Table of Contents

Introduction to IBHIS for Fee-for-Service Providers .......................................................... 2
Overview ................................................................................................................................. 2
ProviderConnect Log In ......................................................................................................... 3
ProviderConnect Main Menu ................................................................................................. 4
ProviderConnect Client Search With Lookup Client ............................................................ 5
ProviderConnect Client Search With Add New Client/Client Search .................................. 6
ProviderConnect Create Admission for New Client .............................................................. 7
ProviderConnect Editing Demographic Information ............................................................. 9
ProviderConnect Admission Diagnosis .............................................................................. 10
ProviderConnect Discharge .................................................................................................. 12
ProviderConnect Printing Admission, Diagnosis and Discharge Screens .......................... 14
ProviderConnect Accessing LACDMH Service Information .............................................. 16
Coordinating ProviderConnect and TAR Form Data .......................................................... 18
Common Errors Made on TAR(s) ....................................................................................... 18
ProviderConnect Correcting Data Input Errors .................................................................. 20
TAR Medical Record Submission Content and Organization for Determination of Medical
Necessity ................................................................................................................................ 21
Introduction to IBHIS for Fee-for-Service Providers

Overview

Integrated Behavioral Health Information System (IBHIS) is the Electronic Health Record System (EHRS) that was implemented by Los Angeles County Department of Mental Health (LACDMH). ProviderConnect is a web interface used to communicate with IBHIS. ProviderConnect is a standard browser based application and can be launched from any web browsing application such as Internet Explorer, Chrome, or Firefox, and has real-time communication with IBHIS. Any information submitted via ProviderConnect is directly entered and updated into the IBHIS system immediately.

Fee-For-Service 1 (FFS1) L.A County Medi-Cal inpatient providers will use this system to:

1. Search for a client:
   A. If client is found, either in your hospital or in any other hospital, add admission record.
   B. If client is not found, either in your hospital or in any other hospital, create admission for new client.

2. Enter client demographic information or update existing client demographic information.

3. Enter admission diagnosis

   Note: Enter admission record and admission diagnosis within 24 hours of admission, to facilitate care coordination.

4. Upon discharge: First, enter discharge diagnosis and finally, create discharge.

5. Print (using your desktop print functions/Right-Click) the following screens to accompany paper TAR and clinical records to be submitted to DMH TAR Unit:

   A. Admission screen.
   B. Admission/Discharge Diagnosis screen.
   C. Discharge screen.
ProviderConnect Log In

1. Start the web browser (IE, Chrome) in your system. Type the following web address in the address line: https://lapconn.netsmartcloud.com/la

   **Note:** For training purposes only, type the following web address in the address line: https://lapconn.netsmartcloud.com/lastaging This link will take you to the ProviderConnect training environment where you may practice using the ProviderConnect system, prior to using the system live.

   The following login screen will appear:

   ![Login Screen]

   ![Login Screen]

   ![Login Screen]

   ![Login Screen]

2. Type in a user ID and password then click the **LOGIN** button.

   A screen will be displayed with a Confidentiality/Security statement. **You must accept and agree** before continuing.

   ![Terms of Security]

   ![Terms of Security]

   ![Terms of Security]

   ![Terms of Security]

   ![Terms of Security]

   Once “continue” has been selected, the system will display **ProviderConnect-News** alerts.

   The **News** screen will provide the user with alerts and updates regarding the system.

3. Click **Skip to Main Menu** to continue to the **Main Menu**.
ProviderConnect

Main Menu

You are logged in as: NIXON46
Your last login was: 6/2/2017 12:59:00 PM

<table>
<thead>
<tr>
<th>Main Menu - Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup Client</td>
</tr>
<tr>
<td>Add New Client/Client Search</td>
</tr>
<tr>
<td>Documentation</td>
</tr>
<tr>
<td>Change Password</td>
</tr>
<tr>
<td>News</td>
</tr>
<tr>
<td>Logout / Exit</td>
</tr>
</tbody>
</table>

- **News**: Is used to provide you with communication regarding updates and enhancements associated to ProviderConnect. If the News message displays “THIS IS A NON-PRODUCTION ENVIRONMENT”, this means you are in the testing environment. Logout and connect to the LIVE environment at https://lapconn.netsmartcloud.com/la

- **Documentation**: Provides help on ProviderConnect

- **Change password**: Allows users to change password

**Note**: When changing password, the following rules will apply:

- Password cannot be “password”.
- Passwords must be between 6 and 30 characters.
- Passwords are case-sensitive.
- Passwords cannot be the same as your username, or your username backwards.
- Passwords cannot be common English words or commonly used (guessable) passwords.
- Try substituting numbers or punctuation for letters. For example, instead of “provider” use “pr0v1d3r”

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**Client Search**

The **Main Menu** is used to search for existing clients.

