DDAP SERVICES-ONLY FILE SUBMISSION USER GUIDE

DMHAS Information Systems Division

dmhas

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OVERVIEW

The **Services-Only** file allows users to upload a file to DMHAS containing service information only.

- The client identification data (Name, DOB and SSN) on the Services-Only file is used to match up with the client's admission that is already in the DDaP database. *(The client admissions can be created using the full Standard File Format process or the online data entry process.)*
- Records that are accepted (no errors) will add and update service information in the corresponding admissions in the DDaP database.
- Records that are not accepted must be fixed through the error correction process.

The client information supplied in the Service-Only file ***must correspond to an existing admission in the DDaP database****. There must be a match on the Name, DOB and SSN that is on the* ***Services-Only*** *file and the existing Name, DOB and SSN that is in DDaP.* ***If the client data does not match, errors will display and must be fixed in order to successfully upload.***

Services-Only records containing admission information not matching an existing admission in the DDAP database will display errors and be rejected. These errors must be fixed in order to process the file and update the services for the existing clients in DDaP.

The error correction process will allow non-matching admission information to be corrected, along with errors associated with service data items. The Mass Correction process shall be available for the admission identification data items only. The data must be corrected in the provider's system, as well or else errors will display again the next time the file is submitted.

SERVICE RULES AND PROCEDURES

FILE FORMAT

The file must be formatted properly and the data must match the Services-Only file format values and requirements listed below.

The following is the **DDaP Services-Only** File Format field values and requirements:

Field #	Data Element	Description	Data Type	Required?	Conditional Requirements	Allowable Values
1	Provider ID	DMHAS provided Provider ID	Numeric	Y		Provider ID
2	Provider Record ID	Record ID in the Provider's system	Alpha-numeric	N		Any Alpha-numeric value
3	Provider Client ID (Client)	Provider's unique identifier for the client	Alpha-numeric	N		Any Alpha-numeric value
4	SSN (Client)	Client's Social Security Number	Numeric	Conditional	**Must be provided if it was provided with the original admission	9 digit number, unique per client. No dashes, no spaces, cannot have all zeros in any digit group , or 666-XX-XXXX, or from 987-65-4320 to 987-65-4329
5	DOB (Client)	Client's Date of Birth	Date (Enter date in mm/dd/yyyy date format)	Conditional	**Must be provided if it was provided with the original admission	Date range: Must be greater than the current date - 120 years. Must be less than current date.
6	Last Name (Client)	Client's Last Name	Alpha	Y		Alpha only, allow hyphens, allow apostrophes, allow spaces, allow periods, cannot be empty or contain only spaces.
7	First Name (Client)	Client's First Name	Alpha	Y		Alpha only, allow hyphens, allow parentheses, allow a space, cannot be empty or contain only spaces.

***If the original admission was uploaded with the client's SSN and DOB, the Services-Only file **must have the SSN and DOB, as well**. A match is done for the client by Last name and SSN or DOB. 'The client can not be found' error will display if SSN or DOB is missing from the Services-Only file.*

Field #	Data Element	Description	Data Type	Required?	Conditional Requirements	Allowable Values
8	Program ID (Admission)	ID number of Program from DMHAS Contract	Alpha-Numeric	Y		A Program ID for an active program. Date format is: MM/DD/YYYY
9	Admission Date (Admission)	Date on which Client was admitted the program entered in field #35.	Date (Enter date in mm/dd/yyyy date format)	Y		Date must be greater than date of birth where DOB is not NULL, and greater than or equal to current date - fifty years where DOB is null. It must also be less than or equal to current date.
10	Service Code (Services)	The code for a service given to a client.	Alpha-numeric	Y		Any standard HCPCS, CPT or DMHAS-defined non-billable code
11	Service Start Date (Services)	The first date on which a service was given to a client.	Date (Enter date in mm/dd/yyyy date format)	Y		The date value in this field must be greater than or equal to the admission date and less than or equal to the discharge date.
12	Service End Date (Services)	The end date for the specific service	Date (Enter date in mm/dd/yyyy date format)	Y		Minute based services Service End Date must equal the Service Start Date. Daily services Service End Date must be less than or equal to discharge date
13	Service Units (Services)	The number of units of the service	Numeric	Y		A number between 1 and 100
14	Duration of Service (Services)	The length of time of service, in minutes or days, for a client.	Numeric	Y		For "minute-based" services, numeric values must be greater than five and less than or equal 3600. For "day-based" services, the numeric value must equal to the number of days based on the 'from' and 'to' dates.

Field #	Data Element	Description	Data Type	Required?	Conditional Requirements	Allowable Values
15	Clinician Last Name (TCM Services)	The last name of the clinician administering the service to a client.	Alpha	N		Alpha only, allow hyphens, allow apostrophes, cannot be empty or contain only spaces.
16	Clinician First Name (TCM Services)	The first name of the clinician administering the service to a client.	Alpha	N		Alpha only, allow hyphens, cannot be empty or contain only spaces.
17	Clinician Credentials (TCM Services)	The credentials of the clinician administering a service (education degree, license).	Numeric	N		1- Advanced Practice Registered Nurse (APRN) 2- Licensed Clinical Social Worker (LCSW) 3- Physician/Psychiatrist (MD) 4- Physician's Assistant (PA) 5- Clinical Psychologist (PSY) 96- Other
18	Service Location ID (Services)	The code indicating the location, e.g. office, where a client received a service.	Alpha-numeric	N		4-Homeless Shelter 9-Prison-Correctional Facility 11-Office 12-Home 14-Group Home 21-Inpatient Hospital 22-Outpatient Hospital 23-Emergency Room - Hospital 31-Skilled Nursing Facility 49-Independent Clinic 51-Inpatient Psychiatric Facility 53-Community Mental Health Center 55-Residential Substance Abuse Treatment Facility 56-Psychiatric Residential Treatment Center 57-Non-residential Substance Abuse Treatment Facility 99-Other Place of Service
19	Diagnosis Code for Procedure (TCM Services)	This is the diagnosis that pertains to the specific TCM service being provided. It is a 5 digit field. This field is only used for Targeted Case Management services.	Alpha-numeric	N		A valid Axis I or II diagnostic code that is *effective for the client at the time of service*. Refer to the DDaP Service Codes listing under Tools / Documentation on the Side Bar in DDaP for valid Dx codes.

Send only the number for 'Clinician Credentials' (field#17) & 'Service Location ID' (field#18).

FILE FORMAT (Cont.)

MINUTE BASED SERVICES

Non-Treatment Programs:

For any given month, 'like' services can be 'batched' on one record for that month for a client.

Example: A 30 minute face-to-face service provided **20** times during the month would be entered as follows: Enter the Service Code (Example: **T1016**), enter the **Start Date** and **End Date** to reflect the entire month, enter the total number of services provided in the 'Service Unit' field (20) and the total number of service minutes for the Duration (600). (30 minutes X **20** Units = **600** Duration)

The **Service Code** will be listed (**field #10** on file the format) and **Start Date (#11**) and **End Date (#12**) should reflect the time period during the month that services were provided. **Service Units** (**#13**) should contain the total number of services that were provided to the client. **Duration** (**#14**) should contain the total number of minutes for that service that was provided to the client for that month.

fld# 10 fld# 11 fld# 12 fld# 13 fld# 14

Service Start Date End Date Unit Duration
|T1016|3/01/2015|3/31/2015|**20**|**600**|

The **Start Date** and **End Date** must reflect dates when the client was **active** in the program. A service Start Date cannot be before the Admission Date and a service End Date cannot be after the Discharge Date. *This applies to all services for Treatment and Non-Treatment programs.*

*Services can be added after a client is discharged, however, the service must be dated **on or before** the **Discharge Date**.*

Treatment Programs:

Services must be entered for each day that the service was provided for Treatment programs and TCM services. This allows DMHAS to better understand the service utilization for clients and evaluate the 'connect-to-care' that may occur for a client who is discharged from a higher level of care.

Example: A 30 minute face-to-face service (**90804**) provided **5** times during the month would be entered for each day that the service was provided. The file input would be reflected as individual records for each service as follows: *(Each service for each day will have the same Start Date and End Date, the Service Unit will be '1' and the Duration will be '30'.)*

Service Start Date End Date Unit Duration
T1016	3/01/2015	3/1/2015	1	30
T1016	3/07/2015	3/7/2015	1	30
T1016	3/12/2015	3/12/2015	1	30
T1016	3/19/2015	3/19/2015	1	30
T1016	3/25/2015	3/25/2015	1	30

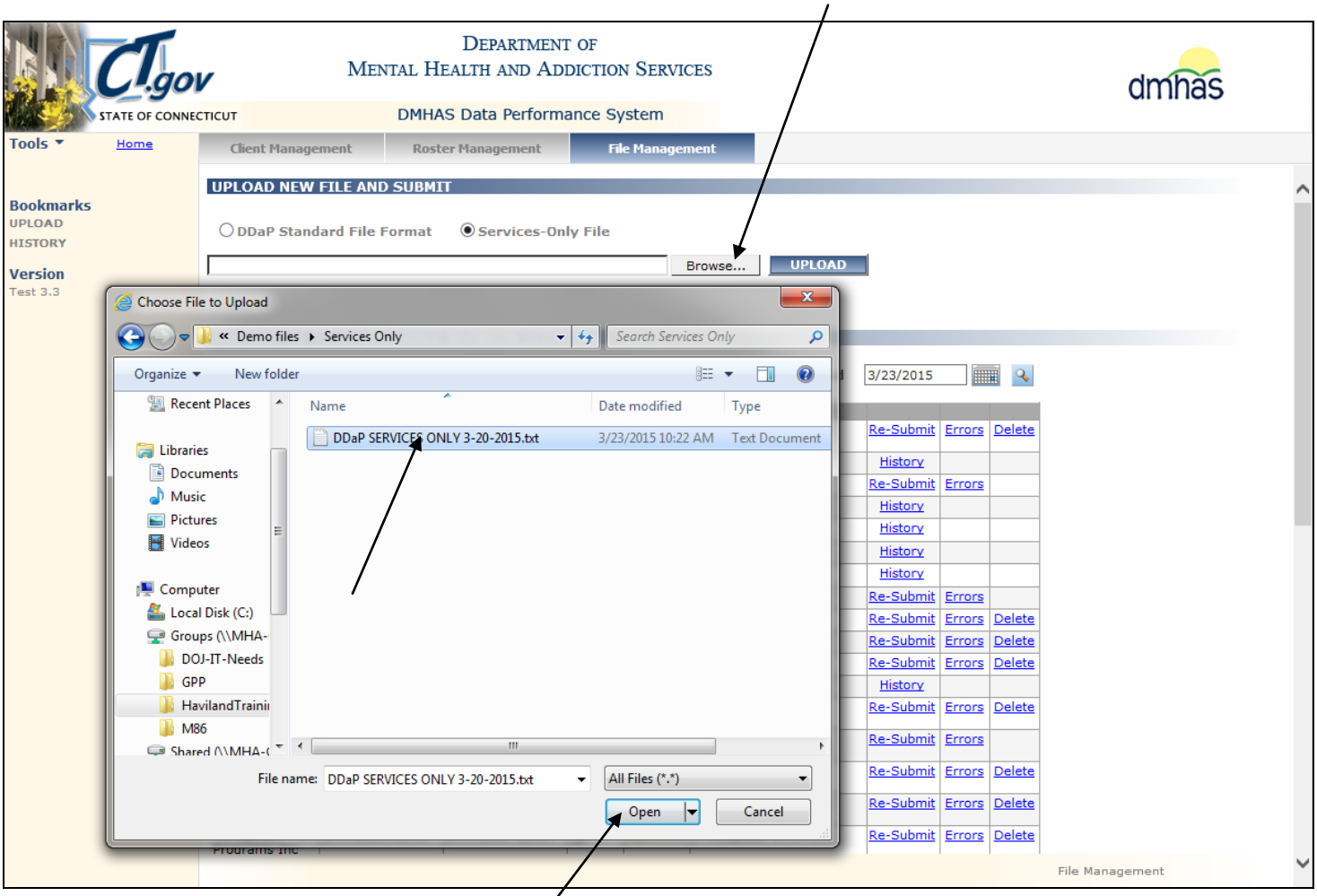
DAY-BASED / INCIDENT-BASED -The units of service must equal the number of days between service 'start' and 'end' dates for Treatment programs for services provided on consecutive days.
Example: 3/1/2015 to 3/25/2015 would be **24** Units. (25 -1= 24)

Service Start Date End Date Unit Duration
|90899|3/01/2015|3/25/2015|24|24| *(Units and Duration will be the same.)*

UPLOAD SERVICES-ONLY FILES

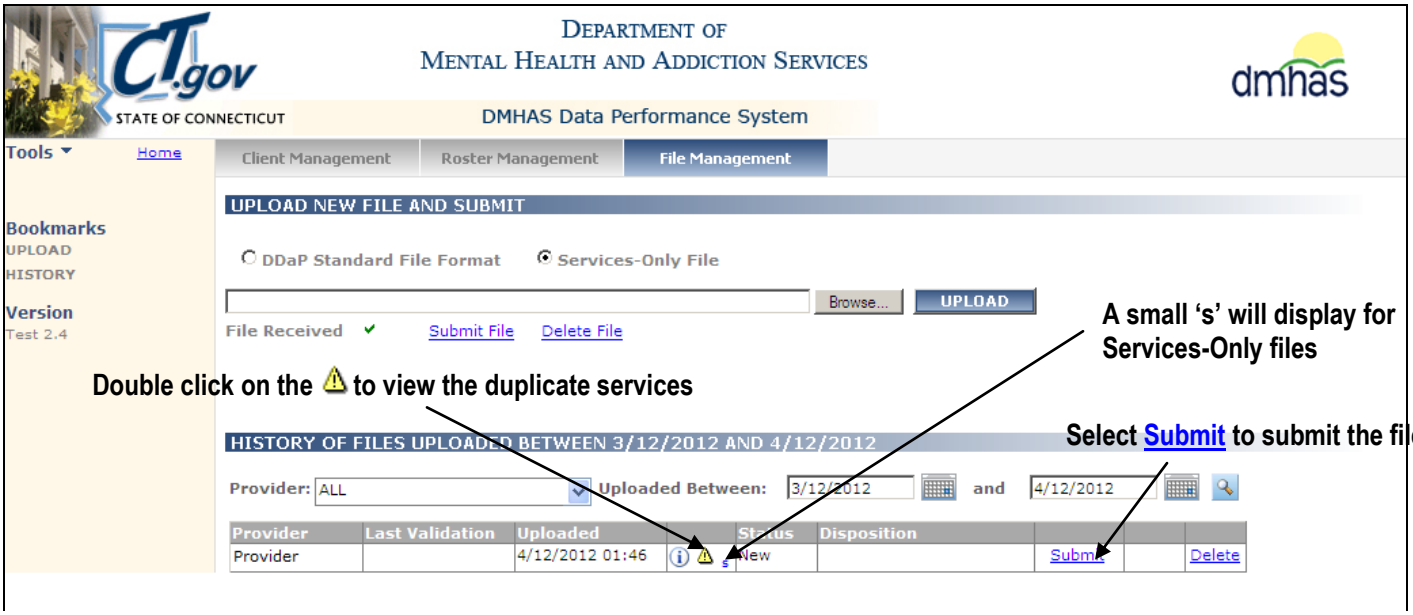
Once the data has been updated in your system and the data matches the file format correctly, the Services-Only file can be uploaded and submitted in DDaP.

1. Log into **DDaP** and select the **File Management** tab.
2. Select the **Services-Only File** radio button, select the **Browse** button.

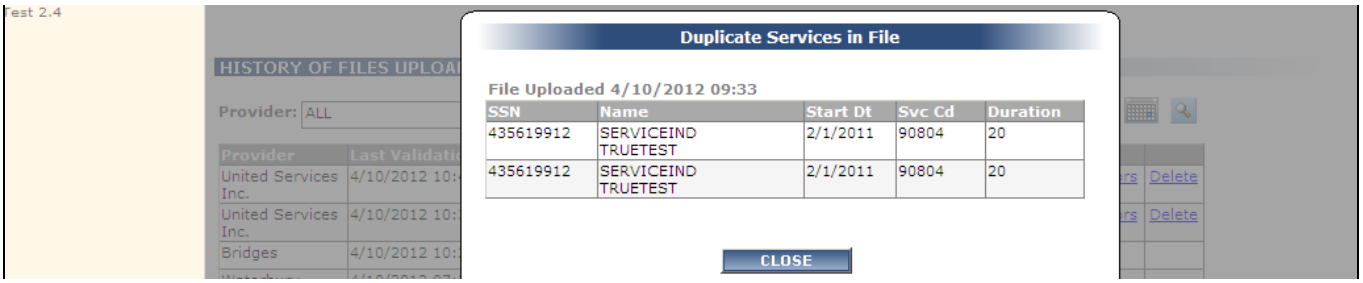


3. Select the **desired file** and select the **Open** button.
4. Once the desired file is listed in the 'Browser' window, select the **UPLOAD** button.

5. Once the file is uploaded, it will display in the **HISTORY OF FILES**….grid as a '**New'** status.
6. A small letter'**s**' will display next to the ⓘ icon to show that it is a **Services-Only** file.
7. Hold your mouse over the ⓘ icon to view the **name** of the file.



8. An alert ⚠ icon will display after uploading *if there are duplicate services in the file*.
9. Double click on the alert ⚠ icon to see the duplicate services.



10. Make a note of the duplicate services, select the **CLOSE** button.
11. Adjust services on the file as needed. (If the second service is an update to the first, leave as is. If not, see below.)

NOTE: Duplicate Services in the Same Day:

The DDaP system only allows for *one distinct service record for a client in a particular program with specific method of contact per day. This applies to Treatment and Non-Treatment programs*.

When the same service record for a given client in a given program on a specific date is applied to the database, the system will store the most recent record and will write the previous record to an audit file.

This will allow users to update client records, with the rule being the last (most recently updated) service is considered the correct one. ***If a client received the same service in a program on the same day, the services must be aggregated in order to account for both services on the file.***

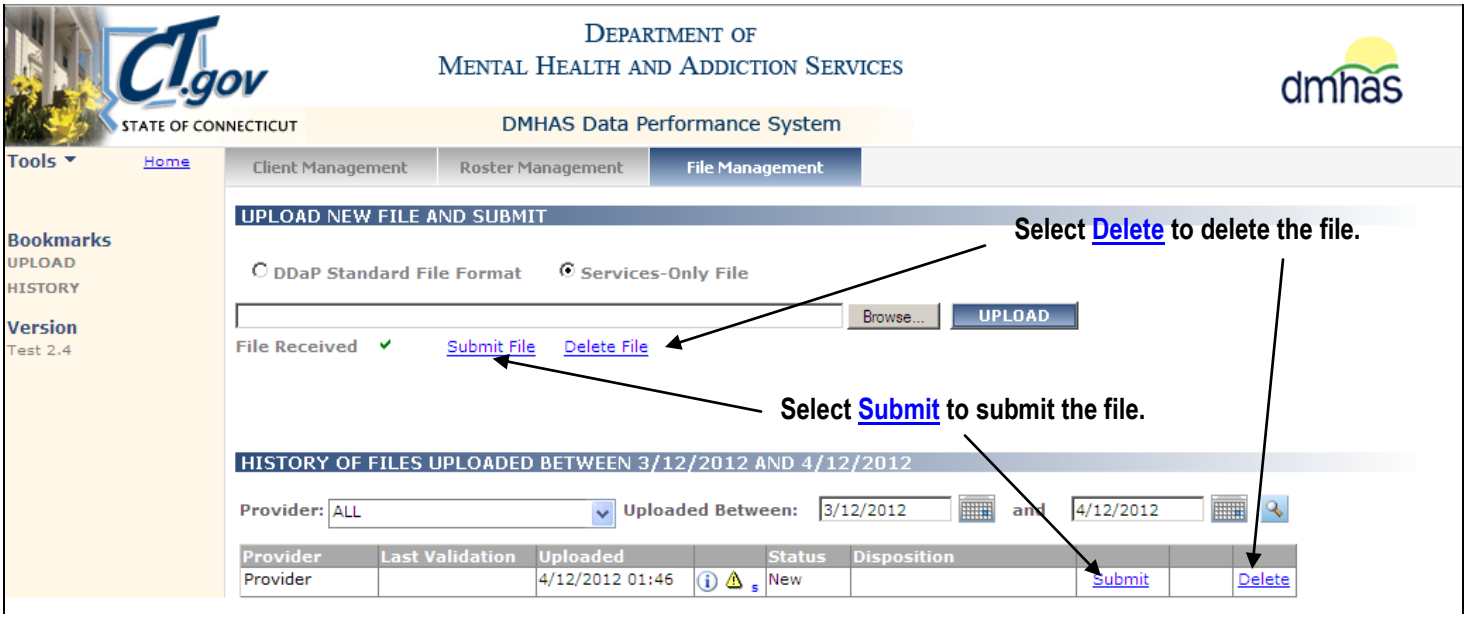
Example: Two 60 minute Case Consultation services (90887) provided on 3/5/2015:
Start Date: 3/5/2015 and **End Date**: 3/5/2015 ***(same dates in each field)***
Duration: 120 (60 X 2) and **Service Units**: 2

The file would reflect as follows:
Service Start Date End Date Unit Duration
|90887|3/05/2015|3/05/2015|**2**|**120**|

