

# FSP OMA User's Group

October 24, 2023



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



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# ▶▶ 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

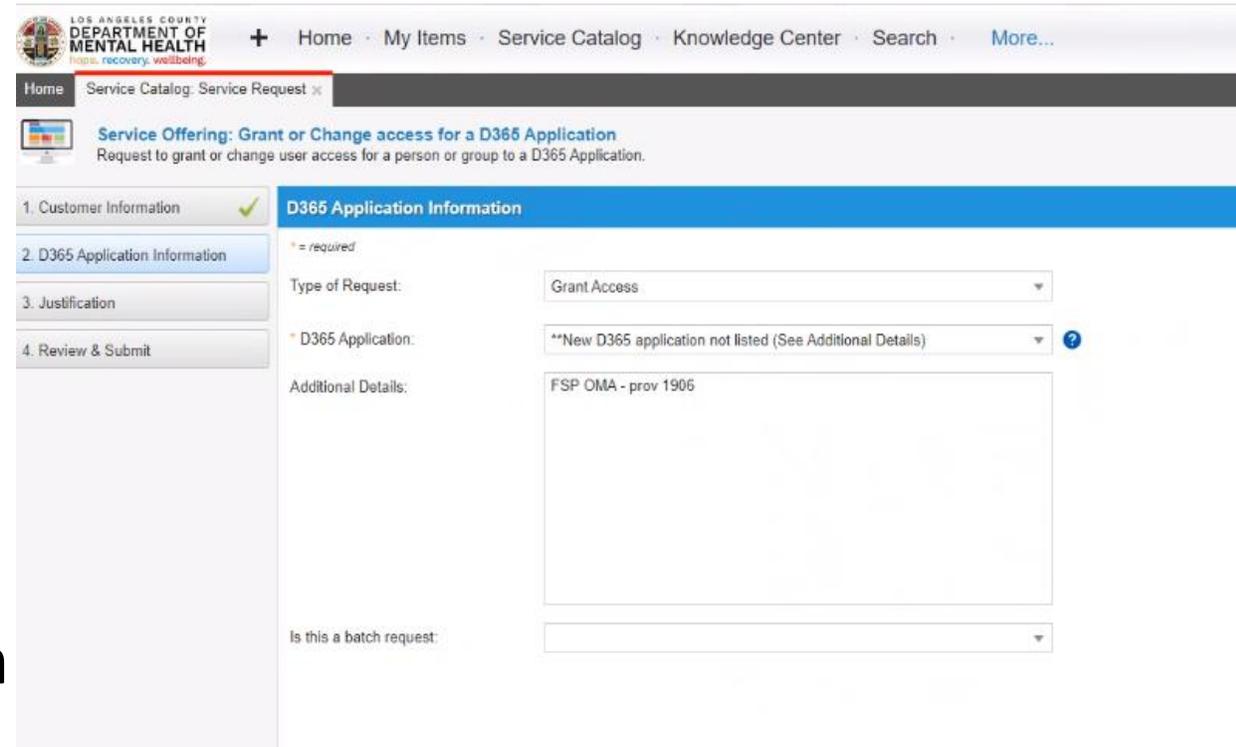


## ▶▶ Tracking DCDRs

- 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](mailto: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



The screenshot displays the Los Angeles County Department of Mental Health Service Catalog interface. The page title is "Service Offering: Grant or Change access for a D365 Application". The breadcrumb trail shows "Home > Service Catalog: Service Request". The main content area is titled "D365 Application Information" and includes a sidebar with steps: 1. Customer Information (checked), 2. D365 Application Information (active), 3. Justification, and 4. Review & Submit. The form fields are: "Type of Request" (Grant Access), "D365 Application" (\*\*New D365 application not listed (See Additional Details)), "Additional Details" (FSP OMA - prov 1906), and "Is this a batch request?".



