FSP OMA User's Group

April 30, 2024

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

WELLNESS • RECOVERY • RESILIENCE

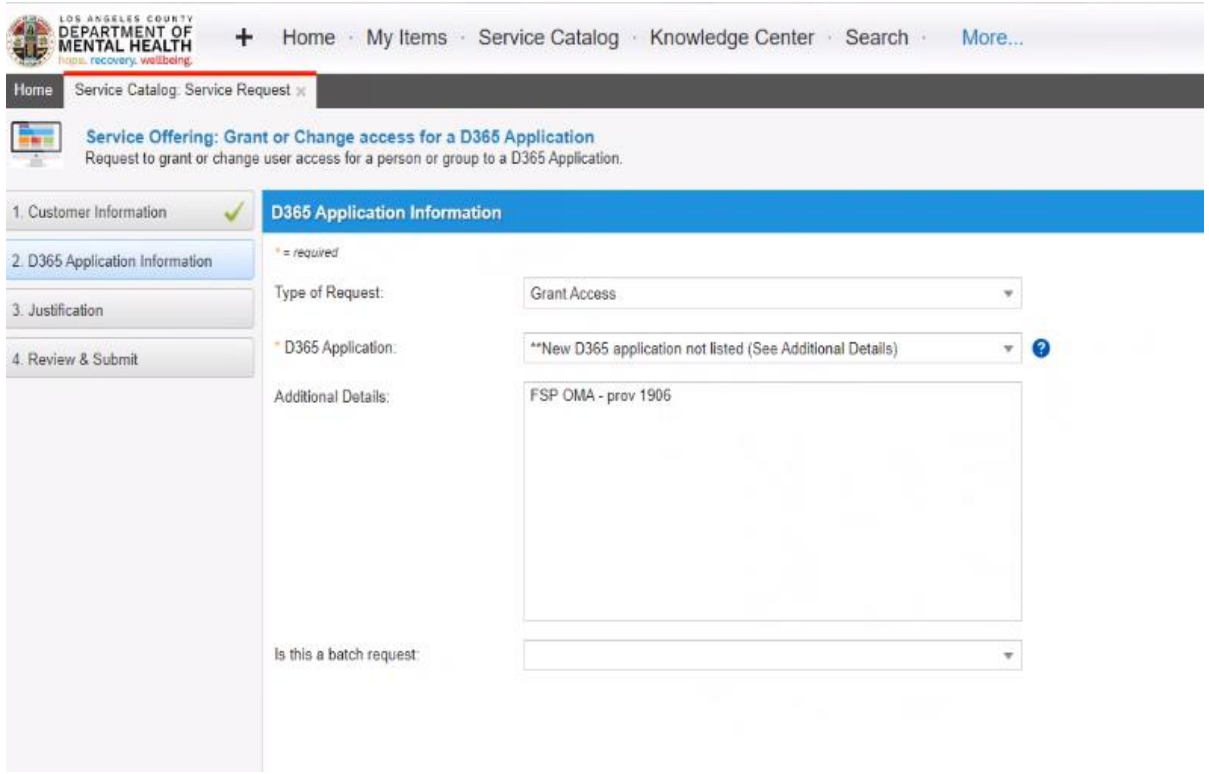
LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

Agenda

- Welcome and Introductions
- Review 3-Month Assessment (3M)
- Demonstrate how to complete 3Ms
- Reminder of FSP OMA tips, tools, and resources

Getting Access to the FSP OMA

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



3M Assessment

There are 3 types of FSP OMA Assessments:

- **Baseline**: The Baseline is used to collect information about the client right up to the moment you provide the first billable FSP service.
- **Key Event Change (KEC**): The KEC is used to track "Key Events" in a client's life, (e.g., residential change, hospitalization, change in education, legal status, etc.).
- **3-Month Assessment (3M):** The 3M captures information about the client on a quarterly basis and it deals with slightly different issues than the KEC including income, substance abuse, school attendance, etc.

