

ORCHIDS-MDE Release Information

February 4, 2008

Why am I receiving this information?

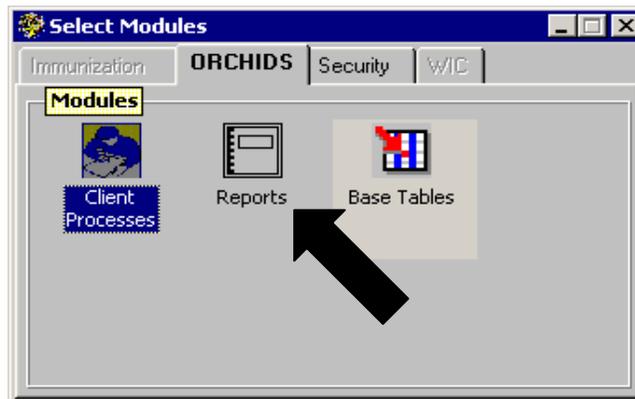
Every two months, a new version of ORCHIDS-MDE is uploaded into FamilyNet. We do this so that we can add improvements to ORCHIDS-MDE or fix “bugs” in the data system. To access the new version, you do not have to do anything; FamilyNet will update itself automatically when you log in on Monday, February 4, 2008.

With each new release of ORCHIDS-MDE, you will receive this information about the improvements and fixes that have been applied.

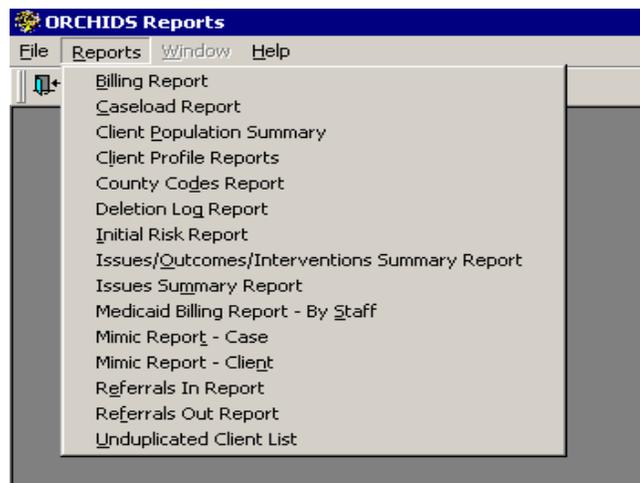
What’s new and improved . . .

1. New Reports

Access reports by selecting the ORCHIDS Reports Module.



Select the report you want to generate and click the **Run** button  on your toolbar.



Below is a list of new reports, followed by a brief description of their purposes and main features. A more detailed report guide will appear in Spring of 2008.

- 1. Caseload Report** is intended to help a nurse assess what follow-up is needed at future visits, which includes the timing of developmental screens. The report lists all visit dates by client and program, calculates client age at each visit (or corrected/adjusted age of Targeted Case Management clients where appropriate), summarizes issues addressed on each visit, and lists any county codes that were recorded.
- 2. Client Profile Report** displays all visit data and some case data recorded for each client. It summarizes issues addressed, billed procedures codes, reimbursement amounts, case closing reasons, postpartum outcomes, etc. It can be printed out and used as a reminder to help track outcomes of referrals.
- 3. County Codes Report** lists the county codes recorded on each visit. Program staff assigns county codes to specific pieces of data for tracking purposes. Examples of tracked data include specific interventions, funding sources, specific outcomes, postpartum outcomes, etc.
- 4. Deletion Log Report** is available to the system administrator only. It lists all case, visit, and/or billing records that the system administrator has deleted from ORCHIDS with the Deletion Tool. Note: no billing claim that has transferred to DMAP will be eligible for deletion.
- 5. Issues Summary Report** is a broad overview of issues addressed throughout cases. The report summarizes counts and percentages by program.
- 6. Issues/Outcomes/Interventions Summary Report** displays issues, outcomes, and interventions recorded for cases in open status or closed during a defined date range. Filters will restrict the data according to program, home visitor, client age at intake, client age at last visit, and client issues and risk factors.
- 7. Mimic Report — Case** displays demographic data and case-level data recorded for a single client with a Babies First!, CaCoon, MCM or MOP case. Home visitors may use this report to record updates to contact information.
- 8. Mimic Report — Client** displays demographic data in FamilyNet for a single client. The report will print for clients that have not ever been enrolled in an ORCHIDS program. Home visitors may use this report to verify address, phone number, Medicaid number, etc., on an initial visit.
- 9. Referrals In Report** shows counts and percentages for referral sources. The report's purpose is to summarize the agencies/programs that refer clients to each program.