▶▶ George's Data Corner



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▶▶ Slide for George's data

## ▶▶ Form Statuses

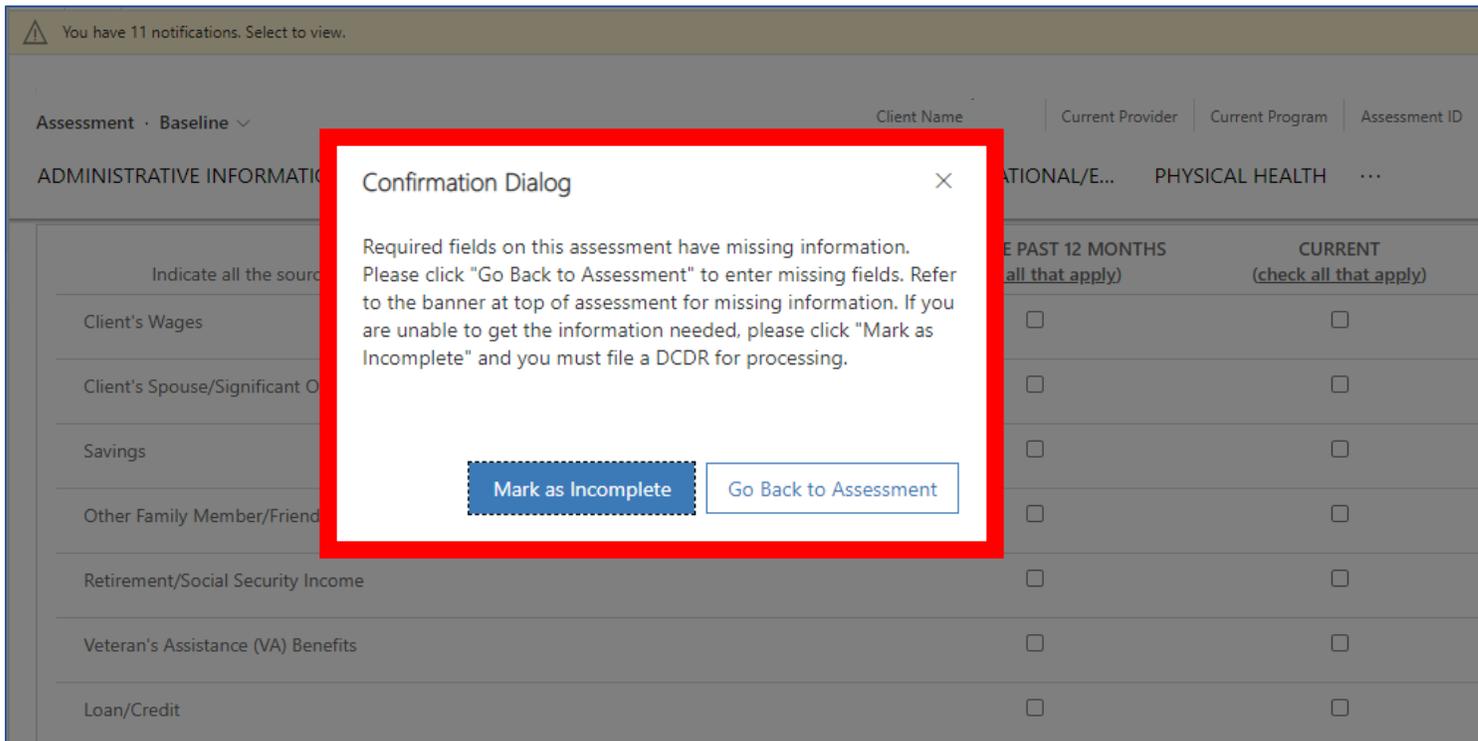
- **Saved** status allow you to save your progress and make any edits.
- **Submitted** status refers to an assessment that passed all system validation successfully. Can be edited with limited capabilities.
- **Incomplete** status refers to partial assessments that did not pass all system validations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



You have 11 notifications. Select to view.

Assessment · Baseline

Client Name | Current Provider | Current Program | Assessment ID

ADMINISTRATIVE INFORMATION

Indicate all the sources of income for the client.

