FSP OMA User's Group

January 28, 2025

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY, OUTCOMES & TRAINING DIVISION

WELLNESS • RECOVERY • RESILIENCE

LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

Welcome to the FSP OMA User's Group

- Welcome
- Review of handouts

Objectives

- Review common best practices for FSP OMA
  - Baseline
  - KEC
  - 3M
  - DCDR
  - HEAT tickets
- Provide FSP resources

FSP OMA updates

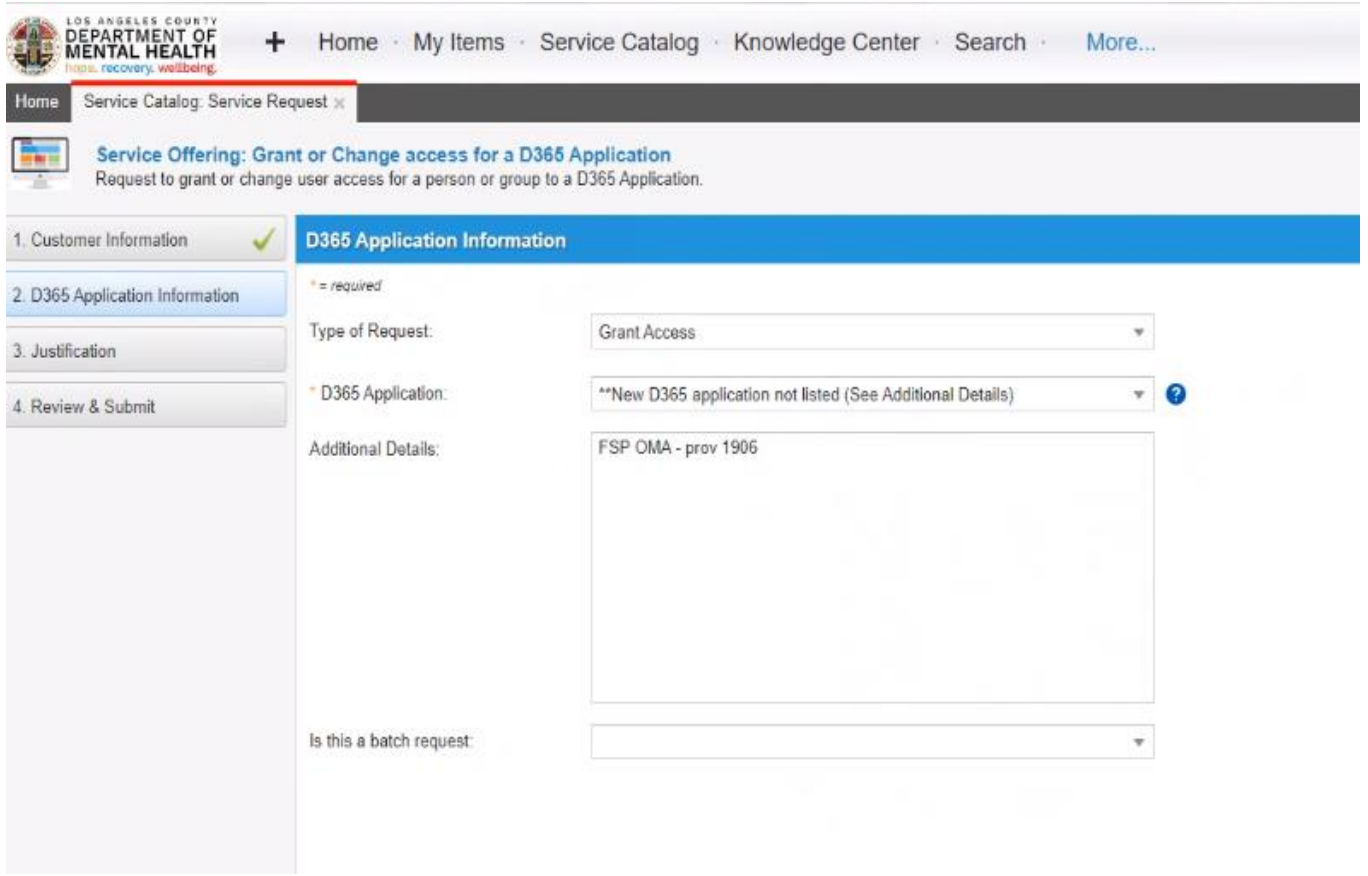
- **Review recent developments**
  - Currently Sprint 27 is being implemented and estimated to be complete January 31, 2025.
- **Reminder that notifications are sent via an OMA alert when system is down or going through updates**
  - Contact FSPoutcomes@dmh.lacounty.gov to be added to the mailing list

Best Practices

- Assure the computer is on and functioning correctly
- Use MS Edge as browser (make sure it is updated)
- Request access to FSP OMA if needed (upcoming slides)
- Confirm you are logged under the correct provider number

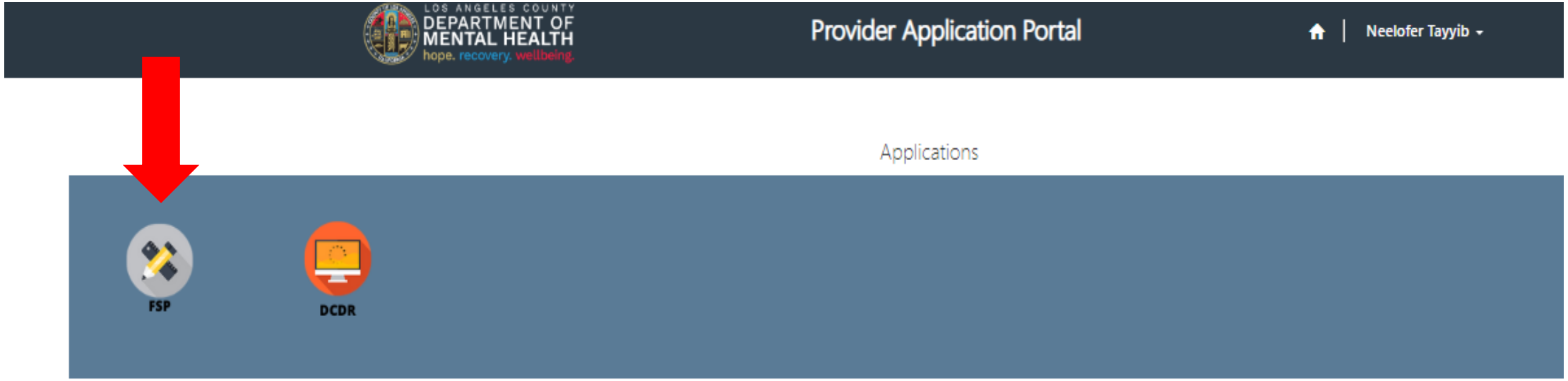
Getting Access to the FSP OMA and the DCDR Portal

- **Getting Access:**
  - Directly Operated Clinics: need to submit a Service Request (SR)
  - Legal Entities: need to go through their Systems Access Liaison for your Legal Entity



