

MR EIS Communicator

The Maine Documentation System

ISSUE 25 06/12/2006

*A Newsletter for DHHS Mental Retardation
Services for Enterprise Information
Implementation and Update*

*Remember for help: Techsupport DHHS - 287-8400 or
E-mail the Techsupport DHHS and copy Terry Sandusky*

It has been a long time since we last wrote:

Yes indeed it has been over one year since the publication of issue 24 of the MR EIS Communicator. Many things have happened over this past year. New services, major billing and authorization challenges, two new EIS Releases and network changes are all among the happenings and changes of the year.

MR Individual Support Coordinator – Community

First big change in the year has been the welcome addition of the MR ISC Community staff frequently referred to as community case managers. Today we are just about to push through the 500 client mark of individuals now being served through community case management. The trend suggests that another 100 -200 clients will be added to the community case management system while the state system holds at approximately 3800+ actively served clients. Community MR ISC's are utilizing the EIS in much the same manner as state line ISC's. The only EIS exceptions are the availability of search functions and the ability to add related persons in People Relationships and Associations. These exceptions are security challenges that we hope to resolve later this year.

MR Case Management Billing Upcoming Change

This month's case management billing is to be the last month utilizing the current Cognos Query Tool to build the report. The case management billing report will become a standard report in EIS. Each ISC and regional supervisor will be able to run the report at anytime to monitor the information being reported. Also the reimbursement office will be able to run the report on the 15th of every month for the previous month without depending on MR Services staff to run the report for them. Having the capability in the EIS will ease any confusion as to what is being reported.

Billing challenges that have cropped up on over the past year are typically one of the following:

- Incorrectly entered MR ISC Relationship
- Missing addresses
- Missing Case Management Billing Number
- Failure to select a currently received housing type on the V.6
- Failing to check Billable Note Checkbox in notes written for clients

Problems with case management billing have steadily dropped to one or two per month and almost every one that has occurred are due to one of problems listed above. We thank everyone for their efforts in this matter as case management billing is what covers a substantial portion of our salaries and expenses.

System Slow Down from Various Offices

Over the recent months, there has been a remarkable slowness in the system for some offices. We find that most offices continue to operate at relatively good speed but a few offices and some staff in all offices were experiencing a dramatic drop in speed. There is very good news on this front. A new portal has been provided for staff members who are working in the office and are connected through the state network.

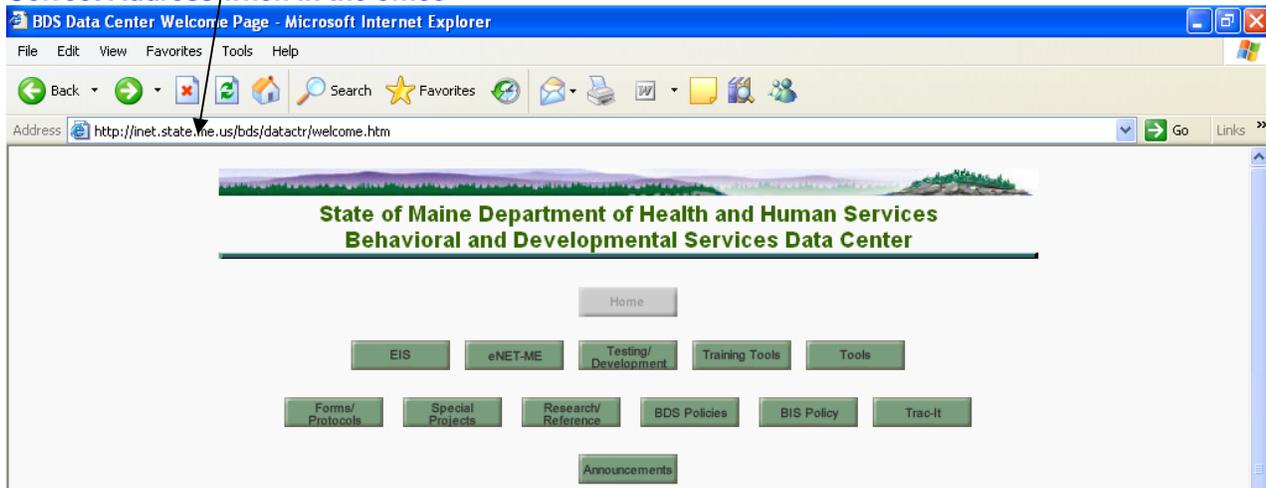
What was discovered was that a number of staff members were using the alternate access route to the EIS through the BDS internet website page for Central Administration. When using this site from our state office, we are going outside the state system and then coming back in through a special portal for EIS users not working in state offices. Staff using this path indeed experience some slow down because every single request made on the EIS is going out through state website and then re-entering through the portal to the EIS, which in turn would process the request and send the information back out the portal only to be returned through the original

Internet portal to the staff member's computer. This in-out-out-in action creates some definite slowness for the user.