Why we need 3Ms

- Track changes from the Baseline over time
- 3Ms has clinically important data
- 3Ms needed for accurate data reporting
- Required by State DHCS
- Incentives are tied to data on 3Ms

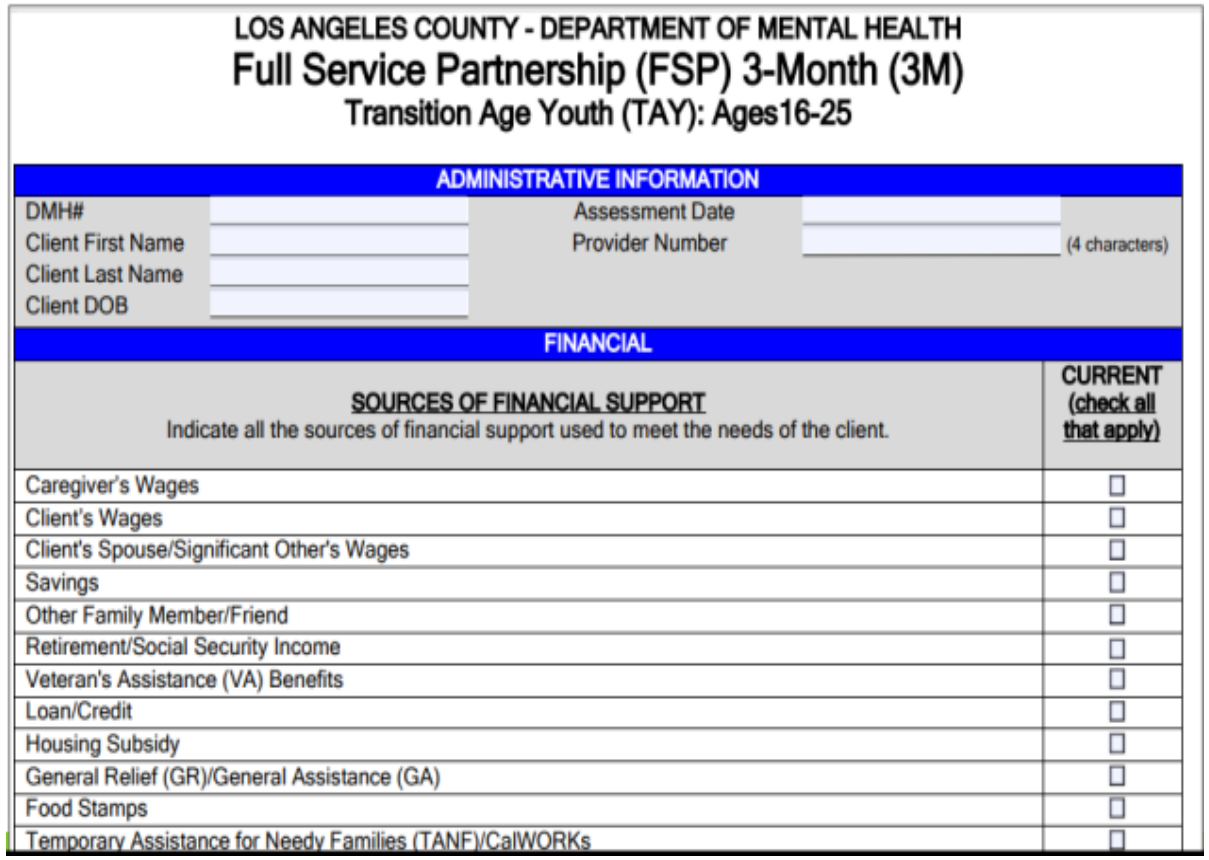
Remember 3Ms are quick!

3Ms are short!

3Ms are 2 pages!

Domains:

- *Financial*
- *Daily Activities/Vocational/Educational Level (DAVEL)*
- *Physical Health*
- *Substance Abuse*
- *Legal*



LOS ANGELES COUNTY - DEPARTMENT OF MENTAL HEALTH

Full Service Partnership (FSP) 3-Month (3M)

Transition Age Youth (TAY): Ages16-25

ADMINISTRATIVE INFORMATION

DMH#		Assessment Date	
Client First Name		Provider Number	(4 characters)
Client Last Name			
Client DOB			

