Welcome to the FSP OMA User's Group

- Welcome and Introductions
- Review of handouts

Objectives

- Review DCDR process

- Demonstrate how to complete DCDRs for different scenarios

What happens when you submit a DCDR

- Provider will receive an automated email confirming that a DCDR was created with the DCDR ID number

- FSP Outcomes Team will review and complete a thorough analysis of the request

- The FSP Outcomes Team will confirm their findings and make the necessary changes

- If necessary, the FSP Outcomes Team will confirm next steps with provider

- Once DCDR has been resolved, the DCDR status will be updated. Provider will receive an automated email notification to confirm completion

- Provider can view the status of the DCDR and take next steps as needed
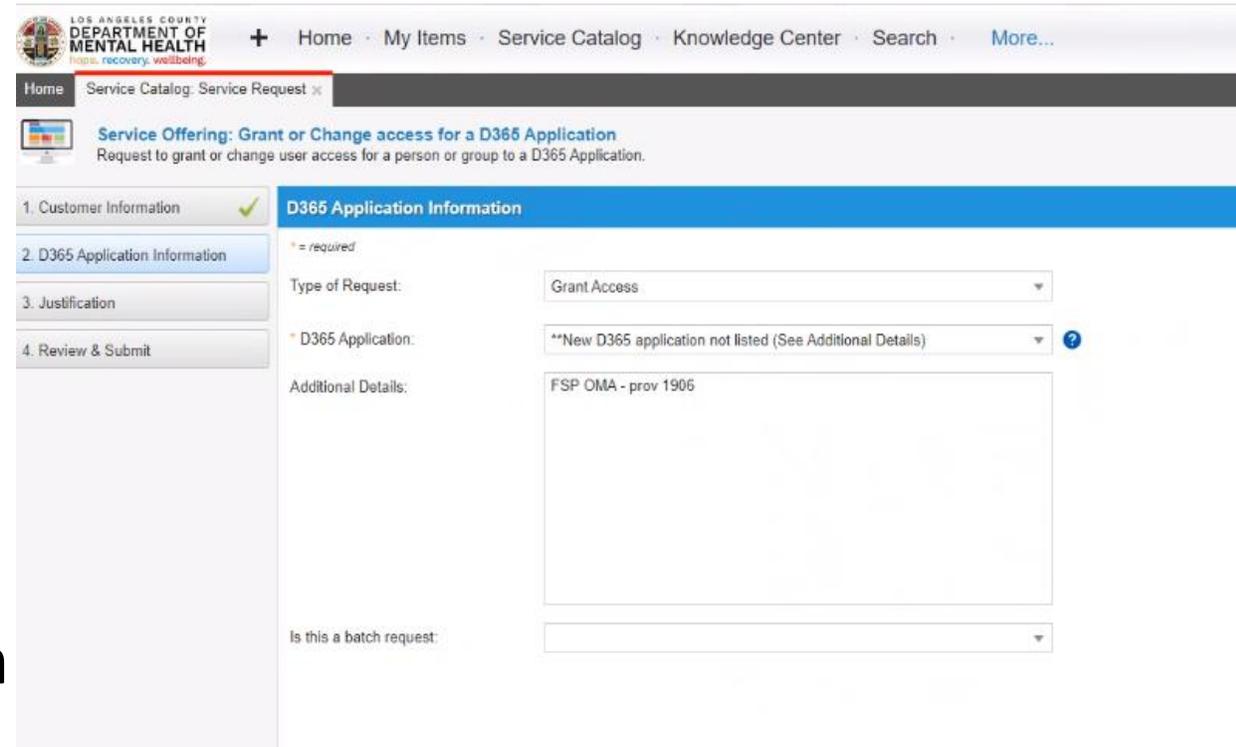
▸▸ DCDR Responsibilities

- Providers should be submitting, tracking, and following up on DCDRs

Tracking DCDRs

- At this time, the submitted DCDRs are not displaying on the DCDR homepage for some providers.