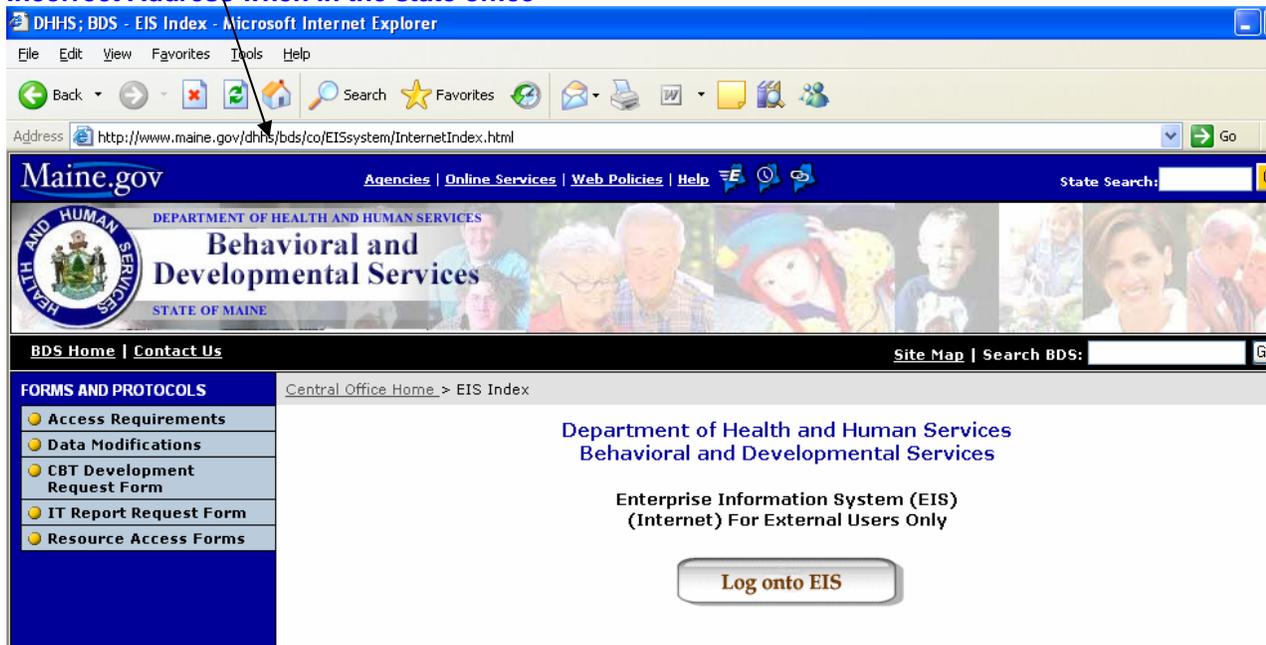
To correct this problem, all staff members are being asked to clear any shortcuts that take them to the following Internet address: <https://portalexis.bisoex.state.me.us/eis/ControlServlet> Instead you should use the following address to assure that you will always be connecting to the fastest and most correct address when logging on to the EIS: <http://inet.state.me.us/bds/datactr/welcome.htm> This address takes you to the Data Center Welcome Screen. From there you can select EIS and proceed to the logon screen.

Some may prefer to have a shortcut that takes you to the logon screen but as this note indicates the address for logon may change. A shortcut to this screen may become inoperative as a result of changes in the program. This problem has been taken care of in the offices that have gone to active directory on their computers. The correct shortcut appears on your desktop every time you boot up your computer. Using this one will take you to the right path to the EIS.

Correct Address when in the office



Incorrect Address when in the state office

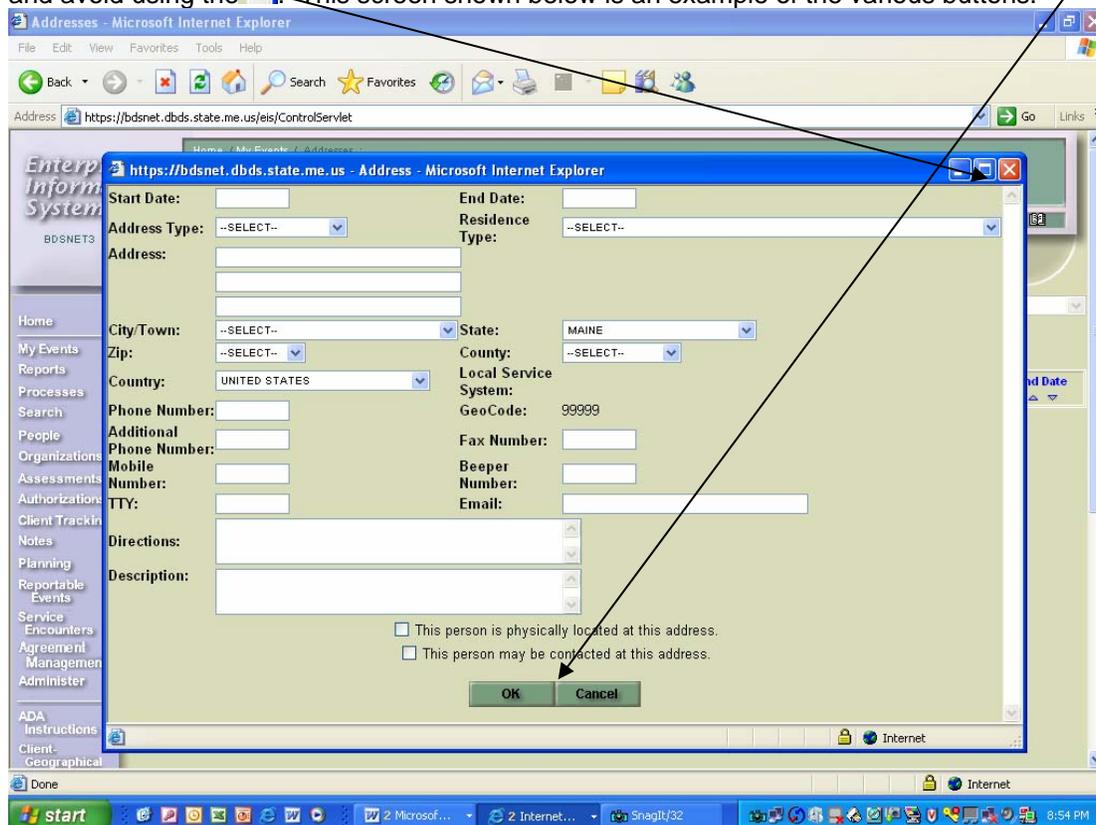


This change in your use of the address may not dramatically change speed for some users because there may be other setup problems with your computer including some personally owned programs added to your computer that may interfere with EIS functioning. This change has already helped many who were using the

incorrect portal. The above portal works fine when accessing EIS over the internet from outside the state network. So next time you go into the EIS take a look at the address and see if you are using the correct one.

