



**Healthy Start Coalition  
of Miami-Dade**  
Health Management System (HMS) Meeting  
Friday, November 14, 2014  
Agenda

- I. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement  
Melvin Hernandez, Quality Assurance & Improvement Specialist
- II. HMS SIG Conference Call Wrap Up**
- III. HMS Minutes** – Review of October 10, 2014 Minutes
- IV. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
  2. Remove Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [ADMIN@hscmd.org](mailto: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](mailto: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 QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer
- Care Coordination*
1. Timeliness Report for October 2014
  2. Keeping track of all ICs completed without a Care Plan on a monthly basis (beginning July 2014)
  3. Protocols for “Completing On Going Services with Targeted Outreach Clients” to be shared at the MICH meeting.
  4. Appropriate timeline for transferring cases
  5. MomCare Search Request – Reminder HSCP must indicate that the MIS search was completed (On the form)
  6. Documentation for Paraprofessionals (Supervisory Requirements)
  7. Duplicate Screens/Referrals
- VII. Trace Tickets**
- VIII. Other Items/Open Discussion**
1. Coding Training(s):
    - a. Coding Q & A – Will be offered every third Wednesday of every other month; next one will be on December 17, 2014 – 9:30am to 11:30am (Questions need to be submitted by December 10, 2014)
    - b. New/Existing Staff Coding Training: Tuesday, December 16, 2014 – 9:30am to 4:30pm
  2. Requirements to capture Medicaid Numbers – Attempt to gather to be documented at first contact with participant. Local Codes must be utilized (Documentation Code to document the attempt and the local Medicaid Code if successful)
  3. Electronic Case Assignments
  4. Prematurity Awareness Month/Give Miami Day – November 20, 2014 and Discounted Miami Dolphin tickets for the December 28, 2014 game at Sun Life Stadium (\$35 to be purchased by December 1, 2014)
  5. HSCMD Annual Meeting: Travel & Training Request Form
  6. Open Discussion

**Next HMS Meeting: Friday, December 12, 2014 at 11:00 a.m.**  
**Healthy Start Coalition of Miami-Dade**  
**7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126**



**Healthy Start Coalition  
of Miami-Dade**  
Health Management System (HMS) Meeting  
Friday, November 14, 2014  
Minutes

Start time: 11:55am  
End time: 2:00pm

- I. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement  
Melvin Hernandez, Quality Assurance & Improvement Specialist
- II. HMS SIG Conference Call Wrap Up – There was no SIG discussion during the follow up meeting.**
- III. HMS Minutes – Review of October 10, 2014 Minutes**
- First Motion: Claudia Polastri**  
**Second Motion: Heather Baker**  
**Minutes approved unanimously**
- IV. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [HMSACCESSMD@hscmd.org](mailto: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.
  2. Remove Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [ADMIN@hscmd.org](mailto: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.
  3. 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.
  4. 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.
- V. Healthy Start Programmatic Updates/Changes**
1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail [casetransfer@hscmd.org](mailto: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.
  2. 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](mailto:training@hscmd.org) if they need to cancel or can't make it to a training or meeting for which they have registered.
- 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– HSCPs were reminded to make the hard copies attention to QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer. Electronic copies should be sent to [admin@hscmd.org](mailto:admin@hscmd.org) HSCPs were also reminded that the reports would be due by the 10<sup>th</sup> of the month.



### *Care Coordination*

1. Timeliness Report for October 2014 – **The timeliness report for October 2014 was shared with the HSCPs.**
2. 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 without a care plan/prior to official assignment as well as ICs assigned to another provider. For example, 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”. This also includes any ICs completed for participants assigned to another provider which are still level P and are in the process of being contacted (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. November’s IC total to be included with the October 2014 report due on November 10, 2014.**
3. **Protocols for “Completing On Going Services with Targeted Outreach Clients” to be shared at the MICH meeting.**
4. **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 for an official transfer approval from HSCMD.**
5. **MomCare Search Request – Reminder HSCP must indicate MIS search – HSCPs were advised that they must complete the MIS search since they all have access to the MomCare system prior to submitting the request form. Documentation that the MIS search was completed must be indicated in the MomCare Box/Section of the form.**
6. **Documentation for Paraprofessionals (Supervisory Requirements) – HSCPs were reminded to adhere to the supervisory requirements of checking HMS documentation for paraprofessionals providing Healthy Start services (within two weeks for those providing Care Coordination, within two days for those providing IC and IA). A discussion followed regarding paraprofessionals completing data entry on behalf of others and the process for authentication to occur. The QA/QI team will follow up internally and will provide feedback to the HSCPs.**
7. **Duplicate Screens/Referrals – QA/QI team reminded HSCPs to follow up with the source of referral as well as the referred participant within the regular required timeframes. The source of referral needs follow up within thirty 30 days and an attempt to contact the participant must occur within five (5) days.**

### **VII. Trace Tickets – No trace tickets**

### **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 – 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).**
2. **Requirements to capture Medicaid Numbers – Attempt to gather to be documented at first contact with participant. Local Codes must be utilized (Documentation Code to document the attempt and the local Medicaid Code if successful) - 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.**



3. Electronic Case Assignments – Ariel asked for the HSCPs to provide feedback as to how the electronic case assignments were going. All the HSCPs stated that they thought the process was great and had zero issues.
4. Prematurity Awareness Month/Give Miami Day – November 20, 2014 and Discounted Miami Dolphin tickets for the December 28, 2014 game at Sun Life Stadium (\$35 to be purchased by December 1, 2014) – Ariel announced the special rate for the Miami Dolphin game on December 28, 2014. He also advised that the final date to purchase the tickets would be November 30, 2014 rather than the date listed on the agenda.
5. HSCMD Annual Meeting: Travel & Training Request Form – Ariel asked that all Travel & Training request forms be submitted as soon as possible regardless of sponsorship. HSCPs were also asked to pay the fee as soon as possible. He also asked the HSCPs to let him know the staff which has worked for Healthy Start for at least 5 years and 10 years (doesn't have to be consecutive). He reminded the HSCPs that he needs the information by the close of business on November 14, 2014. Ariel also announced that for the first time ever, all staff will be able to bring a guest to the annual meeting. The fee will be \$25 and they will need to register on the website as well. The names of all guests will be due by November 19, 2014.
6. Open Discussion
  - Manny asked that HSCPs try and do something special for Prematurity Awareness such as wearing purple and submitting pictures to HSCMD.
  - Manny advised the HSCPs that he would like for HSCPs to host classes in order to recruit for Nurse Family Partnership and Health Connect in the Early Years. He reminded the HSCPs that they would need educators as well as administrative staff to complete ICs and registration. He asked that HSCPs which are interested and able to assist to get back to HSCMD by November 19, 2014.
  - Melvin Hernandez reminded HSCPs about the required timelines to enter into HMS as well as the required review of paraprofessional's data entry (within two days if the paraprofessional is completing an IC or IA and every two weeks for care coordination activities). The discussion led to more questions regarding the data entry protocols specifically for data entry staff entering on behalf of Care Coordinators. The protocols will be discussed in more detail during the MICH meeting on November 25, 2014.
  - Manny announced that there will be a Nurse Family Partnership presentation at HSCMD which is open to all. Light lunch will be served.
  - Heather Baker reminded the HSCPs that The Village South's substance abuse residential program serves pregnant women and to keep that in mind just in case there is a participant in need of said service.
  - HSCPs were reminded that if a participant moves out of their catchment area, the provider must contact another provider which serves the new catchment area and request a transfer.

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