



**Healthy Start Coalition
of Miami-Dade**
Health Management System (HMS) Meeting
Friday, October 10, 2014
Agenda

I. Welcome and Introductions Ariel Morel, Director of Quality Assurance & Quality Improvement
Melvin Hernandez, Quality Improvement Specialist

II. HMS SIG Conference Call Wrap Up

III. HMS Minutes – Review of September 12, 2014 Minutes

IV. HMS Access – Reminder

1. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: HMSACCESSMD@hscmd.org
2. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: ADMIN@hscmd.org – within one (1) business day from staff's departure – Reminder: All of staff's remaining cases must be reassigned to the program manager prior to making the request.
3. Protocols for requesting New Passwords (Reminder)
4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access)

V. Healthy Start Programmatic Updates/Changes

1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org
2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training

VI. Quality Assurance & Improvement

Monthly & Quarterly Report

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer.

Care Coordination

1. Timeliness Report for September 2014
2. Keeping track of all ICs completed without a Care Plan on a monthly basis (beginning July 2014)
3. Following up with black infants
4. Appropriate timeline for transferring cases
5. MomCare Search Request – Reminder HSCP must indicate MIS search.

VII. Trace Tickets

None

VIII. Other Items/Open Discussion

1. Coding Training(s):
 - a. Coding Q & A – Will be offered every third Wednesday of every other month; first one will be on October 22, 2014 – 9:30am to 11:30am
 - b. New/Existing Staff Coding Training: Tuesday, December 16, 2014 – 9:30am to 4:30pm
2. Requirements to capture Medicaid Numbers
3. Medical Record ID – Update
4. Electronic Case Assignments
5. Open Discussion

Next HMS Meeting: Friday, November 14, 2014 at 11:00 a.m.
Healthy Start Coalition of Miami-Dade
7205 NW 19th Street, Suite 500, Miami, Florida 33126



**Healthy Start Coalition
of Miami-Dade**
Health Management System (HMS) Meeting
Friday, October 10, 2014
Minutes

Start Time: 11:25am

End Time: 1:45pm

IX. Welcome and Introductions

Ariel Morel, Director of Quality Assurance & Quality Improvement
Melvin Hernandez, Quality Improvement Specialist

- X. HMS SIG Conference Call Wrap Up** – Ariel voiced his concerns with what is going on with the state in regards to the ability to share screens as well as viewing Social Security numbers in HMS and how the clients are the ones who will not get the services they deserve until everyone comes to a mutually beneficial agreement. As soon as he gets a response it will be shared with the HSCPs.

XI. HMS Minutes – Review of September 12, 2014 Minutes

First Motion: Heather Baker

Second Motion: Claudia Polastri

Minutes approved unanimously.

XII. HMS Access – Reminder

5. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: HMSACCESSMD@hscmd.org – HSCPs were reminded to use the updated form which was updated on March 2014. Ariel reminded the HSCPs that all new staff must have a work e-mail and work phone prior to requesting access and not to use personal e-mails.
6. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: ADMIN@hscmd.org – within one (1) business day from staff's departure – Reminder: All of staff's remaining cases must be reassigned to the program manager prior to making the request. – Ariel reminded the HSCPs about the specific timeline requirements to remove access from HMS as well as reassigning all staff's cases to the Program Manager.
7. Protocols for requesting New Passwords (Reminder) – HSCPs were reminded to include the contact information for the staff in need of a password reset since they will be contacted directly by DOH.
8. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access) – HSCMD may take up to 3 business days from when DOH provides Citrix access to allow access to HMS. New staff should wait to have access prior to entering data in HMS, Program Managers should not be entering data in HMS on behalf of new staff as it alters productivity reports.

XIII. Healthy Start Programmatic Updates/Changes

3. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org – HSCPs were reminded to utilize the *casetransfer* e-mail address and copy the pertinent Program Manager when making requests. Also to include the participant's zip code for all transfer requests once receiving provider agrees.
4. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training– HSCPS were reminded to continue utilizing the website to register for meetings and trainings also to be careful and not double register. HSCPs were also reminded that they need to notify the QA/QI team or training@hscmd.org if they need to cancel or can't make it to a training or meeting for which they have registered.