	PAST 12 MONTHS (check all that apply)	CURRENT (check all that apply)
Client's Wages	<input type="checkbox"/>	<input type="checkbox"/>
Client's Spouse/Significant Other	<input type="checkbox"/>	<input type="checkbox"/>
Savings	<input type="checkbox"/>	<input type="checkbox"/>
Other Family Member/Friend	<input type="checkbox"/>	<input type="checkbox"/>
Retirement/Social Security Income	<input type="checkbox"/>	<input type="checkbox"/>
Veteran's Assistance (VA) Benefits	<input type="checkbox"/>	<input type="checkbox"/>
Loan/Credit	<input type="checkbox"/>	<input type="checkbox"/>

Confirmation Dialog

Required fields on this assessment have missing information. Please click "Go Back to Assessment" to enter missing fields. Refer to the banner at top of assessment for missing information. If you are unable to get the information needed, please click "Mark as Incomplete" and you must file a DCDR for processing.

Mark as Incomplete | Go Back to Assessment

**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

## Requester Information

Requester's First Name *	DCDR Id
<input type="text"/>	—
Requester's Last Name *	Date *
<input type="text"/>	<input type="text"/>
Phone Number *	
<input type="text" value="Provide a telephone number"/>	
Email *	
<input type="text"/>	
Provider Number *	
<input type="text"/>	
Client *	
<input type="text"/>	
Pending Disenrollment *	
<input type="text"/>	
Notes	
<input type="text"/>	

Next

# ▶▶ Creating a DCDR

- STEP 2: Click "Next"

## Requestor Information

Requestor's First Name *	DCDR Id
<input type="text"/>	—
Requestor's Last Name *	Date *
<input type="text"/>	<input type="text"/>
Phone Number *	
<input type="text" value="Provide a telephone number"/>	
Email *	
<input type="text"/>	
Provider Number *	
<input type="text"/>	
Client *	
<input type="text"/>	
Pending Disenrollment *	
<input type="text"/>	
Notes	
<input type="text"/>	

Next

# ▶▶ Creating a DCDR

- STEP 3: Hit "Create" Button

## Requests

Requests

 Create

Assessment ↓	Form Type (Assessment)	Request Type	Current Value	New Value	Recommendation
--------------	---------------------------	--------------	---------------	-----------	----------------

There are no records to display.

