



**Health Management System (HMS) Meeting**  
**Friday, March 14, 2014**  
**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 February 14, 2014 Minutes – Tabled for April 2014

**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)

**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 and reporting website issues in a timely manner. Register only one time.

**Quality Assurance & Improvement**

***Monthly & Quarterly Report***

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manny Fermin

***Monitoring Visits***

1. Common Findings and Recommendations
  - Proper Linking of ICs – ICs completed prior to assignment need to be linked once officially assigned. All screens must be linked at IC (Includes Unable to Locate and Unable to Complete)
  - Offering all HS Services at time of IC as well as documenting if the participant accepts the services
  - Documenting the participant's source of entry into HS on the first encounter/comment (attempt) in HMS
  - Readdressing all risk factors and required topics at time of receipt for all transfers or cases assigned with IC already completed.
  - Utilizing Contact Healthcare Provider Local Code

***Care Coordination***

1. Timeliness Report for January 2014
2. ICC & Leveling
3. Utilizing Medicaid Local Code (Update New Code)
4. Case Transfers Protocol – The receiving agency may move forward with providing services as soon as they are approved by HSCMD. No need to wait for FDOH to submit paperwork
5. All HMS documentation must be completed prior to transferring a case (IC & IA coding and forms) **No blanks**

**VII. Trace Tickets**

None

**VIII. Other Items/Open Discussion**

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



Health Management System (HMS) Meeting  
Friday, March 14, 2014  
Time: 11:00am - 1:00pm  
Minutes

**Welcome and Introductions**

Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist

**HMS SIG Conference Call Wrap Up – While we wait for the state to clarify how to properly level ICC clients, Ariel will update the HMS settings in order to allow staff to use the “Contact Healthcare Provider” local code for ICC clients.**

**HMS Minutes – Review of February 14, 2014 Minutes – Tabled for April 2014**

**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)

**The process to request access for new staff was reviewed.**

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.

**The process for removing access to HMS was reviewed. Program Managers were asked to include the last day of employment in their e-mail.**

3. Protocols for requesting New Passwords (Reminder)

**HSCPs were reminded to include the staff’s contact information (the staff requesting a new password). DOH will contact the staff to provide the new password.**

4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days)

**HSCMDs timeline to provide access to Citrix/HMS was discussed. HSCMD will provide access within three (3) business days.**

**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 continue including zip codes for all transfer requests. Requests without zip codes will not be approved.**

2. Utilizing HSCMD’s website for all standing meetings within 24 hours and reporting website issues in a timely manner. Register only one time.

**Staff must utilize the website for registering for all trainings and meetings. HSCPs were reminded to click only once when registering to avoid duplication.**

**Quality Assurance & Improvement**

**Monthly & Quarterly Report**

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manny Fermin

**Hard copies of monthly and quarterly reports are to be sent to QI/QA team (Ariel Morel and Melvin Hernandez) all electronic copies must be submitted using [admin@hscmd.org](mailto:admin@hscmd.org) An error with the February monthly report will be fixed by HSCMD and will be e-mailed back to the HSCPs, the report sent back will replace the one they originally submitted.**



### *Monitoring Visits*

#### 1. Common Findings and Recommendations

**All monitoring visits have been completed. Common findings and recommendations were made by the QI/QA team.**

- Proper Linking of ICs

**All ICs must be linked to their respective screens. ICs completed prior to assignment need to be linked once officially assigned. All screens must be linked at IC (Includes Unable to Locate and Unable to Complete). If a provider receives a case with IC coded but the IC has not been linked, they must contact the provider which completed the IC so that they could link it.**

- Offering all HS Services at time of IC as well as documenting if the participant accepts the services

**Healthy Start staff must clearly document that all Healthy Start services were offered and whether the client accepts or declines must also be documented. All of this required documentation must be included in the IC form. If you receive a case with the IC already completed (transfer or official assignment) the receiving provider's staff must include the documentation regarding the offering of services in the comments section.**

- Documenting the participant's source of entry into HS on the first encounter/comment (attempt) in HMS
- **Healthy Start providers must document the source of screen or self referral and include the referring source's name whether it is a doctor, hospital or community agency.**
- Readdressing all risk factors and required topics at time of receipt for all transfers or cases assigned with IC already completed.

**For cases assigned with an IC already completed, the receiving staff must document/list all risk factors and provide appropriate interventions. There must be documentation that all Healthy Start services were offered again and whether the participant accepts or declines them must be included as well.**

- Utilizing Contact Healthcare Provider Local Code

**HSCPs were reminded to use the Contact Healthcare Provider Local Code when sending correspondence to the referring provider/agency.**

### *Care Coordination*

#### 1. Timeliness Report for January 2014

**The Timeliness report for January 2014 was shared with the HSCPs. They were reminded to continue updating their annual report with the data.**

#### 2. ICC & Leveling

**While we wait for the state to clarify how to properly level ICC clients, Ariel will update the HMS settings in order to allow staff to use the "Contact Healthcare Provider" local code for ICC clients.**

#### 3. Utilizing Medicaid Local Code (Update New Code)

**The new Medicaid codes allow for HSCPs to distinguish whether the Medicaid number belongs to the mother or the infant. Staff was advised to no longer use the Medicaid Local code and use Medicaid Mother or Medicaid Infant. This code is only used when you have obtained the number. Unsuccessful attempts should be coded under the Documentation local code.**

#### 4. Case Transfers Protocol

**HSCPs were reminded that the receiving agency may move forward with providing services as soon as they are approved by HSCMD. No need to wait for FDOH to submit paperwork.**



5. All HMS documentation must be completed prior to transferring a case (IC & IA coding and forms)

HSCPs were advised that they need to review and assure all information and forms are complete in HMS prior to sending out a transfer. There shouldn't be any blanks. Receiving provider must assure that all information is complete. This should occur prior to accepting a transfer.

**VII. Trace Tickets**

None

**VIII. Other Items/Open Discussion**

- Clarification of how to utilize the Substance use codes was provided. Staff will utilize Substance Use for prenatal cases and Prenatal Exposure for infants.
- March's Maternal Infant & Child Health meeting will be rescheduled. New date will be April 1, 2014.
- Coding trainings by HSCMD will be provided in June 2014. This will allow all HSCPs to meet their contractual requirements.
- Although there have been some issues reported with the TRAIN system, all required trainings must be completed by March 31, 2014. All issues must be reported to [training@hscmd.org](mailto:training@hscmd.org). Vivian Owen asked if it would be allowable for staff to use the Motivational Interviewing Training provided by David Duresky in lieu of the online training. Ariel asked her to send an e-mail directly to [training@hscmd.org](mailto:training@hscmd.org). Ariel once again reminded everyone that if the staff is on the budget, the TRAIN Motivational Interviewing training must be completed by March 31, 2014.
- 39 week information cards were distributed to the HSCPs. A typo was noted in with the cards have Spanish titles but the content is in English.
- HSCPs were advised that they must wait for approval before registering staff for upcoming trainings. If a response from HSCMD is taking too long an e-mail should be sent. This includes the upcoming DCF training which will be held here at HSCMD. Travel requests should be submitted.
- Ariel thanked all the staff that made themselves available for the upcoming Car Seat event on March 22, 2014 and asked that more staff make themselves available.