

UPDATED GUIDANCE ON SETTING UP CLIENTS IN IBHIS WHEN THE DATE OF BIRTH IS UNKNOWN

The Integrated Behavioral Health Information System (IBHIS) allows users to enter the client's date of birth in various places throughout the system. In most areas, the date of birth is not a required field. However, the subscriber's date of birth is required when setting up guarantors in Financial Eligibility. Previously, staff in directly operated and contract provider programs were instructed to use February 2, 1922 (2/2/22) when setting up guarantors in Financial Eligibility for any client whose date of birth is unknown. Over time, this date, as well as February 22, 1922 (2/22/22), and other stopgap, made-up birth dates have been used not only in Financial Eligibility, but also in Client Demographics.

In order to ensure that we have the most accurate client information in IBHIS, February 2, 1922 (2/2/22), variations on this date, and other substitute birth dates ***must not be used on any form unless it is the client's actual birthdate.***

Financial profile

Every client must have a financial profile associated with each open episode. However, because Medi-Cal requires the client's birth date on the claim, Medi-Cal must not be added as a guarantor in Financial Eligibility when the date of birth is unknown. Clients whose date of birth is unknown should only have LA County guarantor associated with the episode in Financial Eligibility.

Non-financial client information

Quality Assurance (QA) will be releasing additional guidance around creating, entering and updating Client Demographics, and opening episodes when key demographic information may not be available.