

## QUICK LINKS

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[TrainLink registration](#)

[dhs.ssishelp@state.mn.us](mailto:dhs.ssishelp@state.mn.us)

# SSIS update

Social Services Information System

Issue 380

September 4, 2013

## Centers for Medicare & Medicaid (CMS) Mandate Affects Payment of Healthcare Claims

CMS mandated the National Correct Coding Initiative (NCCI) to ensure correct Healthcare Common Procedure Coding System (HCPCS) coding methodologies. NCCI introduced edits to prevent improper payments when incorrect code combinations (HCPCS/Modifier to HCPCS/Modifier) are reported by the same provider for the same date of service. For SSIS users, this means that certain HCPCS/Modifiers combinations are denying with exception code "758 – NCCI Code Conflict."

If Waiver Case Management is performed on the same date of service as Mental Health Targeted Case Management (MH-TCM), the healthcare claim that was not paid will receive a denial with MMIS exception code "758 – NCCI procedure code conflict." MMIS policy indicated that Waiver Case Management can be done on the same day as MH-TCM for the purpose of coordinating the patient's care.

NCCI procedure code conflict denials also apply when waiver transportation and non-waiver transportation are claimed for the same provider, same dates of service.

If you receive a 758 exception denial for Waiver Case Management or MH-TCM and both services were performed for the same client on the same date of service and you have determined that both services are billable, the claim cannot be resubmitted through SSIS. The denied service must be resubmitted through MN-ITS Direct Data Entry with "59" modifier added to the denied HCPCS/Modifier service. SSIS validates a waiver HCPCS/Modifier against a corresponding MMIS Service Agreement line item with the same HCPCS/Modifier. Since the "59" modifier is not on the corresponding service agreement line item, these claims cannot be resubmitted through SSIS.

Below is a table of HCPCS/Modifier combinations that cannot be claimed for the same dates of service for the same client.

HCPCS/Modifier Combinations Affected by NCCI Edits 758 Exception Code Denial			
HCPCS/Modifier	Description	HCPCS/Modifier	Description
T1016 UC	Waiver Case Management	T2023 HA HE	MH-TCM, child, face-to-face
T1016 UC	Waiver Case Management	T2023 HE	MH-TCM, adult, face-to-face
T1016 UC	Waiver Case Management	T2023 HE U4	MH-TCM, adult, telephone
T2003	Non-emergency transportation; encounter/trip (one way)	A0130	Non-emergency transportation (non-waiver)
S0215	Transportation, mileage (commercial vehicle)	S0209	Transportation, mileage (non-waiver)

If you have questions regarding NCCI code conflict edits, contact the Minnesota Health Care Programs Call Center at 651-431-2700 or 800-366-5411.

**Report Spotlight** \_\_\_\_\_**Healthcare Eligibility  
Do Not Claim Determination Report**

**Report Description:** This report lists the clients that have a Do Not Claim Determination record for a selected date range and for selected claim categories.

**Basic logic:** The report can be run by Department, Unit, Worker or All. The Current Primary Worker printed on the report is the one listed as the current worker for the workgroup. The Unit and Department are determined by the Unit to which the workgroup is assigned. The workgroup is determined by the workgroup selected on the Do Not Claim Supplemental Healthcare Eligibility record. If a workgroup is not selected on the Do Not Claim record, it is not included in the report if it is run by Worker, Department or Unit. Do Not Claim records without a workgroup are included when the report is run by All.

The report is grouped by Current Primary Worker. Default columns include:

- Name
- Start Date
- End Date
- Claim Category
- Reason

Optional columns include:

- Age\*
- Comments
- Date of Birth
- Gender
- Group Policy Number
- Individual Policy Number\*
- Plan
- PMI #
- SSIS Person #
- WG Closed Date
- WG Open Date
- WG Status
- Workgroup Name

\*Added in V13.3

Available from:

- 
- Tools>General Reports>Healthcare Eligibility
  - Searches –Logs>Healthcare Claiming>Healthcare Eligibility Reporting
- 

**This report can be used to** review claim categories for which Do Not Claim records have been entered. The Reason on the Do Not Claim record can be used to determine if any further action is needed.

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*Healthcare Eligibility—Do Not Claim Determination Report continued*

For example, if the “Reason” entered was “TPL,” it indicates that you should bill a third party insurance company for the client’s services for the selected “Claim Category.” If a “Plan” and “Reason” code are entered, it indicates that you should bill that Managed Care Organization (MCO) for the client’s services for the selected “Claim Category.”