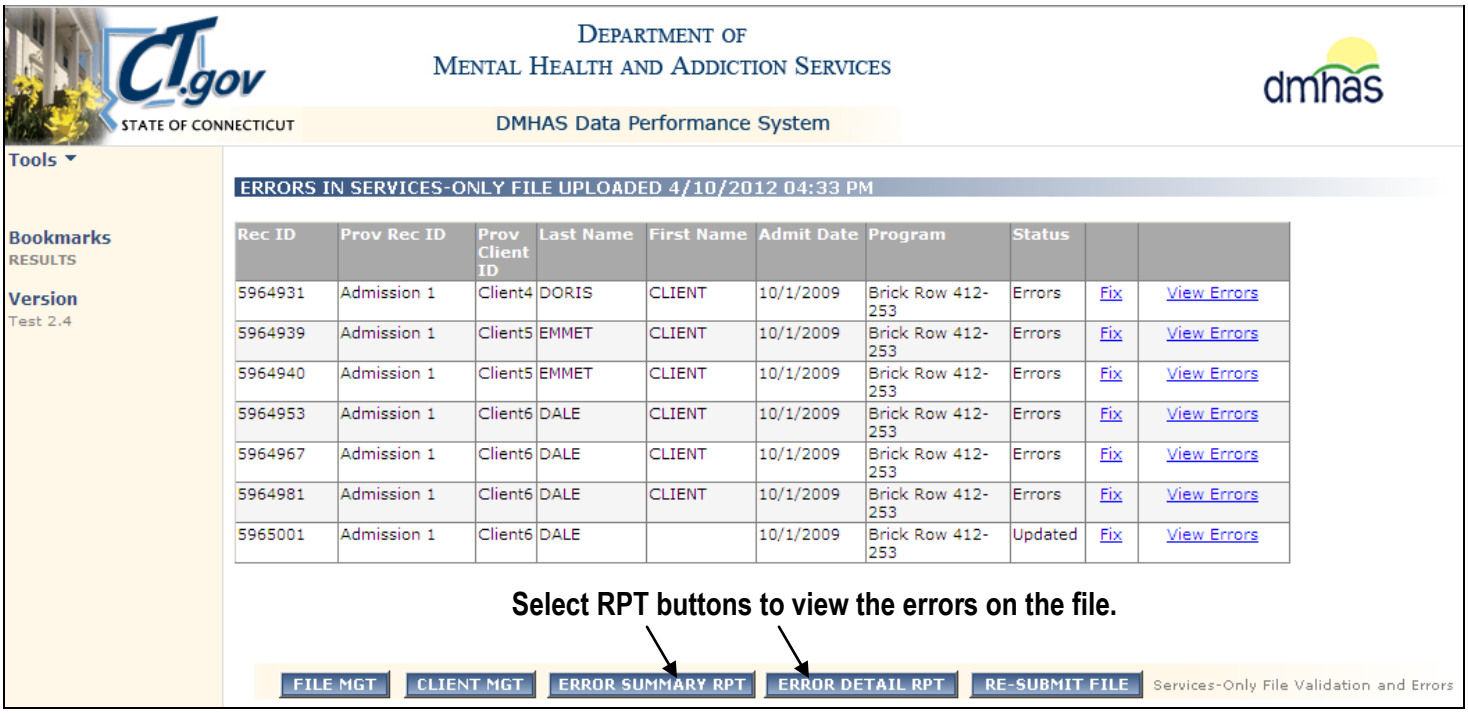
SUBMIT SERVICES-ONLY FILE

Once the Services-Only file has been successfully 'Uploaded', it is ready to be submitted to DDaP.

1. Select the **Submit File** link to submit the file. (Select **Delete** to delete the file and Upload again.)



2. Once the file has been submitted, if there are errors, they will display in the **ERRORS IN SERVICES-ONLY FILE UPLOADED** grid.



3. There are **Reports** that can be run to view the errors:

~Select the **ERROR SUMMARY RPT** button to view a **Summary** of the errors on the file.

~Select the **ERROR DETAIL RPT** button to view error **Details** for each client on the file.

FILE ERROR REPORTS

FILE ERROR SUMMARY REPORT:

This report will list a **Summary** of the errors:

File Error Summary Count

BatchId:	17496		
Initial Upload Date:	3/19/2015 11:09:27 AM		
Batch File Name	Services-Only File 3-19-15 Client not found.txt		
Total Count	9	Accepted Count	0
Processed Count	9	Error Count	9

Client

Last Name	This client can not be found.	6

Services

Duration of Service	Service duration is invalid based on the from and to dates. 	1
Service Start Date	The service start date must be greater than or equal to the admission date. 	2
Service Start Date	Service Start Date must be less than or equal to the Service End Date. 	1

ERROR DETAIL REPORT:

Select the **Error Detail Report** button to see the clients who have the errors listed in the Summary.

File Error Detail

BatchId:	17498	Total Count:	9	Accepted Count:	0
Initial Upload Date:	3/19/2015 12:21:32 PM	Processed Count:	9	Error Count:	9
Batch File Name	2Services-Only File 3-19-15 Client not found no SSN.txt				

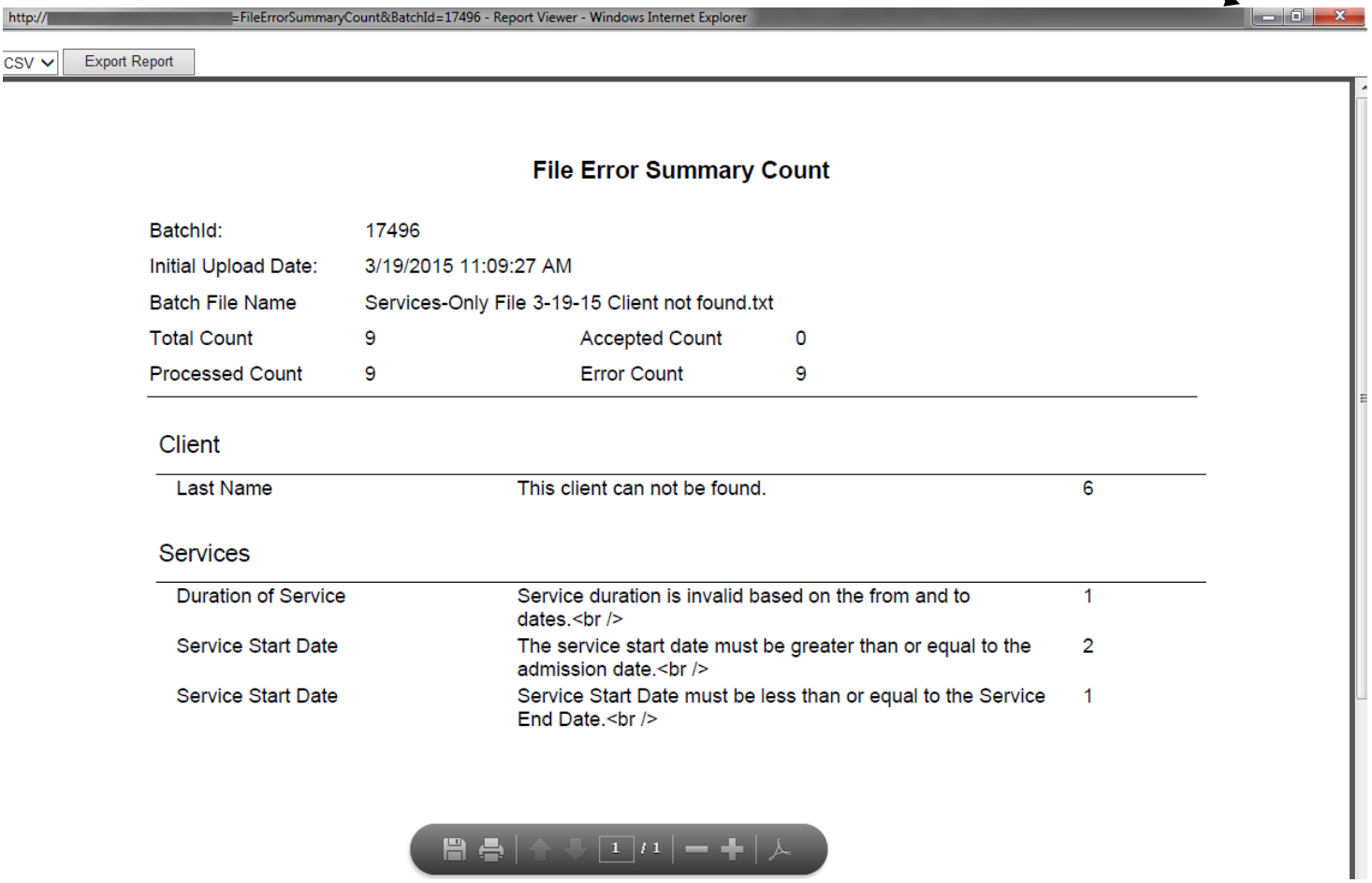
Batch Record Id	Provider Record Id	Provider Client Id	Program Name	Program Code	Last Name	First Name	Error
10966837	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Service Start Date - The service start date must be greater than or equal to the admission date.
10966838	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Service Start Date - The service start date must be greater than or equal to the admission date.
10966839	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Service Start Date - Service Start Date must be less than or equal to the Service End Date. Duration of Service - Service duration is invalid based on the from and to dates.
10966831	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.
10966834	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.
10966835	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.
10966832	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.
10966836	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.
10966833	Admission 1	Client4	Social Rehab 309-280	L309309280	DOREEN	CLIENT	Last Name - This client can not be found.

FILE ERROR REPORTS (Cont.)

The report can be **minimized** so that you can refer to it as you are correcting errors:

- Select the '**-** ' (minus sign) in the corner of the screen.

OR



To **PRINT** the report:

- Hold your mouse over the bottom of the screen to view the selection bar.
- Select the print icon to print the report.

Print the error report and refer to it to track error corrections in your system.

To **CLOSE** the report:

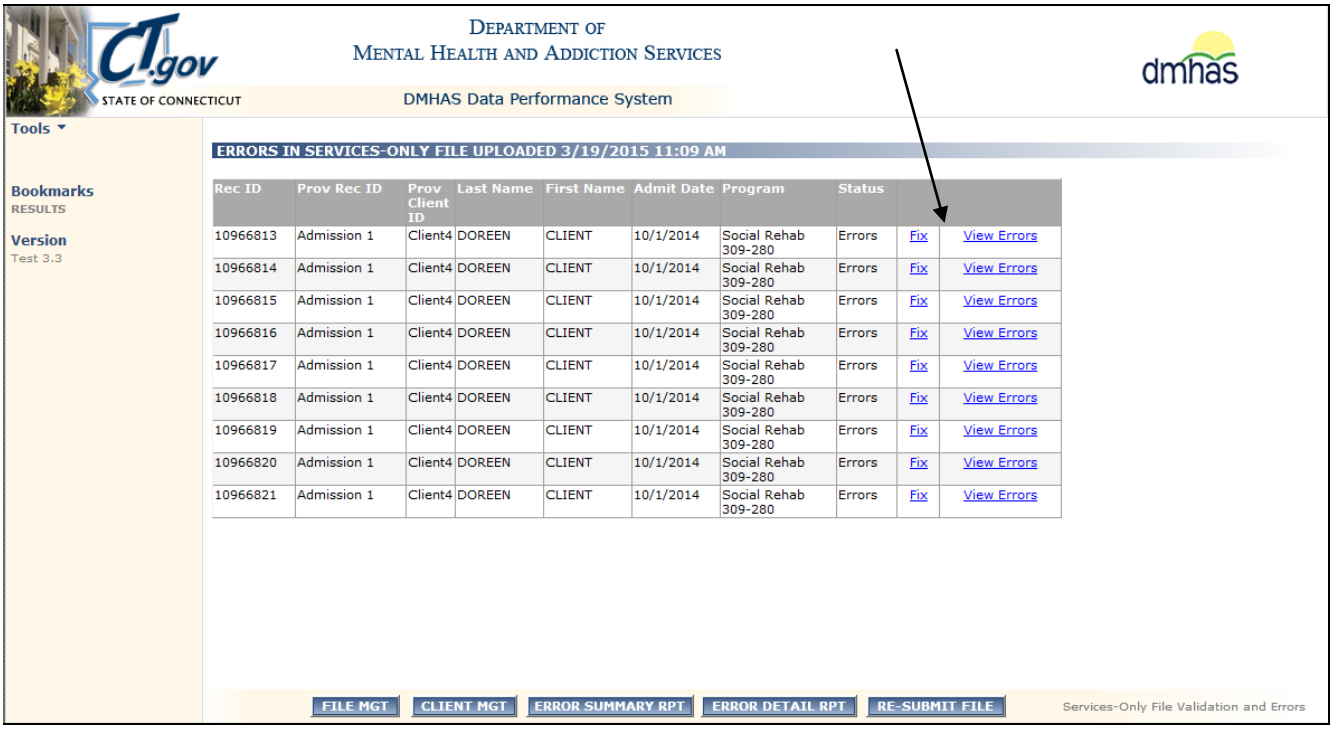
- Select the red 'X' in the corner to close the report.