There are two steps to search for clients:

- **“Lookup Client”**: Allows you to search clients by **First and Last Name, SSN, DOB, and your agency name** for an existing admission created by **your agency**. Please note: Records cannot be accessed by existing TAR numbers.
ProviderConnect
Client Search with Lookup Client

The **Lookup Client** option is used to search for clients with an existing admission created by *your* Hospital.

You may search for clients using the following parameters:

- **Member ID** (only)
- **Social Security Number** (only)
- Or a combination of **First Name**, **Last Name** and D.O.B.

**Note:** You must use Capital Letters for the *first letter* in both the “Last Name” and “First Name” fields.

Results of the search will list the client information as follows based on the parameters provided.

1. Click on the **Client ID** to view client information.
ProviderConnect
Lookup Client (Cont’d)

2. The following screen will appear:

If client is not found within by “Lookup Client” function, go to the next step:

ProviderConnect
Client Search with Add New Client/Client Search

- “Add New Client/Client Search”: Allows you to search clients by First and Last Name, SSN, DOB and Sex for clients who may have an existing admission within the system from other providers.

- To edit records for a client admitted under your facility, the “Lookup Client” function must be used.
If no client found in client search: “Create Admission for New Client.”

Note: When adding a new client, always make sure you have already performed a thorough search to ensure that the client does not already have an existing admission in the system.

If the client has not been found, using the steps above, the Main Menu is used to add new clients not previously in the system:

1. Click **Create Admission for New Client** to add an admission for your facility.

   ![ProviderAdmission form](image)

   **Note:** All fields highlighted in red are required. Because the Provider Admission form can be submitted with missing and inaccurate data in the red fields, and once submitted, it cannot be changed by you, you must verify that all red field data is entered and is accurate.

2. Click **Save Admission** to submit admission record.

3. If the client has an existing admission a list will display search results matching the parameters you provided.
4. Verify the information for accuracy before proceeding.

5. Click on the Client ID number. The **Provider Admission Form** will appear with prepopulated information that you entered in the search screen.

6. Complete admission data and client demographic data as follows:

   ![Provider Admission Form](image)

   **Note:** All fields highlighted in red are required. The Provider Admission form cannot be submitted without completing all the required fields. Once the admission has been saved, data cannot be changed. Verify all data for accuracy before submitting.

   7. Click **Save Admission** to submit admission record.
ProviderConnect

Editing Demographic Information

The **Demographic** form is used to maintain and update clients’ demographic information (i.e. name, social security number, date of birth, address, sex, etc.).

Demographic information is prepopulated from the previous episode. However, the user may update any necessary changes (e.g. address, telephone number, etc.).

For the zip code field on all addresses across all DMH systems, the 9-digit (Zip+4) zip code is **REQUIRED**. If the 4 digit code is unknown, use ‘9998’ as a default.

1. To edit client’s demographic information, click **Demographic** on the **Navigation Tool Bar** to open the Member’s demographic form.

The **Navigation Tool Bar** on the left side column allows you the ability to access different forms.

2. Complete the admission data and update any client demographic data if necessary.

3. Click **Save Record** to save the changes.

**Note:** Please verify that the correct client record has been selected before making any changes. Client’s name, date of birth, and social security number **CANNOT** be edited.

Remember, all fields highlighted in red are required. The form cannot be submitted without completing the required fields.
The **Diagnosis** form is used to create and update clients’ diagnosis record.

**Note:** Both an Admission diagnosis and a Discharge diagnosis are required for all admissions and should be entered before creating a discharge.

1. To create/edit client’s diagnosis information, click “**Provider Diagnosis (ICD10)**” on the task bar to open the “**Provider Diagnosis (ICD10)**” form.

2. Click ![Add Diagnosis Record](image) to open form.

3. Complete all red required fields and select.

4. The **Provider Diagnosis** pre display screen will populate.

5. Click ![Add Diagnosis Record](image) to add the diagnosis.
6. Complete all red required fields and select **Save Diagnosis**.
1. To discharge client from current hospital episode, first you must enter the discharge diagnosis.