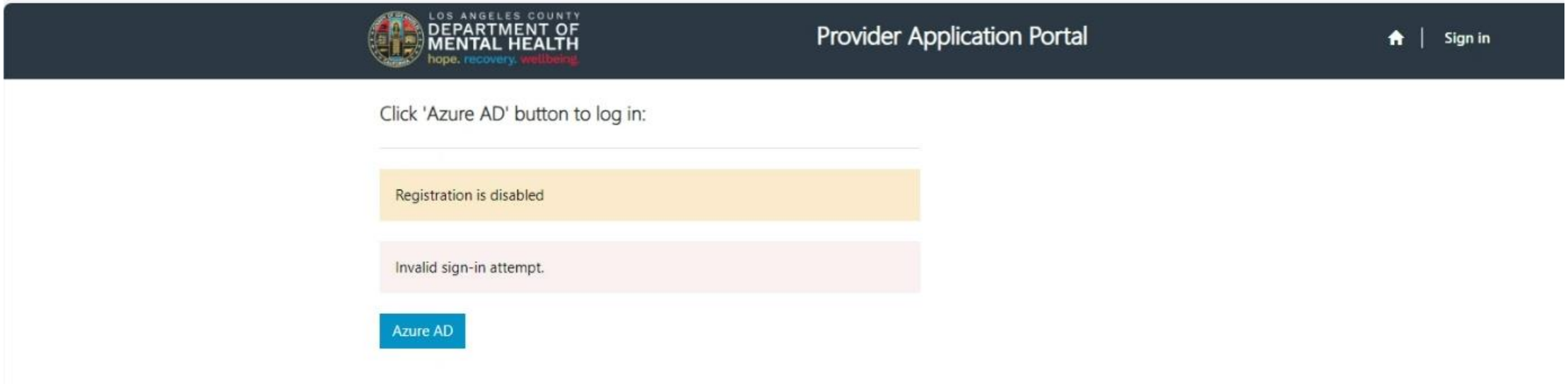
Do you have access to the FSP OMA Portal?

If you **do** have access to FSP OMA Portal (for Legal Entities only),
your view will include the FSP icon when you log into the application:



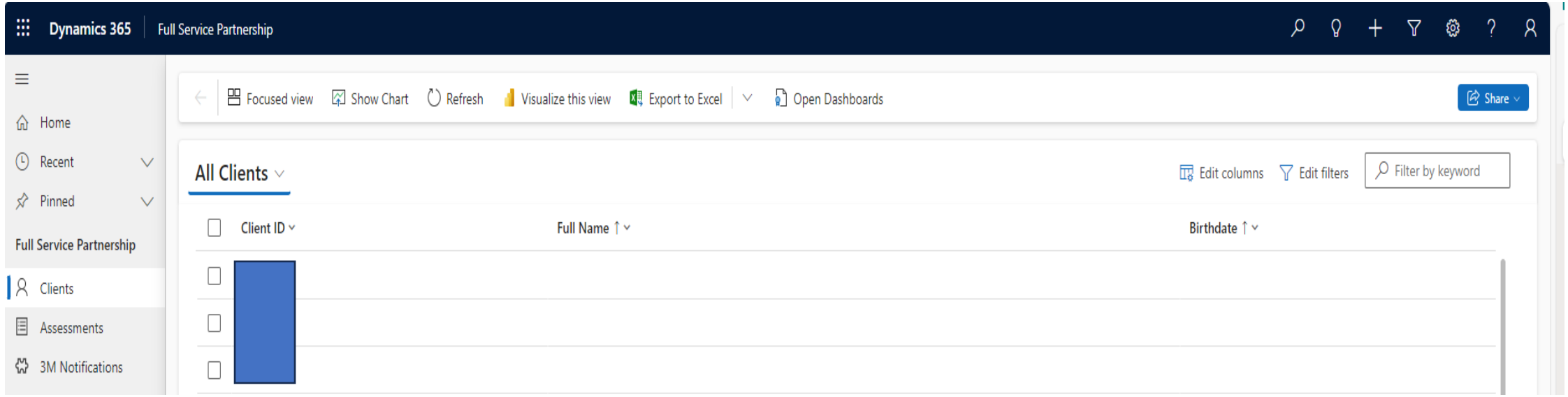
Do you have access to the FSP OMA Portal?

If you **do not** have access to FSP OMA Portal (for Legal Entities only), your will get this error message when you log into the application:



Do you have access to FSP OMA Dynamics?

If you **do** have access to FSP OMA Dynamics (for Directly Operated clinics only), your view will be the homepage when you log into the application:



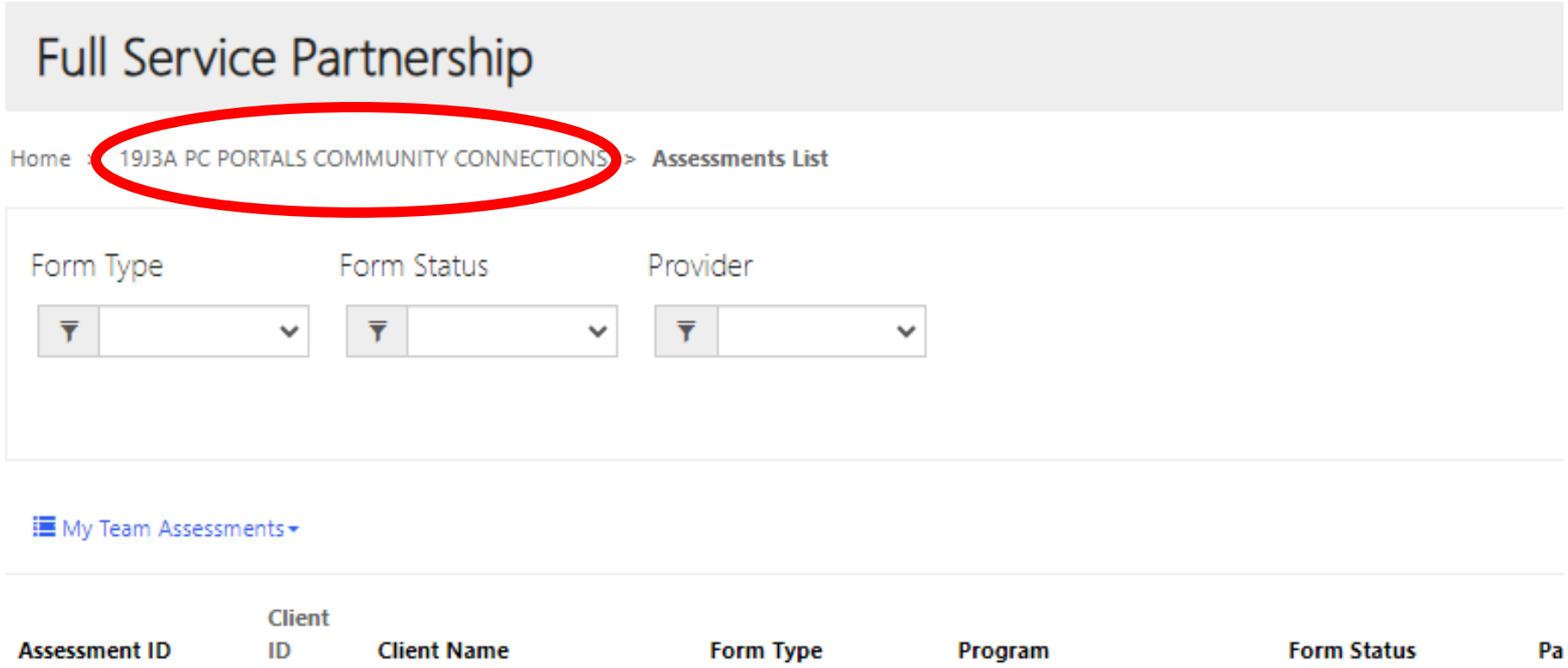
Do you have access to FSP OMA Dynamics?

If you **do not** have access to FSP OMA Dynamics (for Directly Operated clinics only), you will get this error message when you log into the application:

Are you logged on under the correct provider?