HOW TO MAKE ERROR CORRECTIONS

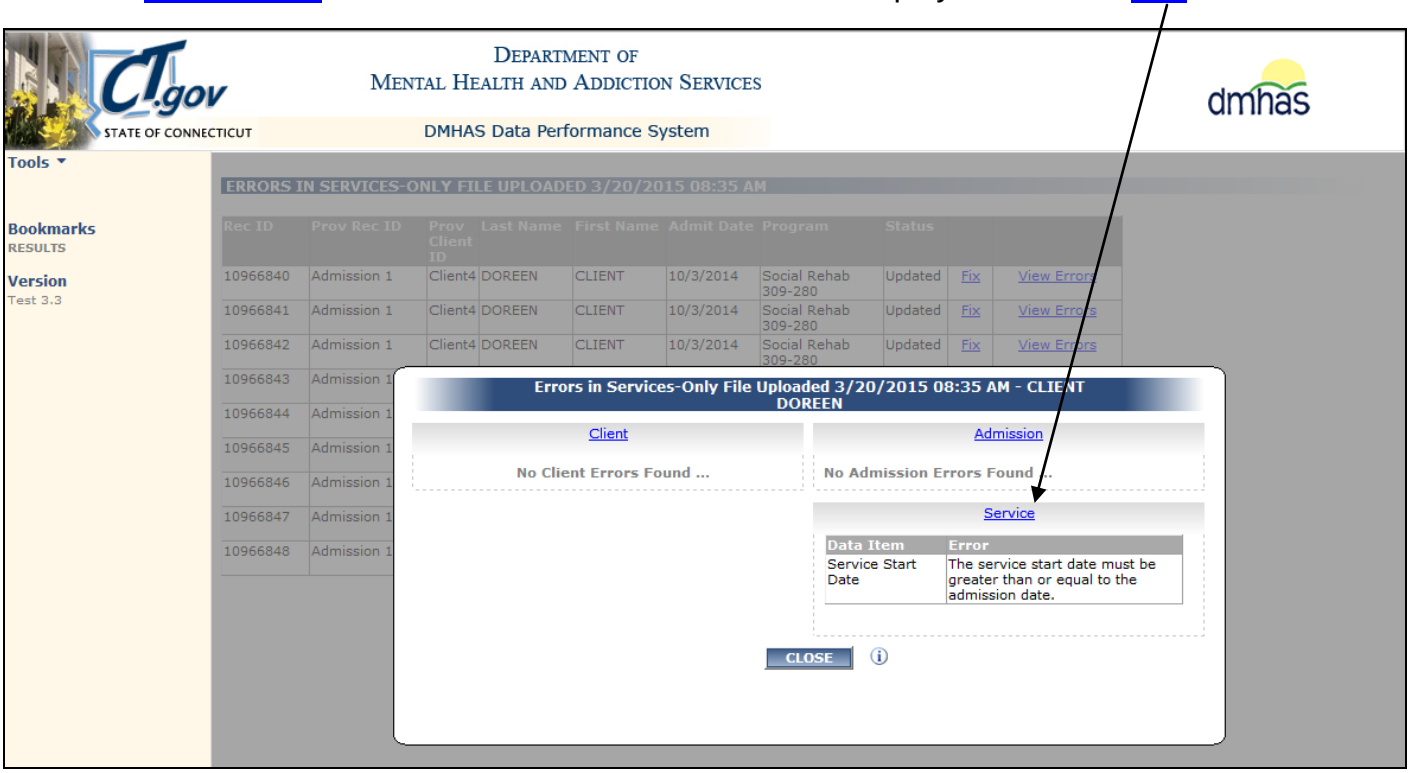
1. Once the error report is minimized or closed, you will be back on the **ERRORS IN SERVICES-ONLY FILE UPLOADED** ….screen.

2. Select the **Fix** link to go to the **Services-Only File Admission Info** screen to view and fix errors.

3. Select the **View Errors** link to view all the errors on that client record.

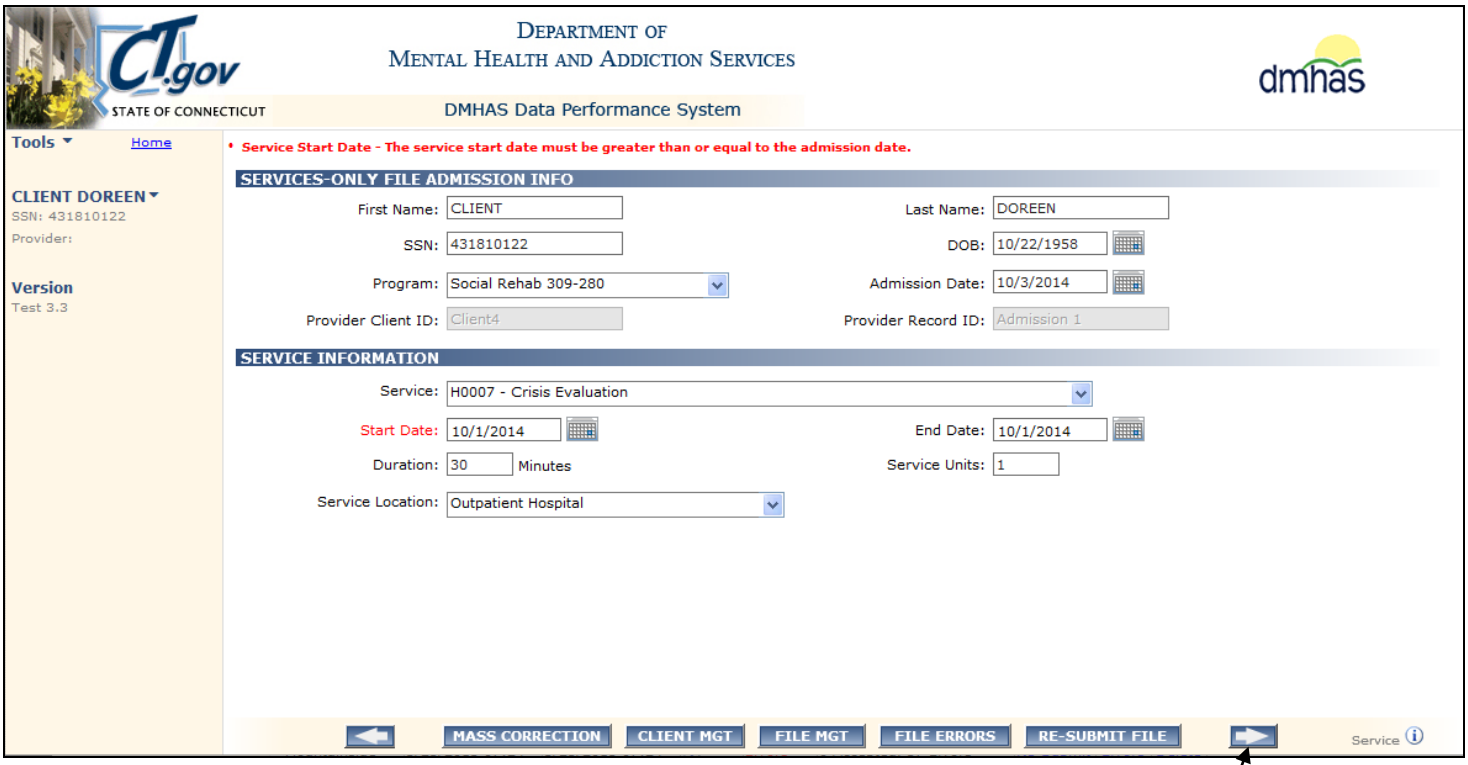


4. When **View Errors** is selected, errors for that record will display. Select the **link** above the error(s).



5. Once the link is selected, the error(s) will be listed in **red** at the top of the screen.

6. Make the error corrections accordingly on the screen.



If there are other records on the file that need error corrections, you do not have to Re-Submit the file for every record. Use the arrow buttons to make corrections for each record.

7. Select the arrow button at the bottom of the screen to go to the next record to make error corrections. (If there is an arrow pointing to the left, there are error(s) on the previous record.)

8. Continue to select the arrows and make the corrections on the screen until all errors are corrected.

9. Select from the following options displayed at the bottom of the screen:

RE-SUBMIT FILE: Re-Submit the file after corrections have been made for all records

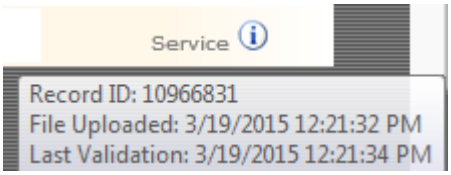
FILE ERRORS: View file errors

MASS CORRECTION: Allows you to correct multiple SSN, Name or DOB errors for a client.

FILE MGT: Return to File Management to upload 'New' files or view File History

CLIENT MGT: Go to Client Management and search in DDaP to view client admissions.