Submit

## ▶▶ 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

 Create

**DCDR**

20230929-001161



**Assessment \***

0001945 - KEC



**Request Type \***

Delete



**Reason \***

Assessment started by mistake



Submit

Cancel

# ▶▶ 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.

Create

### DCDR

20230929-001161



### Assessment \*

0001911 - Baseline



### Request Type \*

Delete



### Reason \*

Wrong information



Assessment started by mistake

Duplicate record

Empty assessment

Orphaned assessment

Wrong information

Other

Su

# 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.

Create

DCDR

20230929-001162

Assessment \*

0002116 - KEC

Request Type \*

Delete

Reason \*

Other

Assessment started by mistake

Duplicate record

Empty assessment

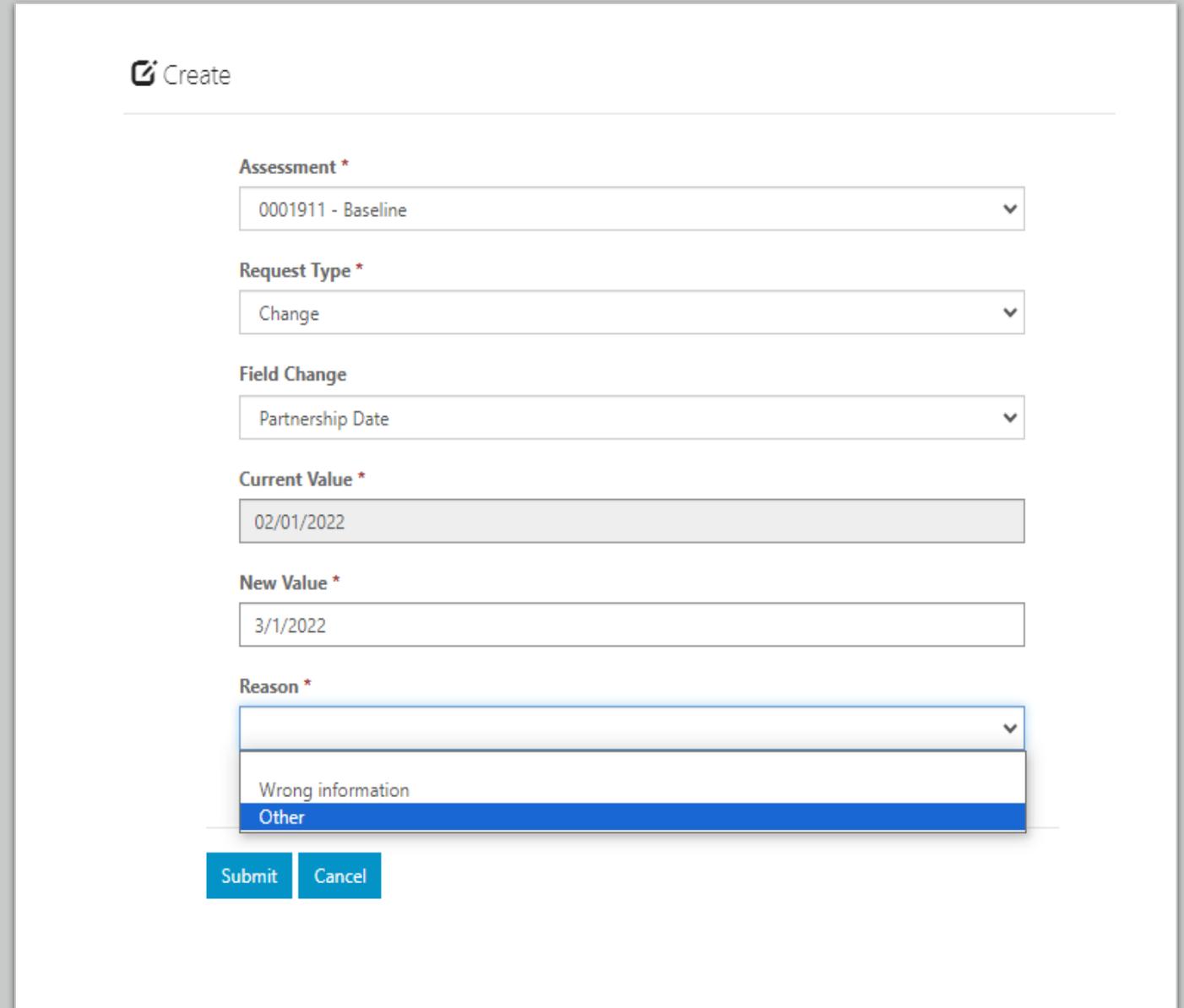
Orphaned assessment

Wrong information

Other

## ▶▶ 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.



The screenshot displays a 'Create' form for a DCDR request. The form includes the following fields:

- Assessment \***: A dropdown menu with the selected value '0001911 - Baseline'.
- Request Type \***: A dropdown menu with the selected value 'Change'.
- Field Change**: A dropdown menu with the selected value 'Partnership Date'.
- Current Value \***: A text input field containing '02/01/2022'.
- New Value \***: A text input field containing '3/1/2022'.
- Reason \***: A dropdown menu with two options: 'Wrong information' and 'Other'. The 'Other' option is currently selected and highlighted in blue.

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

## ▶▶ Deactivating a DCDR

- If you create a DCDR in error, don't deactivate it
- Instead, email **[fspoutcomes@dmh.lacounty.gov](mailto: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 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

# ▶▶ DCDR Resources

- DCDR User Guide:

The screenshot shows the 'Provider Application Portal' for the Los Angeles County Department of Mental Health. The page title is 'Data Change Deletion Request'. In the top right corner, there is a 'DCDR Search' button and a 'Help' dropdown menu. The 'Help' dropdown menu is open, and the 'DCDR User Guide' option is highlighted with a red box and a red arrow pointing to it. Other options in the menu are 'DCDR Release Notes' and 'Outcomes Website'. Below the menu, there is a search bar and a 'Create New Request' button. On the left side, there are filters for 'Status' and 'Provider Number' with an 'Apply' button. Below the filters, there is a table with columns: 'DCDR Id', 'Date', 'Client', 'Client ID', 'Provider Number', 'