Top Ten Issues in OMA

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We have completed site visits with a number of providers, and we've noticed a number of common issues.

1. Partnership Date

During our numerous site visits, we have noticed a great deal of confusion with the term Partnership Date. As you know, most of our FSP clients go through a period of outreach and engagement (during which you bill COS) prior to enrollment in FSP. Once the client agrees to participate in the FSP and the agency is prepared to enroll the client, authorization is requested from DMH countywide programs.

Countywide then returns the authorization request with a countywide disposition date ("Authorization Date"). The Partnership Date, aka "enrollment date," is defined as the first date, on or after the Authorization Date, that you provide services to your new FSP client.

If you are a Specialized Foster Care provider, the Partnership Date is the first date the client received Specialized Foster Care services.

If the client is a Transfer Client, you will need to use the Partnership Date that their first agency established. You can find that original Partnership Date by looking at the Baseline on the OMA.

The client will have one partnership per program for which you are collecting data (i.e., if the client transfers from SFC basic to another SFC basic agency, the second agency uses the first agency's partnership date. If the client was in SFC basic and is now in child FSP, the client needs a new partnership date for FSP.

2. Missing Partnership Date

We noticed a large number of OMA baselines with missing Partnership Dates. A missing Partnership Date is very problematic because it really affects reports and some helpful tracking systems we have set up. All of your 3M due dates are triggered off of the Partnership Date. Without the Partnership Date we cannot determine if the assessment was completed on time, and the state will not accept our assessments. Establishing the Partnership Date should be the first thing you do when starting a Baseline. In the future, you will not be able to complete a baseline without entering a Partnership Date.

3. The Unknown!

Some of our Assessments contain a lot of questions that are either marked UNKNOWN or left blank. We understand how difficult it can be to gather this information (particularly on Living Arrangements), but we know that future auditors will likely focus on these blanks and unknowns. Please think of UNKNOWN as a last resort, and make sure that you do your best to give a response to all questions! All Unknown responses should be resolved within 60 days of establishing the Partnership.

4. What works? Charts and Spreadsheets

One of the Best Practices that we have seen at several places involves using spreadsheets or other charts to manage the completion of 3M's, KEC's and the Client Care Coordination Plan. Agencies that work with those sorts of tools tend to have an easier time overall. A little organization pays off with this sort of paperwork.

5. Where does the paper go?

One of the basic issues we talked about with many providers was work flow: everyone in your office needs to agree on how paperwork gets from one place to another. Draw a flowchart if that will help everyone keep track! How do clinicians get forms to clerical staff? How do clerical workers mark work complete so that other clerical workers understand what's going on? And finally, how does an assessment make its way into the client's file?

6. Checking Tonight or Filing KEC's for Living Arrangements

Living Arrangements are really important Outcomes. Reducing hospital, jail, and homeless days are very important achievements. However, if you don't check TONIGHT on the Baseline Living Arrangements page, you might not get credit for your hard work.

Living Arrangements are a little bit like a taxi meter: once you indicate your client has one sort of Living Arrangement, the numbers start to add up. They keep adding up until you tell OMA that there's a new Living Arrangement. Many users forgot to check the TONIGHT box when they first did their clients' Baselines, and as a result they are NOT getting credit for housing the client on the first night of partnership and housing improvements made thereafter.

Please, go back and look at your Living Arrangements! Make sure the TONIGHT box is checked on each Baseline! You do not need to complete a KEC for housing a client on the night of partnership. For example, if a client is in jail and you pick them up and house them on the night of partnership in a board and care, you simply need to check board and care in the TONIGHT column, check jail under the yesterday column, and you don't need to generate a KEC until the client moves again.

And when you have a change in Living Arrangement, please file a KEC! Remember: hospital visits will generate two. One at the start of the visit, and one when the client is discharged. If you don't file that second KEC, your client will keep adding on hospital days…not a good Outcome!

7. Missing 3M's.

Keeping on schedule with the 3 Month Assessments can be tough. It's very important, though, because 3M's filed outside of the 45 day window (that window is up to 15 days before or 30 days after) will NOT be counted. Remember that the assessment date on the 3M assessments must be within a 45 day window associated with the partnership date.

You need to make sure that your team has a plan in place to track, schedule and complete the 3M's on time. If you need help understanding the 3M schedule and/or the 45 day window, please check the OMA Wiki Handouts page for our "3M Cheat Sheet."

8. Transfer Clients

When clients transfer from one clinic to another, the first clinic MUST indicate in the administrative section of the KEC the new provider site that will be servicing the client to indicate they are moving to the new provider. The second provider will not be able to file 3M's or KEC's on the client until the first clinic completes this final KEC! Please remember for FSP clients, all transfers must be approved by countywide programs prior to completing the associated outcomes. If you're the second agency, please contact that first agency to help expedite the transfer. Incorporate the required outcomes pieces as a part of the discussion of the transition of clinical services for the client.

If you are transferring a client, make sure you do not check Discontinuation of Services under the administration section because the client is not terminating from FSP Services. If you check discontinuation, the receiving agency will not be able to enter assessments.

Given the nature of Specialized Foster Care basic mental health services, there are transfers that occur between co-located DMH programs and contractors. Many agencies have been unable to enter outcomes of clients due to not reporting provider changes on a KEC.

9. When to Disenroll a client

According to the FSP guidelines, you can request authorization to disenroll a client after you've made numerous attempts to find them over the course of 90 days.

Timely completion of outcomes for disenrolled clients keeps your outcomes clean and accurate. For FSP providers, do not fill out a Discontinuation KEC until you have authorization from countywide to disenroll. For SFC providers, only complete a discontinuation KEC if the client is no longer going to receive specialized foster care services at any agency.

10. The Help Desk and The Deletion and Change Request

The Help Desk (213-351-1335) is DMH's front door in terms of help with the OMA application. When you call in with a problem, the Help Desk creates a "HEAT ticket," which is then assigned to one of our OMA technicians. The HEAT ticket is our way of tracking your issue and its solution: it's important to OMA because it is the way we find and fix issues that might be affecting other users.

When should you call the Help Desk? Basically, if you have technical problems with the application. Is a screen not behaving correctly? Is the data in the OMA different that what you're seeing in the IS? Are you getting an error message in the application? Software problems and data problems like that are going to need to be fixed by OMA techs, and the faster you get the problem into the HEAT ticket process the faster you will get satisfaction.

There are a couple of things that we can help you fix without the Help Desk. For example, if you created an Assessment that you need to delete, or if you need to change a piece of information on an Assessment that you can't fix yourself, you can use the OMA Data Change / Deletion Request Form. This fillable form is available on the OMA wiki. Look for the link titled "How do I Delete or Fix an Assessment" right up near the top on the Home page.

If you have questions about trainings or about clinical issues, you can contact John Flynn, Jason Huang or Kara Taguchi. All of our contact info is on the wiki on the Key Staff Roster (see the bottom of the SideBar menu).