Stop Using the

One of the results of the program slowness investigation is the incorrect exiting of various screens in the program. The problem is the misunderstanding the use of  vs. the OK/Cancel Buttons. When the  is used to leave a screen, the screen changes but the data stored in memory remains. When an OK/Cancel button is used, the screen changes but so does the data stored in the memory. If the cancel button is used, the data in memory is deleted. If the OK button is used, the data is deleted and replaced by the incoming data for the new screen. The routine use of the  causes buildup in the memory that results in a slow down of the program due to the lack of available memory. The OK/Cancel buttons eliminate data buildup in the memory and thus allow the program to continue functioning with full memory availability. So do use the OK/Cancel Buttons and avoid using the . This screen shown below is an example of the various buttons.



Adult Protective Investigation Reports Online

Starting last September, the Adult Protective Investigation Assessment was put online. With some training and work, this assessment is being used by the APS Investigators to record the most important highlights of their reports—Acceptance for Investigation, Assigned Investigator, Findings, Allegations, Recommendations and Need for Public Guardianship. Also included is the response by the provider and regional office of their resolution of the findings and recommendations. All this information is printable in two printer friendly reports--MR Adult Protective Investigation Report 384 and MR Adult Protective Investigative Report with Final Resolutions 398. Report 384 provides the investigator's report with findings and recommendations. Report 398 reports all the Report 384 information and adds the regional office and provider accepted resolutions to recommendations made by the investigators. These reports are significant steps forward in helping everyone know the outcome of an APS investigation. You will not find many reports in the system before February 2006 because reports only began to be entered by state APS investigators at that time. However, there are some agency investigator reports that were entered, but again these may be sparse. A corner has been turned on the

use of this assessment for reporting and you should expect to see most them being entered now and in the future. Also we plan to have similar reports for Rights Violations investigated by the Office of Advocacy.

MR Services and Supports Assessment V.6 Updates

We have been engaged in the largest data upgrade since the EIS was initiated in September 2001. The V.6 is collecting more critically needed information than any other system Mental Retardation Services has used in the past or present. Please accept our appreciation for your work in completing the upgrades as we close in on our goal of 100 percent updated. Today the results are as follows:

- Region 1 Portland – 1064 completed and 60 remaining to be updated.
- Region 2 Augusta – 796 completed and 1 remaining to be updated.
- Region 2 Lewiston – 525 completed and 67 remaining to be updated.
- Region 2 Rockland– 370 completed and 29 remaining to be updated.
- Region 3 Bangor – 757 completed and 69 remaining to be updated.
- Region 3 Aroostook – 350 completed and 0 remaining to be updated.
- Total – 3862 completed and 226 remaining to be updated

With these updates completed, the EIS will be purged of all the 01/01/2006 mapping V.6's on June 21. Any V.6's not updated will be removed as well and will require complete entry after this date in order to achieve our goal. The removal of these assessments along with the all the V.3's and V.4's will reduce the amount of data the EIS must search through when we are using it. These removals should help improve the speed of any report searches and assessment requests that you execute. I am sure this will be a real help for all users.

Most importantly, our developers can now begin the process of building ticklers from the dates that have been entered in the first dimension of Important Dates. Sixty day notices of waiver recertifications as well as 60 day notice of PCP Planning meetings are among the first two projects that will result from the V.6 data. Final certification data for the Community Consent Decree is now being drawn from the V.6 data pool. While some may consider the V.6 an unnecessary paperwork exercise, everyone needs to know that the EIS is the official site for the majority of all information used in general decision making for the MR Services System. It is not the only source but it is the primary source. These are decisions that impact the people we serve as well as we who must do the serving. Thank you again for your work on this updating.

Two final notes remain on the V.6. First it has been reported that some staff thought a full update was not required that only the new parts of the V.6. This may have been true for clients with relatively new V.5's, but most assuredly the expectation was the V.6 would be a complete update for any client who had a change in service or a change in unmet needs. This is important for the reports that we are now running for both the Consent Decree and the legislature, because the data must be current and accurate.

A second note is in regard to reports. All of the V.6 reports were late in arriving to you. For this we apologize, but the complicated aspects of these reports running against this huge assessment made report development challenging. The unmet needs report is available to everyone. The printer friendly individual report is in testing and should be available very soon. The V.6 counting reports are undergoing some redesign to make them run smoothly and quickly.

Waiver Authorizations

Over the past year, corrections have been made in the authorizing of waiver rates that providers can charge for waiver services provided. A year ago there were more than \$27 million in payments from MaineCare being held because of claims errors and incorrect enrollment of providers in the MaineCare System. Our resource developers took on this monumental task of correcting the literally thousands of errors in the system. Starting out with over 12,000 claims errors, they reduced the problem to a few hundred errors. They worked hard to remove these many errors. With the help of the OIS Data Center team, a solid interface between the EIS and MECMS is now working and errors are being eliminated daily. Our thanks go out to everyone involved in this gigantic programmatic fixer-upper.

You may be asking "How does this benefit me in my work with my clients. The answer is very simple. You may now go to your client's Authorization List Page and run the printer friendly—Report 360 and you will see the current waiver checklist for your client. You will see the services authorized as well as the number units and the rates for those units. This should save time running to or calling your resource coordinator to find out what has

been authorized in the waiver program for your client. The report can be printed if you wish. This is another effort to ease the burden of tracking down information that is now in the EIS and available at your finger tips.

Reportable Events Overhaul

This summer there will be a major overhaul of the Reportable Events Component of the EIS. Event though the reporting will change, the most remarkable effort is direct entry of reportable events by providers and not by regional staff. This change will allow providers to send information to us quicker and will allow us to redirect the efforts of our Incident Data Specialists to quality control of the reportable events process as well increase the focus on investigative reports and regional follow-up. You will hear much more about these exciting changes later this summer.

Right now the biggest addition is the ability through Reports 214 and 215 for you to gather information on an individual client as well as on a specific provider. Using your user parameters, you should be able to fine tune the report to the data need that you have. In some of our regional offices, these reports have become part of agency quarterly meetings and part of the reviews that may exist for a particular client or provider.

