

Reynolds, Mark A

From: Reynolds, Mark A
Sent: Wednesday, February 29, 2012 3:09 PM
Subject: RE: PICIS/CDC Updates

Dear Provider,

Below are some topics related to CDCs and their entry.

1. As a reminder from a previous email, for services provided effective 3/1/2012, claims will deny if no CDC is in place. Claims between 9/26/2011 and 2/29/2012 will pay without a CDC, but are subject to audit.
2. Many providers have contacted me about worries with the gap between CDC dates and treatment plan and/or extension dates. In an effort to minimize any more changes to an already changing system, let me provide a couple of suggestions and comments. For most outpatient providers, the CDC 21 will cover claims for a 90-day period. The CDC 23 and CDC 42 will cover claims for 6 months. If a gap exists between the next treatment plan date and the end of a CDC 23, you may back date the CDC 42 to cover the gap. By the end of the March, we will have a report available in PICIS which will show the time period which is covered by the CDC submissions. You might also consider submitting two CDC 42s. The first to cover the gap between the end of the CDC 23 and the next treatment plan and the second CDC which would indicate the date of the treatment plan extension. That is just a suggestion, not a requirement. Many providers will choose to just back date the CDC.
3. This may not apply to all provider types: If you submit a CDC 21, for outpatient agencies, this will cover the claims for 90 days. If you need to extend the CDC 21 past the 90 days, follow these steps below starting on 3/1/2012. Each time you extend the CDC 21, it will add another 30 days. Do not extend the dates past the needed time. This can only be done currently online. Instructions:
 - a. Search for the customer in PICIS.
 - b. Identify the last CDC 21 for the customer.
 - c. Click on the 'EXT' button to the far right of the record
 - d. At the bottom of the screen, please be sure to scroll down to confirm the process worked properly. It will show you through what date it has been extended.
4. Timing – CDCs submitted to PICIS take at least a day before they appear with OHCA. Therefore, you need to wait at least a day before you bill a claim for someone you just submitted a CDC.
5. PICIS will be offline between noon and 2 PM on Saturday, March 3, 2012. This is for system upgrades.
6. If you would be kind enough to give us some feedback on PICIS, it would be appreciated. The survey below also provides you an opportunity to provide suggestions on enhancements to PICIS. Here is the link to the survey:
 - a. <https://www.surveymonkey.com/s/PICISSystemFeedback>
7. When communicating through emails about customers, please do NOT send name, social security number, date of birth or other protected health information (PHI). Most emails are not secure and might represent a HIPAA violation if information is communicated in that fashion. You may send member IDs.
8. Occasionally, OHCA identifies individuals who have two member IDs and attempts to link them under one ID. When this happens, one ID is deactivated. We are attempting to update CDCs that were entered under the deactivated ID. If we are able to update the member ID, the Primary CDC contact will be notified via an email. If this happens, when searching for this customer in PICIS, please use the new ID. The CDC information needed for billing will also be updated and will be in the OHCA system the next day. ODMHSAS plans to have a report available in PICIS in the next couple of weeks to help easily identify all the linked IDs served at your agency. If you have an internal data system, please ask the database administrator if changes should be made in other places.

If you have questions related to these topics, please feel free to email me.

Thank you.

Mark A. Reynolds, Ed.D.
Director of Decision Support Services
Oklahoma Department of Mental Health and Substance Abuse Services