FINANCIAL

SOURCES OF FINANCIAL SUPPORT Indicate all the sources of financial support used to meet the needs of the client.	CURRENT (check all that apply)
Caregiver's Wages	☐
Client's Wages	☐
Client's Spouse/Significant Other's Wages	☐
Savings	☐
Other Family Member/Friend	☐
Retirement/Social Security Income	☐
Veteran's Assistance (VA) Benefits	☐
Loan/Credit	☐
Housing Subsidy	☐
General Relief (GR)/General Assistance (GA)	☐
Food Stamps	☐
Temporary Assistance for Needy Families (TANF)/CalWORKs	☐

New 3M question for new FSP OMA forms (7-1-22)

- **PHYSICAL HEALTH section:**
  - Added question: "Did the client visit a primary care physician or another doctor for physical health reasons IN THE PAST 3 MONTHS?" *(3M forms, All age groups)*
  - Reference question on previous FSP forms (6/30/16):

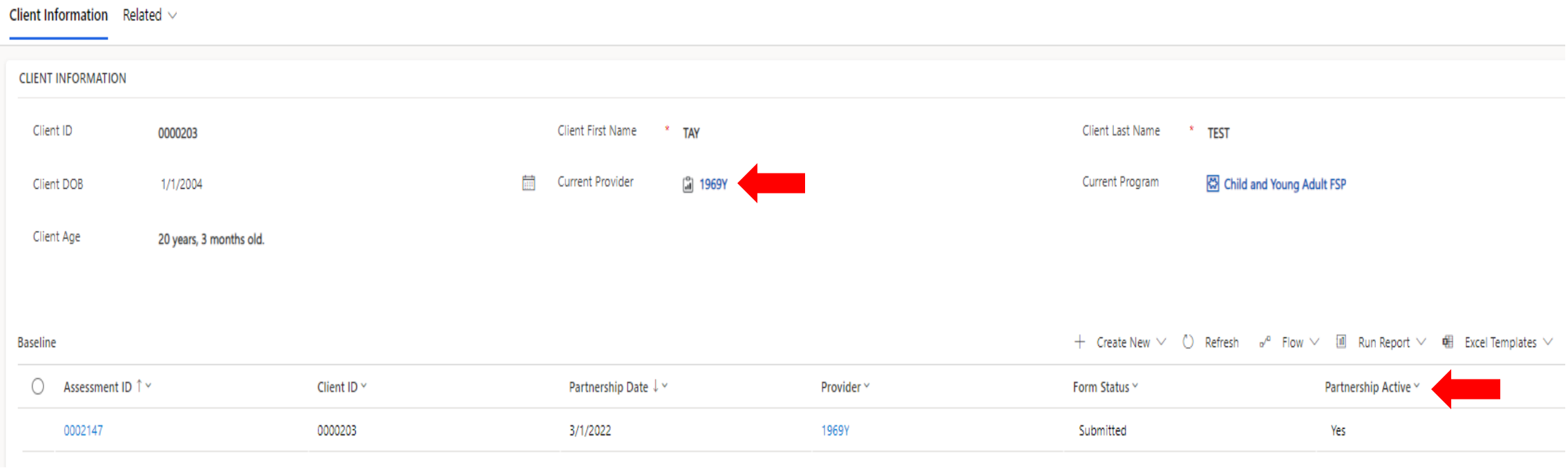
PHYSICAL HEALTH	
	CURRENT (LAST 4 WEEKS) (select one)
Client states that he/she is in good physical health?	Yes No
Client has access to needed medical services?	Yes No
Client receives needed medical services?	Yes No
Client has a primary care physician?	Yes No
Client uses a primary care physician?	Yes No
Client has access to needed dental services?	Yes No
Client receives needed dental services?	Yes No
Client demonstrates signs of regressive behavior (bed wetting, soiling)?	Yes No
Client demonstrates self-injurious behavior?	Yes No
Client has violent encounters?	Yes No
Is the client obese (based on BMI)?	Yes No
Has the client EVER been told by a physician that he/she has diabetes?	Yes No

When do you need to complete a 3M?