XIV. Quality Assurance & Improvement

Monthly & Quarterly Report

2. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer– HSCPs were reminded to make the hard copies attention to QA/QI Team and **not**



Manuel E. Fermin, Chief Executive Officer. Electronic copies should be sent to admin@hscmd.org HSCPs were also reminded that the reports would be due by the 10th of the month.

Care Coordination

6. Timeliness Report for September 2014 – **The timeliness report for September 2014 was shared with the HSCPs.**
7. Keeping track of all ICs completed without a Care Plan on a monthly basis (beginning July 2014) **Melvin asked the HSCPs to track any ICs completed prior to official assignment. These include any ICs completed for participants seen at clinics, special events and community events. A self-referral or screen (clinic based providers) must be completed and submitted to FDOH either requesting official assignment to your agency (or another HS provider) or indicating “Do Not Assign” on the bottom of the form for those cases closed as “No Further Services Needed”. The total ICs completed will also include any ICs completed for participants assigned to another provider (the provider completing the IC must alert the assigned provider in order to coordinate future services). The QA & QI team will need a total for these types of ICs completed on a monthly basis moving forward for the current fiscal year beginning with July 2014.**
8. Following up with black infants – **Draft protocols for “Completing On Going Services with Targeted Outreach Clients” were distributed. The protocols address how Care Coordinators will keep all cases open for four (4) months in which the identified race is black. HSCPs were asked to provide feedback by October 15, 2014 in order to finalize the protocols.**
9. Appropriate timeline for transferring cases – **HSCPs were advised that all paperwork and documentation must be submitted to FDOHMD HSDMO within one (1) day of the transfer approval. HSCPs were also reminded that services can be provided to a participant even while awaiting transfer approval.**
10. MomCare Search Request – **Reminder HSCP must indicate MIS search – HSCPs were advised that they must complete the MIS search since they all have access prior to submitting the request form. Documentation that the MIS search was completed must be indicated in the MomCare Box/Section of the form. An example was distributed.**

XV. Trace Tickets

Although there were no trace tickets, Ariel reminded the HSCPs to submit all requests to the QA/QI Team for internal discussion to be then vetted out to the state if appropriate.

XVI. Other Items/Open Discussion

6. Coding Training(s):
 - a. Coding Q & A – Will be offered every third Wednesday of every other month; first one will be on October 22, 2014 – 9:30am to 11:30am – **This session is intended for Program Managers and lead staff in order to give an opportunity to discuss frequently asked questions and have an open discussion in regards to coding. HSCPs were asked to submit specific questions one week prior to the meeting.**
 - b. New/Existing Staff Coding Training: Tuesday, December 16, 2014 – 9:30am to 4:30pm – **Staff were advised of the coding training being offered by HSCMD for the current fiscal year. The training is intended for new staff that has never received this training or existing staff in need of assistance (HSCMD will approve or disapprove on a case by case basis).**
7. Requirements to capture Medicaid Numbers – **Attempt to gather to be documented at first contact with participant – HSCPs were reminded to document the attempt to gather Medicaid numbers in HMS. This will be done by utilizing the local code Medicaid Infant/Mother when successful. The number will also be entered in the Insurance section of HMS. For unsuccessful attempts the local code Documentation must be utilized indicating why the attempt was unsuccessful such as, no insurance or private insurance. These attempts must be documented when the first contact is made.**
8. Medical Record ID – Update – **HSCPs were reminded not to utilize Social Security Numbers and that providers will be able to create a generic number to be generated by HMS upon registration.**



9. Electronic Case Assignments – HSCPs were advised that HSCMD was working closely with FDOHMD HSDMO in order to have the ability to send all case assignments electronically via a secured system (Move-It). An e-mail will be sent in order to ask HSCPs to submit their staff's names to be added to system as an approved user and will have the ability to receive these secure messages.
10. Open Discussion
 - Ariel advised the HSCPs that all boxes which are typically distributed by HSCMD during staff meetings need to be picked up by 1:00pm on the same day.
 - Ariel advised that the annual meeting is fast approaching and reminded the HSCPs to register and submit the Travel Request forms. He also asked for more pictures from their events and classes. The annual luncheon is to take place December 5, 2014 at Parrot Jungle Island.
 - Claudia Polastri from Borinquen Medical Centers shared that since she has access to AHCA's system, she utilizes that system to gather the Medicaid number then plugs the Medicaid number in the MIS system in order to gather new information.

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