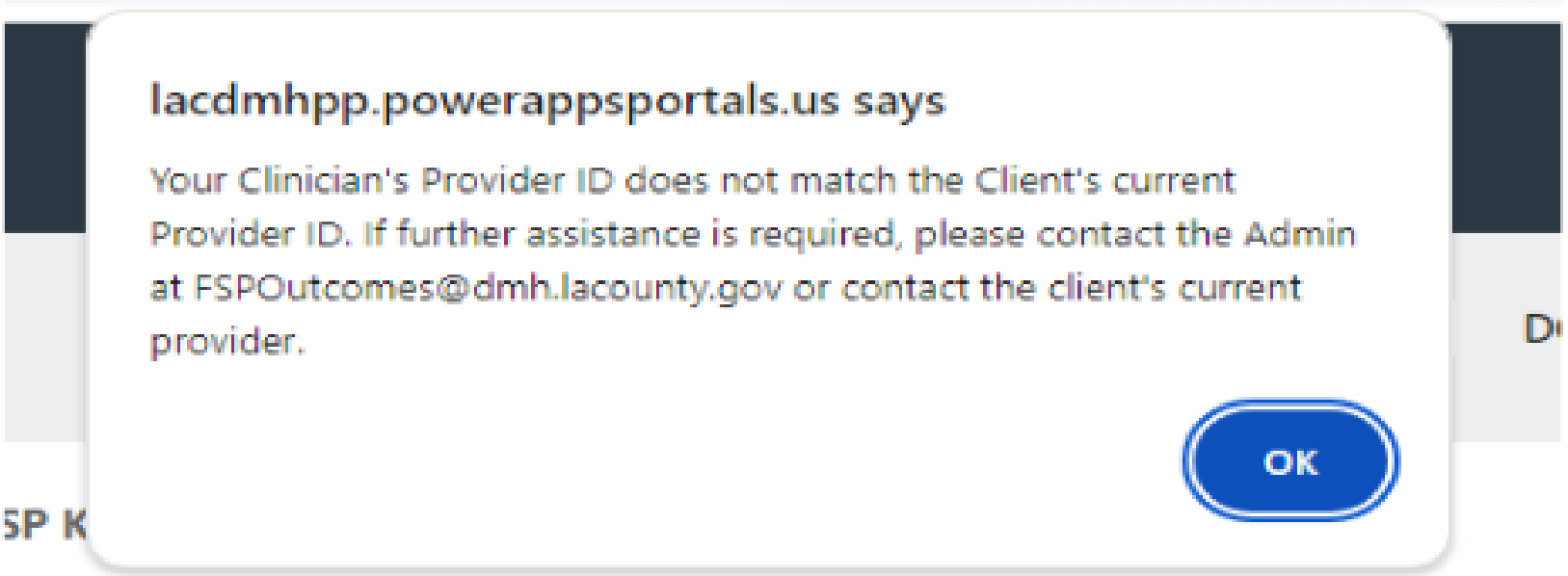
For Portal Users only

The provider number you are logged under will show on the top of the screen



Are you logged on under the correct provider?

If you are not logged in under the correct Provider Number, you will receive this error message



General Questions

What is the difference between Authorization, Partnership, and Baseline Assessment dates?

- **Authorization Date**: The day a client is authorized to receive FSP services by the Countywide FSP Administration.
- **Partnership Date**: The first day any FSP services are delivered and billed for. It must be ON or AFTER the FSP Administration's Authorization date.
- **Assessment Date**: The day the Baseline Assessment is completed.

Who can confirm the enrollment status of a client?

- **Service Area Navigator**
- **Contact FSP Admin**
  - Child/Young Adult: ChildYAFSP@dmh.lacounty.gov
  - Adult/OA: AdultOAFSP@dmh.lacounty.gov
  - IFCCS: csocifccs@dmh.lacounty.gov
  - Wraparound: WRAPAROUND@dmh.lacounty.gov
  - AOT: AOTLAOE@dmh.lacounty

Please note that the FSP Outcomes team does not have access to SRTS

Who do I contact for assistance with client level FSP OMA issues?

- Providers will need to contact the other provider directly that created the Assessment and ask them to make any changes.
- Providers will not be able to edit an assessment that was not created by the same agency/provider number.
- Providers can contact the SA Navigator for the most up to date FSP contact information

Does the Partnership date ever change?

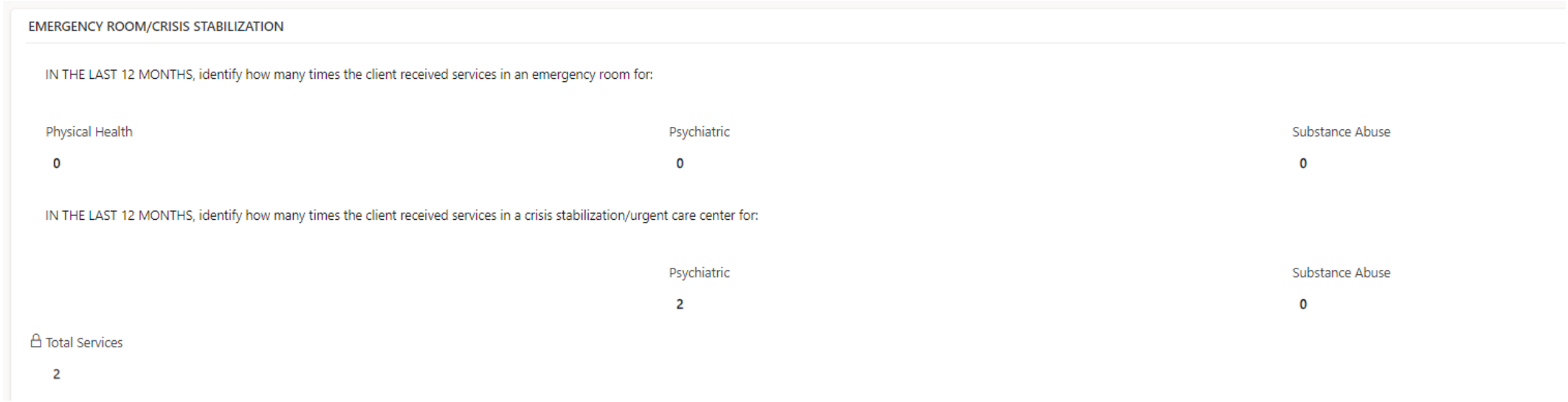
- No, unless a new baseline is completed (due to a break in services of more than 365 days)
- A transfer or reestablishment of the client doesn’t change Partnership date

Do I have to answer every question in an assessment?

- Yes, all the required fields for an assessment have not been completed.
- Baselines and 3Ms need all fields completed whereas KECs only need applicable fields to be completed.
- There are specific fields that require an entry, even if the value is “0” or “N/A” (see next 2 slides)

Fields that require an entry

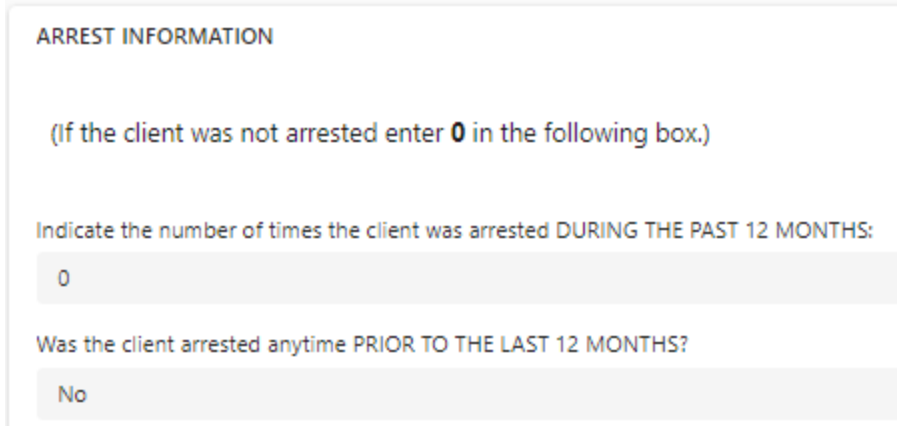
- Emergency Intervention/Crisis Stabilization section