- 3Ms are due every 3 months from the Partnership Date on Active Baseline:
- *For example, if your Partnership Date is January 2nd, then you have a 3M due on or around April 2, July 2, Oct. 2, Jan. 2, and so on.*
- *Note: You can enter the same baseline data if nothing has changed in any of the sections*

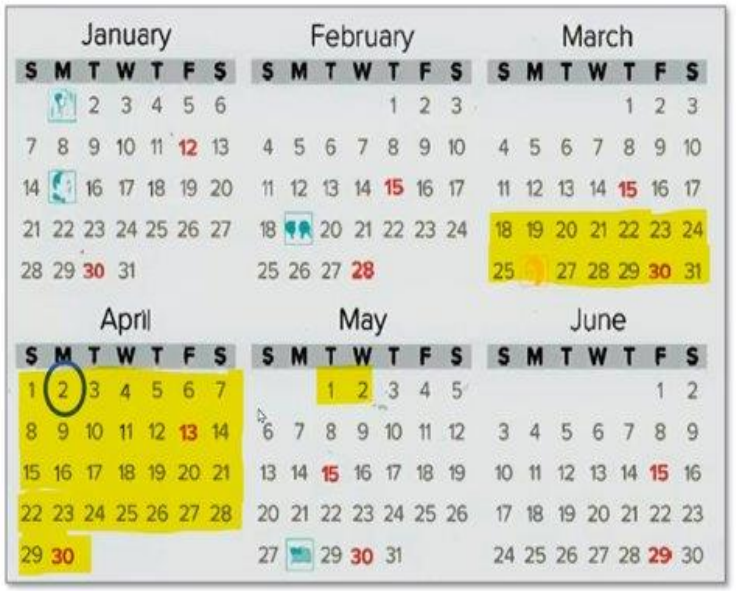
"Current Provider" field vs. "Partnership Active" field

- "Current Provider" is the Provider currently serving the client
- "Partnership Active" field indicates whether the Baseline is the active. All assessments will be linked to the active Baseline ("Yes" in this column). *Not necessarily the same as the "Current Provider"*



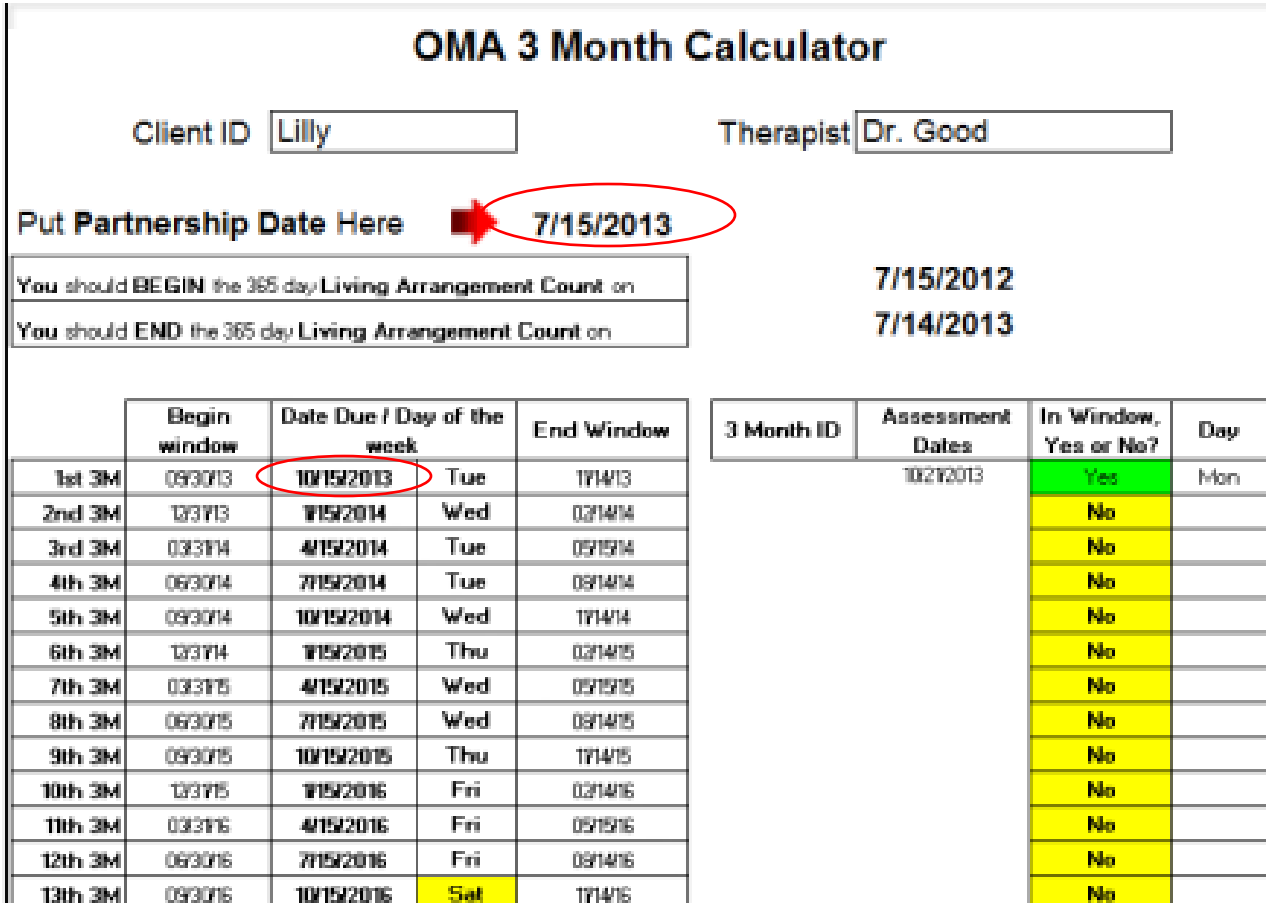
3M 45-day Window

- 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 can be entered anytime into FSP OMA, although we encourage you to enter the data as soon as possible.



3M Calculator

- You can use the 3M calculator to confirm the dates for 3M window
- 3M calculator is on Outcomes website, under "FSP Resources"
- Will be reviewed during Demo
  today



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	11/14/14
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	11/14/15
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	11/14/16

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	

3M Notifications: 3M Statuses

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

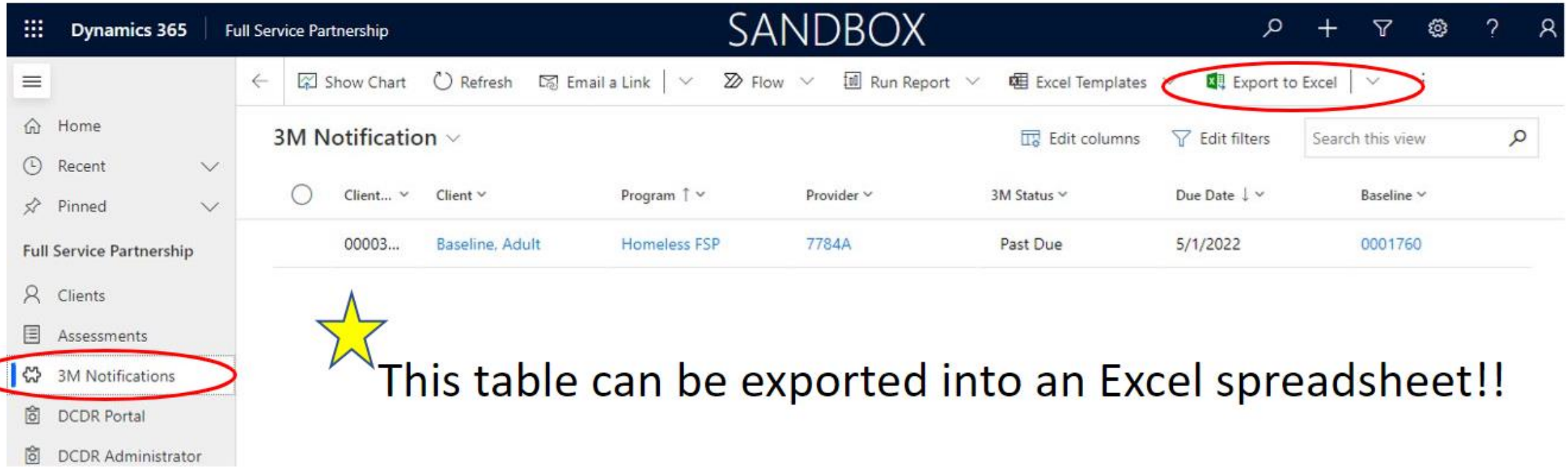
- **Upcoming** is a 3M that has not been submitted and is within Window, specifically 15 days prior to the due date.
- **Due** is activated on the due date and this status remains for 30-days after the due date for a 3M that has not been submitted.
- **Past Due** is a 3M which has not been submitted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

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

3M Notifications

- Only the most current 3M window will be listed.

