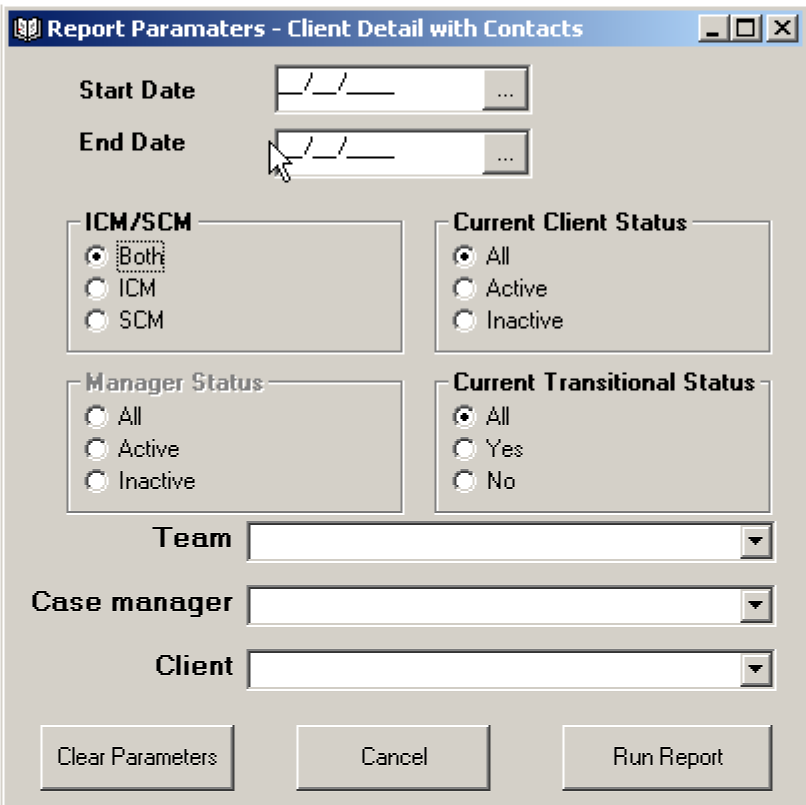
To Change your password:

1) Enter Current Password
2) Enter New Password
3) Enter New Password again in Confirm Password
4) Click ‘Close’

Note: Passwords are case sensitive.

REPORTS

Reports are called from the Reports Menu. Some of the reports allow for limiting parameters. If any parameters are applicable to the selected report you will see the following screen, otherwise the report will immediately be run.



StartDate/EndDate	Limits the report based on contact date. Only Applicable to reports that display contacts
ICM/SCM	Limit the results based on the ICM/SCM type of the Client or Manager.
Current Client Status	Limit the report Based on the Client's current status.
Manager Status	Limit the report based on the Manager's current status.
Transitional Status	Limit the report base on the Client's current transitional status.

Notes:

- Only those parameters that apply to the selected report will be active
- If you don't enter a date there is no limit in that direction.

Once you have set the desired parameters, click 'Run Report'

MENUS

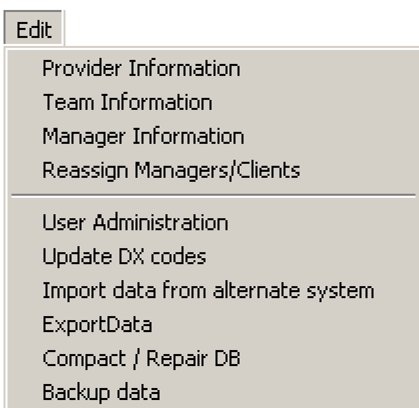
The menus allow navigation to various BCM functions. Clicking any of the menu headers will drop down its associated menu.

File Menu

<u>Menu Options:</u>

Change Password:	Opens the Change Password screen
Show Disclaimer:	Opens the Disclaimer screen
Print Setup:	Opens the printer dialog
Exit:	Closes the application

Edit Menu



<u>Menu Options:</u>

Provider Information	Opens the Provider screen (page 38)
Team Information	Opens the Team screen (page 39)
Manager Information	Opens the Manager screen (page 41)
Reassign Managers/Clients	Opens the Reassign Case Managers Screen (page 43)

Note: The remainder of the menu items is part of the Administrator functions. Refer to Appendix B for a detailed description of these functions.

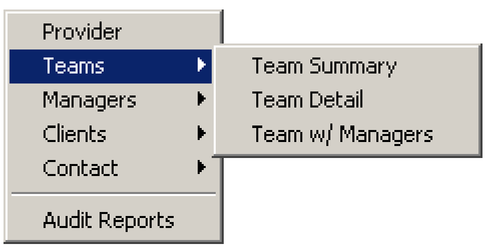
Reports Menu

This menu provides access to predefined reports

Menu Options:

Provider	Runs the Provider report
Teams	Opens the Teams Sub Menu
Managers	Opens the Managers Sub Menu
Clients	Opens the Clients Sub Menu
Contact	Opens the Contact Sub Menu
Audit Reports	Opens the Audit Reports Dialog **Note:** Only the administrator can access this selection

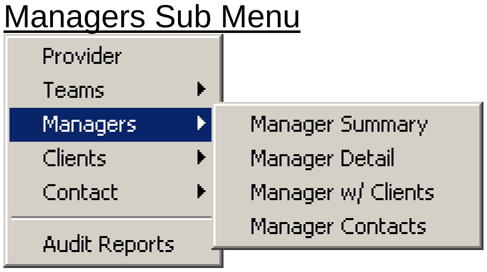
Teams Sub Menu



Menu Options:

Team Summary	Runs the Team Summary report
Team Detail	Runs the Team Detail Report
Team w/Managers	Runs the Team Detail with Mangers report

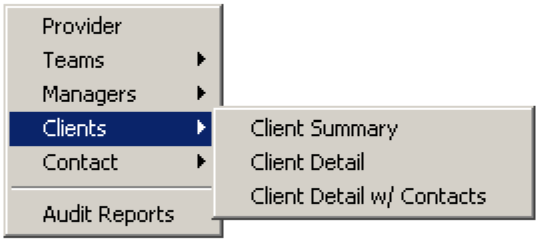
Managers Sub Menu



Menu Options:

Manager Summary	Runs the Manager Summary report
Manager Detail	Runs the Manager Detail Report
Manager w/ Clients	Runs the Manager Detail with Clients report
Manager w/ Contacts	Runs the Manager Detail with Contacts report

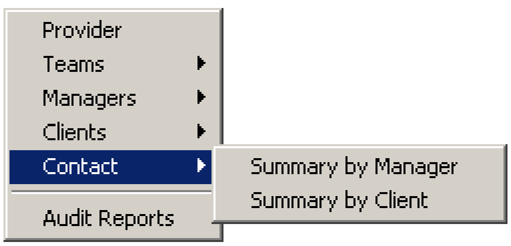
Clients Sub Menu



Menu Options:

Client Summary	Runs the Client Summary report
Client Detail	Runs The Client Detail report
Client Contacts	Runs the Client Detail with Contacts report

Contact Sub Menu



Menu Options:

Summary by Manager	Runs the Summary by Manager report
Summary by Client	Runs the Summary by Client report

(Audit Reports are part of the Administrative functions. See Appendix B, Administrator Functions for further information)

CLOSE OUT MENU

Menu Options:

Run Monthly Close-Out Process	Opens the Close-Out Calculation Screen

HELP MENU

Menu Options:

General Help	Open the Help Screen.
For Context Sensitive Help Press F1	Opens the Help for the current screen.
About	Opens the ABOUT screen.

APPENDIX A: Calculation Methodology

Calculation Methodology

General Information:

Only five combinations or multiples of these combinations will be allowed:

- one ICM for each SCM
- one ICM for every two SCMs
- two ICMs for every one SCM
- any number of ICMs and no SCMs
- any number of SCMs and no ICMs

Each provider will receive regional rates for each of the combinations above and will bill the appropriate rate based on the configuration of their team.

Other than clients in transitional status, a bill may be generated for any Medicaid client seen at least twice a month (New Initiatives Guidelines pg. 8-3).

To bill for all Medicaid clients seen at least twice a month a provider must achieve an aggregate number of face-to-face contacts.

For children ICM programs, a number of collateral contacts, up to 25% of the aggregate face to face contacts may be counted towards the quota.

Methodology:
Using a team of one ICM and one SCM as an example, the steps required to calculate the number of face-to-face contacts are:

- multiply number of ICM clients (12) by 4 face-to-face contacts = 48
- multiply number of SCM clients (20) by 2 face-to-face contacts = 40
- add ICM (48) and SCM (40) face-to-face contacts = 88
- divide result (88) by total caseload 32 (ICM-12; SCM-20) = 2.75
- the result (2.75) represents the average number of required visits per client
- multiply the average number of required visits per client by the number of Medicaid clients.
- the result represents the required number of aggregate face-to-face contacts for Medicaid clients.
- compare the required number of aggregate face-to-face contacts for Medicaid clients to the actual face-to-face contacts and if there is shortfall, the number of bills to be withheld are as follows:

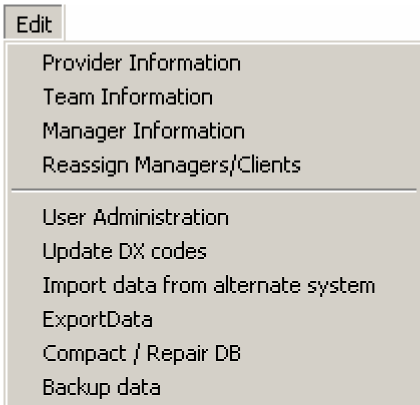
Withholding Schedule

Shortfall	Bills Withheld
0-2	1
3-5	2
6-8	3
9-11	4

APPENDIX B: System Administration

System Administration

These menu options are only accessible to users that have been designated as Administrator's of the Blended Case Management System.

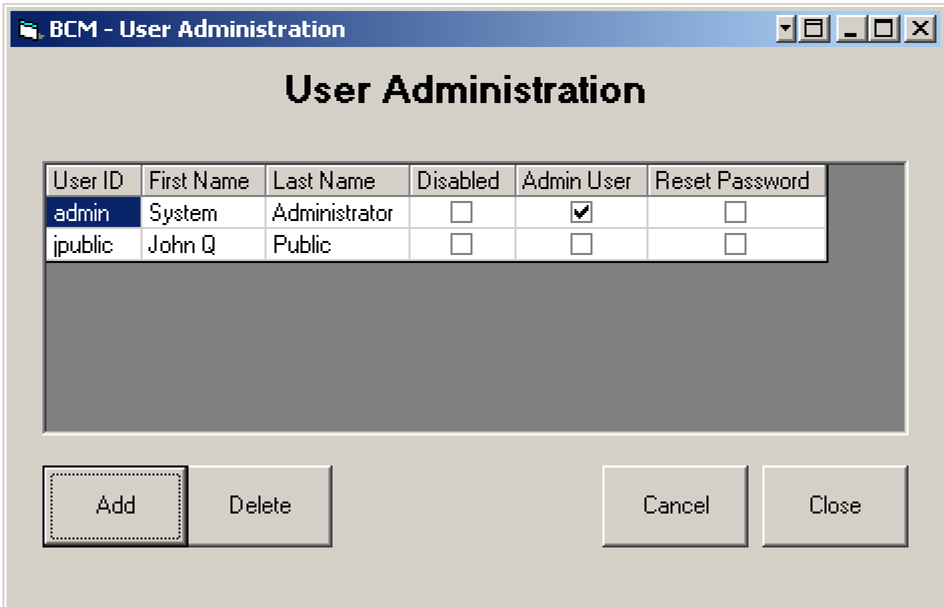


User Administration*	Opens the User Administration Form.
Update DX code	Downloads and imports current diagnosis codes from OMH website.
Import data from alternate system	Import data from another system into the BCM system.
Export Data	An external file, used to export from one system to another. Export data to an un-encrypted access dB (the resulting dB cannot be used by the application)
Compact/Repair DB*	Compact/repair the active dB Import a version xx database over the current data. Helps maintain stability of data files.
Backup data	Backup current database to another location.

User Administration

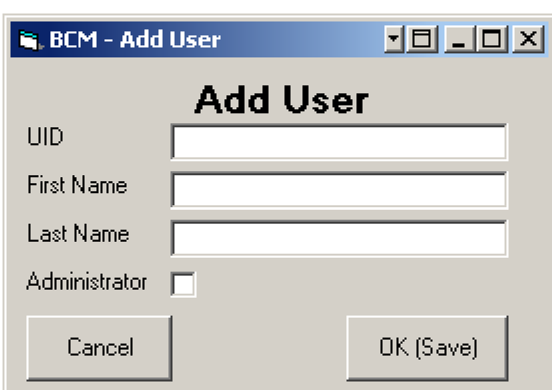
This screen is used by the BCM Administrator to manage users of the application.

The Administrator of the BCM system has the authority to grant users of the system access to use the application



- To delete a user click the user, then click ‘Delete’
- To disable a user check the box ‘Disabled’ for the desired user. Disabled users cannot login. If a user is denied login because of incorrect passwords, the user will automatically be disabled. To re-enable a user remove the check in the disabled column for the appropriate user.
- To add or remove a user from the list of BCM administrators Add/Remove the check from the Admin User column as appropriate.
- To reset a user’s password to the default password click ‘Reset Password’ for the user in question. The default password is ‘temppw’.
- To add a new user click ’Add’ and fill out the Ad User screen, then click ‘OK’

Add User Screen

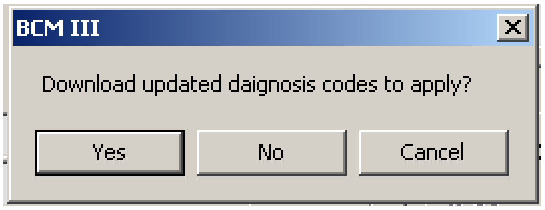


Every user has a default password of ‘temppw’. They will be required to change this on their initial login.

Changes in User Administration are made when you click ‘Close’ and will take effect the next time the user attempts to login to the system.

