



**Health Management System (HMS) Meeting**

**Friday, October 11, 2013**

**Time: 11:00am - 1:00pm**

**Agenda**

**Welcome and Introductions**

Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist

**HMS SIG Conference Call Wrap Up**

**HMS Minutes**

Review of September 13, 2013 Minutes

**HMS Access – Reminder**

1. TO: [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
2. Change in Protocols when requesting New Passwords (Reminder)

**Healthy Start Programmatic Updates/Changes**

1. Announcement: HSCMD is moving!!! Phone and Fax Number remain the same.  
**New Address: 7205 NW 19<sup>th</sup> Street, Suite 500  
Miami, Florida 33126**
2. Request for Case Transfers (Reminder)
  - a. E-mail: [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)
2. Contract Documents and New Reporting Format (Discussion)
3. Utilizing HSCMD's website for all standing meetings

**Quality Assurance & Improvement**

**a. HMS & Reports**

1. Local Codes in HMS – Reminder to keep using as needed
2. Report Portal Reports – should be used on a monthly basis (at a minimum)
3. Capturing Medicaid information in HMS
4. Return Letters from Providers – Notify HSCMD by sending a copy of the envelope and send to QI/QA Department

**b. Monthly & Quarterly Report**

1. Sending both Monthly and Quarterly Reports – QI/QA Team and **not** Manny Fermin
2. Reports on Administrator Tool
3. First Quarter Report Format requirement and moving forward

**c. Monitoring and Technical Visits**

1. Monitoring Visits: 3<sup>rd</sup> Quarter of 2013-2014
2. Technical Assistance Calls/Visits: Suggestions for 2013-2014

**d. Care Coordination**

1. Timeliness Report for August 2013
2. Coding of Local Codes Preparation Time, Travel and Documentation (Natalia's E-mail)
3. Proper documentation of Start and End Time, detail description of the home (every home visit) - Requirements
4. FDOHMD HSDMO – Case Re-assignments – Cases should be closed out by now or continued CC if client still has needs
5. Utilizing MomCare Information Search Form (required for ALL Unable to Locate clients at IC and OC) – Updated form as of 9/26/2013.
6. Healthy Families Documentation in HMS – Refer back to Coding Training Handouts
7. PC 22 – Care Plans must be opened; despite not being a formal “assigned” case towards Case Load
8. Local Code: Medicaid, Car Seat
9. Referrals for wraparound services
10. Altering forms (forms should not be altered)
11. Screening log discrepancies
12. Returned correspondence (provide a copy to HSCMD)

**e. Classes/Wraparound Services**

1. Babies R Us – feedback
2. Sharing of open Events to community partners and website

**VII. Trace Tickets**

None

**VIII. Other Items**

- Coding Training Recap (pending)
- Open Discussion

Next HMS Meeting: Friday, November 8, 2013 at 11:00 a.m., **\*\*\*New Address\*\*\***  
Healthy Start Coalition of Miami-Dade, 7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126



## Health Management System (HMS) Meeting

Friday, October 11, 2013

Time: 11:00am - 1:00pm

### Minutes

Providers Completing Minutes: Melvin Hernandez, Quality Improvement & Assurance Specialist  
Ariel Morel, Program Manager

Meeting Started at: 11:05am

Meeting Ended at: 1:20pm

**HMS SIG Conference Call Wrap Up:** Providers continued discussing the Healthy Start Standard & Guidelines' documentation requirements regarding entering documentation within 72 hours from date of service. Although there is a possibility of this changing to three (3) business days in the future; it was made clear that providers should continue to enter documentation within 72 hours from date of service until further notice.

**HMS Minutes:** Approved by: Heather Baker (The Village South) and Chinyere Woke (Jessie Trice Community Health Center)

**HMS ACCESS:** Reminded providers to utilize [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org) also reminded the providers to include phone numbers and copy appropriate program managers when requesting new passwords.

### **Healthy Start Programmatic Updates/Changes:**

1. Ariel announced that HSCMD is moving and provided the new address. Phone and Fax Number remain the same. New Address: 7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126
2. Ariel reviewed the process for Case Transfer and advised that there is no need to copy individual staff members at the Coalition and/or FDOHMD HSDMO since they are already included in the [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org) e-mail list serve. The provider requesting the transfer will need to ensure they copy the receiving manager and ensure that it has been discussed prior to the transfer.
3. Ariel provided a quick overview of the new reporting format and advised the providers that the Coalition would not expect the Program Managers to utilize the new format for the upcoming quarterly report which is due on October 15, 2013. Providers will be expected to utilize the new spreadsheet for the next quarterly report which is due on January 15, 2013 and will have until June 30, 2013 to complete all four (4) quarters.
4. Ariel reminded the providers that they must utilize HSCMD's website to register for all standing meetings and trainings hosted by the Coalition. Providers were instructed to register twenty-four hours (24) prior to the day a meeting or training is scheduled. So for the HS SIG Calls scheduled on Friday of each month at 10:00 am, the registration should be completed by the Thursday 10:00 am.