A 3M Window is defined as a 3M assessment that can be completed within a timeframe of fifteen days before and thirty days after the due date.



This table can be exported into an Excel spreadsheet!!

3M Notifications errors

- 3M notification errors are a known glitch that will be addressed in the next Update for FSP OMA
- For any 3M notifications errors (e.g. 3M labeled past due when 3M has been submitted, etc.) please email FSP Outcomes team at FSPoutcomes@dmh.lacounty.gov
- The FSP Outcomes team will conduct analysis and if the issue is confirmed to be a glitch, a HEAT ticket will need to be opened

Why am I not seeing a "Create 3M" button?

- The "Create 3M" button will only appear when a 3M due date is currently within the 45-day window, unless there is a 3M past due for a client
- If a Baseline is in *Saved* status
  - Providers will **not** see a "Create 3M" button or a "Create KEC" button
  - Providers will **not** have updated 3M Notifications, which allow providers to create a 3M and see "Create 3M" button

Who is responsible for completing a 3M ?

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

What if I miss a 3M?

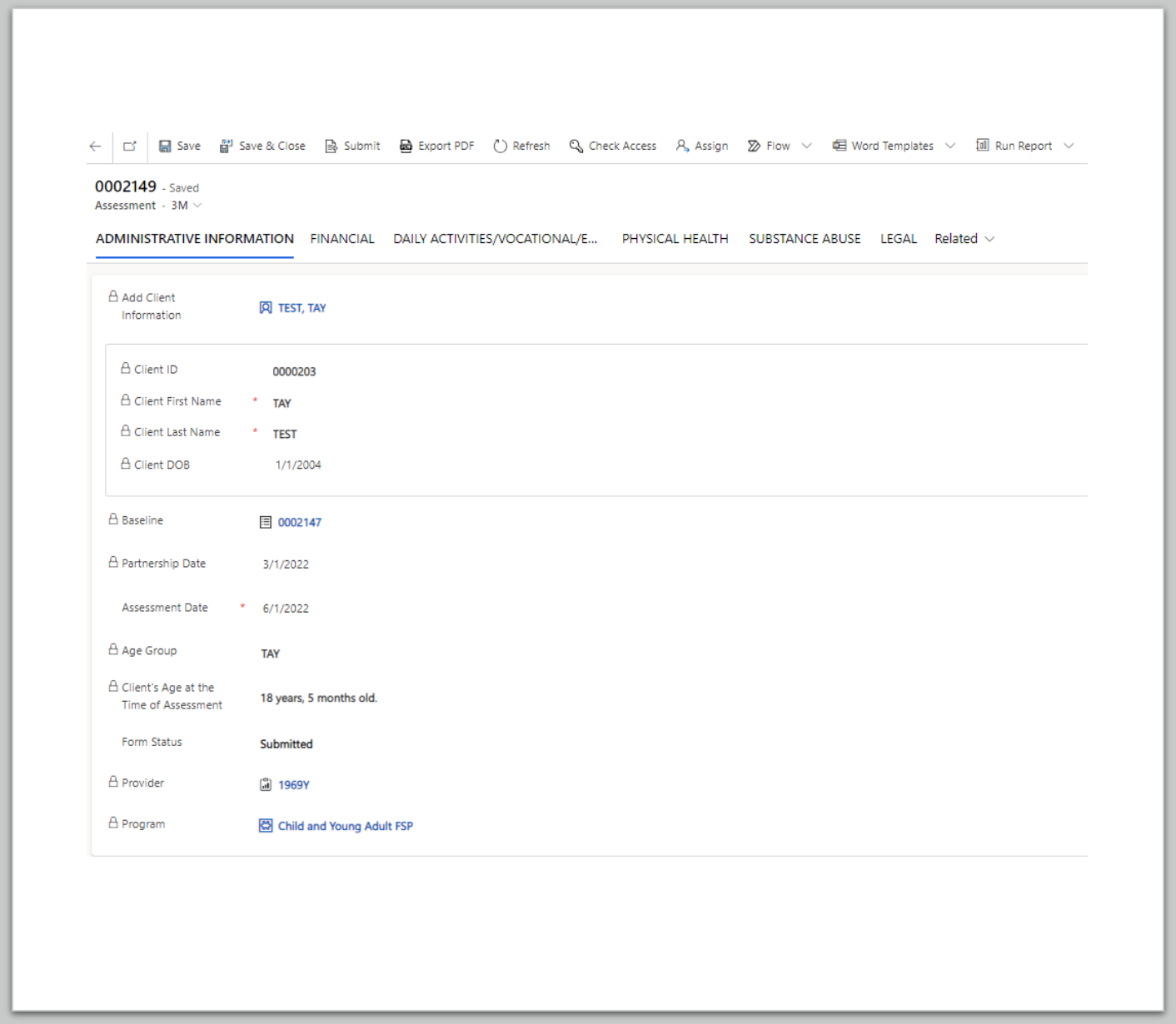
- The FSP program by design requires at least weekly contact with the client.
- In the rare case that this is not happening, every effort should be made to contact the client.
- Otherwise, LACDMH recommends that you use alternative means to fill out the 3M such as record review or collateral contact.
- If the 3M is not completed within the 45-day window, skip it and complete the next one
- *Note: State will not accept 3Ms outside window*

