

IBHIS CLIENT WEB SERVICE UPDATES

On September 18, 2020, the Los Angeles County Department of Mental Health (DMH) installed critical updates to the Integrated Behavioral Health Information System (IBHIS). These updates included changes to the current pregnancy information exchange with IBHIS and prepared the exchange for future updates. As a result of these updates, providers will not be able to create, update or retrieve pregnancy information with the current version of Client Services (v201901). Providers will receive an error when attempting to exchange this information with IBHIS until the new version of Client Services (v202001) is released.

Please contact your vendor for details, insight, and guidance regarding how the updates to the CreateClientPregnancy, UpdateClientPregnancy, and GetClientPregnancyDetails operations impact your system. Make sure that your vendor updates your Electronic Health Record/Electronic Medical Record to utilize the latest Client Service release (v202001) once made available by DMH. This release resolves the issue causing these operations to fail. DMH expects to deploy the v202001 Client Service update on October 13, 2020. Monitor DMH Trading Partner notifications for updates and additional information.

Providers should submit a HEAT ticket to verify, create, or update a pregnancy information that exists in IBHIS until this issue is resolved. The Provider Advocacy Office (PAO) will be responsible for addressing pregnancy information related requests. Tickets should include the Client ID, Program of Admission (Legal Entity number), Pregnancy Start Date, Service Date when the pregnancy was reported, and the Pregnancy End Date, if applicable. PAO will update IBHIS with this information on behalf of the provider until the Client Service updates are deployed and the issues are resolved on October 13.