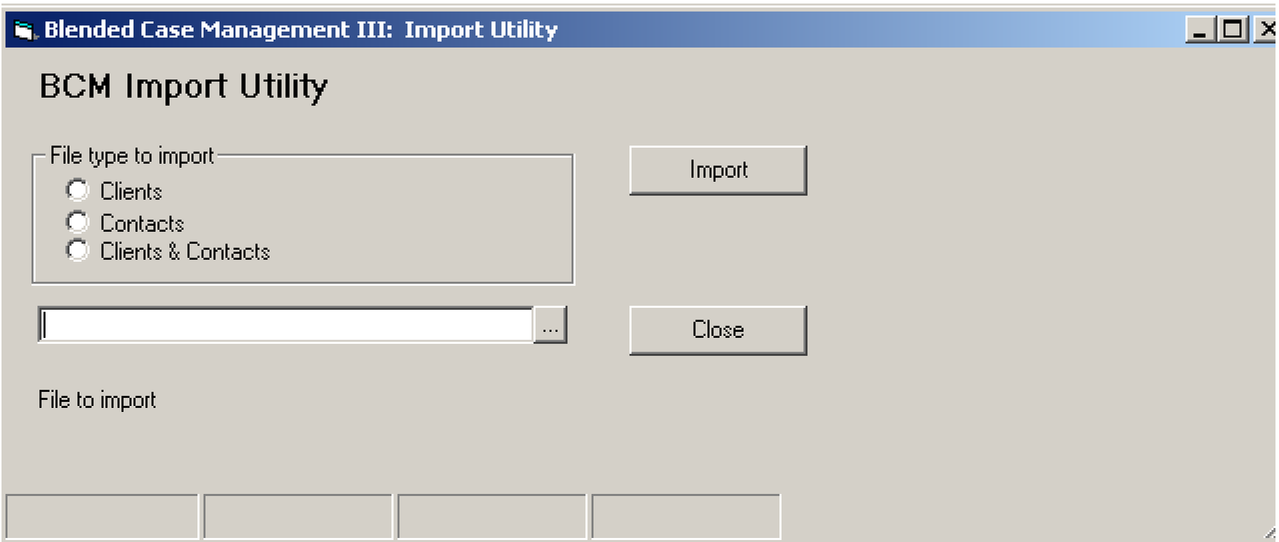
Update Diagnosis Codes

This feature gives you the ability to download and import current dx codes from the OMH website.



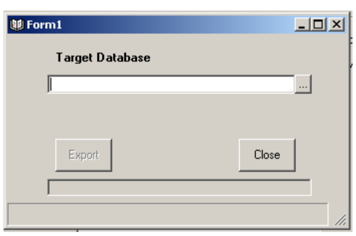
Import data from alternate system

This utility allows the User to import data from an external system. It can be used to import clients and/or contacts. It can accept tab delimited text files. Specifications for the format of the import files can be found in the appendix.



Export Data

Allows the User to Export data to an un-encrypted Microsoft access Database (the resulting dB cannot be used by the application).

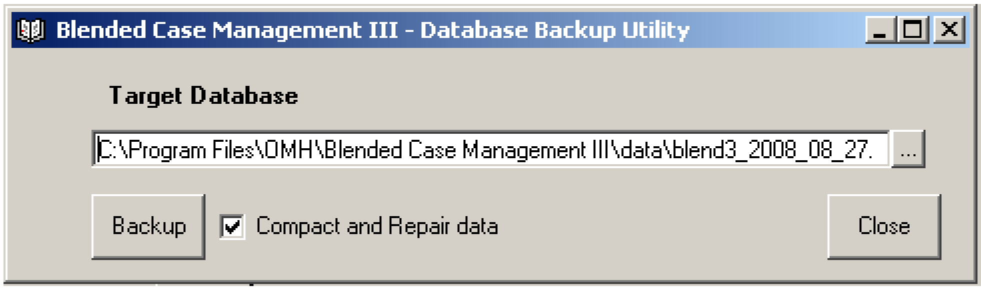


Compact / Repair DB

Compact and repair current database helps maintain the stability of data files.

Backup dB

This feature allows you to backup the current database to another location. If the dB has not been backed up in the last **seven** days and prompting is turned on (via the Provider screen), the Administrator will be sent to the backup screen when the application is closed. All other users will see a reminder to have the dB backed up.

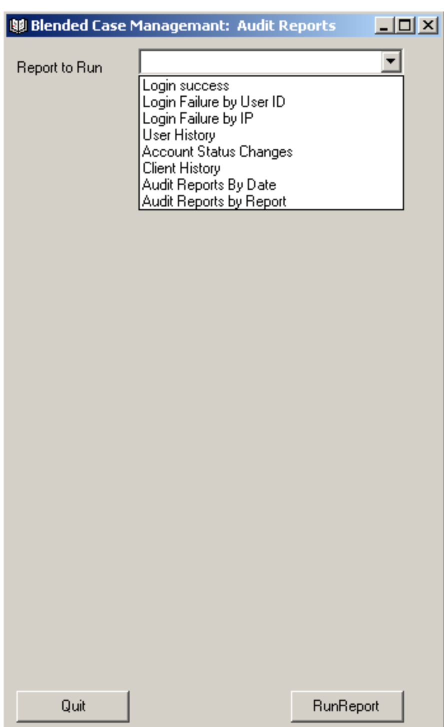


Audit Reports

Audit reports are a collection of reports designed to track the use of the system in compliance with HIPPA regulations. Audit Reports can only be generated by the Administrator

How to generate Audit Reports

1) Select the report to run
2) Enter the desired parameters
3) Click 'Run Report'



APPENDIX C: Import File Formats

Import File Formats

These are the accepted file formats for importing data from an external system into Blended Case Management. The files must be in Tab-Delimited format with one record per line. Required fields are indicated.