- This is a known issue that is in backlog and will be addressed in the next release

- For now, 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

▶▶ Getting Access to the DCDR Portal

- You can check access by confirming with Supervisor or FSP Liaison

- Getting Access:

  - Directly Operated Clinics need to submit a Service Request (SR)
  - Legal Entities need to go through their FSP Liaison

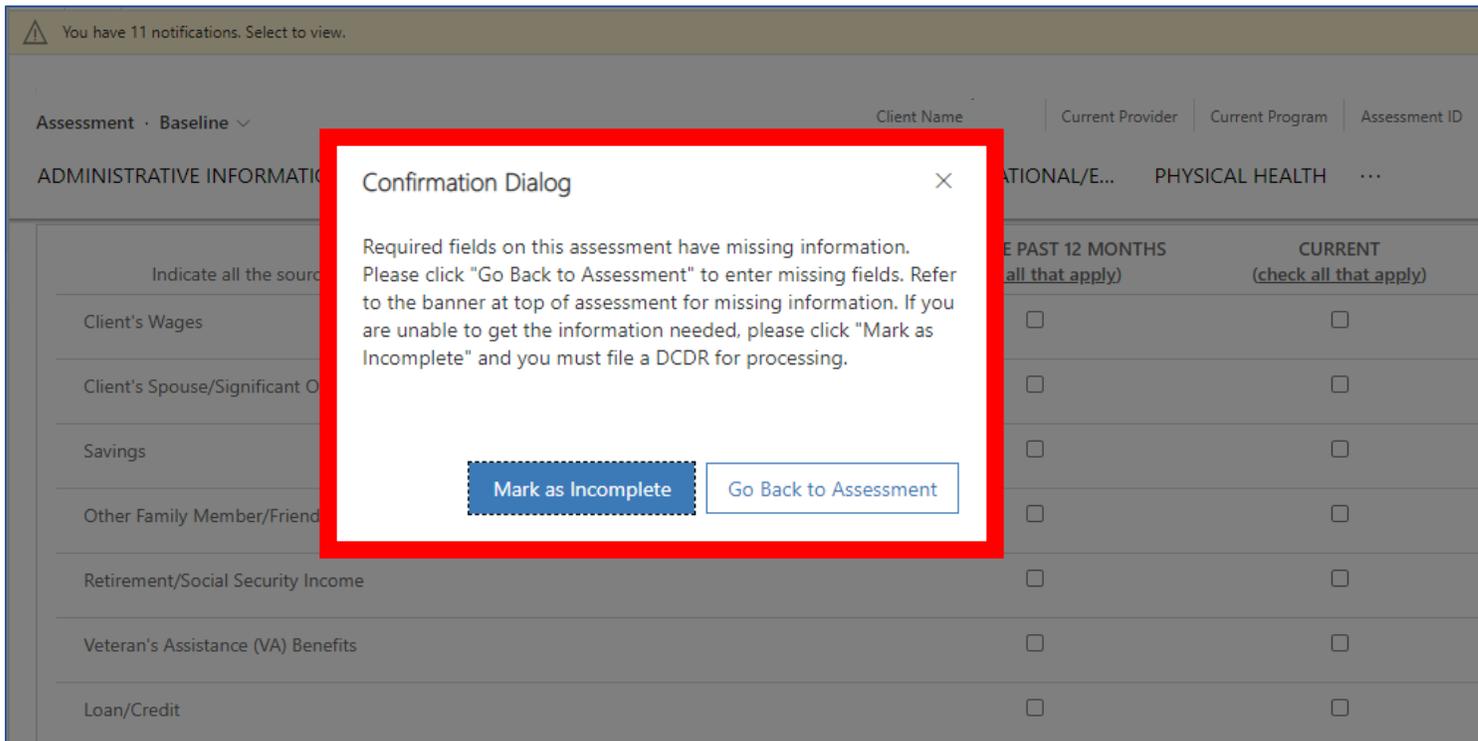George's Data Corner

Slide for George's data

Form Statuses

- **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.