2. Billing Name

Issue 1: I have a client whose name is different on the Medicaid card then what is in Client Master. What do I do, so that I can bill DMAP with the name that appears on the Medicaid card?

Solution 1: Enter the name that appears on the Medicaid card in the Billing Name field located in the Client Info Tab. The name you specify here will be used for billing. Once DMAP corrects their record, you must remember to change the Billing Name Fields to reflect the name that appears on the new Medicaid card.

Example: Angela's name appears in Client Master as Angela Williams-Taylor. The Medicaid card displays her name as Angela Williams. In the Client Info Tab, enter "Angela" in the "Billing Name –First" field, and then enter "Williams" in the "Last" field. Save your entry.

The screenshot shows the ORCHIDS software interface for a client named Angela Williams-Taylor. The 'Client Info' tab is active, and the 'Client Information' section is expanded. The 'Billing Name - First' field is set to 'Angela' and the 'Last' field is set to 'Williams'. Two black arrows point to these fields. The 'Selected Client' section shows the client's name as 'Williams-Taylor, Angela', DOB as '04/01/2007', and State ID as '0075030'. The 'Insurance Status at Intake' is set to 'Medicaid' and the 'SSIT' is set to 'Medicaid'. The 'Concurrent Programs' section includes checkboxes for 'Healthy Start', 'WIC', 'NFP', 'Babies First!', 'OMC', 'MCM', and 'CaCoon'. The 'Cases' section is empty, and the 'Client Notes' section is also empty. The bottom of the interface has buttons for 'Open', 'New Case...', 'New Visit', 'Delete Case/Visit', and 'Delete Billing'.

Issue 2: The Billing Report shows an asterisk next to a client's name. What does that mean?

Solution 2: An asterisk next to the client's name indicates that the visit was billed to DMAP with the Billing Name located in the Client Info Tab.

3. Deletion Tool

Issue 3: If I make a mistake, there's no function in ORCHIDS to delete a case, visit, or billing claim.

Solution 3: In this release, the System Administrator for your county will have access to delete a case, visit, and billing claim. These deletions will appear in a report called the "Deletion Log Report." The System Administrator may generate this report under the Reports Module. Anytime you attempt to delete a case, visit, and/or billing, the system will validate your request against the following rules.

1. You cannot delete a case if a Medicaid claim for any visit in the case has been submitted to DMAP. (Claims are submitted every Saturday night to DMAP.)
2. You cannot delete a visit if a billing claim has been submitted to DMAP, i.e., if a Saturday has passed since you saved the billing claim.
3. You cannot delete a billing record if it has been submitted to DMAP.

Known Issues . . .

Issue 1: In the Issues/Outcomes/Interventions Summary Report, the Total Visit Count remains the same regardless of the staff selected in the Staff filter list. The staff filter does not work.

Solution 1: A fix has been requested. As a temporary workaround, you should run the Caseload Report to obtain the Total Visit Count for "All staff" or individual staff.

Issue 2: The Referrals In Report has a Total Count of zero (located at the end of the report) but why is the Percent column blank?

Solution 2: A fix has been requested. No workaround is available. Please note that, if any Program results in a zero count, the Percent column will be blank instead of showing 0%. This issue does not affect the MOP Percent column.

Have questions or need more information? Call ORCHIDS Application Support, (971) 673-0382.