**Note:** In version 13.3, the “Reason” field has been converted to two separate fields - “Reason” and “Plan”. Existing Do Not Claim Determination records have been converted to these new fields. If the plan had been part of the “Reason” prior to version 13.3, the plan information was moved to “Plan”. For example, if you had entered a “Reason” code of “Blue Plus - MSHO,” “Blue Plus” was moved to the “Plan” field and “MSHO” was moved to the “Reason” field.

### License Set-up for Child Family Foster Homes

In order for claims with a rule code of 1, OT2 or OSH to pass the IV-E license edits in SSIS and Financial Operations Division, license records in SSIS must be set up as shown below:

Rule Code	Description	Valid Services	License Number	IV-E Facility Type on License record
1	Child family foster home	180, 181	Numeric	Child family foster home
OSH	Out-of-state child family foster home	180, 181	O of S	Out-of-state child family foster home
OT2	Tribally licensed/approved family foster home	180, 181	TRIBAL	Tribally licensed/ approved family foster home*

The Title IV-E claiming process requires the use of a provider code to identify a family foster care provider’s eligibility for Title IV-E reimbursement. The provider code is the license number for the home or it is a word that is assigned by the Financial Operations Division (FOD) of DHS. The license number issued by DHS, or license granted by the Department of Corrections and issued from the DHS Licensing Division, is required for Rule 1 child family foster homes. For each Rule 1 IV-E claim, the license must be effective for the period of time covered by the payment service dates. FOD edits the Rule 1 license reported on the claim against the DHS Licensing Division database and rejects any IV-E claims with invalid license information.

For child family foster homes licensed in another state, SSIS submits “O of S” as the license number on the IV-E claim.

For child family foster homes licensed by a tribe, SSIS submits “TRIBAL” as the license number on the IV-E claim.

\*When a child family foster home is licensed by a tribe, the “Tribe” on the license record in SSIS must be a known tribe to claim IV-E. If Unknown Chippewa, Unknown Sioux or Unknown tribe is selected, the payment will display in Payment Proofing with error message #1197 – The licensing “Tribe” (Unknown tribe) must be a known tribe to claim IV-E.

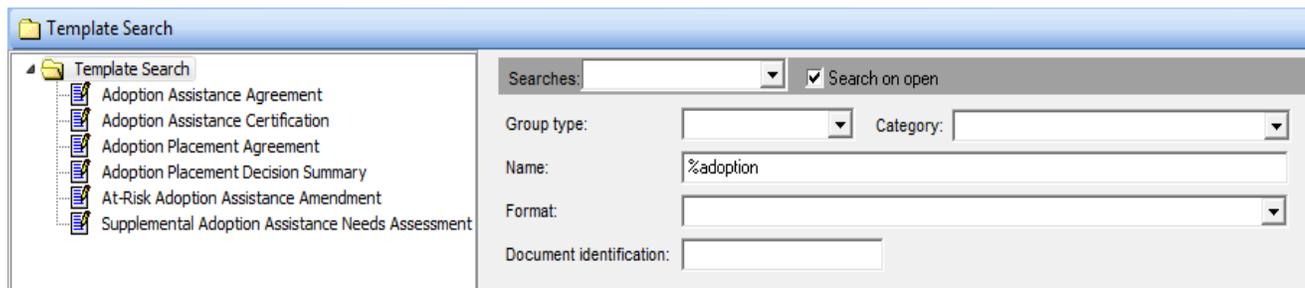
The screenshot shows a web form for setting up a license record. The 'IV-E Facility Type' dropdown is set to 'Tribally licensed/approved family foster home'. Below this, there are several fields for license issuance: 'Licensed By' (set to 'Tribe'), 'Issued By' (set to 'Tribe'), 'County Name' (set to 'Stearns'), and 'Tribe' (set to 'Leech Lake Band of Ojibwe'). The 'Tribe' field is highlighted with a red box.

## Tips to Minimize Workgroup Document Template Search Results

The number of State and Local Agency templates available has grown. It can be difficult to locate a specific document template if the exact title is unknown. Users have two simple options they may use: a “wild card” search in the Template Search Name field or selecting a Category prior to searching.

