



**Healthy Start Coalition  
of Miami-Dade**  
Health Management System (HMS) Meeting  
Friday, July 11, 2014  
Time: 11:00am - 1:00pm  
Agenda

- I. Welcome and Introductions** Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist
- II. HMS SIG Conference Call Wrap Up**
- III. HMS Minutes** – Review of June 13, 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 QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer
- Care Coordination*
1. Timeliness Report for May 2014
  2. Follow up – Educational Materials Local Code (in HMS)
- VII. Trace Tickets**
- None
- VIII. Other Items/Open Discussion**
1. Citrix Migration Deadline – July 15, 2014, by 12:00 pm (Noon) – E-mail confirmation to [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
  2. Coding Training Results – E-mail & Certificates
  3. Best Practice & Data Committee Meeting Follow up
  4. New Contract – Successful contacts, Level 3 clients and providing services
  5. Requirements to capture Medicaid Numbers – Medicaid checked off on Prenatal/Postnatal Screens
  6. Entering Medicaid Information in HMS Guide
  7. Active Care Plan Reports – Reminder to run and close old cases (if applicable)

**Next HMS Meeting: Friday, August 8, 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, July 11, 2014  
Minutes

Start time: 11:35am

End time: 1:00pm

- I. **Welcome and Introductions**

Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist
- II. **HMS SIG Conference Call Wrap Up**
- III. **HMS Minutes** – Review of June 13, 2014 Minutes  
**Motion to approve** – First Motion: Chinyere Woke  
Second Montion: Michelle Robinson
- 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 follow the proper procedure when asking for access to Citrix/HMS**
  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. – **HSCPs were reminded to follow the proper procedure when asking to remove access to Citrix/HMS and it should be submitted within one (1) business day from staff’s departure. Also reminded that all staff’s remaining cases must be reassigned to the program manager prior to making the request.**
  3. Protocols for requesting New Passwords (Reminder) – **HSCPs were reminded to include the contact information for the staff in need of a password reset.**
  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.**
- 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 of the proper procedure. Copy the Program Manager and include the participant’s zip code.**
  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. They were also advised to be careful and not double register and to please call HSCMD staff if they are in doubt as to if they’ve properly 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 instead of the 15<sup>th</sup> for the next fiscal year. The first monthly report will be due on August 10, 2014. As far as the QA QI Plan which is due by July 31, 2014, Ariel stated that HSCPs should use the Exhibit currently on the website and submit accordingly.**



### *Care Coordination*

1. Timeliness Report for May 2014 – **The timeliness report for May 2014 was shared with HSCPs. They were reminded that this information should be entered in their reporting spreadsheet for the annual report.**
2. Follow up – Educational Materials Local Code (in HMS) – **HSCPs were reminded to utilize this local codes when providing Birth Packets and diaper bags.**

### **VII. Trace Tickets**

**A trace ticket request was submitted by Ariel Morel regarding certain local codes not working such as R033 Dental services referral and WIC for Program Component 22.**

### **VIII. Other Items/Open Discussion**

1. Citrix Migration Deadline – July 15, 2014, by 12:00 pm (Noon) – E-mail confirmation to [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org) – **HSCPs were advised that all staff must migrate to the new Citrix environment by July 15, 2014 and submit an e-mail to HSCMD confirming that this task has been completed.**
2. Coding Training Results – E-mail & Certificates – **Coding certificates were distributed for all staff which passed the test on June 19, 2014 training. Staff which did not pass the training will need to receive the training internally by the appropriate staff (A staff member can provide coding training if that staff has been with Healthy Start for at least two years and received two coding trainings from the Coalition). An e-mail confirmation must be submitted by July 21, 2014. Melvin Hernandez will e-mail the specific areas in need of improvement to each Program Manager by the end of the day.**
3. Best Practice & Data Committee Meeting Follow up – **Ariel advised the HSCPs that the data and notes from the Best Practice meeting have been summarized. The summary will be shared during the upcoming Maternal & Infant Child Health Meeting scheduled for 1:30pm on July 22, 2014.**
4. New Contract – Successful contacts, Level 3 clients and providing services – **The importance of successfully contacting clients and providing services to high risk was discussed. We want to assure that we are providing services to the appropriate participants in order to see a positive impact in maternal and child health.**
5. Requirements to capture Medicaid Numbers – **Medicaid information must be gathered and input in HMS. It must be entered when it is included in the Prenatal/Postnatal Screens.**
6. Entering Medicaid Information in HMS Guide – **A copy of the HMS Guide was distributed to the HSCPs in order to assist any questions regarding capturing and entering Medicaid information in HMS.**
7. Active Care Plan Reports – **HSCPs were reminded to run and properly close old cases. They were provided the reports and asked to double check to see if they need to clean up their case closures. The proper utilization of planned services was reiterated. Planned services must be changed to provided or deleted before closing the case.**