TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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COMMISSIONER

Broadcast MSG 0702

August 30, 2013

To: Executive Directors, Clinical Directors, IT Directors/Managers, and Local CMBHS Security Administrators and Backups, Local Mental Health Authorities (LMHAs)
NorthSTAR Specialty Provider Networks (SPNs)
ValueOptions

From: Thomas Best, Deputy Assistant Commissioner, Mental Health and Substance Abuse

Re: Postponement of CMBHS Transition

Due to infrastructure issues as the state's data center and unrelated to CMBHS, the Department of State Health Services (DSHS) is postponing the transition to CMBHS for mental health services scheduled for this weekend.

The transition from Resiliency and Disease Management (RDM) to Texas Resilience and Recovery (TRR) will still occur on September 1, 2013 and providers should use the updated uniform assessment including the Adult Needs and Strengths Assessment (ANSA) and the Child and Adolescent Needs and Strengths (CANS) assessment beginning September 1st, 2013.

The migration of client data from CARE to CMBHS will be tentatively started next weekend, September 6th at 6 p.m. and will be completed by Monday, September 16th. This date may change based on conditions at the state's data center.

This broadcast memo contains updated information about actions required by providers.

DSHS Program Services will be hosting a conference call with providers at 9am on Tuesday morning to discuss concerns related to the delayed deployment and the process of documenting assessments. To participate, please call:

Toll Free Number: 1-877-820-7831
Participant Passcode: 509572

All dates below refer to Calendar Year 2013.

Beginning September 1st:

- Local Mental Health Authorities and the NorthSTAR Specialty Provider Networks should begin using the levels of care contained in the TRR Utilization Management Guidelines. Questions should be directed to trr@dshs.state.tx.us.

- All new assessments, including Intake and Update Assessments, must be conducted using the updated Uniform Assessment that includes the ANSA for adults 18 and over and the CANS assessment for children and youth aged 17 and younger. All clinicians administering CANS or ANSA assessments must be certified. DSHS has made available web-based training for staff at LMHAs and the SPNs to obtain certification. Clinicians who have not been CANS/ANSA certified should contact their clinical director for further instructions. Clinicians at NorthSTAR providers may also contact ValueOptions.

One function, county of residence synchronization, will continue to be delayed:

- CARE County of Residence-CMBHS will be out of sync with CARE when a non-NorthSTAR client moves to a different county and the address change is done in CARE online. CARE will be out of sync with CMBHS when a non-NorthSTAR client moves to a different county and the address change is done in CMBHS online. Until DSHS releases a patch, authorized providers should make county of residence changes in CARE.

August 31st is the last date for Texas Recommended Assessment Guidelines (TRAG)-based uniform assessments.

All TRAG-based uniform assessments and all corrections to TRAG-based assessments must be **entered into or received** (if batched) by CARE **no later than 6:00 p.m., September 6th.** Uniform assessments received by CARE **after 6:00 p.m., September 6th will not** be processed.

All LMHAs must begin using the CANS or ANSA on September 1st. For all LMHAs, assessment data must be either re-entered and saved or batched in "closed complete" status in the CMBHS web interface within 30 days of the administration of the assessment.

Beginning September 2nd, LMHAs that have **not** modified their local information systems to include the new uniform assessments may enter the data into CMBHS to determine a recommended level of care (data will NOT be saved in CMBHS, but a completed assessment may be printed and saved for later re-entry). Historical client data will not be available in CMBHS at this point, so a Client Profile and Diagnosis will need to be created before the assessment screen can be used to calculate a level of care.

LMHAs using local systems that **have been modified** to include the CANS and ANSA may use their local system to estimate a level of care and either batch assessment data to CMBHS beginning September 2nd (it will be held and processed beginning September 16th, in date order received) or enter data manually into CMBHS' web interface **beginning September 16th.**

All NorthSTAR SPNs must begin using the CANS or ANSA on September 1st. From September 2nd through September 15th, SPNs using the CMBHS web interface may enter client profiles, diagnosis, financial eligibility, and financial eligibility attachments. CANS or ANSA assessment data should be entered into CMBHS to determine a recommended level of care (The assessment data will NOT be saved in CMBHS, but a copy of the completed assessment may be printed for later re-entry). Historical client data will not be available in CMBHS at this point, so a Client Profile and Diagnosis will need to be created before the assessment screen can be used to calculate a level of care. Client profiles, diagnosis, financial eligibility, financial eligibility attachments, and assessments may be entered into and saved in the CMBHS web interface beginning September 16th.

From September 2nd through September 15th, SPNs that are batching data may batch client profiles, diagnosis, financial eligibility, and financial eligibility attachments for processing. CANS and ANSA assessment data may be batched but will not be processed by CMBHS until September 16th. CANS and ANSA assessment data may be entered into the local system and a recommended level of care calculated. Beginning September 16th, client profiles, diagnosis, financial eligibility, financial eligibility attachments, and assessments may be batched and will be processed by CMBHS.

Questions about data exchange should be directed to cmbhs.dataexchange@dshs.state.tx.us.

For CMBHS navigation training or for other help on CMBHS, please contact the CMBHS helpline at 1-866-806-7806.