MultiFile Import

This allows for separate files to contain client information and contact information.

Cilent.txt – Tab delimited file

Name	Comments	
Patient ID*	Unique Number	
Client Last Name*		
Client First Name*		
Manager Last Name*		
Manager First Name*		
Medicaid Number		
SSN	unformatted, unique	
Sex	M or F	
Date of Birth	mm/dd/yyyy	
Address1		
Address2		
City		
State	2 letter abbr	
Zipcode	nnnnn or nnnnn-nnnn	+4 optional
Phone Number	nnnnnnnnnn	Unformated- no extension
AxisI_dx		
Date Entered Program	mm/dd/yyyy	
Spenddown	Yor N	

* Required for import

Inferred Fields:

- Manager ID (based on Manager name)
- Team ID(based on Manager ID)
- ICM/SCM (based on Manager ID)
- Medicaid Eligible (based on Medicaid Number)

Default/Calculated Fields:

- Client ID – NextClientID
- Date Entered Program = 1/1/1900 (if no value given)
- Spenddown = “N” (if no value given)
- ADATE = Date()
- ATIME = NOW()
- MDATE = null
- MTIME = null
- myTimestamp = Now()
- UserID = “IMPORT”

Notes:

- Patient ID must be Unique
- If you attempt to import a client where the patient ID exists, the record will be updated with the fields contained in the import file

Contact.txt – tab delimited file

Name	Comments
Patient ID*	
Manager LName*	
Manager FName*	
Contact Date *	mm/dd/yyyy
Contact Type	F or C
COMMENTS_me	

* Required for import

Inferred Fields:

- Manager ID (based on Manager name)
- Team ID (based on Manager ID)
- Client ID – (based on Patient ID)

Default/Calculated Fields:

- ContactID = GetNextContactID
- Contact Type = F (if no value provided)
- ADATE = Date()
- ATIME = NOW()
- MDATE = null
- MTIME = null
- myTimestamp = Now()
- UserID = “IMPORT”

Notes:

- If you contact already exists on the contact date, the existing record will be updated to the data found in the import file.

Single File Import
CilentContacts.txt – Tab delimited file

Name	Comments	
Patient ID*	unformatted, unique	
Client Last Name*		
Client First Name*		
Manager Last Name*		
Manager First Name*		
SSN	unformatted, unique	
Medicaid Number		
Sex	M or F	
Date of Birth	mm/dd/yyyy	
Address1		
Address2		
City		
State	2 letter abbr	
Zipcode	nnnnn or nnnnn-nnnn	+4 optional
Phone Number	nnnnnnnnnn	Unformated- no extension
AxisI_dx		
Date Entered Program	mm/dd/yyyy	
Spenddown	Yor N	
Contact Date *	mm/dd/yyyy	
Contact Type	F or C	
Contact Comments		

* Required for import

Inferred Fields:

- Client ID – (Based on Patient ID)
- Manager ID (based on Manager name)
- Team ID(based on Manager ID)
- ICM/SCM (based on Manager ID)
- Medicaid Eligible (based on Medicaid Number)

Default/Calculated Fields:

- Date Entered Program = 1/1/1900 (if no value given)
- Spenddown = “N” (if no value given)
- ADATE = Date()
- ATIME = NOW()
- MDATE = null
- MTIME = null
- myTimestamp = Now()
- UserID = “IMPORT”
- ContactID = GetNextContactID
- Contact Type = F (if no value provided)

Notes:

- If client record does not exist in the system it will be created.
- If this method is used the initial manager for a new Client should be with the assigned manager. (BCM allows contacts with any manager)
- If a 2nd contact with the same date and contact type is given, the first will be updated with the new data.
- Manager Names need to be unique in the manager file