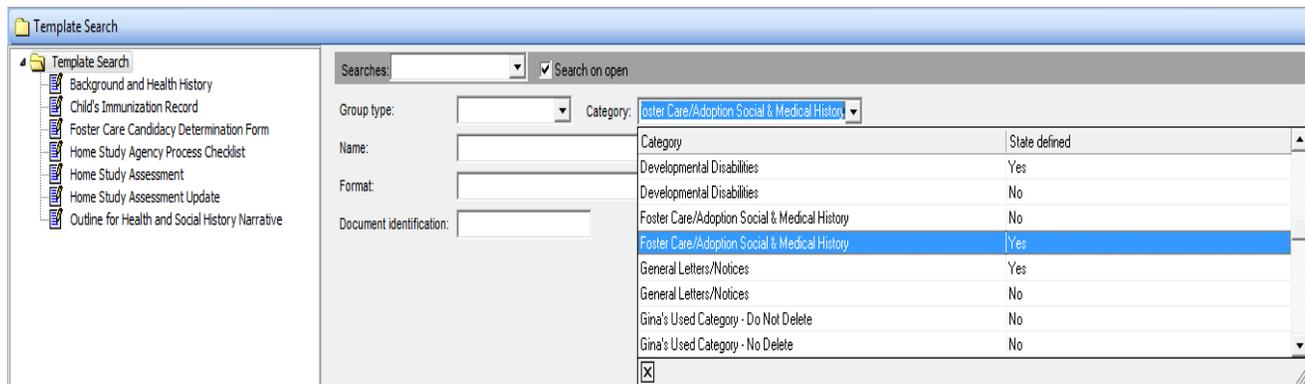
From Chronology>Documents>New Document>Document Template Setup>Template Search>Name field:

Type a % sign then enter a word or words known to be included in the title. Any text entered after the % sign limits the search considerably and returns all results with that word in the title. For example, entering % adoption returns this list of documents:

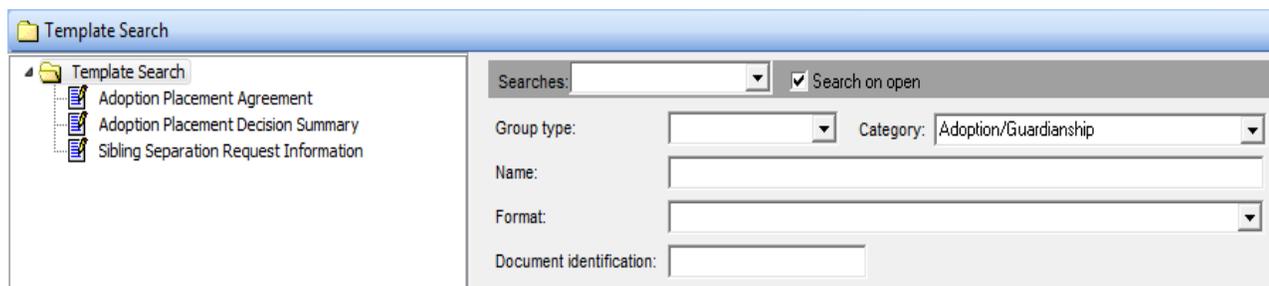


Some documents used for adoption do not display with the above wild card search as the title does not contain the word adoption. Try selecting an option from the Category drop-down menu to locate other relevant adoption documents.

The Foster Care/Adoption Social & Medical History category displays these:



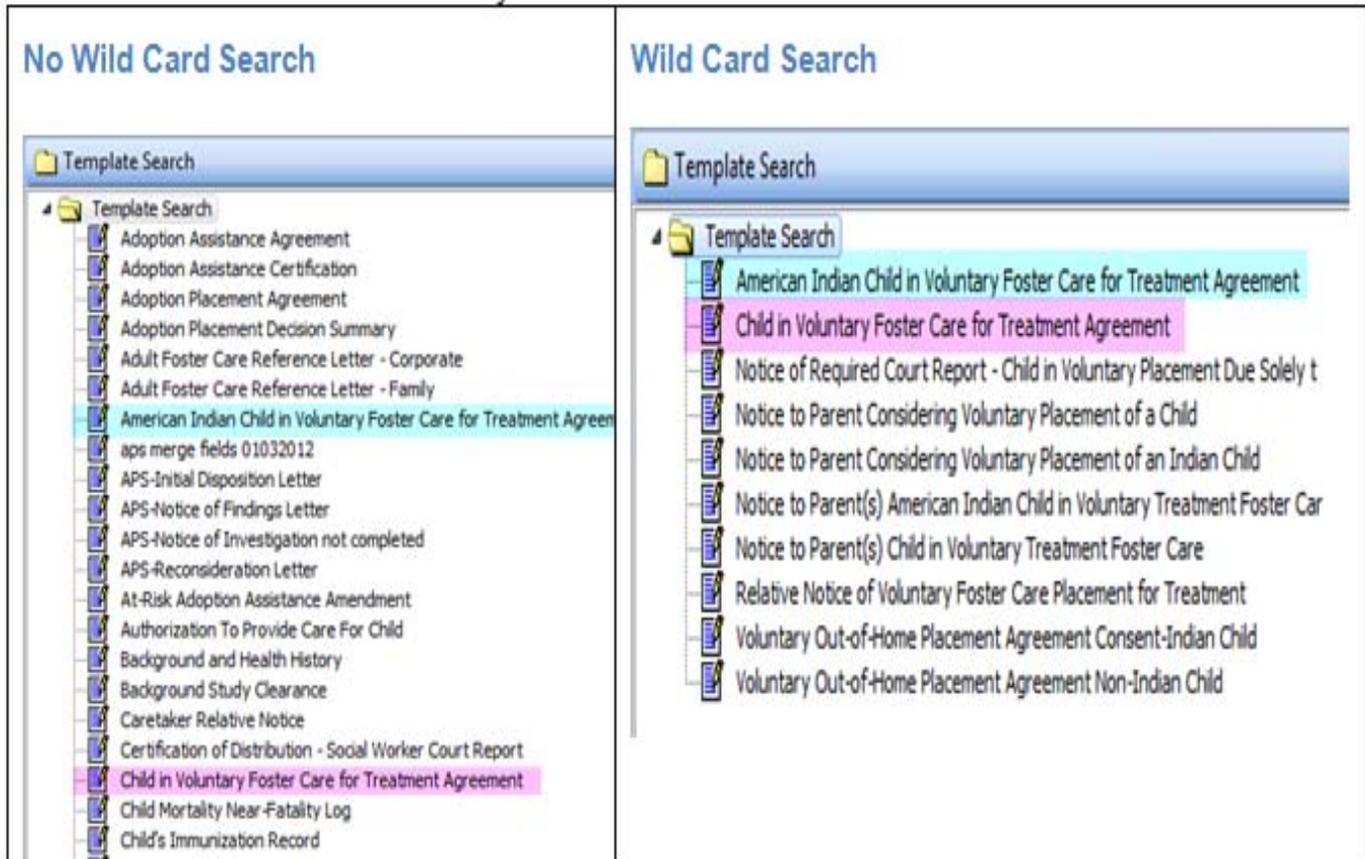
The Adoption/Guardianship category displays these:



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*Tips to Minimize Workgroup document Template Search Results continued*

Similar Documents may not be located in the Template Search tree view as expected, e.g., American Indian Child in Voluntary Foster Care for Treatment Agreement is located at the top of the tree view *list* and *Child in Voluntary Foster Care for Treatment Agreement* is further down the alphabetical list. Use a wild card search of %voluntary.



## Fiscal Mentor Meeting

scheduled for

**Tuesday, September 17**

Register on [TrainLink](#).

The Holiday Inn-St. Cloud location, time, and agenda remain the same as originally planned.

## CountyLink Additions

- [Fiscal Mentor Meeting agenda, 9/17/13](#)
  - [What's New in V13.3?](#)
  - [V13.3 Release Notes](#)
  - [V13.3 Known Defects](#)
  - [Copying SSIS User Settings to New workstation \(updated 8/28/13\)](#)
  - [Partnership Group minutes, 8/21/13](#)
- Fiscal documentation (updated 8/19/13):
- [CMHRS Report](#)
  - [Title IV-E Abstract Report](#)

## Policy Development & Use of SSIS V13.3 Attached Files Function

The ability to scan documents into SSIS and attach images has long been a local agency request. V13.3 now provides the ability to address this need. However, prior to any worker using the attached files function, it is recommended that agencies develop policies and guidelines for this new feature. Two items to be cautious of as you develop these policies:

- SSIS is not an independent Electronic Data Management System (EDMS) and is **not intended to be used as an agency's EDMS**.
- Any information that is required entry into SSIS should be entered into the database and not created outside of SSIS and then associated via the attached files function.