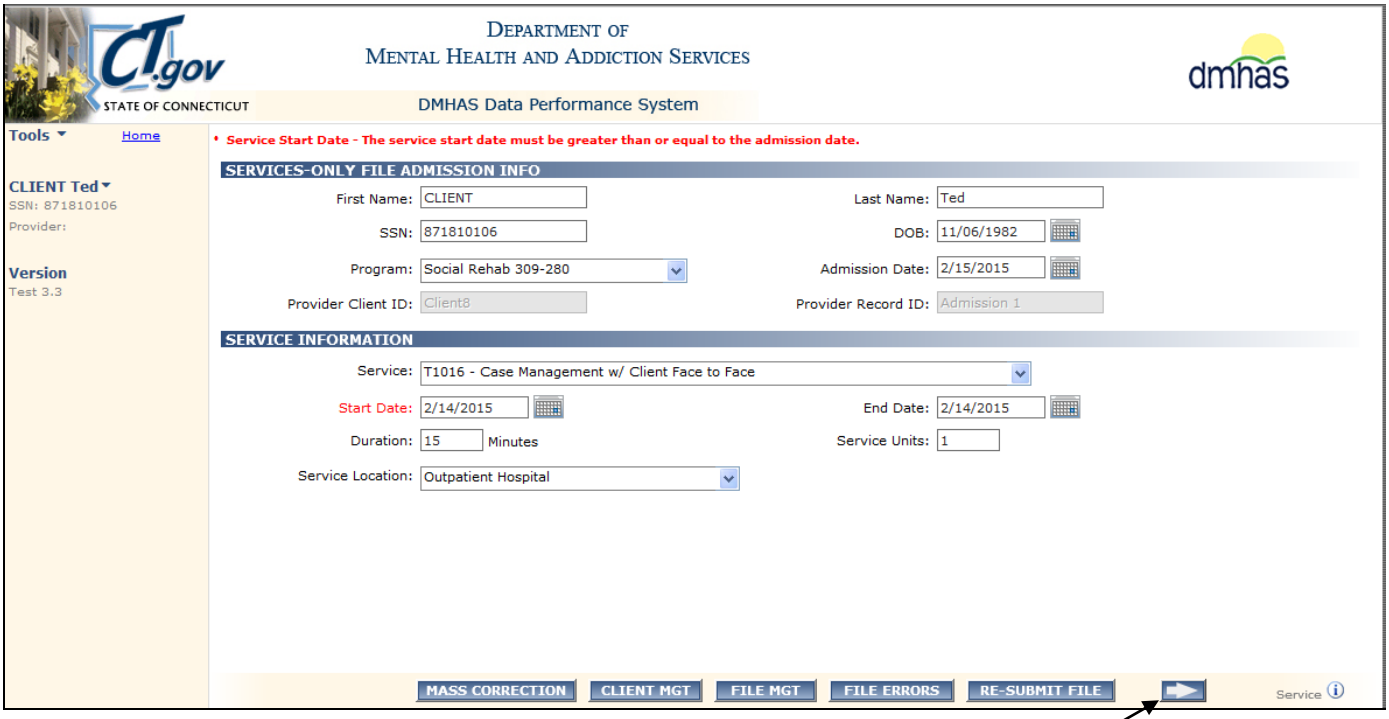
Hold your mouse over the information icon ⓘ at the bottom of the screen to view file information.



- **Service Start Date - The service start date must be greater than or equal to the admission date.**

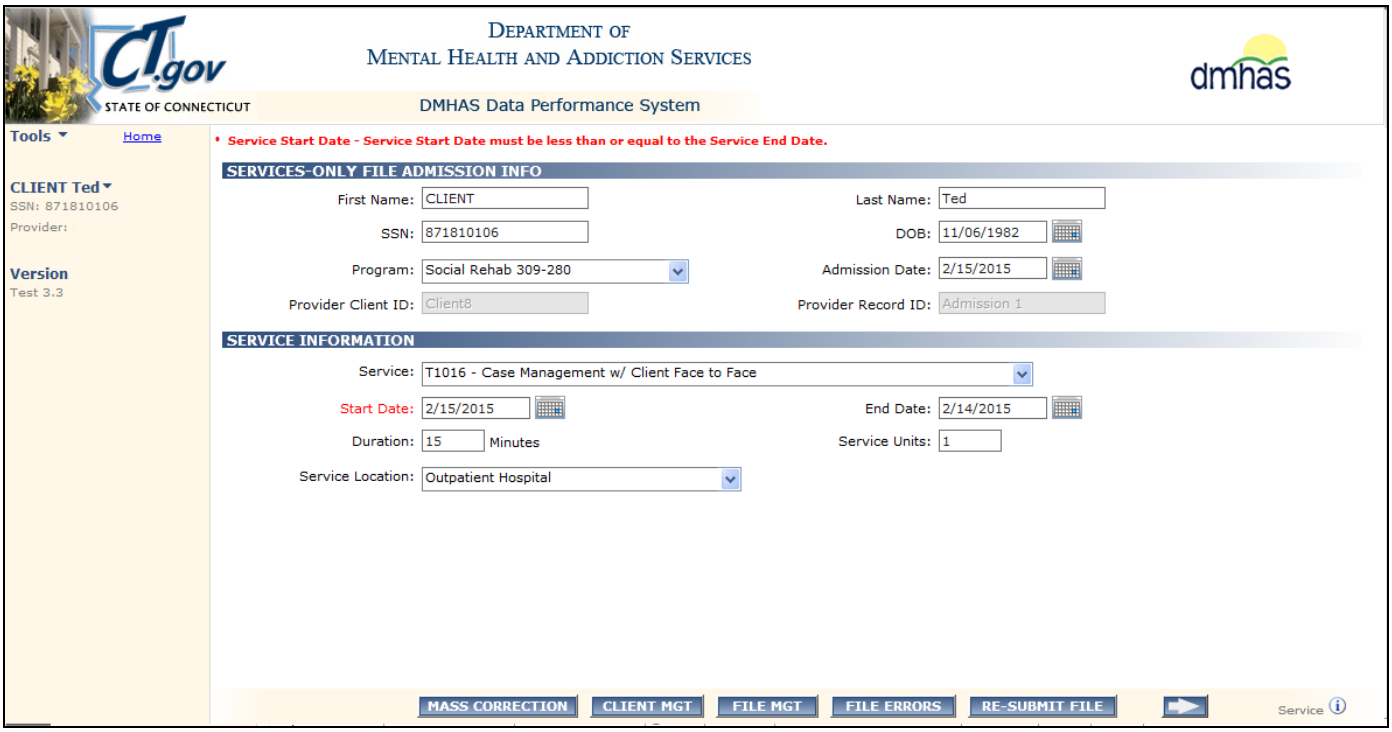
This means that the Admission date is <u>before</u> the Service Start Date. The rule is that Services cannot be dated before the Admission Date (or after the Discharge Date).

1. The Admission date is 2/15/2015, but the service dates are 2/14/2015 (before the Admission Date).
2. Confirm the Service dates for the client.
3. Enter the correct dates for the Service and select the RE-SUBMIT FILE button.



If there is an arrow at the bottom of the screen, there are more errors to review and correct.

In this example, once the Start Date is corrected, the End Date must be corrected, as well, or an error will display.



• **Service End Date - Service End Date is greater than the currently discharged admission's discharge date.**

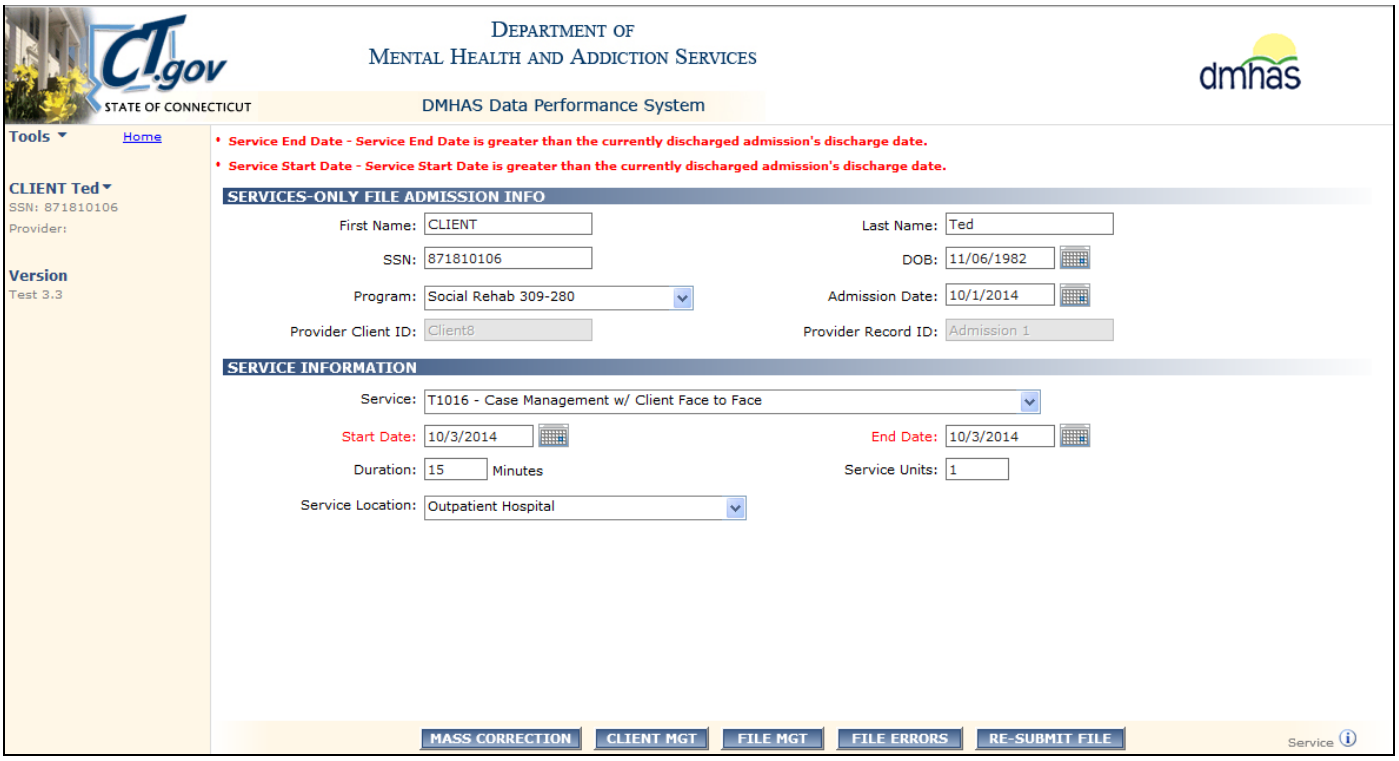
This means that you are trying to add a Service with an End Date after the client was discharged.

• **Service Start Date - Service Start Date is greater than the currently discharged admission's discharge date.**

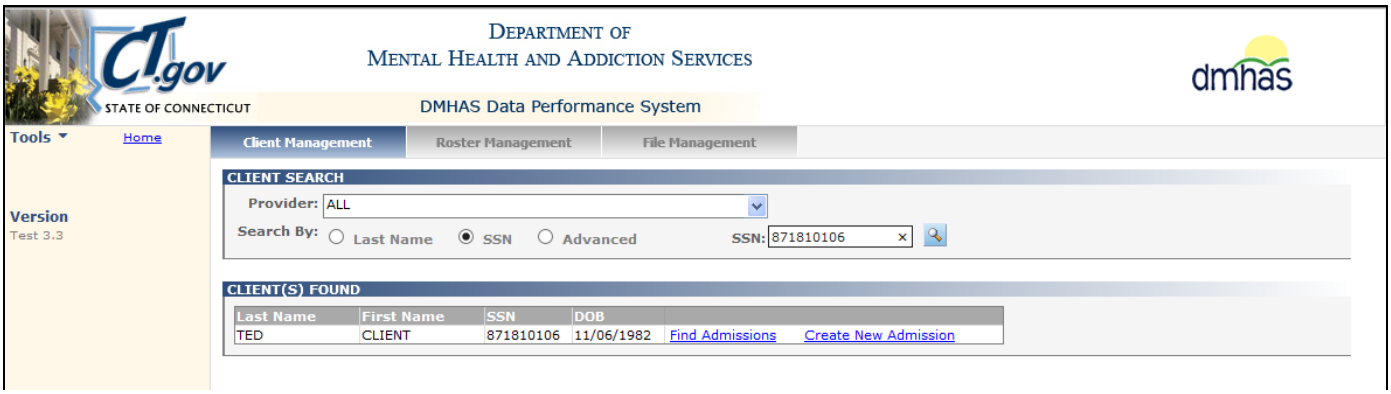
This means that you are trying to add a Service with a Start Date after the client was discharged.