Features of the NEW EIS Build SW 05-02

FEATURES OF BUILD SW 05-02

Note: DS-EIS-EOAS 01-00-0131 Note Custom Fields Required Not Enforced was removed from Build SW 05-02 and therefore is not included in EIS Production. It will be included in a future build. I also added Request 3.) (See below) which will allow Start/End Dates for Other IDs. This should have been included in the Release SW 05-02 notes that were sent out last Thursday, but was left out.

1.) Request: DS-EIS-EOAS 01-00-0107 Password expiring without notice. If users don't access the system for months and the password expires they have no option to renew the password.

FIX:

Fixed the password logic so that the user is given 7 chances to change the password after it expires (every 90 days). Each time the user enters EIS the number of chances decreases by one if the password is not changed. If the user does not change it within the 7 chances the password will expire permanently and assistance from the helpdesk will be required..

2.) Request: DS-EIS-EOAS 01-00-0113 Users requesting for the Default Page from People List or My Events to be the Address List page

FIX:

Users will be directed to the Address list page when clicked on people list page links/My Events list page links. Previously the users were directed to the demographics page. Made Changes so that the user is shown the Address List Page. Demographics page will be accessible through show menu on Address page.

3.) Request: DS-EIS-EOAS 01-00-0072 There is currently no capability to capture start and end dates for other identifiers. Apparently these fields exist in the database, but are not 'loadable' from the People Other IDs screen. We would like to have these added.

FIX: Incorporated the Start and End dates in the People Other IDs page.

The user can now enter the start and end dates on the add page and update the same in the general page.

Overlap is checked based on ID Type, Source, Value and Start/End Dates. The user is prompted with an error if overlapping record exists

4.) Request: DS-EIS-PART 2.6 13-04-0060 Default End Date

Each Service Population should have the ability to have the Note End Date default or not. A Flag should be available to the Administrator at the time of the Note type creation that would allow the Note End Date to default to the Start Date if the flag is set. The default for the End Date should be the same as the Start date for the note. IT SHOULD NOT BE THE SYSTEM DATE.

FIX:

Those setting up notes can have the end date default to the start date. SP Leads for each area can make these decisions. MR = Terry Sandusky, MH = Margaret Burke, Children's = Lori Geiger.

5.) Request: DS-EIS-EOAS 01-00-0114 Sort not maintaining in My Events List

When going from page to page (clicking Next) on the My Event –My Clients list the sort was not maintaining on the second page.

Fix: The default sort is maintained as you move from one grouping to another (one page to another and back).

6.) Request: DS-EIS-EOAS 01-00-0115 When clicking on My Reports on My Preferences to open the report parameters dialog the system is bringing up two parameters dialogs one on top of the other. The only way out is to x out of the screen which boots you off EIS.

Fix: Fixed the error so that the system doesn't bring up two parameter dialogs one on top of the other.

7.) Request: DS-EIS-EOAS 01-00-0022 Modify In-Box ticklers to include client names.

Fix: The client name will now appear in the In-Box ticklers.

My Events - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://bdsnet02.dbds.state.me.us/eis/ControlServlet>

Enterprise Information System

Home / My Events : [Change People](#) [Change Organization](#)

EIS Development - Release 04-09 is here with exciting new features!!!

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Home

My Events

Reports

Processes

Search

People

Organizations

Assessments

Authorizations

Client Tracking

Notes

Planning

Reportable Events

Service Encounters

Agreement Management

Administer

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
150771	MOUSE, AMH	01/10/1969	Female	Go
160997	MOUSE, BABY	10/30/1999	Male	Go
156176	MOUSE, MICK	10/10/1959	Male	Go
149799	MOUSE, MONA	09/10/1997	Female	Go
174690	MOUSE, TEST	01/01/1955		Go
161231	MOUSE, TRAINING			Go

Viewing 1 - 6 of 6

My Reports

My Reports	Created Date	Last Modified
Total Authorizations by Procedure Code by Provider #371	03/13/2003	03/21/2003
All Organization List Search by Name #259	10/15/2003	04/13/2004
ALL Provider Summary by COS #6a	01/02/2004	06/02/2004

Viewing 1 - 3 of 3

[Set My Preferences] [Set Staff Coverage]

My Inbox

ID	Name
34926	Client id : 133808 , Mick Mouse Crisis Note created on 01-JUN-06

Viewing 1 - 1 of 1

8.) Request: DS-EIS-EOAS 01-00-0095 Export to Excel functionality from all list pages.

Fix: EIS Users will now have the ability to Export and Save the data included on any list/grid page to an Excel Spreadsheet. A Save to XLS button will appear on each list/grid page. Internet setting may have to be readjusted to allow this functionality.

The following steps will help you to utilize the Save XLS feature.

Step 1:

Open any list/grid page in EIS and Click the Save XLS button

My Events - Microsoft Internet Explorer

Address: http://bdsnet01.dpbs.state.me.us/eis/ControlServlet

Enterprise Information System

Home / My Events : Change People Clear
Change Organization Clear

LINWOOD T DIKET of BDSx June 01, 2006

My Events

My Clients

ID	Name	Date Of Birth	Gender	Set Anchor
160639	AAABBLE, ABE JR	10/10/1950	Male	Go
161681	ANT, MADISON A	01/01/1951	Female	Go
161461	MOUSE, LINDSAY E.	06/10/2001	Female	Go
180637	MOUSE, LINWOOD T	09/26/1950	Male	Go
160578	MOUSE, MICKROY	10/10/1950	Male	Go

Viewing 1 - 5 of 6 **Save XLS**

My Reports

My Reports	Created Date	Last Modified

Viewing 0 - 0 of 0 **Save XLS**

My Inbox

ID	Name	Date	Source
X 13821	Notification of the person selected from the Step2 if the step3 is not completed.		Go
X 13821	Notification of the person selected from the Step2 if the step3 is not completed.		Go
X 13822	Notification of the person selected from the Step2 if the step3 is not completed.		Go
X 13822	Notification of the person selected from the Step2 if the step3 is not completed.		Go
X 13823	Notification of the person selected from the Step2 if the step3 is not completed.		Go

Viewing 1 - 5 of 90 **Save XLS**

[Set My Preferences] [Set Staff Coverage]