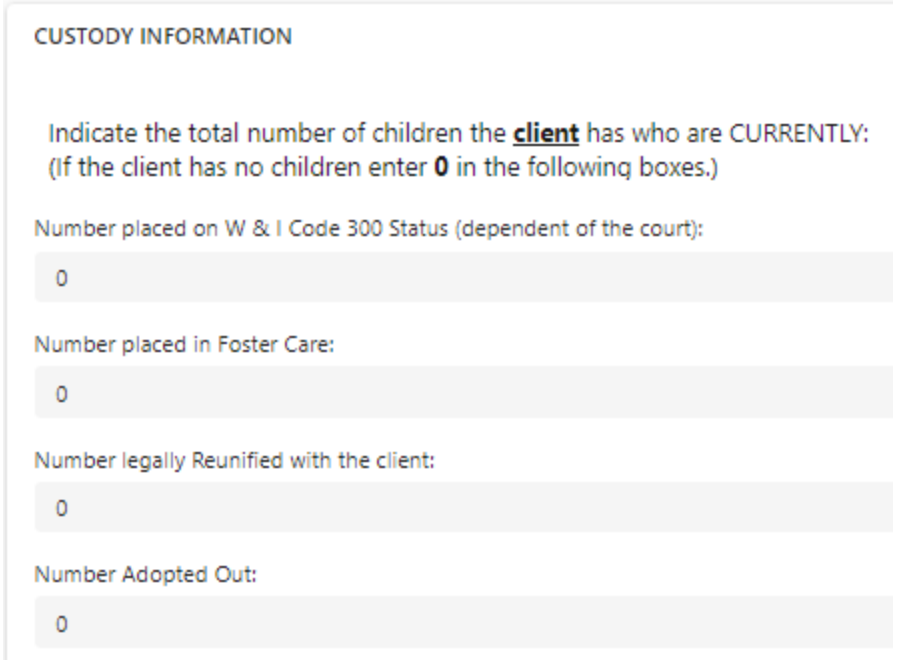


Note: If these fields are left blank when form is submitted, there will an error notification

Fields that require an entry

- Legal section fields (Arrest Info and Custody Info) require a number entered (even if it is a zero)





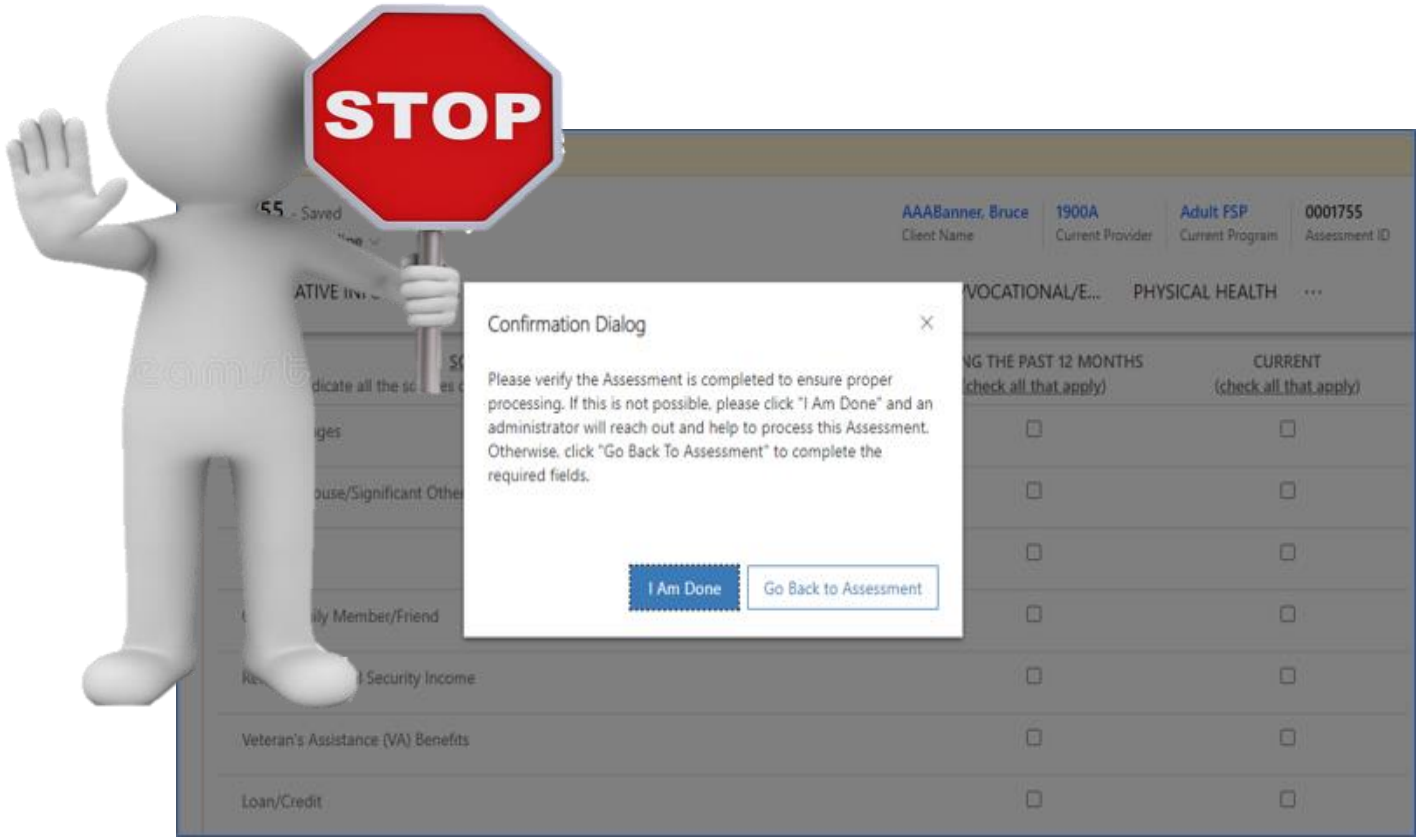
Note: If these fields are left blank when form is submitted, there will an error notification

Form statuses on FSP OMA

- **Saved** status allows you to save your progress and make any edits.
- **Submitted** status refers to an assessment that passed all system validations successfully. Can be edited with limited capabilities.
- **Incomplete** status refers to partial assessments that did not pass all system validations and are submitted to the FSP Outcomes Team for further review. Incomplete assessments are set to read-only.
- **Complete** status refers to partial assessments that the FSP Outcomes Team have manually changed from Incomplete to Complete allowing you to continue with other assessments if needed. These can be edited with limited capabilities.