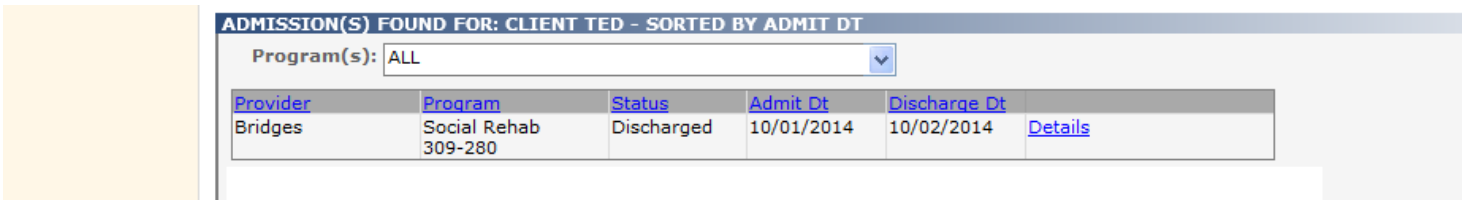
Services can be added after a client is discharged, but they must be dated before Discharge Date.

1. Make a note of the **client information**, **Service code**, **Service Dates** and **Program** name.
2. Select the **Client Management** tab at the bottom of the file error screen.



3. Search on the client's Last Name or SSN and select **Find Admissions**.





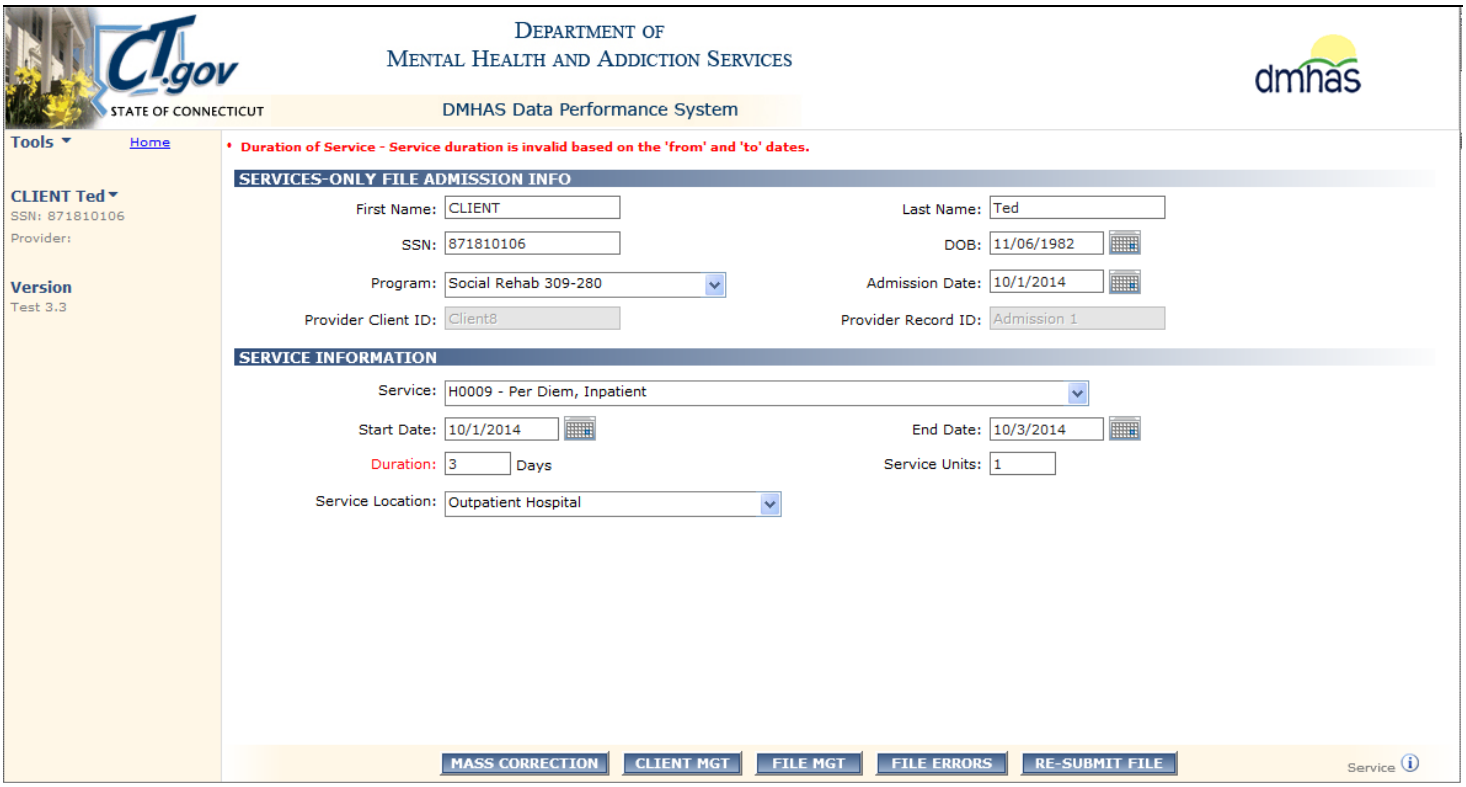
4. The **Admission Date** is 10/1/2014 and the **Discharge Date** is 10/2/2014 for the client.
5. The Services-Only file has 10/3/2014 for the service dates (after Discharge Date). Adjust accordingly.

• **Duration of Service - Service duration is invalid based on the 'from' and 'to' dates.**

This means that the Duration is incorrect based on the number of days from the Start Date to the End Date.

This rule applies to Treatment programs for all services.

Example: 10/1/2014 to 10/3/2014: 3 days minus 1 day = 2 days (Duration = 2)



The 'Duration' of 3 Days is not valid. The Duration must be 2 days based on the 'to' (End Date) and 'from' (Start Date) dates.

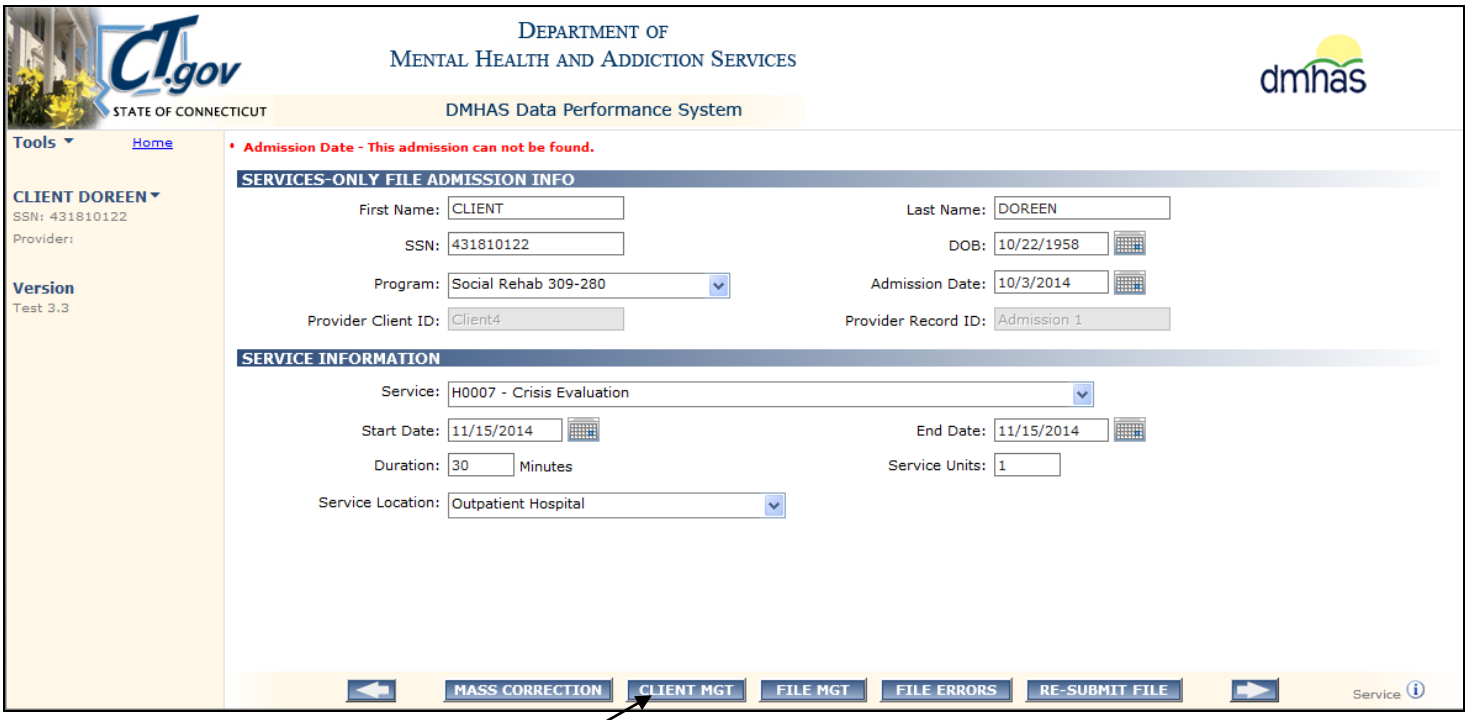
1. Confirm the services on the file.
2. Adjust the Duration to 2 Days.
3. Re-submit the file.

Be sure to update the file with the correct Duration, otherwise the file will error out again the next time it is run with that client's data.

NO MATCH ON CLIENT

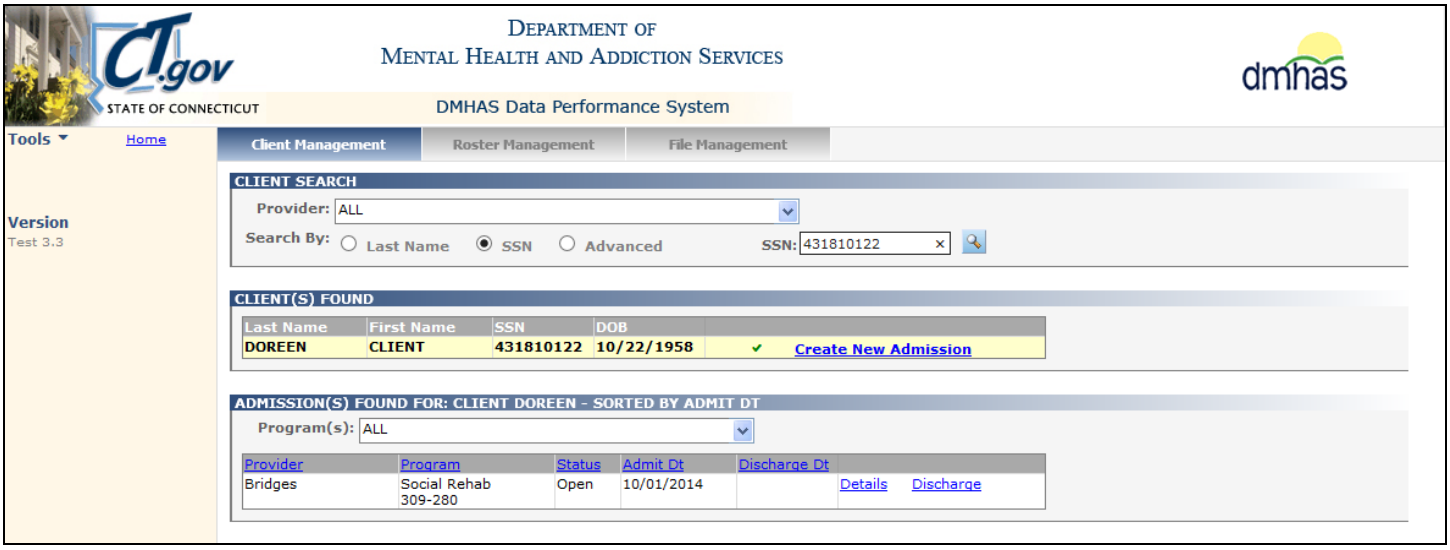
- **Admission Date - This admission can not be found.**

This means that the admission date is not matching on the original client admission in DDaP. The admission dates must match.



