

FamilyNet ORCHIDS Release Information

December 6, 2010

Why Did I Receive This Information?

We are releasing a new version of ORCHIDS in order to make some improvements. To access the new version, you do not have to do anything. FamilyNet will update itself automatically when you log in for the first time on or after Monday, December 6, 2010.

With each new release of ORCHIDS, you will receive this notice, which describes new features and “bug” fixes in the system.

How Is This Information Relevant to Me?

Information in this document is relevant to managers, nurses and other home visitors, data entry users, and especially billing staff.

This document contains the following sections:

- **System Improvements**
This section lists improvements in the system and is relevant to data entry staff and anyone that works with Medicaid reimbursements or reconciles the remittance advice (RA) from DMAP.
- **Form Improvements**
This section describes changes to the forms and is relevant to nurses and data entry staff.
- **Policy/Practice Implications of System and Form Improvements**
This section describes policy/practice implications of any changes to the system and/or forms. This section will be relevant to all program staff.
- **Known Issues in the System**
This section describes known issues in the system, along with solutions and/or workarounds. This section will be relevant to nurses, staff who enter data, and staff that uses reports.

System Improvements

1. TCM Billing Changes

Billing functions for the Babies First and CaCoon programs have been separated. These technical changes affect the way that billing processes. This work was completed in order to comply with new DMAP requirements for CaCoon claims that go into effect on January 1, 2011. Some overdue maintenance on Babies First billing claims also occurred.

Home visitors will continue to mark the “Submit TCM claim” checkbox on visit forms when the visit is TCM-billable. The billing fields (“Submit TCM claim” and “Rebill”) have not changed, which means that data entry staff will not see any changes to the screen. Staff that reconciles the remittance advice (RA) from DMAP will see different diagnosis and procedure codes for CaCoon visits only.

All CaCoon claims that process in the MMIS on or after January 1, 2011, must contain the diagnosis code V659. Claims for CaCoon clients that were under 18 years old on the visit date must contain the procedure code T1016HA. Claims for CaCoon clients that were 18 years through 20 years on the visit date must contain the procedure code T1016HB. **CaCoon claims that contain the old diagnosis code V201 or the old procedure code T1016 will no longer be payable as of January 1.**

The diagnosis code and procedure code for the Babies First program will not change. All Babies First claims will continue to process in the MMIS with diagnosis code V201 and procedure code T1016. What ORCHIDS submits on Babies First claims, however, will be updated, so that programmers will no longer have to translate these claims before loading them into the MMIS database.

The ORCHIDS Billing Report and the Deletion Log will show billed CaCoon visits with procedure code T1016HA or T1016HB when the claim was saved in ORCHIDS after December 25. These reports will show the procedure code T1016 on billed Babies First visits when the claim was saved in ORCHIDS after December 25. CaCoon and Babies First claims that were created in ORCHIDS on or before December 25 will continue to show the obsolete code CM150. (ORCHIDS has been submitting this old code on all TCM claims, and programmers have been translating it into T1016 before loading the claims into the MMIS.)

These changes to Babies First and CaCoon billing functions will make it simpler to update diagnosis and procedure codes in the future.

	TCM claims that leave ORCHIDS from 12/6/2010 through 12/25/2010	TCM claims that leave ORCHIDS after 12/25/2010
Babies First	Diagnosis code V201 added in Salem Procedure code CM150 submitted and then translated into T1016	Diagnosis code V201 submitted Procedure code T1016 submitted

	TCM claims that leave ORCHIDS from 12/6/2010 through 12/25/2010	TCM claims that leave ORCHIDS after 12/25/2010
CaCoon	<p>Diagnosis code V201 added in Salem</p> <p>Procedure code CM150 submitted and then translated into T1016</p>	<p>Diagnosis code V659 submitted</p> <p>Procedure code T1016HA submitted if the client is less than 18 years on the date of service</p> <p>Procedure code T1016HB submitted if the client is 18 years through 20 years on the date of service</p>

2. Client Master Changes

There is a group of new fields in Client Master. All of the new fields appear on the Client Primary tab and contain contact information for the client. Some of the new fields are required to save, some are for designated WIC staff only, and one is optional. The new fields are marked on the screenshot below.