Here is a list of items to consider as your agency proceeds:

### General:

- 1) Agencies might want to limit the types of workers who can attach files. There are no administrative security functions to limit use of this feature.
- 2) Consider whether all social service program areas will use this function.
- 3) Agencies might want to limit the types of files that may be attached, e.g., yes for legal documents and no for audio files.
- 4) Consider a monitoring system to ensure that items required to be entered into the SSIS screens were not created outside of SSIS and then attached. Federal and State reporting requirements are based on SSIS database entry.
- 5) Consider also the size of the files being attached. SSIS allows a file size of 5000kb/5mb or less. That is enough for:
  - Document/text files = 200 pages
  - Image = up to 10 separate graphics within one attached file, i.e., 10 photographs of injuries, **or** a document with letterhead, a graph, tables and/or other specialized formatting could add up to 10 graphic images in one file.
  - Audio = 10-15 minutes based depending on specifications and quality of equipment used.
  - Video = all videos will exceed the maximum file size.
- 6) Determine if it is necessary to assign staff to monitor compliance with agency policies and guidelines.

### Technical:

- 1) Consider monitoring any performance impact on workstations. Determine steps for narrowing down what items may be impacting workstation performance: minimum requirements on workstations, low memory available on hard-drive, numerous software programs open, multiple SSIS screens displaying, etc. Performance is dependent on the originating file type. No significant problems have been noted during SSIS pilot and testing for the attached files feature.
- 2) Ensure IT staff is aware of this new function, requirements for installation of ActiveX on individual workstations and potential issues that may arise.
- 3) Develop a naming convention for each type of document, image, or audio file that is being attached so it is easily accessible and understandable to all local agency staff, DHS staff, and statewide staff.

*Policy Development & Usage of SSIS V13.3 Attached Files Function continued*

**Attached File Specific:**

- 1) Determine which items can/should be copied and pasted into a case note or time record versus what should be attached.
- 2) If a policy is created to scan in signed legal documents, determine status of retaining hard copies.
- 3) Develop a naming convention for each type of document, image, or audio file that is being attached so it is easily accessible and understandable to all local agency staff, DHS staff, and statewide staff.

**Training:**

- 1) When training staff in the use of the Attached Files function review the different types of files available and steps workers will take to determine if their file type is acceptable per agency guidelines. Here is a list of file type examples:
  - Text files (.doc, .rtf, .txt)
  - PDF files (.pdf)
  - Images (.bmp, .png, .jpg)
  - Scanned Items (.img, .pdf)
  - Audio (.mp3, .wav)
  - PowerPoint (.pptx)
  - Excel (.xls)
  - Compressed files (zip)
- 2) Train how to determine the file size prior to attaching. Files exceeding the maximum display an error message and workers cannot proceed with the process.
- 3) Workstations without ActiveX installed will receive a "Class not registered" error message.
- 4) Consider the appropriateness of the materials being scanned in.

**Specific locations within SSIS to use Attached Files:**

- 1) Attached files to consider at Intake:
  - Photo of child and/or family
  - Photos of injuries
  - Photos of household conditions
  - Law enforcement referrals
  - Medical provider referrals
  - School information
- 2) Attached files to consider at Workgroup:
  - Photos of injuries
  - Photos of child/family
  - Photos of household conditions
  - Audio of child/observation interview (*if less than 15 minutes*)
  - Audio of Adult interview (*if less than 15 minutes*)
  - Genograms
  - Signed legal documents
  - Court documents

*Policy Development & Usage of SSIS V13.3 Attached Files Function continued*

## 2) Attached files to consider at Workgroup (continued):

- Transcribed audio child or adult interviews.
- Written appeal requests
- Provider/Client emails
- Signs of Safety plans

## 3) Attached files to consider at person:

- Photographs
- Court documents
- Birth Certificates
- Provider physical or mental health assessments
- Individual Education Plans/504 Plans
- Emails from Youth
- Immunization records

**Miscellaneous Attached File decisions:**

- 1) An attached file is an SSIS Worker function; ***it is not intended for fiscal usage.***
- 2) Determine if workers should attach the same file to multiple siblings or other clients.

**Special Issues:**

- 1) Installation of ActiveX control on each workstation is required to use the function of attached files.
- 2) Workers without ActiveX will not be able to attach files, nor will they be able to view them in their own workgroups, or other worker's workgroups, or through statewide case access.
- 3) Statewide workers with ActiveX installed on their machines and requesting access to another agency's workgroup will be able to view the attached files for a workgroup and for a person.
- 4) Supervisors, assigned back-up workers or secondary workers on a particular case would need ActiveX to view information in an emergency.