1. Select the **CLIENT MGT** button at the bottom of the screen.

2. Search on the client and select the **Find Admissions** link next to the desired client.



3. View the admission date. (Admit Date is 10/1/2014 in DDaP and 10/3/2014 on Services-Only file.)

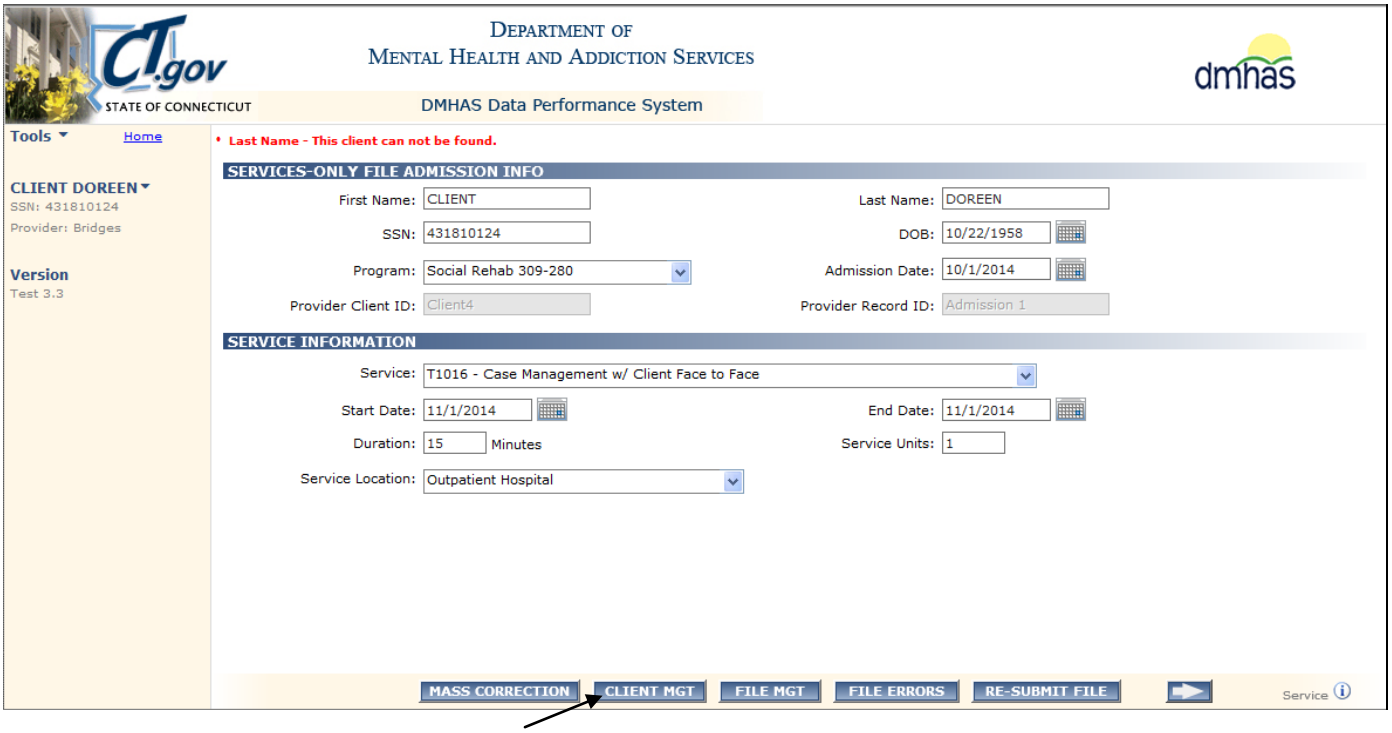
4. Confirm the admission date and adjust the date on the Services-Only file or in DDaP accordingly.

5. Re-Submit the file until all records are successfully loaded.

- **Last Name - This client can not be found.**

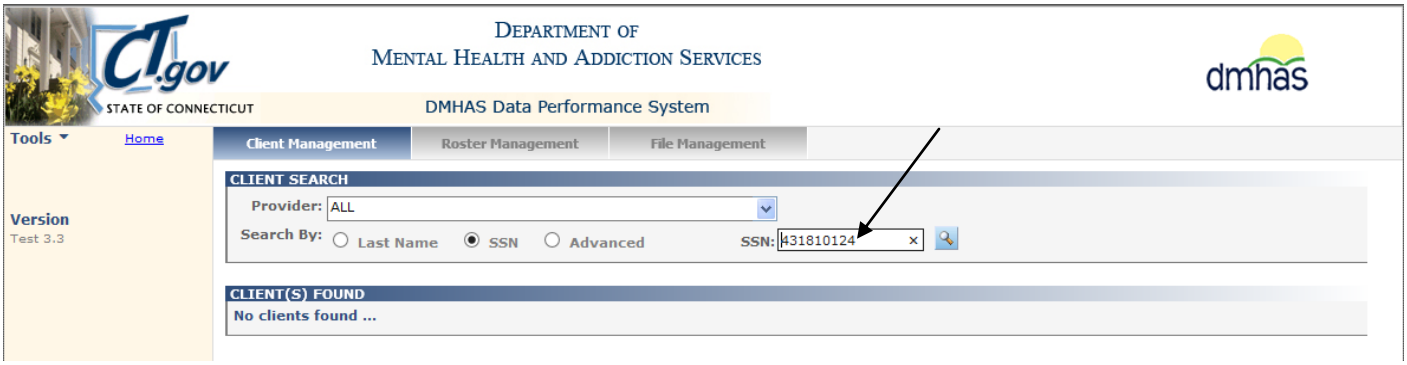
This means that, either an admission <u>has not been established in DDaP</u> before the Services-Only file was submitted, or there is a <u>discrepancy in the Last Name, SSN or DOB</u> for the client.

You will need to 'Search' for the client in DDaP by Last name, SSN or DOB to confirm that they have been admitted in the DDaP system.

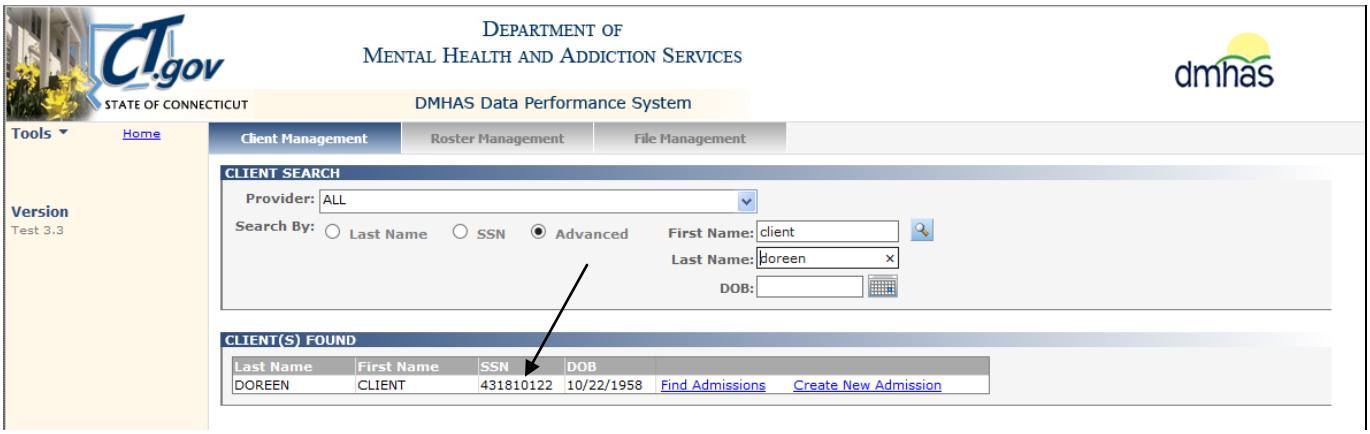


1. Select the **CLIENT MGT** button at the bottom of the screen.

2. Search for the client in DDaP by the SSN.



3. If the client is <u>not found</u> by the SSN, do an **Advanced** search by the First Name and Last Name.



4. ***Compare the client data in DDaP with the data on the Services-Only file***. In this case, the SSN in DDaP is different from the one on the Services-Only file. (last number is different)

5. Confirm which SSN is correct for the client.

6. If the SSN in DDaP is correct:
   - Update your system with the correct SSN (Make sure that the full Standard File has the correct SSN. Re-Submit the full with the correct SSN, if necessary.)
   - Browse and Upload the Services-Only file in DDaP that has the corrected SSN.
   - Submit the file until all records are successfully loaded in DDaP.

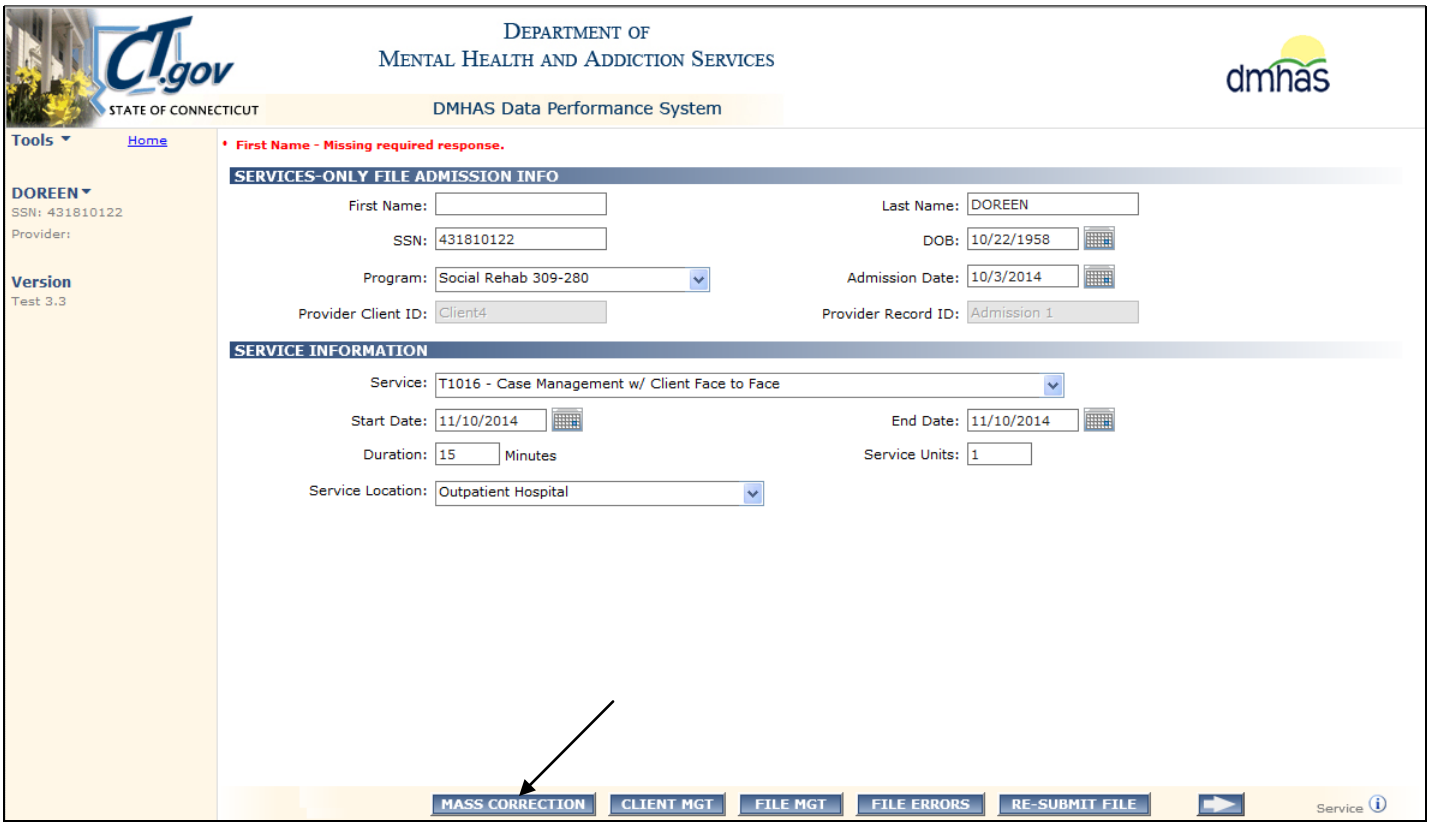
7. If the SSN on the Services-Only file is correct:
   - Contact EQMI (860-418-6601 or 6611) and ask to have the SSN updated in DDAP.
   - Once it is correct in DDaP, 'Re-Submit' the Services-Only file until it is successfully loaded.

8. If the client is not found through Last Name, SSN **or** DOB search*:*
   - Confirm that the client was admitted in your system.
   - If the client is found in your system, locate the appropriate full Standard File in the DDaP 'History of Files Uploaded' grid and Re-Submit the file until it is successfully loaded in DDaP.
   - Re-Submit the Services-Only file until all records are successfully loaded in DDaP.

9. If the client was not added in your system,
   - Add the client in your system
   - 'Upload' and 'Submit' the full Standard File until it is successfully loaded in DDaP.
   - Re-Submit the Services-Only file until all records are successfully loaded in DDaP.

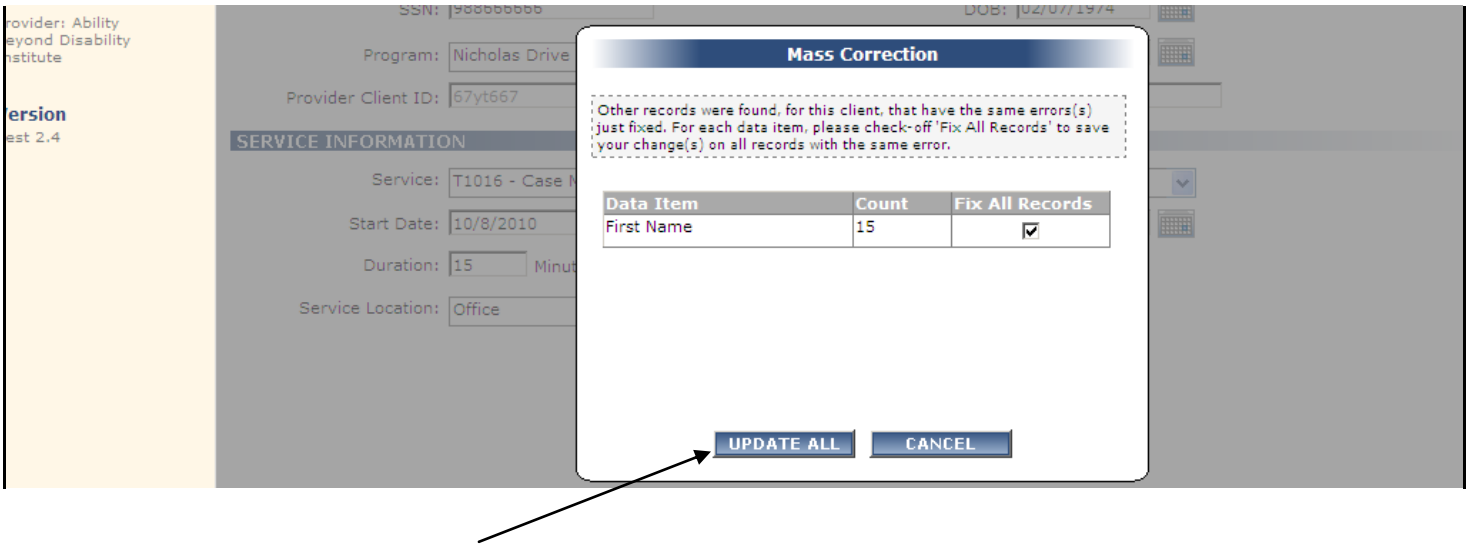
MASS ERROR CORRECTIONS

Mass Correction can only be done for the Admission fields.



1. Make the correction on the screen and then select the **MASS CORRECTION** button to make error corrections. (Admission Information only)

2. The **Mass Correction** window will display.

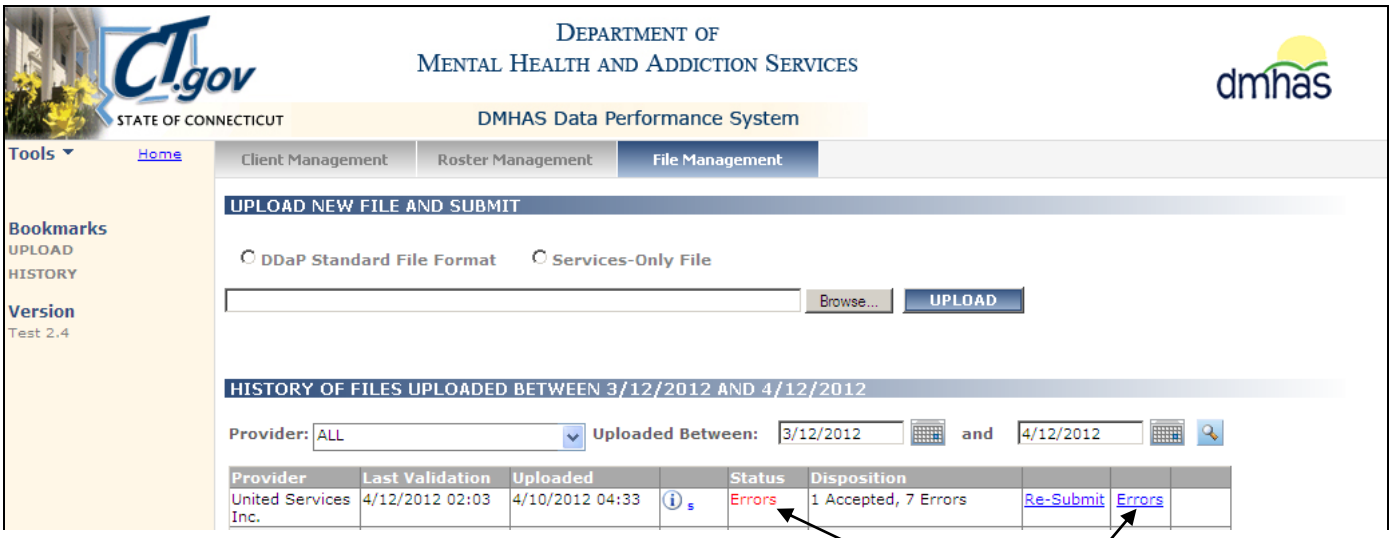


3. Select the **UPDATE ALL** button to make updates for that data item.

4. Continue making error corrections until the file is uploaded successfully.

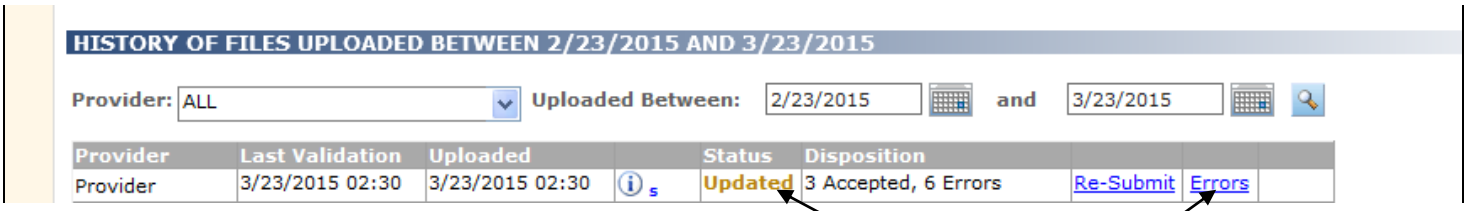
RE-SUBMIT FILE

1. Once the errors have been corrected, select the **RE-SUBMIT FILE** button.



2. If there are errors remaining, the status will remain as **Errors**.

3. Select the **Errors** link to go back to the Errors listing and **View** or **Fix** the errors.



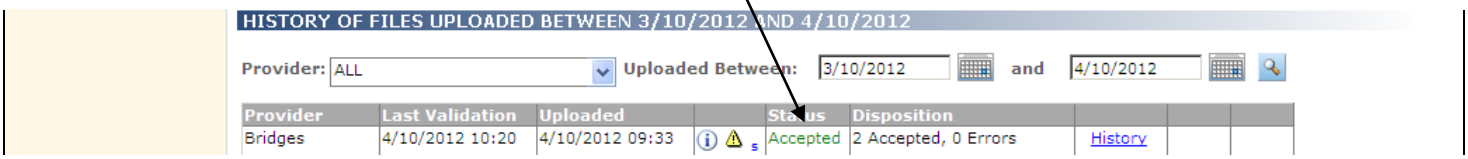
4. If errors are viewed, but not correct, the Status will be '**Updated**'.

5. Select the **Errors** link to go back to the Errors listing and **View** or **Fix** the errors.

6. Select the RE-SUBMIT FILE button when you are done correcting all errors.

7. Once a file has been successfully loaded into DDaP, '**…successfully loaded.'** message displays.

8. The status of the file will display as '**Accepted**'.



9. The Services-Only data is now updated in DDaP.

Be sure to make the same corrections on your system or the errors will display when the file is uploaded the next time you send the data.