




B. J. Walker, Commissioner
Gwendolyn B. Skinner, Division Director

Georgia Department of Human Resources • Division of Mental Health, Developmental Disabilities and Addictive Diseases
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March 10, 2008

To: Chief Executive Officer
Community Service Provider

From: John Quesenberry, Director 
Information Management Unit

Subject: APS CareConnection modifications Effective 3/15/2008
CID Generation for Consumers with no Social Security Number

The primary purpose of this memorandum is to notify you of changes to APS's electronic reporting system that will become effective March 15, 2008. The APS CareConnection System will be modified to allow providers to create a CID number for consumers with no Social Security number. Details and instructions are described in the following attachment to this letter:

Attachment 1 – Modification to SSN Requirement for MICP Data Entry

We request that you communicate the information in this letter and its attachments as soon as possible to all appropriate personnel in your organization, including specifically your information system managers, any other staff responsible for collection and/or entry of MICP and Encounter data, and, if applicable, your information system vendors.

Please direct questions concerning the CareConnection website to APS's Helpdesk at ga_helpdesk@apshealthcare.com. Should you have any other questions concerning this letter, please contact John Quesenberry at jwquesenberry@dhr.state.ga.us or (404) 463-6867.

As always, we appreciate your cooperation in providing complete, accurate, and timely data concerning your consumers and services.

c: Regional Coordinators
Regional Service Administrators
Wendy Tiegreen
Rick Valentine
Michael Claeys

Modification to SSN Requirement for MICP Data Entry **Effective March 15, 2008**

Summary:

- Effective March 15th, providers may generate a client ID (known as a CID) for a consumer without a Social Security Number (SSN).
- APS's CareConnection system will incorporate these changes in both the online website and batch process.
- CIDs can be generated when submitting MICP requests if another unique ID (Medicaid number or SSN) is known. Providers must separately generate a CID for a consumer without a Social Security Number (SSN) when the Medicaid number not known.
- If you do not know a consumer's CID, you can use the "Generate a Client ID" menu option to search for a CID and generate a new one only if none already exists. If you must generate a new CID, you will now have the capability to do so even if the consumer has no SSN.
- To enter a MICP by batch, a CID should be submitted if it is known. If it is not known, you must include either the consumer's SSN or Medicaid number in order for the system to identify whether the consumer has an existing CID in the system. If one is not found, the system will generate one and return it in the response file. If the consumer has no SSN or Medicaid number, a CID must be generated online prior to the MICP being submitted via batch.
- Despite the elimination of an absolute requirement for a SSN, records without SSNs should remain the exception rather than "the rule."
- The following pages include instructions concerning generating CIDs in the online CareConnection and instructions concerning the changes in the batch import system.

Should you have any questions concerning the use of APS's online or batch import systems, please contact APS Healthcare at:

E-mail: ga_helpdesk@apshealthcare.com

Phone: 1-877-523-4978

The following changes will be occur in the online version of CareConnection:

When entering a MICP online, a CID should be submitted if it is known. If it is not known, you must enter either the consumer's SSN or Medicaid number in order for the system to indentify whether the consumer has an existing CID in the system. If neither the Medicaid number nor the SSN is known then a CID needs to be generated.

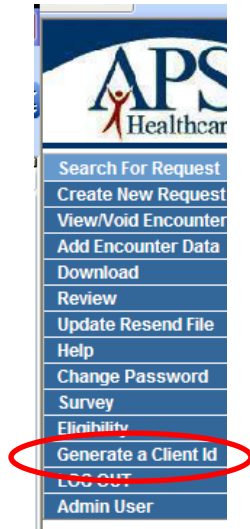
There are two methods for creating CIDs online: using the "Generate a Client ID" menu option (see pages 3-5) or the "Create New Request" menu option (see pages 6-10). The first option would be used when a consumer does not have a SSN or Medicaid number. The second option would be used when a MICP request is being entered and either the SSN or a Medicaid number is known.