2. Click on “Provider Admission,” Select Create Discharge link.

Enter all red required fields. Ensure that all current demographic information is completed/updated.
3. Click **Save Discharge**

4. Initially, “Discharge Date” will read as “Queued.”

5. After approximately 30 seconds, you may click “Refresh” on your computer to confirm discharge date.
Printing Admission, Diagnosis and Discharge Screens

6. Print (using your desktop print functions/Right-Click) the following screens to accompany paper TAR and clinical records to be submitted to DMH TAR Unit:

A. Admission screen.
B. Admission/Discharge Diagnosis screen.
C. Discharge screen.

Print Preview of Admission screen:
Print Preview of Admission/Discharge Diagnosis screen:

<table>
<thead>
<tr>
<th>Date of Diagnosis</th>
<th>Type of Diagnosis</th>
<th>Principal Diagnosis</th>
<th>Episode Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2013</td>
<td>Admission</td>
<td>Major depressive disorder, recurrent</td>
<td>1</td>
</tr>
<tr>
<td>1/2/2013</td>
<td>Discharge</td>
<td>Major depressive disorder, recurrent</td>
<td>1</td>
</tr>
</tbody>
</table>

Print Preview of Discharge screen:
Accessing LACDMH Service History Information through ProviderConnect

**Step 1:** From the Main Menu, Select the ‘Reports’ section which will display a menu of available reports.

<table>
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<tr>
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<tr>
<td>Reports</td>
</tr>
<tr>
<td>Documentation</td>
</tr>
<tr>
<td>Add New Client/Client Search</td>
</tr>
</tbody>
</table>

**Step 2:** Click on [LACDMH Client Service History]

**Step 3:** Enter the DMH Client ID and click the Generate Report button

This will generate a report similar to the one shown below:
Looking up IBHIS episodes

To see encounters with service providers where those services are not claimed through IBHIS (like admissions to FFS hospitals) in ProviderConnect, use the Provider Admission link. You will also see the “higher level” outpatient episodes that exist for this client in IBHIS.

Step 1: From the Main Menu, Select the ‘Lookup Client’ section

Step 2: Enter the DMH Client ID or other search criteria to find the client record of interest. Note: you will only be able to see the detailed episode records if your facility has a past or current admission for this client.

Step 3: Select the ‘Provider Admission’ option.

You will see a list of all IBHIS episodes that exist for the client in question.
Accessing LACDMH Service History Information thru ProviderConnect (Cont’d)

In the example above, this “client” has had 3 admissions created in IBHIS to FFS inpatient facilities, including one which is still open at Huntington Memorial. You also see that the client was “Pre-Admitted” by LACDMH at one point (e.g., for initial appointment scheduling), and formally admitted for outpatient services under the DMH Directly Operated admission program (LE00019) in 2016. You would review the ProviderConnect Service History report described earlier to see the specific outpatient service programs/sites where those services were delivered under that LE00019 episode.

Coordinating ProviderConnect and TAR form data

Please ensure that all data is entered into ProviderConnect accurately and corresponds to information entered onto the TAR form.

Common Errors Made on TAR(s)

NOTE: The following are errors that are most consistently made on TAR(s):

1. Box #7 (admission date.)
2. Box #14 (date of birth.)
3. Patient’s name- Provider forgets to give a.k.a. or misspells the patient’s name.
4. Box #17- Number of days does not coincide with the admission date and/or discharge date.
5. Box #20 (discharge date.)
Common Errors Made on TAR(s) (Cont’d)

6. Providers forget to indicate how many days apply to each TAR when there are multiple TAR(s) i.e., acute and administrative. Example: 6/30-7/15 TAR#1.
To Correct Data Input Errors Post Submission:

Submit your issues by accessing the online Self Service Support application at:

https://extra.dmh.lacounty.gov/SelfServiceSupport/Pages/SelfService.aspx
For TAR business related questions, please contact your hospital’s Single Point of Contact who will coordinate communication with TAR Unit.

TAR Medical Record Submission Content and Organization For Determination of Medical Necessity

Please ensure that medical records being submitted with TAR are organized, tabbed or sectioned to include the following:

2. 5150.
3. Discharge plan.
4. Psychiatric evaluation.
5. History & Physical per Internal Medicine.
6. Physician notes.
7. Physician orders if Seclusion & Restraint or orders for STAT medications.
8. Nursing narrative notes.
9. Initial suicide assessment, including subsequent suicide assessments if patient is suicidal.

Placement contacts for administrative days.

Note: It is not necessary to include the entire medical record, as long as the above information is provided.