Left sidebar menu: Home, My Events, Reports, Processes, People, Assessments, Authorizations, Client Tracking, Notes, Administer, ADA Instructions, Client Geographical Info, Support, Log Off

If you get the following screen call the TechSupport Helpdesk at 287-8400 and we may need to make some adjustments to your internet settings.

http://bdsnet01.dpbs.state.me.us/eis/ControlServlet - Microsoft Internet Explorer

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

Done Internet

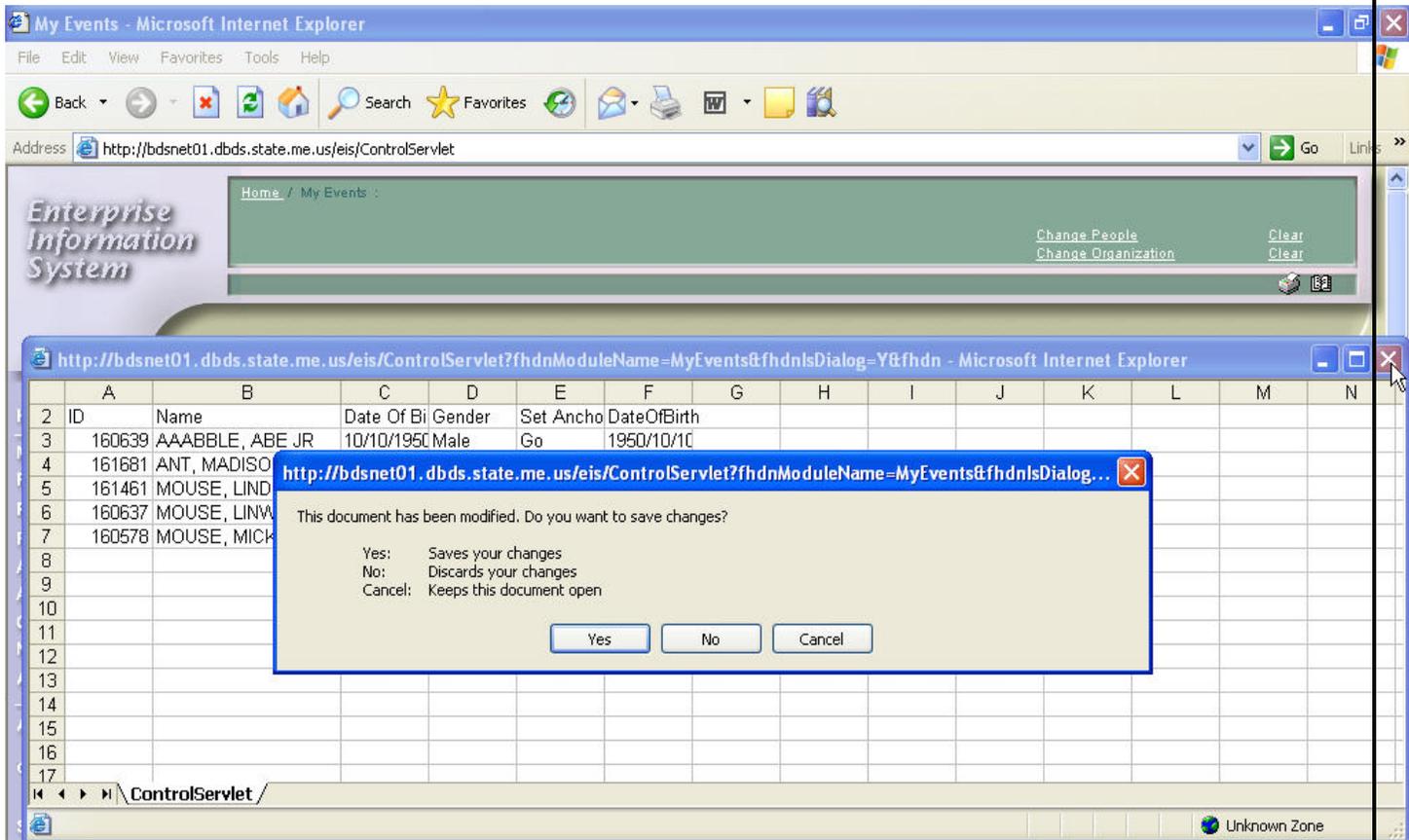
Most people will get this screen.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: <http://bdsnet01.dbds.state.me.us/eis/ControlServlet>. The page title is "My Events - Microsoft Internet Explorer". The browser's address bar shows the URL: <http://bdsnet01.dbds.state.me.us/eis/ControlServlet?fhdnModuleName=MyEvents&fhdnDialog=Y&fhdn>. The page content includes a header with the text "Enterprise Information System" and navigation links: "Change People", "Change Organization", "Clear", and "Clear". Below the header is a table with the following data:

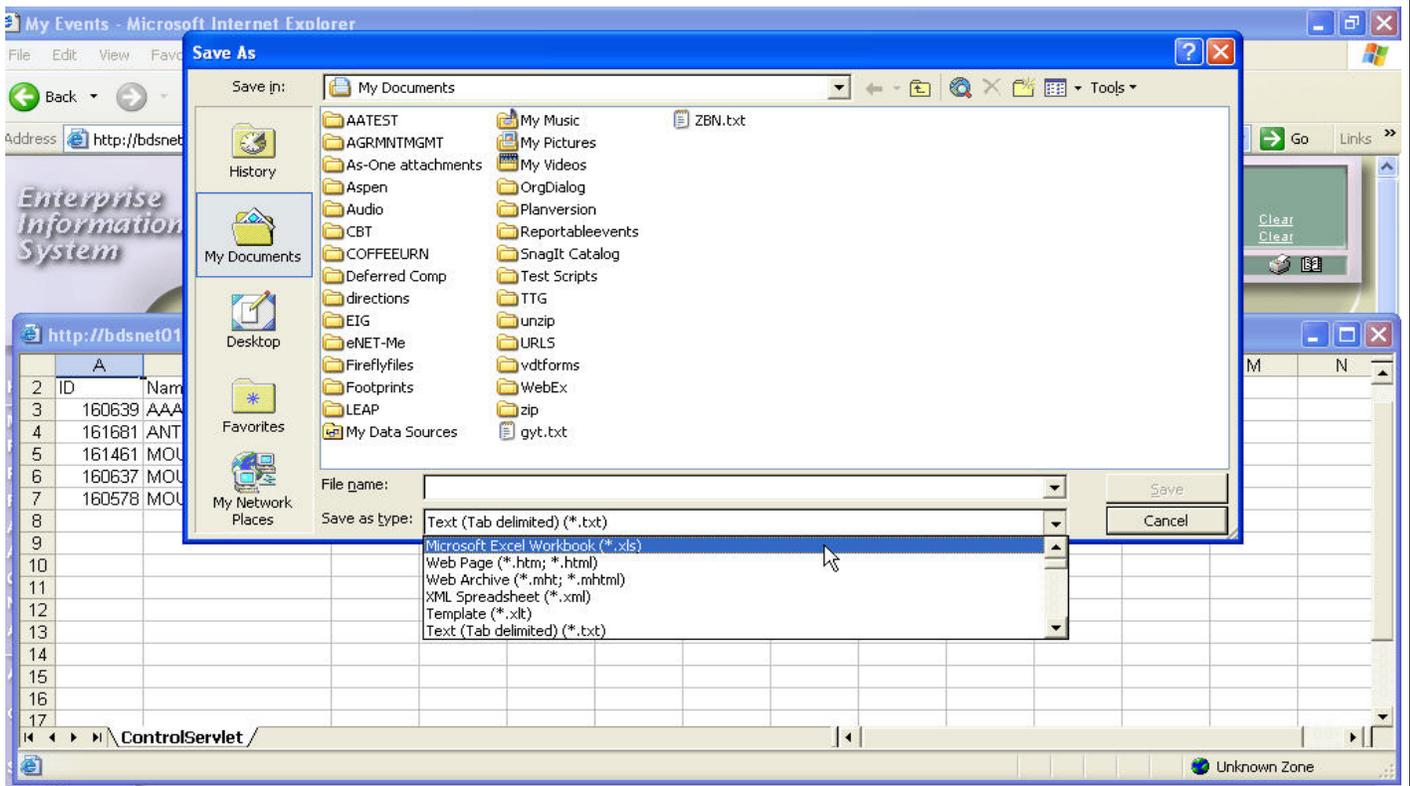
ID	Name	Date Of Bi	Gender	Set Ancho	DateOfBirth
160639	AAABBLE, ABE JR	10/10/1950	Male	Go	1950/10/10
161681	ANT, MADISON A	01/01/1951	Female	Go	1951/01/01
161461	MOUSE, LINDSAY E.	06/10/2001	Female	Go	2001/06/10
160637	MOUSE, LINWOOD T	09/26/1950	Male	Go	1950/09/26
160578	MOUSE, MICKROY	10/10/1950	Male	Go	1950/10/10

The table is displayed in a grid format with columns labeled A through N and rows numbered 2 through 17. The browser's status bar shows "Unknown Zone".

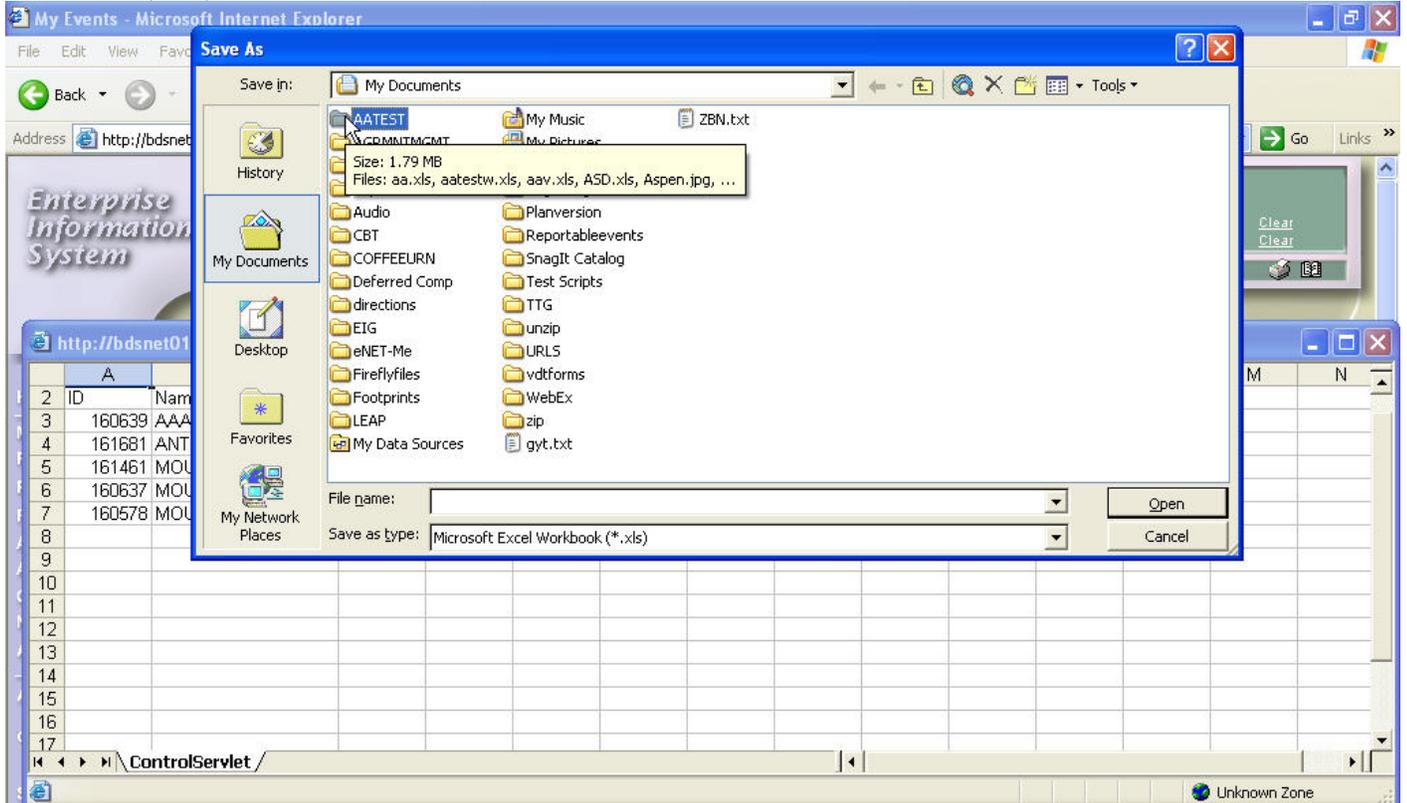
Step 2: Make any change to the spreadsheet, such as go to any column border and double click it to modify the width of the column. The column will widen to accommodate the data it holds.



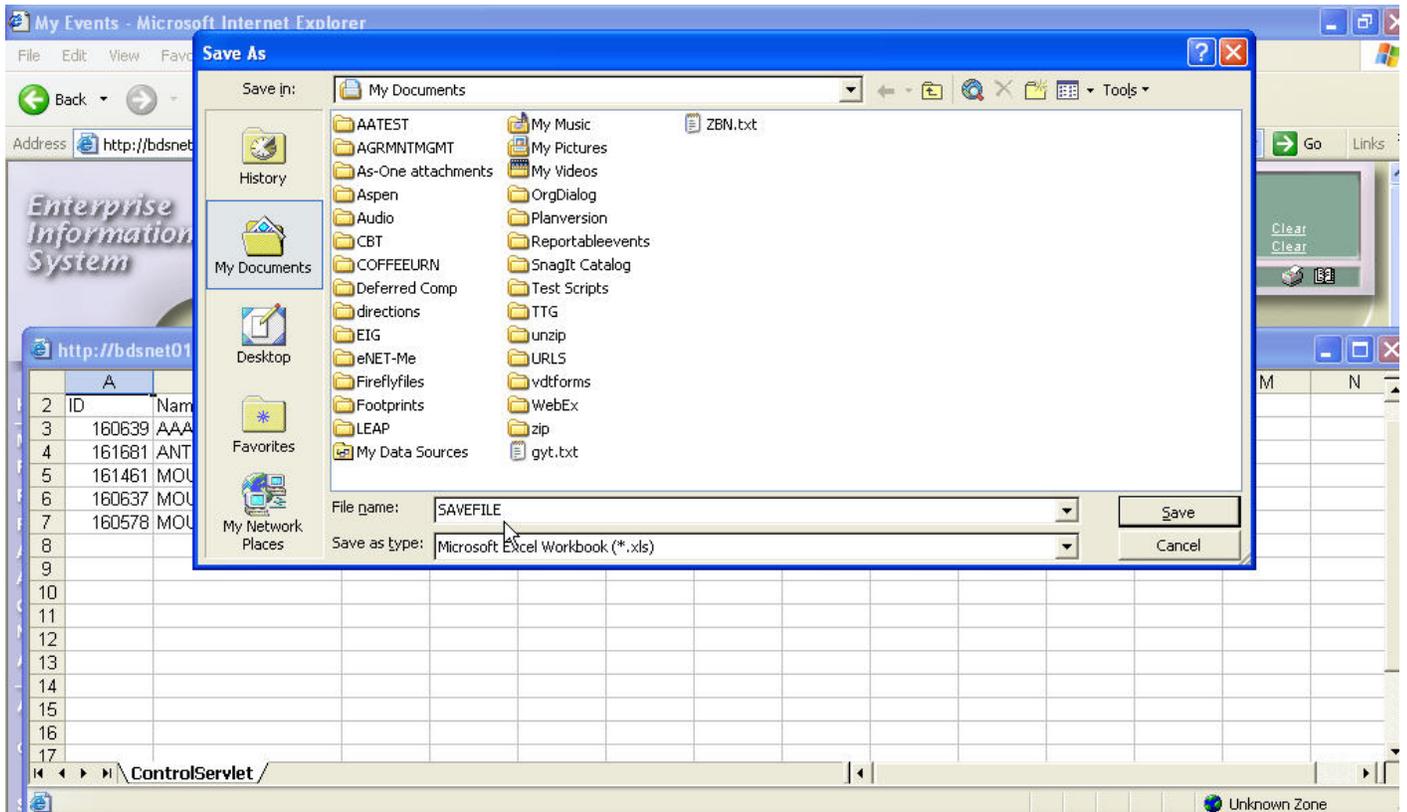
Step 3: Click the Red X in the upper right hand corner of the Excel Spread sheet and a Dialog message box will appear to allow you to Save, Not Save or Cancel.