### **Quality Assurance & Improvement**

#### *HMS & Reports*

1. Ariel reminded providers to continue using Local Codes in HMS. Program Manager and their immediate Supervisors should be using Local Codes as well. These Local Codes will be utilized for future funding and contract negotiations. Ariel also discussed the Car Seat Local Code which should only be used when providers distributes a car seat to a Healthy Start participant.
2. Ariel reminded providers that they should be running and utilizing the Report Portal Reports. They should be used on a monthly basis (at a minimum). The reports are Client Services by Program Component, Client Services by Service Provider and Client Services by Service Type. The providers will notice that they need to provide a summary during their quarterly report.
3. Ariel stressed the importance of capturing Medicaid information in HMS and entering the number in the Insurance section of HMS as well as utilizing the Medicaid Local Code only when obtaining the actual number. Claudia Polastri (Borinquen Medical Centers) shared a phone number which she utilizes at her clinic in order to obtain the Medicaid number when she has the Medicaid ID number (which is the number on the card and is not the actual Medicaid number). You will need a Medicaid provider number and the participant's social security number or Medicaid ID number in order to obtain the Medicaid number. (800) 925-1955. Heather Baker (The Village South) stated that she utilizes a website to obtain Medicaid information. She will e-mail the Coalition in order for the information to be disseminated appropriately.
4. Melvin asked the providers to make copies of all returned letters and send them to them to the QI/QA Department at the Coalition in order to update the mass mailing spreadsheet. These should be submitted with their monthly reports.



### *Monthly & Quarterly Report*

1. Ariel reminded the providers that both the Monthly and Quarterly Reports should be submitted to the QI/QA Team and **not** to Manny Fermin.
2. Ariel reiterated that the Coalition would be running reports in order to review all Administrators' productivity to determine future funding.
3. Ariel once again discussed the expectations regarding the new reporting spreadsheets and how the providers will be expected to utilize the new reporting spreadsheet for the next quarterly report which is due on January 15, 2013 and will have until June 30, 2013 to complete all four (4) quarters.

### *Monitoring and Technical Visits*

1. Ariel advised the providers that the monitoring visit schedule had been finalized and that the QI/QA team would be visiting the providers during the 3<sup>rd</sup> Quarter of 2013-2014.
2. Ariel offered technical assistance calls/visits to the providers in order to assist them with QI/QA concerns. He asked that interested providers should e-mail us in order to arrange mutually convenient times.

### *Care Coordination*

1. Melvin reviewed the Timeliness report August 2013 and reminded the providers to track and document their percentages on the new reporting spreadsheet since it will be required for their annual report.
2. Melvin discussed the appropriate use of Local Codes such as Preparation Time, Travel and Documentation and how these codes are only used when coding for wraparound services.
3. Melvin advised the providers that they should be documenting start time and end time for all their documentation in HMS as well as including a detailed description of the home for every home visit.
4. Ariel reminded the providers that most of the cases which were re-assigned from FDOHMD HSDMO should be closed out by now or continued CC if client still has needs and agreed to services. No HSCP provided any immediate concerns regarding these cases.
5. Melvin reminded the providers to utilize the updated MomCare Information Search Form which is required for all Unable to Locate clients at IC and OC. The updated form has a date of 9/26/2013.
6. Ariel reminded the providers that they should be utilizing the Healthy Families Local Code in HMS for all cases referred to Healthy Families as well as contacting them in order to follow up. Healthy Families Supervisor, Alexandra Calero (305) 755-6550. Melvin advised the providers to refer back to Coding Training Handouts
7. Melvin advised the providers that although PC 22 are not being counted as a formal assignment, a Care Plan must be opened. They were also reminded that a prenatal participant which has a loss can be served up to 8 weeks under PC 26 and there would be no need to open up a new Care Plan.
8. Local Code: Medicaid, Car Seat (This was discussed at the beginning of the meeting see #3 under HMS & Reports)
9. Ariel asked the providers to follow the appropriate protocols when referring cases for wraparound services with other HS providers. The Coalition should be e-mailed when different factors are present such as zip codes, type of services needed, language preference, etc. The e-mail should be sent to Ariel and Melvin and CC to Natalia so that someone within the team can respond accordingly. This is in order to assure the appropriate distribution is occurring among HSCPs.
10. Melvin and Ariel asked the providers not to alter any forms since it causes confusion. If a form needs to be altered or changed based on the agency's specific needs, the HSCP should send an e-mail to [admin@hscmd.org](mailto:admin@hscmd.org) requesting such a change and it will be followed-up with accordingly.
11. Ariel asked the providers to notify the Coalition of any discrepancies with FDOH HSDMO's Screening Memos. All providers should be checking the Memo at least twice per week when they receive their case assignments. Discrepancies should be documented in an e-mail to Rachelle Theodore with the Coalition copied.
12. Returned correspondence (This was discussed at the beginning of the meeting see #4 under HMS & Reports)

### *Classes/Wraparound Services*

1. Babies R Us – feedback (Not discussed).
2. Ariel reminded the providers to notify the Coalition of any events that have so that the Coalition could share it with the other HS providers.

*Trace Tickets:* None

### *Other Items*

- Coding Training Recap (still pending)



***Open Discussion:***

1. Manny asked that orders for materials should not be placed after Wednesday, October 23, 2013 since the office will be moving.
2. Natalia advised the providers that the location for the When a Baby Dies seminar had changed to Homewood Suites due to the move.
3. Natalia shared some information regarding WIC and how participants would no longer receive checks but will now receive EBT cards at their next WIC appointment. Providers should remind participants to verify their address & DOB in WIC system to avoid delays with receiving their cards.
4. Natalia also advised that MomCare will provide the Medicaid numbers (even if expired) when providing search results as well as the exact start dates which may assist in obtaining the new Medicaid number.