

## Reynolds, Mark A

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**From:** Reynolds, Mark A  
**Sent:** Monday, November 26, 2012 6:07 AM  
**To:** Reynolds, Mark A  
**Subject:** FW: PICIS Update: 11/20/2012

HOLIDAY SCHEDULE: The PICIS Helpdesk will be closed on the following dates: November 22/23, December 24/25, and January 1, 2013. There will also be reduced phone support available December 26-28.

PICIS EMAIL UPDATES: To ensure that you are receiving notifications and updates, please subscribe to the PICIS Updates at <http://www.odmhsas.org/updates.asp>.

AUTHORIZATION TRAINING: The webinar training dates for the authorization process are available at <http://www.odmhsas.org/arc.htm>. Privately-contracted psychologists and LBHPs can find a training schedule at <http://www.odmhsas.org/arc2.htm>. To reduce cost, we will not be able to provide any live training. In an effort to focus the training to only topics which are relative to each provider group, we have created six different training sections. If you are not sure which one to pick, please email me and I will direct you to the appropriate section.

DISCHARGE TYPE 92: Recently, our PICIS Helpdesk has received quite a few phone calls regarding the automated discharge process, commonly referred to as a discharge type 92. For providers who choose not to report discharges for their customers, the system automatically records a discharge after the customer has not received a service or a CDC update in 180 days. The unfortunate consequence of this process is that any positive changes in the customer's demographics may not get reported. That is because the automatic discharge takes the data from the last reported CDC to create the discharge. Currently, providers may elect to delete the discharge type 92 and replace it with a corrected one.

CHILDREN'S QUESTIONS in SECTION IV: A large responsibility of the Oklahoma Department of Mental Health and Substance Abuse Services is to demonstrate that publicly funded behavioral health services are having a positive impact for those we serve. One way this is done is through changes reported through the Customer Data Core (CDC). As part of an effort to improve the quality and accuracy of the CDC data, ODMHSAS data staff have been reviewing the children's section (Section IV) of the CDC and have noticed possible patterns with data not being reported or being reported incorrectly. Our staff is currently attempting to make contact with multiple providers throughout the state in order to review such data and any potential problems that may exist. Our intended impact is not to be punitive in any way, but to help providers accurately report data in Section IV so the true impact of services are demonstrated. We also want to aid providers in better understanding how they can use the data to inform their treatment and business practices. Our staff will be glad to talk with you about your data and if needed/wanted review areas that may need improvement. If you would like to set up a webinar to review your data, please contact Nathan or Kate ([nrwilson@odmhsas.org](mailto:nrwilson@odmhsas.org) or [KGraham@odmhsas.org](mailto:KGraham@odmhsas.org)) to check for available dates and times.

CDC COVERAGE: Currently, one of the requirements to have services paid is to have a CDC on file for the customer. The process involved ODMHSAS sending a nightly CDC coverage file to OHCA with the pertinent data. Sometime after the authorization process begins on 1/15/2013, we will stop sending that file to OHCA. Instead, we will send an authorization file. What impact will that have on you? If a CDC is not in our system by the cut-off date (probably in March 2013), claims between 10/1/2011 and 1/14/2013 may not be paid. What should a provider do? All CDCs prior to 1/15/2013 need to be reported into PICIS as soon as possible and certainly before the cut-off date.

FAREWELL: We say a fond farewell to Lydia Ross, one of the first Provider Service Specialist (PICIS Helpdesk staff) I hired. To say I have been impressed with her customer services would be an understatement. She has set a high bar for all those who follow. Unfortunately, her departure may impact the availability of live staff to answer your calls. I hope that you will be patient with us as we start the process to find a replacement.

Sincerely,

Mark A. Reynolds, Ed.D.  
Director of Decision Support Services  
Oklahoma Department of Mental Health and Substance Abuse Services  
<http://ok.gov/odmhsas>