What Scenarios DO Require a DCDR

- **You DO require a DCDR when…**
  - You need to edit or delete an Assessment in Incomplete status
  - You need to change specific Administrative Information on a Baseline Assessment (Provider Number, Program Name, Partnership Date, Assessment Date) regardless of form status
  - You need to change specific Administrative Information on a 3M Assessment (Provider Number, Program Name, Partnership Date) regardless of form status
  - Change or delete a Discontinuation or Reestablishment KEC regardless of form status
  - To request to delete an Assessment that is in Submitted status

▶▶ 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 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

What Scenarios DO NOT require a DCDR

- **You do NOT need to complete a DCDR when…**
  - 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)

HEAT tickets vs DCDRs

➤ HEAT tickets are to report glitches in the FSP OMA

➤ DCDRs are required for changes in information that was entered into FSP OMA

HEAT ticket examples

HEAT tickets are to report glitches in the FSP OMA that need to be addressed by CIOB (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 for the age group (if not able to create assessment)
- You cannot select any assessment on a DCDR

DCDR examples

DCDRs are required for changes in information that was entered into FSP OMA

- Need to edit or delete and Assessment not in Saved status
- Need to change the Provider number
- Need to change Program Name
- Need to change Partnership date
- Need to change Assessment date (only for Baseline in Submitted status)
- Deactivate an Assessment not in Saved status
- Deactivate a Reestablishment KEC or Discontinuation KEC (regardless of Form status)
- Incorrect Assessment for the age group (if not able to edit the assessment)

Creating a DCDR

- STEP 1: Enter Requester Info, Client Name, Disenrollment Status

Creating a DCDR

- STEP 2: Click "Next"

Creating a DCDR

- STEP 3: Hit "Create" Button

Creating a DCDR

- STEP 4: Create a request for a specific Assessment

- You can make multiple requests for one client in one DCDR

- *Note: Only the last 50 assessments will appear on the dropdown. If your Assessment is older than that, you can pick any Assessment and then specify the correct Assessment number in the notes section of the DCDR*

☑ Create

DCDR

20230929-001161

Assessment *

Request Type *

Reason *

Submit   Cancel

▶▶ Creating a DCDR

- STEP 5: Hit "Submit" button

Creating a DCDR

- STEP 6: Hit "Submit" button AGAIN!

Requests

Requests

 Create

Assessment ↓	Form Type (Assessment)	Request Type	Current Value	New Value	Recommendation
0001945	KEC	Delete			

Submit

YOU'RE ALL DONE

Demo: DCDR for Specific Scenarios

- Incomplete Assessment

- To request to deactivate an Assessment

- Change or delete a Discontinuation or Reestablishment KEC

- Change information on an assessment (provider number, program name, partnership date)

DCDR for an Incomplete Assessment

- A DCDR is required every time an assessment is submitted as **Incomplete**.

- The Assessment will have an **Incomplete** form status

- Create a DCDR Request through the DCDR Portal.

DCDR

20220912-001112

Assessment *

0001758 - Baseline

Request Type *

Change

Field Change

Other

Other Field Change *

Form Status

Current Value

Incomplete

New Value *

Complete or Saved

Reason *

Other

Other Reason *

Baseline was submitted as an Incomplete. Please change to Save or Complete.

DCDR to Deactivate an Assessment

- A DCDR is required every time an Assessment needs to be **Deactivated** (if not in Saved status)

- Create a DCDR Request through the DCDR Portal.

DCDR to Change or Delete specific KEC Assessments

- A DCDR is required for **Discontinuation KECs** and **Reestablishment KECs** that are in Submitted status and there is a need to **change or delete a the KEC Assessment**.

- Create a DCDR Request through the DCDR Portal.

DCDR to request to change information on an Assessment

- A DCDR is required every time an assessment in Submitted status that has Admin Info (Provider number, Program Name, and Partnership date) information that needs to be **changed**.

- A DCDR is required for a Baseline in Submitted status where the Assessment date needs to be changed (not required for a 3M)

- Create a DCDR Request through the DCDR Portal.

Deactivating a DCDR

- If you create a DCDR in error, don't deactivate it

- Instead, email **fspoutcomes@dmh.lacounty.gov** to request that the DCDR be suspended

Incomplete DCDRs

- If Provider does not complete Steps 4-6 when creating a DCDR, the DCDR will be submitted and labeled as Incomplete

- Since not all necessary information has bee 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

DCDR Resources

- DCDR User Guide:

Things to Remember

- A DCDR always needs to be created and submitted by the Provider when an **Incomplete** Assessment has been submitted

- When creating a DCDR, remember that there are 6 steps

- HEAT tickets are to report glitches in the FSP OMA

- DCDRs are required for changes in information that was entered into FSP OMA

- Always use Microsoft Edge browser

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?

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