Demo: Entering 3Ms

- How to create a 3M
- Review 3M Data Validations
- Review Active Partnership vs Current Provider
- Review 3M calculator
- Review 3M notifications

3-Month Assessment

3M assessments are due every 3 months days after the partnership date



Steps for Completing a 3M

1. Get Countywide Authorization to transfer and know the date of authorized transfer

2. Select “Create 3M” button

3. Enter Administrative Information and hit “Save” for other sections to appear

4. Enter information for all fields in all sections. Do not leave any fields blank.

5. Scroll to the bottom of the screen and click on "Save & Submit" for LEs or "Submit" for DOs

Form Statuses (Baselines, KECs, and 3Ms)

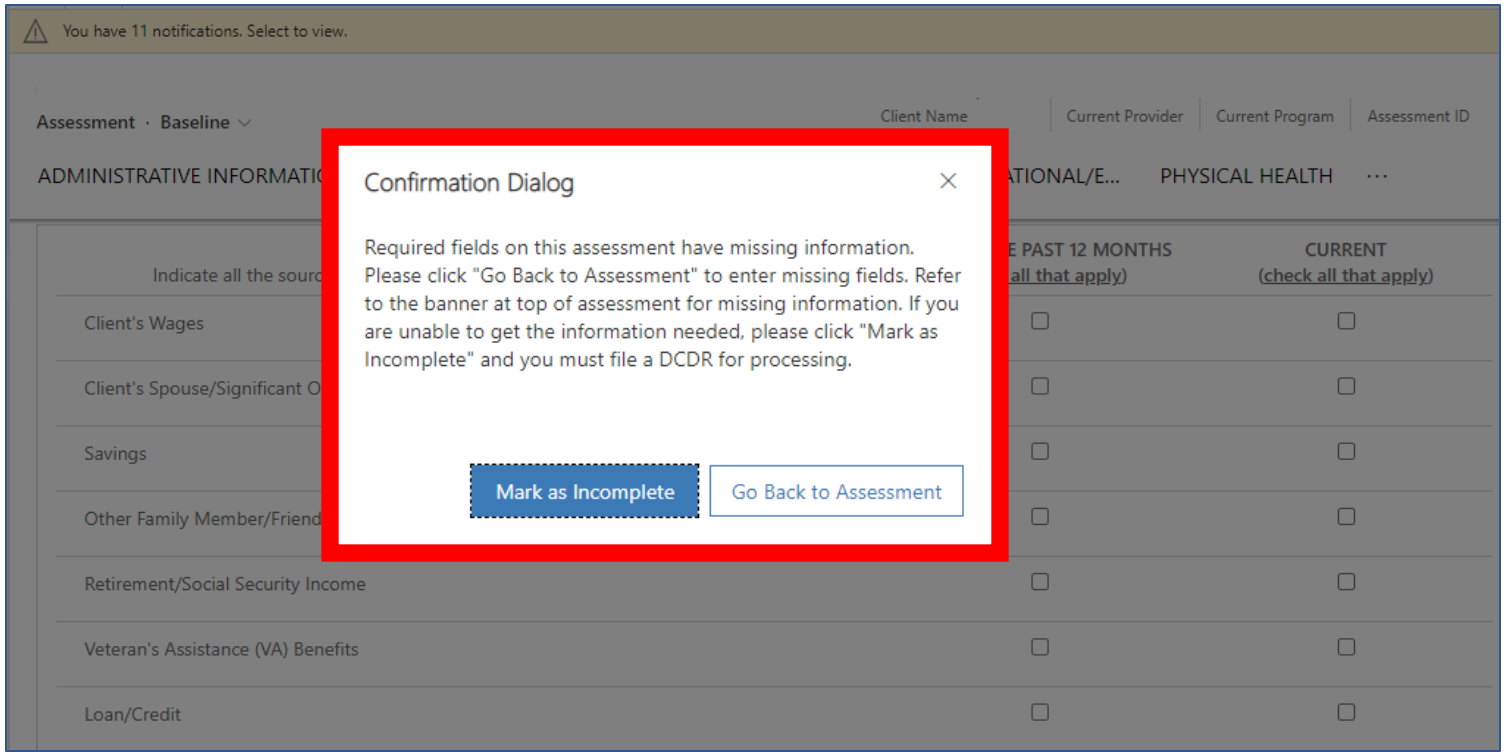
- **Saved** status allow you to save your progress and make any edits.
- **Submitted** status refers to an assessment that passed all system validation successfully. Can be edited with limited capabilities.
- **Incomplete** status refers to partial assessments that did not pass all system validations 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.