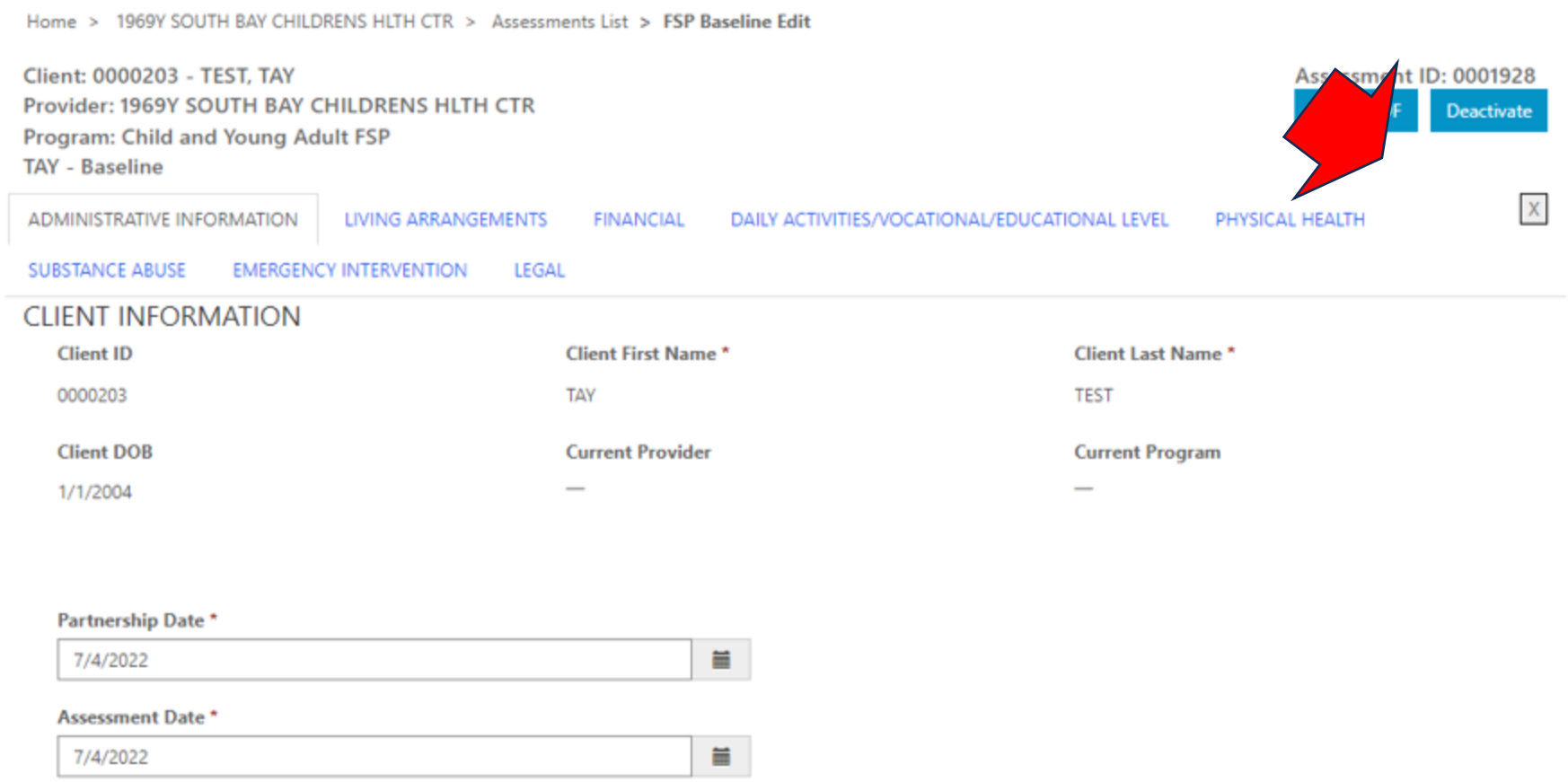
Why am I getting a warning that my assessment will be Incomplete?

- All the errors listed in FSP OMA have not been addressed (usually at the top of the Admin tab)
- If the assessment does not pass validation, you will receive a message providing you with the choice to either to submit the form as-is or elect to go back to the form to complete it.



Why don't I see the headings for all the sections in an assessment?

- May need to expand view to full screen
- Try using ellipses (3 dots aka meatball menu)



Why can’t I edit my assessment?

- Check the form status of the assessment
  - Most forms can be edited (*except some Administrative Information (Provider Number, Program Name, Partnership Date, Assessment Date*) as long as they are not in Incomplete Status
  - Discontinuation or Reestablishment KECs cannot be edited, regardless of form status.

A DCDR will need to be submitted to request changes that cannot be edited by Provider

Why can’t I deactivate my assessment?

- The assessment is not in “Saved” status
- Assessment is a Discontinuation KEC or Reestablishment KEC

A DCDR will need to be submitted to request changes that cannot be edited by Provider

Note: delete and deactivation are used interchangeably but an assessment can only be deactivated.

Common Baseline Questions

Why do I not see a Baseline button when trying to reestablish a client?

- **Double check the time between discontinuation and reestablishment.**
  - If reestablishing a client less than 365 days since client was discontinued, you need to do a Reestablishment KEC (not a baseline). The system will not give you the option to create a Baseline.

Common KEC Questions

What are the types of KECs on FSP OMA?

1. Standard KEC
   - When there is any major change in the client's life in the domains listed on the KEC form
   - Used for Transferring and Receiving a client
2. Discontinuation KEC
   - Used ONLY for discontinuing a client
3. Reestablishment KEC
   - Used for ONLY for reestablishing a client

Note: There is only one version of the PDF/paper version of KEC, so you will have to determine which one is required on FSP OMA

When do you need to complete a KEC?

1. When there is any major change in the client's life in the domains listed on the KEC form [Standard KEC]
2. When a client is enrolled in a new Program [Standard KEC]
3. When client has a new Partnership Service Coordinator [Standard KEC]

When do you need to complete a KEC?

4. **When a client is transferred to another Provider [Standard KEC]**
   - **Provider 1:** Submit a KEC to document the transfer of a client to another provider site, when there is no break in FSP services *(update Provider Number and date of change)*
   - **Provider 2:** Submit a KEC to document receiving the client from the transferring provider(*update the Partnership Service Coordinator*)

5. **When a client is Discontinued by a Provider [Discontinuation KEC]**
   - Client is disenrolling completely from FSP services *(i.e., the client will not be receiving FSP services anywhere in LA County)*

➢ ***Before transferring/discontinuing a client:***

- Make sure all previous required forms (KECs, 3Ms) entered and are in *Submitted status* (for all providers)
- Enter the transfer or discontinuation KEC **last** on FSP OMA

When do you need to complete a KEC?

6. When a client is Reestablished by a Provider [Reestablishment KEC]

- Client is returning to FSP services within 365 days of disenrollment from FSP services
- Provider should update client information for the time they were away from FSP services (e.g., Living Arrangements, Residential status)

Note: if it has been more than 365 days, a new Baseline is required (not a Reestablishment KEC)

Why do I not see a Reestablishment KEC button when a client is returning to FSP?

- If a client was out of FSP services for more than 365 days, a Baseline will be need to be completed (not Reestablishment KEC).
- The system will not give you the option to create a Reestablishment KEC.

What KECs do I need to complete for a hospital stay?

- A hospital stay requires two KECs to be completed if there is at least one overnight stay: one for the first night the client spends in the hospital and one for the first night the client spends after being discharged.
- Be sure to update the Residential status in the Living Arrangement section while client is away from FSP services
- If a client changes Residential status more than once in a day, the provider only needs to enter a KEC for the residence by the end of the day (*where they lay their head at 11:59 p.m.*) if it changed

