

From: Reynolds, Mark A
Sent: Thursday, August 29, 2013 9:55 AM
Subject: PICIS Update - 08/29/2013

Dear Providers,

On Monday, September 2, 2013, state offices will be closed in observance of Labor Day. The PICIS Helpdesk will also be closed. Any PA Adjustments submitted on Monday will not be reviewed until Tuesday.

I would like to remind you that if you have new staff or staff who would like a refresher, CDC/PA training is available by contacting gethelp@odmhsas.org.

The PICIS helpdesk is now scheduling a new training for those needing assistance in understanding and utilizing reports in PICIS. The training is approximately one hour in length and geared to both staff of agencies and LBHPs in private practice. The trainings will take place via phone and webinar in a one-on-one setting. Reports allow providers to improve data quality, look for areas of improvement in services, keep track of authorization due dates, and look at aspects of financial billing and billing caps. Please note the PICIS report training is completely optional for those who feel they need it, as it's simply a training tool that is available to providers. If you have any questions or would like to schedule training, please feel free to contact our helpdesk at 405-521-6444 or email us at gethelp@odmhsas.org.

In preparation of accepting Letters of Collaboration and Termination, we have expanded our helpdesk staff. To which, we would like to welcome Bryan Packebush (Bryan.Packebush@odmhsas.org) to our helpdesk team. Bryan brings a great wealth of customer service experience to our group. We are happy to have him onboard.

Sincerely,

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