Editing and Deactivating a 3M

- A 3M can be edited or deactivated if it is *in Saved status only*
- Providers **cannot** deactivate or edit a 3M in *Submitted status*.
  - *Provider will need to submit a DCDR to make changes.*

Incomplete Assessments always require a DCDR

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.



Go Back To Assessment, it is recommended that all notifications are reviewed to determine which section require further attention.

Mark as Incomplete if the assessment is submitted as-is, then the assessment form status will change to **Incomplete.** An incomplete assessment will prohibit you from editing the record. You will need to submit a DCDR to request to edit this assessment

Things to Remember

- *3Ms are quick and easy to complete!*
- Complete the entire 3M every 3 months based on Partnership date
- All questions on 3Ms need to have a response to pass validation
- When re-establishing during a 3M window you must complete the 3M along with the re-establishment KEC (and standard KEC for any updates)
- When discontinuing during a 3M window you must complete the 3M prior to disenrollment
- Always use Microsoft Edge browser
- Always use **secure** email when sending any PHI
- Do not put PHI in subject line of email (not encrypted)

FSP OMA Resources

- FSP OMA User Guide

  FSP LE User Guide - http://file.lacounty.gov/SDSInter/dmh/1125777_FSPLEUserGuide.pdf

  FSP DO User Guide - http://file.lacounty.gov/SDSInter/dmh/1125778_FSPDOUserGuide.pdf

- FSP Reports

- FSP OMA Baseline Compliance Report – Available upon request. Please email your provider number

- FSP Assessments

  https://dmh.lacounty.gov/outcomes/fm/
  (click on “FSP” then “FSP OMA Assessments”)
  – OR –
  Directly from the LACDMH Quality Assurance (QA) website
  https://dmh.lacounty.gov/qa/om/

OMA Labs and OMA Alerts

- **HELP DESK: (213) 351-1335**
- **OMA Labs**
  - Wednesdays 9:00AM-10:00AM
- **OMA Alerts**
  - Stay informed and connected:

  FSPoutcomes@dmh.lacounty.gov

Questions or Additional Information

- Outcomes Website
  - http://dmh.lacounty.gov/outcomes/

- FSP Outcomes e-mail address
  - FSPoutcomes@dmh.lacounty.gov

Questions?

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