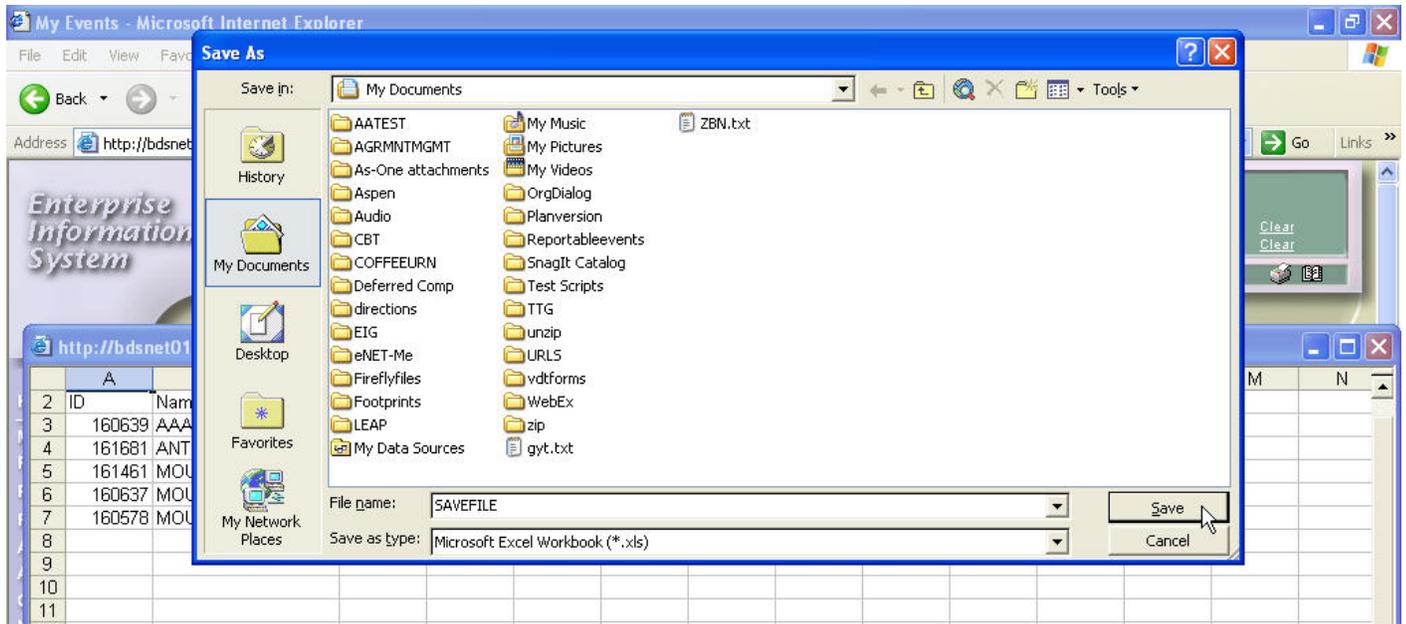
Step 4: Click the Save button, and in the Save as Type: drop down choose Microsoft Excel Workbook(*.xls)



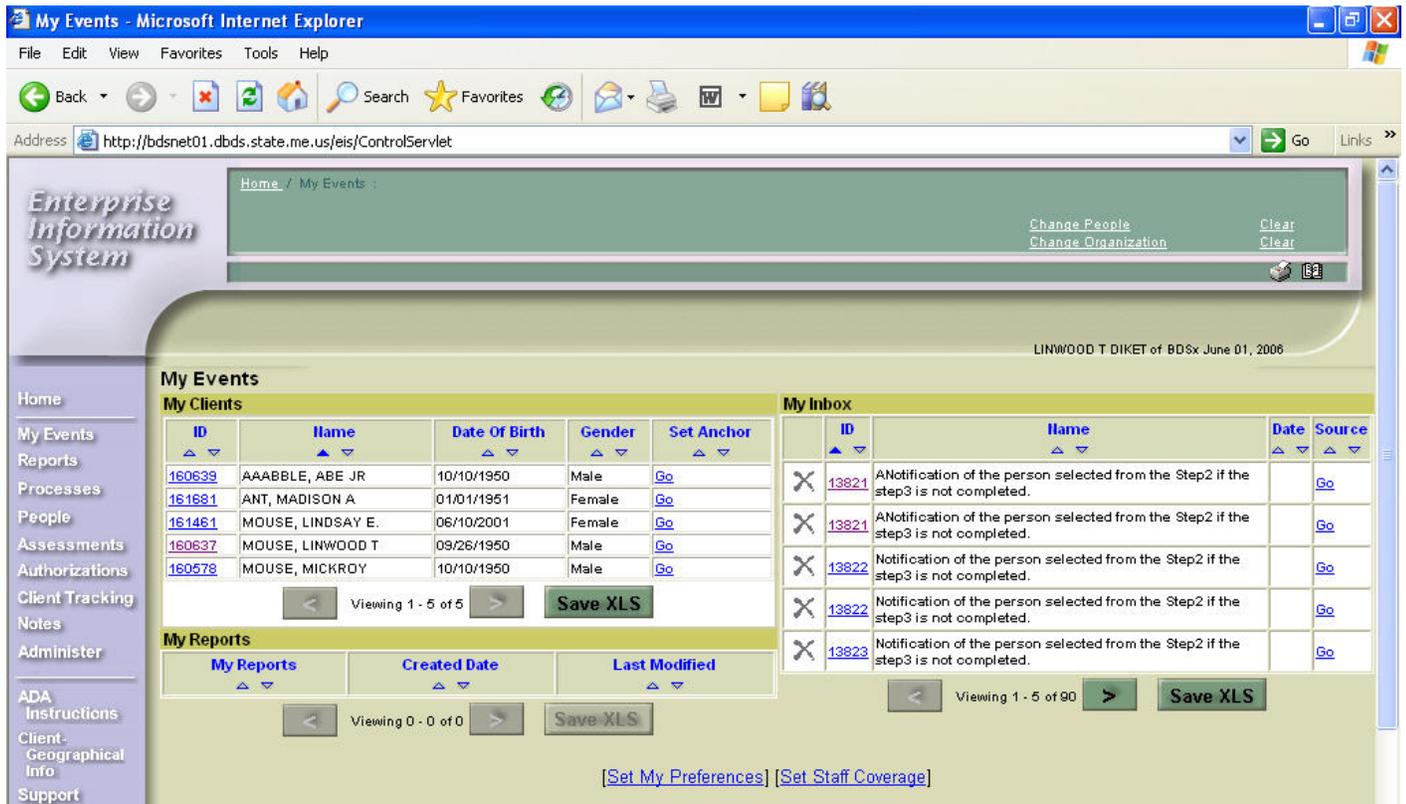
Step 5: Choose a folder on your computer to save the file to. Here I have chosen the AATEST folder.



Step 6: Enter a File Name: I named my file SAVEFILE.



Step 7: Click the Save button to save the SAVEFILE to a Microsoft Excel Workbook in your designated drive or folder.



You will return to the List/Grid page that you started on. You should wait a couple of seconds to let the page refresh before moving on to your next activity in EIS.

Thank you to everyone who took time to call or write with comments and suggestions. The system continues improve because of your interest. As said in the old days, always keep those cards and letters coming, however today e-mail is just fine.