Common 3M Questions

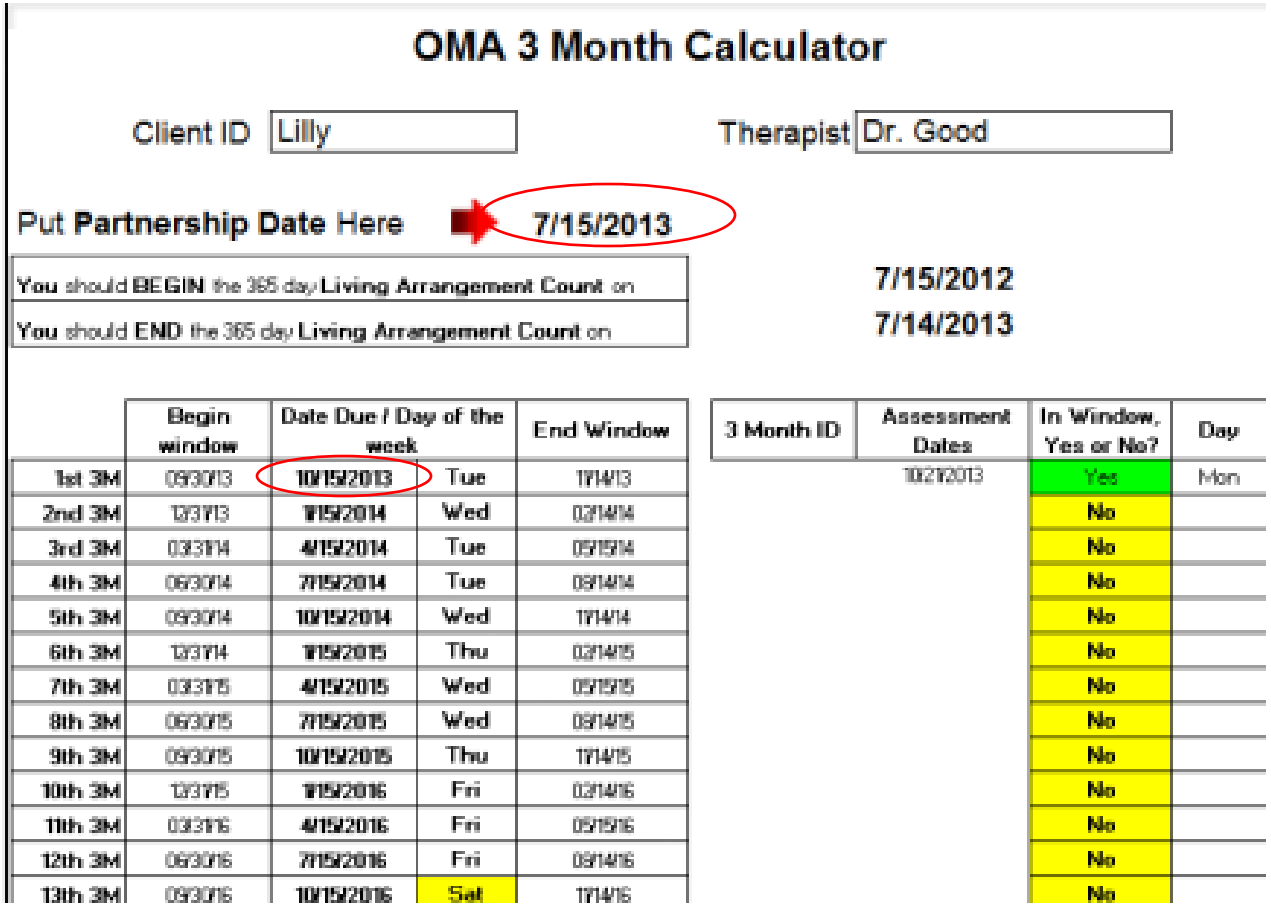
Why don't I see a 3M button?

- The Baseline is in Saved or Incomplete status. The Baseline needs to be in *Submitted* or *Complete* status in order to have the ability to create a 3M.
- Assessment date is outside of the next 45-day window or a there are no past due 3Ms
  - Remember to use partnership date from the active baseline - not the reestablishment or transfer date
  - Use 3M calculator to confirm dates of 45-day window

NOTE: This was a known glitch that was addressed in the last update, but may still arise and may require a HEAT ticket. If you have confirmed the 3M button should be there, please email FSP Outcomes or come to the FSP Learning Lab to confirm

3M Calculator

- You can use the 3M calculator to confirm the dates for 3M 45-day window
- 3M calculator is on the Outcomes website, under "FSP Resources"



OMA 3 Month Calculator

Client ID: Lilly Therapist: Dr. Good

Put **Partnership Date** Here: **7/15/2013**

You should **BEGIN** the 365 day **Living Arrangement Count** on: **7/15/2012**

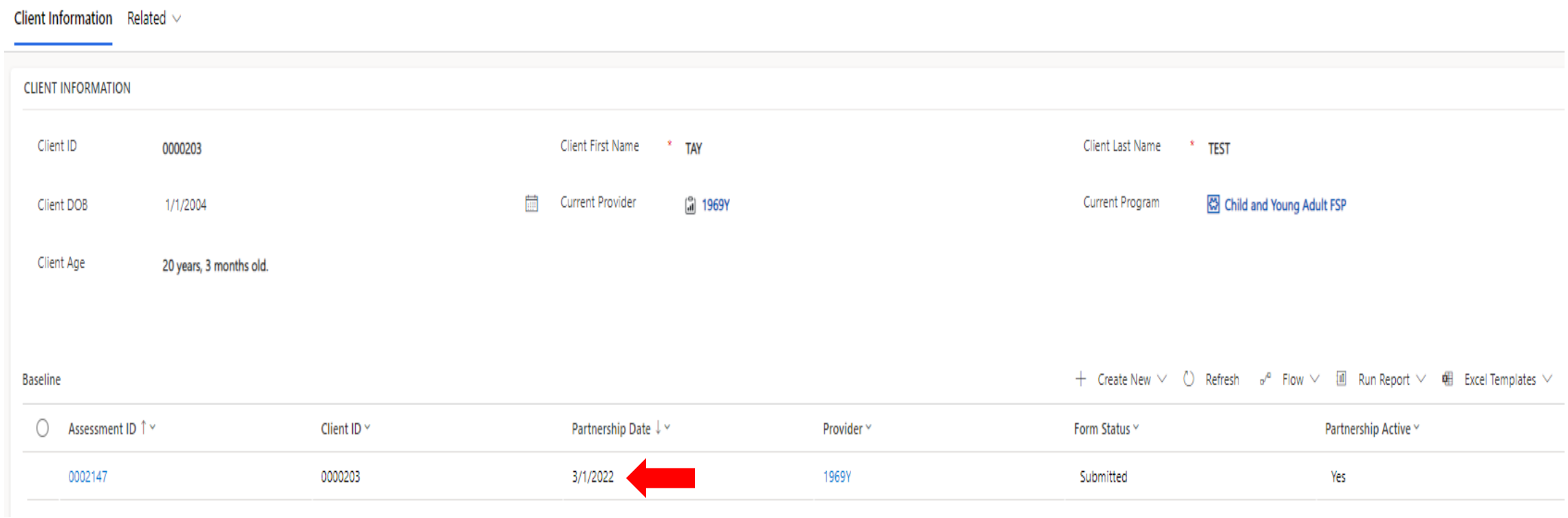
You should **END** the 365 day **Living Arrangement Count** on: **7/14/2013**

	Begin window	Date Due / Day of the week		End Window
1st 3M	09/30/13	10/15/2013	Tue	1/14/13
2nd 3M	12/31/13	1/15/2014	Wed	02/14/14
3rd 3M	03/31/14	4/15/2014	Tue	05/15/14
4th 3M	06/30/14	7/15/2014	Tue	08/14/14
5th 3M	09/30/14	10/15/2014	Wed	1/14/14
6th 3M	12/31/14	1/15/2015	Thu	02/14/15
7th 3M	03/31/15	4/15/2015	Wed	05/15/15
8th 3M	06/30/15	7/15/2015	Wed	08/14/15
9th 3M	09/30/15	10/15/2015	Thu	1/14/15
10th 3M	12/31/15	1/15/2016	Fri	02/14/16
11th 3M	03/31/16	4/15/2016	Fri	05/15/16
12th 3M	06/30/16	7/15/2016	Fri	08/14/16
13th 3M	09/30/16	10/15/2016	Sat	1/14/16

3 Month ID	Assessment Dates	In Window, Yes or No?	Day
	10/2/2013	Yes	Mon
		No	
		No	
		No	
		No	
		No	
		No	
		No	
		No	
		No	
		No	
		No	
		No	

Should I use the date a client was transferred to me to determine when to complete 3M assessment?

