Residential Waiting List
PICIS Requirements
for **Outpatient** Providers

DSS Division
ODMHSAS
Changes for Outpatient Providers

- 3 refusals and off the list (implemented 8/1/2016)
- New status (Pended) – 9/1/2016
- Random phone call to outpatient providers – 9/2/2016
3 Refusals and off the list

- After a client has had 3 ‘refusals’ (see following slides), client will be removed from the list.
  - Outpatient provider can put client back on list, but will be put to the end of the list
- The PICIS Contact at the outpatient provider will be notified each time a client refuses.
- After the 3rd refusal, the PICIS Contact at the outpatient provider will be notified the client has been removed from the list.
New Status - Pended

- For some reasons, clients will be put on Pended status (see following slides). For example – “Moved out of state”
  - Once Residential provider unlocks the client with those reasons, the following things will happen:
    - 1. Client will be put on hold/pended.
    - 2. No other residential providers will see these clients on the list.
    - 3. The PICIS Contact at the Outpatient provider will receive an email notifying them their client is on Pended status.
    - 4. Outpatient provider has 7 days to correct/update information or remove the client from the list. Simplest way for outpatient provider to do this is by adding a new CDC 27.
    - 5. If no correction/update in 7 days, client is removed from list.
  - If outpatient provider updates/corrects information, client is back on the list in their original spot.
# Reasons for Restx Unlock Clients

- **Pended** Status Reasons for Unlocking
  - Moved out of state
  - Bad contact information (dead phone, wrong number)
  - Jail/Incarcerated (not likely to get out in a timely manner)
  - No longer interested in treatment
  - In treatment somewhere else
- Reasons counted for Unlocking which are a **Refusal**
  - Unable to Contact
  - Refused Treatment
  - Declined at this time
  - No Shows
- Reasons for Unlocking which do not count as Refusal
  - Provider declines: this includes
    - Doesn’t meet program requirement,
    - Women with children (WWC) program – but has no kids to bring
    - Wants WWC, but provider doesn’t have WWC
    - Client previously in program, not permitted to return
  - Wrong Gender
  - Selected on Accident
  - Other (please do not use this often)
  - Too far for member/No transportation
Previous Training Materials
Residential Waiting List

PICIS Data System
DSS Division
ODMHSAS
New Referrals:

- 91 - RESTX Referral: IV Drug User/Pregnant > 7 months
- 92 - RESTX Referral: IV Drug User/Pregnant < 7 months
- 93 - RESTX Referral: Pregnant > 7 months
- 94 - RESTX Referral: Pregnant < 7 months
- 95 - RESTX Referral: IV Drug User
- 96 - RESTX Referral: Adult/Adelescent
How Customers are Put on the Waiting List

- Only CDCs with level of Care = OO & CL and CDCs 21/27/23/40/41/42
  - Non discharge CDCs only
- Secondary referral of 91 through 96
- Alert field cannot be blank
- Alert field should contain (up to 50 characters)
  - 1. customer phone number
  - 2. kids and ages (leave blank if no kids, or “no kids”)
    - Only include if children coming to Women with Children program
  - 3. staff name at agency
    - Example: 405-521-6444; kids 2,3, 7; John Doe
- The provider name and phone number will come from the PICIS registration
- Residential Treatment providers have until 2/28/2015 to move everyone to Waiting List, via a CDC 27

CDC Submission Examples

- Submit CDC 21, level of care = OO, referral code 92, alert field = 405-522-3824, no kids; Mark Allen
- Submit CDC 23, level of care = OO, referral code 93, alert field = 405-555-3128, kids 2,4; Bob Todd
Other thoughts:

- Outpatient providers are supposed to be doing the ODASL and if the customer meets criteria then you put them on the waiting list. Outpatient providers should not be sending people to the residential treatment facility to get assessed.

- The outpatient report will tell you only the customers that you have put on the list that are still waiting to get admitted to treatment. It does not include individuals who have been admitted.

- Please do not instruct the customer to call the residential treatment facility to see where they are on the list. They will not know. Only the provider that put the customer on the list will be able to see where that customer is on the list.

- The secondary referral has to be marked 91-96 or the customer will not be put on the list.

- You cannot edit an existing CDC to add the secondary referral, you will need to add a new CDC, even if you forgot to put on the secondary referral initially.
How Customers Remain on the Wait List

- Provider is supposed to reassess every 30 days
- If customer is already on waiting list, they keep their place, but the referring provider information is update
- Submit CDC 23/41/42
- Referral still required
- Alert information still required

CDC Submission Examples

- Submit CDC 41, level of care = OO, referral code 92, alert field = 405-522-3824, no kids; Mark Allen
- Submit CDC 41, level of care = OO, referral code 93, alert field = 405-555-3128, kids 2,4; Bob Todd
Reports in PICIS under new section

- Authorizations (9)
- Consumer Survey Reports (2)
- Data Management (19)
- Data Quality (8)
- Demographics/CDC Extract (2)
- Documents (1)
- Financial (12)
- Newest Additions (38)
- Other (4)
- Provider Performance, Comparison and Change (2)
- Provider Requested Reports (5)
- Residential TX Reports (3)
Reports are separated between outpatient and residential.

- Outpatient providers will be able to check how far down the waiting list their customer is.
Waiting List Status Report

<table>
<thead>
<tr>
<th>Recipient ID</th>
<th>Name</th>
<th>CDCKey</th>
<th>Create Date</th>
<th>Place on List</th>
</tr>
</thead>
<tbody>
<tr>
<td>3333333333</td>
<td>Simpson, Marge</td>
<td>1747303</td>
<td>05/16/2014</td>
<td>1</td>
</tr>
<tr>
<td>2222222222</td>
<td>Simpson, Lisa</td>
<td>1747307</td>
<td>05/16/2014</td>
<td>2</td>
</tr>
<tr>
<td>6666666666</td>
<td>Simpson, Grandma</td>
<td>1747305</td>
<td>05/16/2014</td>
<td>3</td>
</tr>
</tbody>
</table>

- Provider will click edit to see details on customer
- On the next screen, provider will have option to remove customer from waiting list
Waiting List Status Report

Recipient ID: 333333333

Name: SIMPSON, MARGE

Referral Type: Adult

Date Added: 1/5/2014 2:23:36 PM

Last Update:

Age: 42

Address: 742 Evergreen Terrace, Springfield, OK

Additional Information: 918-555-0002; kids 10, 9, 2; Mr. Mackey

Due Date:

Number of Reviews: 3

Number Skipped: 3

Locked By:

Locked Date:
Waiting List Status Report

Additional Information: 918-555-0002; kids 10, 9, 2; Mr. Mackey

Due Date:
Number of Reviews: 3
Number Skipped: 3
Locked By:
Locked Date:

Please select a reason if you would like to remove this person from your list:

- No Longer Meets Criteria
- Customer wants to just stay outpatient
- Customer declines at this time, wants to be off list
- Incorrectly put on waiting list
- Other