If you do not know the consumer's CID, you can first perform a search to determine whether one already exists by using the "Generate a Client ID" option. If one already exists, use the existing CID. If none is found, then generate a CID for the consumer using one of the two options listed above. (Search for alternate spellings, maiden names, etc. before generating a new CID. Be especially diligent if you are certain that the consumer should already be in the system.)

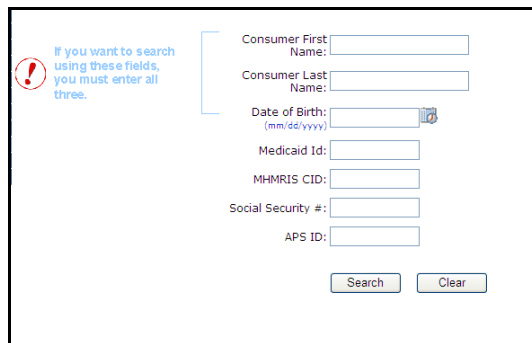
OPTION 1: To obtain a consumer’s CID using the “Generate a Client Id” menu option

A new option called “Generate a Client Id” has been added to the online menu. This menu option can be used both for searching for an existing CID and for generating a new CID if none is found.

1. Select the “Generate a Client Id” menu option.



2. Enter as much identifying information as you have for the consumer. The system will use this information to perform a search to see if the consumer is already in the database. At least one unique ID (Medicaid ID or SSN) or the consumer’s First Name, Last Name, and Date of Birth are required, but you should enter as many fields as possible to facilitate a thorough search.

A screenshot of a search form for generating a client ID. On the left, a red exclamation mark icon is next to the text: "If you want to search using these fields, you must enter all three." The form contains the following fields: Consumer First Name, Consumer Last Name, Date of Birth (with a calendar icon and "(mm/dd/yyyy)" format), Medicaid Id, MHRIS CID, Social Security #, and APS ID. At the bottom are "Search" and "Clear" buttons.

- If a possible match is found, select “View Details” and verify that the system-identified match is, in fact, for the correct person. If it is, write down the consumer’s existing CID to use during MICP data entry.

e

Generate a Client ID-Advanced Consumer Search Result							<< Hide Left Menu
MedicaidID	MHMRIS CID	APS ID	SSN	Consumer Name	Date of Birth		
	300160260	300160260		asbill, kenya	02/07/1979		View Details

Below is an example of the details available when identifying a consumer.

Welcome To APS CareConnection®

Search For Request | **Consumer Information** | << Hide Left Menu

Search For Request	APS ID #	300160260	MHMRIS CID #	300160260
Create New Request	Social Security #		Medicaid ID #	
View/Void Encounter	Consumer Last Name	asbill	Suffix	
Add Encounter Data	Consumer First Name	kenya	M.I.	
Download	Date of Birth	02/07/1979	Gender	Female
Review	Address 1	989 wdilsdhafi	Address 2	
Update Resend File	City	atlanta	Zip	30083 -
Help	State	ga		
Change Password	County	Barrow		

<< Back

- If the search finds no match for the search criteria entered, the following screen will appear. Select the “Consumer Not Found/Create New Consumer” button.

Welcome To APS CareConnection®

Search For Request | **Generate a Client ID-Advanced Consumer Search Result** | << Hide Left Menu

NO CONSUMER FOUND MATCHING THE SEARCH CRITERIA.
PLEASE CLICK THE BUTTON BELOW TO CREATE NEW CONSUMER

[Consumer Not Found/Create New Consumer](#)

- Enter all applicable information on the following screen and press the “Save” button:

Welcome To APS CareConnection®

Search For Request | **Consumer Information** | << Hide Left Menu

Search For Request	APS ID #		MHMRIS CID #	
Create New Request	Social Security #		Medicaid ID #	
View/Void Encounter	Consumer Last Name	Bobby	Suffix	
Add Encounter Data	Consumer First Name	Smith	M.I.	
Download	Date of Birth	03/03/1979	Gender	Female
Review	Address 1	123 gggggggg	Address 2	
Update Resend File	City	Atlanta	Zip	30303 -
Help	State	GA		
Change Password	County	Dade		

[Save](#)

6. The system will assign a CID which will appear in the CID field. Write down this CID to use during MICP data entry.

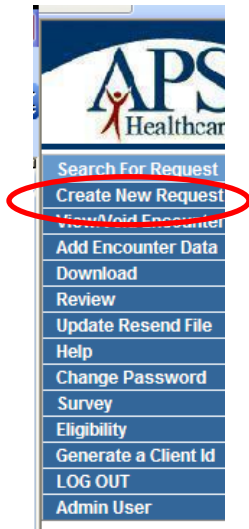
The screenshot shows the APS Healthcare CareConnection interface. The header includes the APS Healthcare logo and the text "Welcome To APS CareConnection®". A navigation menu on the left lists various actions such as "Search For Request", "Create New Request", "View/Void Encounter", "Add Encounter Data", "Download", "Review", "Update Resend File", "Help", "Change Password", "Survey", "Eligibility", "Generate a Client Id", "LOG OUT", and "Admin User". The main content area is titled "Consumer Information" and contains a form with the following fields:

Consumer Information	
APS ID #	300160267
Social Security #	
Consumer Last Name	Bobby
Consumer First Name	Smith
Date of Birth	03/03/1979
Address 1	123 0000000
City	Atlanta
State	GA
County	Dade
MMRIS CID #	300160267
Medicare ID	
Suffix	
M.I.	
Gender	Female
Address 2	
Zip	30303 -

The "MMRIS CID #" field, containing the value "300160267", is circled in red in the original image.

OPTION 2: To obtain a consumer’s CID using the “Create New Request” menu option.

1. Select the “Create New Request” menu option.



2. The following information is required:

A. Request Type

B. Consumer Identifying Information:

- At least one unique id (Medicaid ID or SSN) (both should be supplied if known) **AND** the First Name, Last Name, and DOB

NOTE: If consumer does not have any of the indicated unique IDs, a CID must be created using procedures listed in OPTION 1. You should write the CID down, then enter it when entering the MICP request.

A screenshot of the APS CareConnection web application. The header shows the APS Healthcare logo and the text "Welcome To APS CareConnection ©". A left sidebar menu is visible with "Create New Request" selected. The main content area is titled "Create New Request" and contains a form with the following fields: Medicaid ID, Date of Birth, First Name, Last Name, Start Date, Social Security #, MHDDAD CID, and APS ID. There are "Search" and "Clear" buttons at the bottom of the form. A "Learn more..." link is also present.

- If a match is found, select the type request needed for the consumer and you will be taken directly to the MICP:

Welcome To APS CareConnection®

Consumer Search Results

Medicaid Id	CID	SSN	Consumer Name	Date of Birth	Gender	City	Zip Code	MH/SA Request	MH/SA Request [Retro Medicaid]	MRDD Request
	300160260		asbill,kenya	2/7/1979	Female	atlanta	30083	Select	Select	Select

Welcome To APS CareConnection®

Consumer Information > General Assessment > Screening > Service Details

REQUEST TYPE: Registration MICP ID: REQUEST STATUS:

Save Save/Go Next Page >>

Create By:

Consumer Basic Information [learn more...](#)

APS ID # 300160260 Agency Cobb/Douglas CSB

Medicaid ID # CID 300160260

Medicare ID # Driver's License #

Social Security #

Consumer First Name kenya M.I.

Consumer Last Name asbill Suffix

Date of Birth 02/07/1979 Gender Female

Residential Address Line 1 989 wdilsdhafi

Residential Address Line 2

City atlanta County Barrow

State ga Zip 30083 -

Marital Status [learn more...](#)

Marital Status Single

Race [learn more...](#)

Race Black/ African American

Ethnicity [learn more...](#)

Hispanic/Latino Origin 2-No

Save Save/Go Next Page >>

- If no match is found, the following screen will appear. Then select the “Client ID Generation – Advanced Search” button:

Welcome To APS CareConnection®

NO CONSUMER FOUND MATCHING THE SEARCH CRITERIA.
PLEASE CLICK THE BUTTON BELOW TO GO TO GENERATE A CLIENT ID -
ADVANCED CONSUMER SEARCH PAGE FOR DOING AN ADVANCED SEARCH FOR
THE CONSUMER

CLIENT ID GENERATION - ADVANCED SEARCH >>

- The advanced search page will appear. All of the data you entered in step 2 will already be populated. Select the “Search” button:

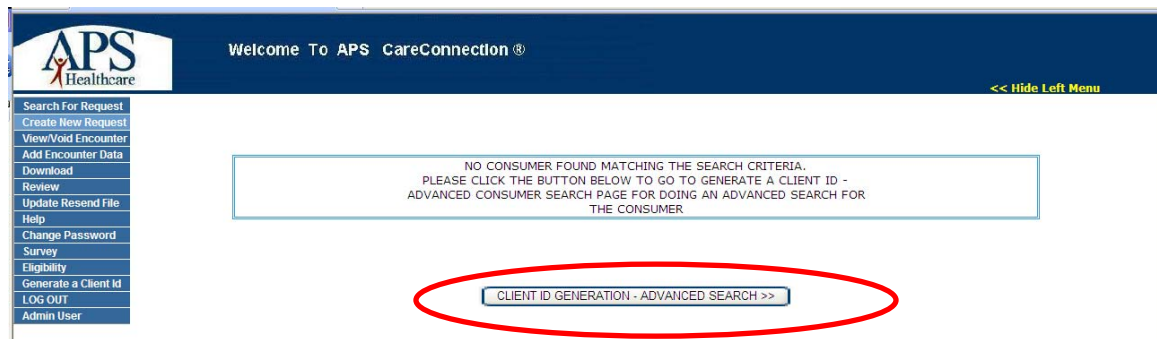
NOTE: The advanced search page uses the Advanced Search logic when searching for a consumer. The Advanced Search is when any unique ID is an exact match with an ID of the same type in the system, or when the combination of First Name, Last Name, and DOB matches the same combination for a consumer in the system.

- If a match is found, select “View Details/Create Request” link:

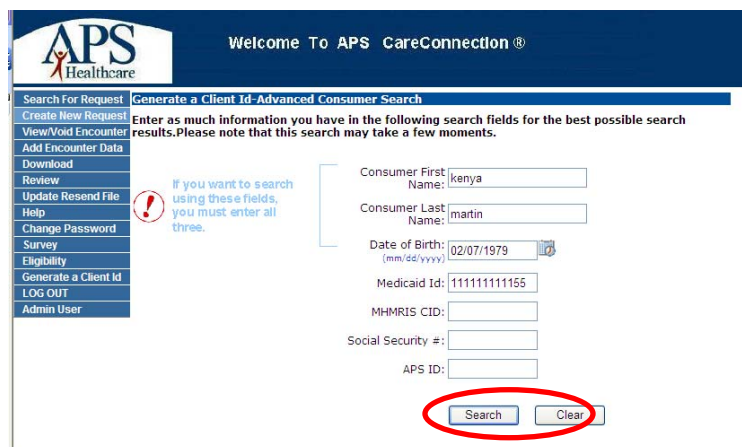
MedicaidID	MHMRIS CID	APS ID	SSN	Consumer Name	Date of Birth	
270053695	300112266	257592762	ROSS, ANDRE	04/12/1984	View Details/Create Request	

- Next, select the type request to create and select the “Create Request” button. This will take you directly to the MICP.

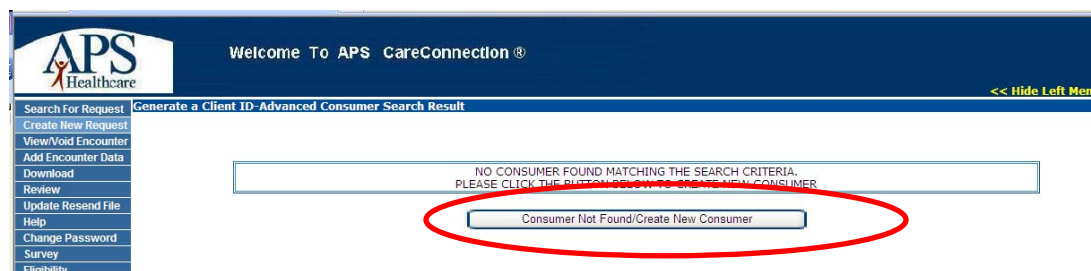
- If no match is found following the search at step 5, the following screen will appear. Select the “Client ID Generation – Advanced Search” button



- The advanced search page will appear. All of the data you entered in step 2 will already be populated. Select the “Search” button:



- If no match is found, the following screen will appear. Select the “Consumer Not Found/Create New Consumer” button.



11. Enter data in all the required fields and select the “Save” button.

The screenshot shows the APS Healthcare web application interface. At the top, it says "Welcome To APS CareConnection®". On the left is a navigation menu with options like "Search For Request", "Create New Request", "View/Void Encounter", etc. The main area is titled "Consumer Information" and contains several input fields for personal data. The fields are arranged in two columns. The first column includes: APS ID #, Social Security #, Consumer Last Name (filled with "martin"), Consumer First Name (filled with "kenya"), Date of Birth (filled with "02/07/1979"), Address 1, City, State, and County. The second column includes: MHMRIS CID #, Medicaid ID #, Suffix, M.I., Gender (dropdown menu), Address 2, and Zip. A "Save" button is located at the bottom right of the form area and is circled in red.

12. Next, select the type request to create and select the “Create Request” button. This will take you directly to the MICP.

This screenshot shows the same APS Healthcare web application, but now the "Consumer Information" fields are populated with data. The APS ID # and MHMRIS CID # are both "300160268". The Social Security # is filled. The Consumer Last Name is "martin", and the Consumer First Name is "kenya". The Date of Birth is "02/07/1979". The Address 1 is "hshadh", City is "haha", State is "ga", and County is "Dade". The Address 2 is filled, and the Zip is "30083". Below the form, there is a section titled "Select the request type for creating new request:" with three radio button options: "MH/SA Request", "MH/SA Retro Medicaid Request", and "MRDD Request". A "Create Request" button is located below these options and is circled in red.

The following changes will occur in the Batch Import process:

1. The following changes will occur in relation to the “Consumer_has_no_ssn” field:
 - This field will be ignored, and it may contain data or not.
 - This field will remain in the file layout. No new file layout will be needed due to this change.

2. The following changes will occur in relation to the Consumer Matching Logic when a SSN is not included on the record:
 - The record must include at least one item from column A and all of the items in column B so that the consumer can be uniquely identified.

Column A	Column B
Medicaid ID (MHN)	First Name
Client ID (CID)	Last Name
SSN	Date of Birth

- Records without a CID will use the Consumer Matching Logic to identify whether the consumer exists. Include both the Medicaid ID and SSN if known. If a match is found, the CID will be returned in the response file. If no match is found one will be generated and returned in the response file.

NOTE: If the Medicaid number is included on the record and no match is found, the record will reject. Providers are not allowed to add Medicaid numbers that are not currently in the system.

- If the record contains none of the unique ids from column A, the record will be returned with the error message following: “Consumer not found. Please visit the CareConnection website to generate a Client ID.” You would then need to use the online “Generate a Client Id” option (instructions in pages 3-5).