- No, continue to use the partnership date on the active baseline



Do I need to complete a 3M for a client if I close them a few days before the 3M due date?

- If a client is being discontinued or transferred within a 3M 45-day window, the provider that is discontinuing or transferring the client is responsible for completing that 3M
- When reestablishing a client, the reestablishing provider is responsible for completing the 3M if the reestablishment date is within a 45-day window

Does the 3M need to be "Completed" within the window period or "Entered" in FSP OMA within the 45-day window period?

- You have a **45-day window** around the due date to complete the 3M: ***15 calendar days before the due date to 30 calendar days after***. This due date window applies to the clinical team member who is completing and filling out the Assessment, not the data entry person entering it into the FSP OMA
- The 3M needs to be completed with the client within the 45-day window period. It can be entered anytime into FSP OMA, although we encourage you to enter the data as soon as possible.
- You can enter the same baseline data if nothing has changed in any of the sections

For the 3M, what if I am not able to locate the Client during the 45-day window?

- The FSP program by design requires at least weekly contact with the client. In the rare case that this is not happening, every effort should be made to contact the client.
- Otherwise, LACDMH recommends that you use alternative means to fill out the 3M such as record review or collateral contact.
- If you have further questions, contact LACDMH FSP Outcomes for assistance: FSPOutcomes@dmh.lacounty.gov

3M Notifications: 3M Statuses

A 3M Notification can have four different statuses: Upcoming, Due, Past Due, and Started

- **Upcoming** is a 3M that has not been submitted and is within the 45 day window, specifically **15 days prior to the due date**.
- **Due** is activated on the due date and this status remains for **30-days after the due date** for a 3M that has not been submitted.
- **Past Due** is a 3M that has not been submitted and is **outside the 45-day window.**
- **Started** is a 3M within a window where the 3M has been created but has not been submitted.

Note: If a 3M has been submitted correctly, there will be no 3M notification

Why do I have a 3M notification labeled “Past Due” or “Started” 3M, when the 3M has already been submitted?

- Make sure that all submitted 3Ms were completed within the correct window
- Make sure that all submitted 3Ms were completed by the correct provider

NOTE: This was a known glitch that was addressed in the last update, but may still arise and may require a HEAT ticket. If you have confirmed the 3M was completed correctly, please email FSP Outcomes or come to the FSP Learning Lab to confirm

Why am I getting a 3M notification for a date the client wasn't rec'g FSP services?

- May be a client who was discontinued during a 45-day window. Discontinuing provider is responsible for 3M
- May be a client who was reestablished during a 45-day window. Receiving provider is responsible for 3M

NOTE: This was a known glitch that was addressed in the last update, but may still arise and may require a HEAT ticket. If you have confirmed that the client does not require a 3M, please email FSP Outcomes or come to the FSP Learning Lab to confirm

Common DCDR & HEAT Ticket Questions

How do I submit a DCDR?

First, click on the DCDR Portal link on FSP OMA

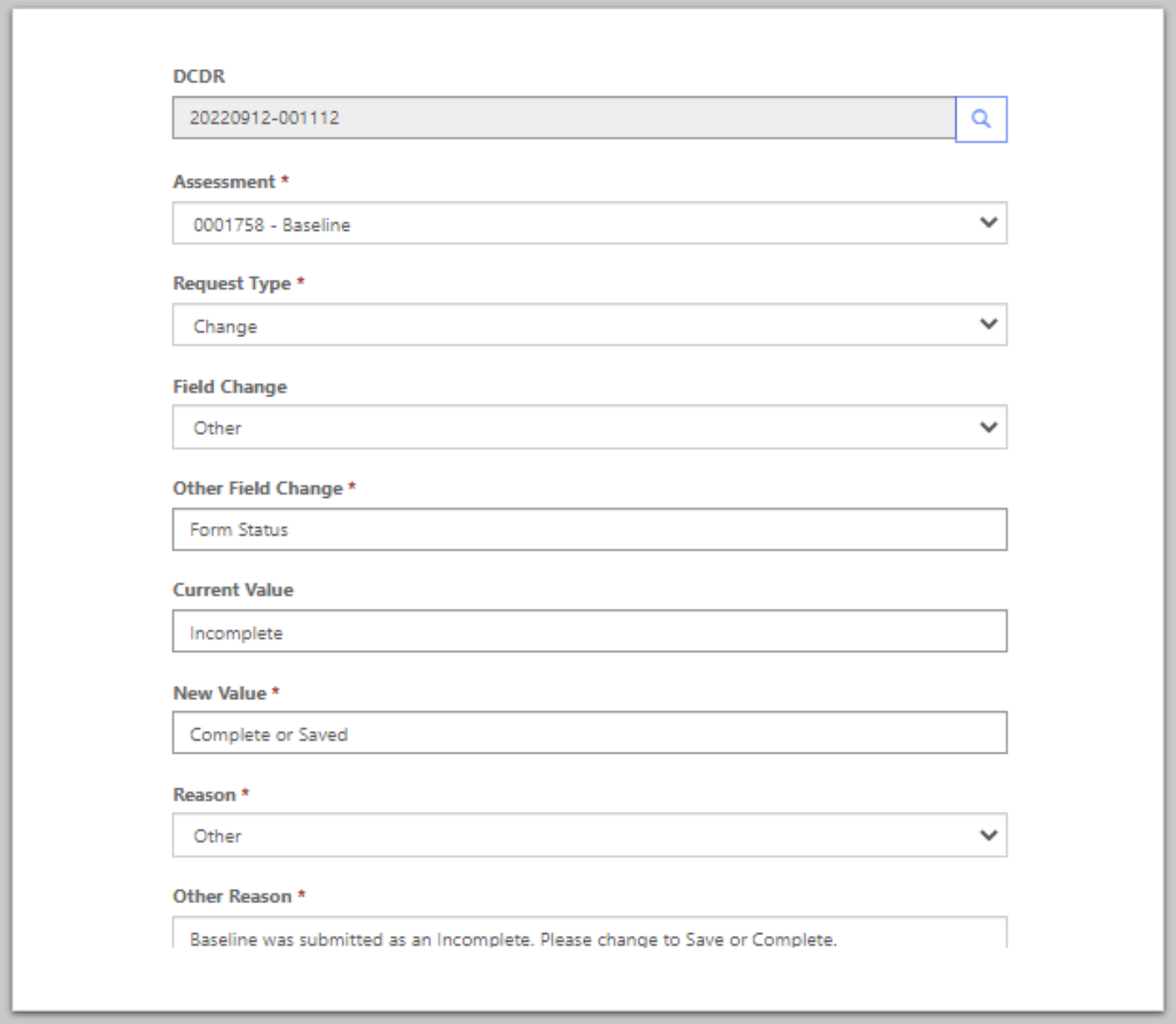
- **STEP 1:** Enter Requester Info, Client Name, Disenrollment Status
- **STEP 2:** Click "Next"
- **STEP 3:** Hit "Create" Button
- **STEP 4:** Create a request for a specific Assessment
  - You can make multiple requests for one client in one DCDR
- **STEP 5:** Hit "Submit" button on specific request
- **STEP 6: Hit "Submit" button AGAIN to submit the DCDR**

What Scenarios DO Require a DCDR?

- Anytime an assessment is submitted as Incomplete (need to provide explanation as to why it is incomplete)
- Need to edit or delete/deactivate an Assessment that is not in Saved status
- Need to deactivate a Reestablishment KEC or Discontinuation KEC
- Need to change fields in Admin section of an Assessment:
  - Provider number
  - Program Name
  - Partnership date
  - Assessment date (only for Baseline in Submitted status)

How do I complete a DCDR for an Incomplete Assessment?