The screenshot shows the ORCHIDS Client Master form for Wilma Flintstone. The form is divided into several sections:

- Name:** Local Id, Last Name (Flintstone), First Name (Wilma), Middle Name (Z), Suffix.
- Address:** Addr Type (Home), Str # (123), Pre Dir, Str Name (BLISS), Str Type (Ln), Post Dir, Apt, Zip (97201), + four, City (PORTLAND), St (OR), Roll/Prv, Lst Chg (11/16/2010).
- Telephone:** Phone Type (Home, Cell Phone), Area (541), Phone (123-4567, 765-4321), Extn, Phone Options (Voice Only), Voice Text, E-mail.
- Client E-mail:** wilma@freenet.net.
- Other fields:** Spoken Lang (English), Written Lang (English), Alt Format, Medicaid # (12345678), SS #, Deceased (Yes/No), Deceased Date.

Yellow callouts indicate new fields: "REQUIRED" for "May we contact you by mail?", "REQUIRED" for "May we contact you by phone?", "OPTIONAL" for "Client E-mail", "REQUIRED" for "Phone Options", "WIC ANSWR" for "WIC ANSWR", and "E-mail" for "E-mail".

The status bar at the bottom shows: Client's Last Name | November 30, 2010 03:25 PM | Laura A Zukowski | WIC State Agency | [Viewed: 11/30/2010](#)

- The fields “May we contact you by mail?” and “May we contact you by phone?” are both required to save any entry on the screen. The fields have a yellow background that indicates entry is required. These fields record the client’s instructions about how staff may contact the client or the client’s guardian). Users must select either “Yes” or “No” in each field.
- The field “Phone Options” is required if a phone type is selected. They are not required if “No Phone” or “Unknown” is selected as the phone type. The field has a yellow background that indicates entry is required. When “No Phone” or “Unknown” is selected, the field’s background turns grey and the field is disabled. The field indicates whether the client’s phone is a voice and/or text message phone. Users may select “Voice Only,” “Text Only,” or “Both Voice & Text.”
- The field “Client E-mail” is an optional field. Users should follow their local agency’s policy for contacting clients by e-mail. Since e-mail messages are not secure, users should not send personal information in e-mail messages.
- The final set of fields are labeled in blue under the heading “WIC ANSWR.” ORCHIDS users should never enter anything into these fields. They are consent fields for an automated notification system that the WIC program uses for appointment reminders. Only designated WIC staff should ever enter anything into these fields.

Form Improvements

There are changes to all three forms with this release. The current version of each form shows the date **12/6/2010** in the footer of every page.

1. **TCM Billing Changes:** There are no changes to the billing fields that appear on the Babies First or the CaCoon form.
2. **Client Master Changes:** Identical changes appear on the Client Primary tab of all three ORCHIDS forms. Below is a screenshot of the Babies First form. Changes are marked with red boxes.

The screenshot shows the 'Babies First! Encounter/Data Form' with the 'Client Primary Tab' selected. The form includes fields for Local ID, Last Name, First Name, Middle Name, Date of Birth, Gender, Physical Address Type, Physical Address, Mailing Address, and various phone and contact options. Red boxes highlight the following sections:

- MAY WE CONTACT YOU BY MAIL?** (Yes/No checkboxes)
- MAY WE CONTACT YOU BY PHONE?** (Yes/No checkboxes)
- PHONE OPTIONS** (Both Voice & Text, Text Only, Voice Only)
- Alternative Format** (Audio Tape, Braille, Computer Disk, Large Print, Oral Presentation, Other)

To download the current version of each form, go to:
http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml

“Fax” and “Pager” no longer appear in the “Phone Type” field. On the rare records where these options were saved in the past, users must record new phone information in order to save any edits to the screen.

The “Alternate Format” field is not a new field, but now appears on all three forms. The purpose of this field is to record special communication needs of clients (or client guardians). Options are “Audio Tape,” “Braille,” “Computer Disk,” “Large Print,” “Oral Presentation,” and “Other.”