- A DCDR is required every time an assessment is submitted as **Incomplete**.
- Create a DCDR Request through the DCDR Portal.
- Use this template for the DCDR



What Scenarios DO NOT require a DCDR?

- When editing a Baseline in Saved, Submitted, or Complete status (unless you need to change the Provider number, Program Name, Partnership date, or Assessment date)
- When editing a 3M in Saved, Submitted, or Complete status (unless you need to change the Provider number, Program Name, or Partnership date)
- When deactivating an assessment in Saved status (only for Baseline, Standard KEC, and 3M)

How can I see the status of my DCDR?

- There should be a table on the DCDR homepage with the list of DCDRs that have created by your provider number and their status.
- If submitted DCDRs are not displaying on the DCDR homepage, we suggest you develop an Excel workbook to track which DCDRs you have submitted and their status
- Please email us at **fspoutcomes@dmh.lacounty.gov** if you are not sure of the status of your DCDR

Why is my DCDR labeled as Incomplete?

- Not all steps were completed when the DCDR was created
  - Since not all necessary information has been provided (the DCDR is blank), no action will be taken by the FSP Outcomes team
  - The FSP Outcomes team will need to suspend the DCDR
  - The FSP Outcomes team will email the Provider to notify them that the DCDR was suspended because it was **Incomplete**
- A new DCDR will need to be created by the Provider

If you create a DCDR in error, don't deactivate it. Instead, email fspoutcomes@dmh.lacounty.gov to request that the DCDR be suspended

When do I need to submit a HEAT ticket?

HEAT tickets are to report glitches in the FSP OMA that need to be addressed by ClOB (not the FSP Outcomes team)

- Incorrect error messages on an Assessment
- Incorrect 3M notifications on the Client page
  - Incorrect status
  - Notification not clearing after submission of a 3M
- Incorrect Assessment is appearing for the age group (if not able to create assessment)
- When unable to select any assessment on a DCDR

Common FSP Data Report Questions

Does DMH provide FSP Outcomes data reports for providers?

- The following reports are available upon request
  - FSP Baseline with no KEC
  - FSP Living Arrangement Exception Report
  - FSP Living Arrangement Report
  - High Outlier Residential Status by Program Name
  - FSP OMA Baseline Compliance Report

*Please email us at **fspoutcomes@dmh.lacounty.gov** to request a report*

Things to Remember

- Always double check that you are logged in as the provider that you're entering data for
- Please contact other providers directly for client specific requests
- All sections need to be completed for Baseline and 3M assessments in order to pass validations
- All *Incomplete* assessments require that the Provider complete a DCDR
- Always use Microsoft Edge browser to open FSP OMA
- Don’t forget to Save work as you go and hit "Submit” only when assessment is completed
- Always use **secure** email when sending any PHI
- Do not put PHI in subject line of email (not encrypted)

FSP Resources

Where can I go if I have more questions or need additional Information?

- **DMH Outcomes Website:**

  http://dmh.lacounty.gov/outcomes/

- **FSP OMA Labs:**
  - Wednesdays 9:00AM-10:00AM (link on Outcomes website)

- **FSP Outcomes e-mail address:**

  FSPoutcomes@dmh.lacounty.gov

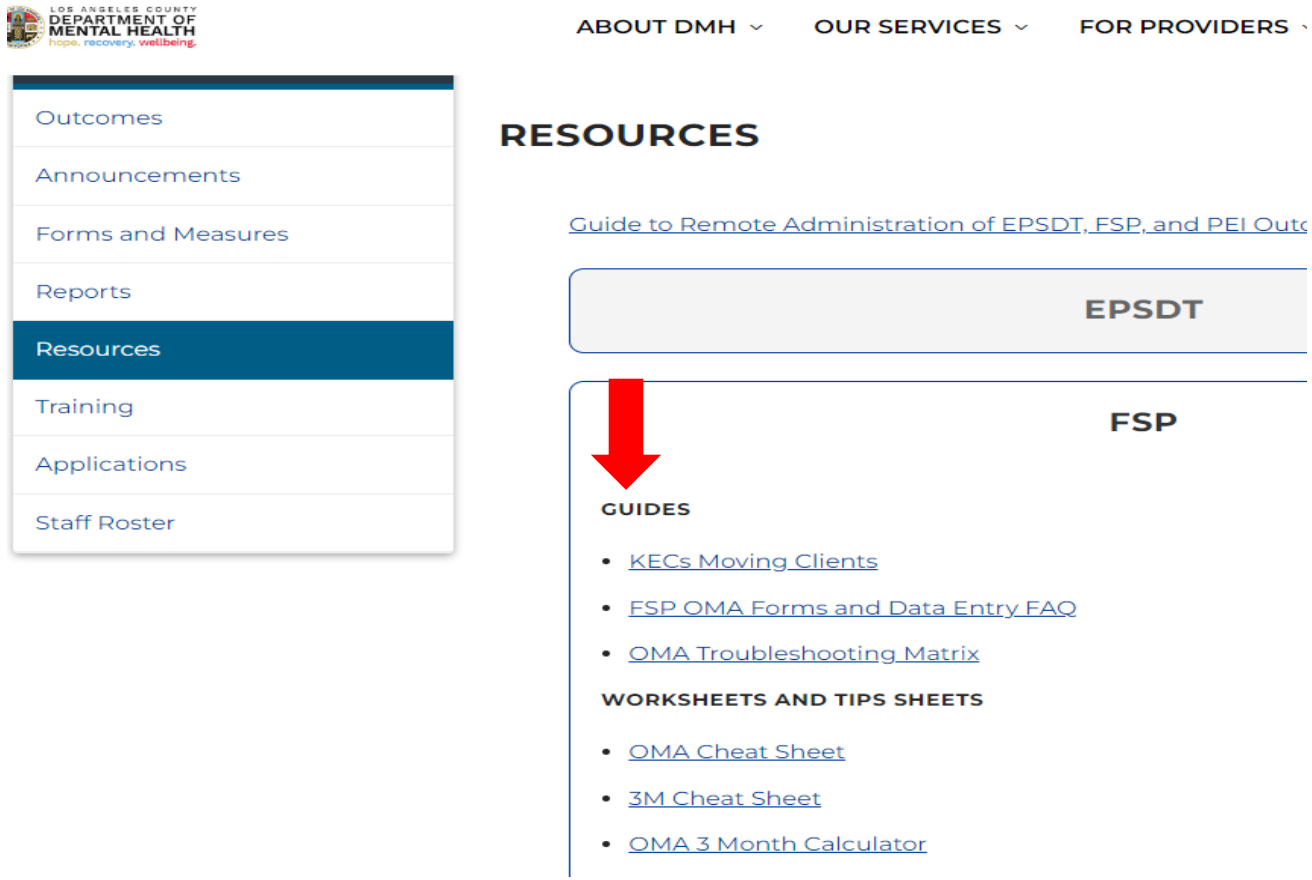
Where can I go if I have more questions or need additional Information?

- **FSP OMA Alerts**
  - Stay informed and connected: sign up by emailing FSPoutcomes@dmh.lacounty.gov
- **LACDMH Help Desk: (213) 351-1335**
- **QA Bulletins**: https://dmh.lacounty.gov/qa/qabul/
- **FSP Forms and FSP OMA trainings**: Dates and Register on the Outcomes website: http://dmh.lacounty.gov/outcomes/

What resources are on the FSP OMA website?

Outcomes website: https://dmh.lacounty.gov/outcomes/resources/

- OMA 3 Month calculator
- KEC Moving Clients guide
- FSP OMA Forms and Data Entry FAQ



Questions?

LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.