3. FastEntry Coding

At the request of multiple agencies, all FastEntry shortcut codes now appear in the Issues/Outcomes/Interventions (IOI) section of each form. In earlier versions of the forms, only the coding for Issues appeared. The places on the forms where additional FastEntry codes appear are marked with red arrows in the screenshot below.

The screenshot shows a form section titled "Visit Tab 2" with two main columns: "Issues / Outcomes" and "Interventions".

Issues / Outcomes:

- Basic Needs (BN)
- A - Met
- B - Not met

Interventions:

- 1 - Individual Teaching
- 2 - Case Management
- 3 - Shelter
- 4 - Food
- 5 - \$ Assistance
- 6 - Utilities
- 7 - Transportation

Four red arrows point upwards to the following elements:

- The "A - Met" radio button in the Basic Needs section.
- The "7 - Transportation" checkbox in the Interventions section.
- The "5 - \$ Assistance" checkbox in the Interventions section.
- The "6 - Utilities" checkbox in the Interventions section.

FastEntry is an optional method of entering data that uses the keyboard instead of the mouse. The codes are a combination of letters and numbers. For instructions on how to enter IOI data with FastEntry, see Appendix E of the Babies First or CaCoon Manual for ORCHIDS, or Appendix D of the Maternity Case Manual for ORCHIDS. These manuals are located on this website: http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml.

Policy/Practice Implications of System and Form Improvements

1. TCM Billing Changes

Billing staff should become familiar with the new diagnosis code and the two new procedure codes for CaCoon claims. These new codes are required on all paper and electronic CaCoon claims that process within the MMIS on or after January 1. See Item #1 in the “System Improvements” section above. Staff should watch for any TCM denials that seem incorrect and report them to DMAP Provider Services, (800) 336-6016, and ORCHIDS App Support, (971) 673-0382.

Agencies that have had claims incorrectly denied for CaCoon clients should rebill these claims after January 1. DMAP requires first time claims to be submitted within 12 months of the date of service. Rebilled claims must be submitted within 18 months of the date of service.

2. Client Master Changes

There are new fields in Client Master. Since some of these fields are required in order to save any entry on the Client Primary tab screen, staff should download the new forms and begin using them immediately with new clients. The new forms appear on this website:

http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml

Home visitors also should review the new fields with established clients. This will assure that client preferences for contact are accurate. Extra attention should be given to these fields whenever a client (or client guardian) has special needs for security or protection.

Some existing client records were pre-populated with data in the new required fields. The “May we contact you by mail?” and “May we contact you by phone?” fields will show data in some situations.

- If the client was enrolled first in WIC or is enrolled only in WIC, these two fields will show the response “Yes.”
- If the client has an IRIS record only, or the IRIS record was created first, the fields will appear blank. Users will be required to enter a response in both fields in order to save any edits to the screen.
- If the client has an ORCHIDS record only, or was enrolled in ORCHIDS first, the fields will appear blank. Users will be required to enter a response in both fields in order to save any edits to the screen.

The new field “Phone Options” will show the response “Voice Only” on existing records.

The new field “Client E-mail” is an optional field. Managers should review the e-mail policy for client contact with staff. Since e-mail messages are not secure, sending personal information in e-mail messages is not recommended.

The set of “WIC ANSWR” fields are consent fields for an automated notification system that the WIC program uses for appointment reminders. Only TWIST users should ever enter anything into these fields. These fields do not appear on the ORCHIDS forms. Managers should caution ORCHIDS users never to enter anything into these fields.

Known Issues in the System

There are no new system issues to report.

To download the current version of each form, go to:

http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml

For previous FamilyNet ORCHIDS Release Notes, go to

<http://www.oregon.gov/DHS/ph/ch/orchids.shtml>

For copies of the current forms, manuals, and training documents, go to http://www.oregon.gov/DHS/ph/ch/orchids_train.shtml

Have questions or need more information?

Contact ORCHIDS Application Support, (971) 673-0382 or orchids.app-support@state.or.us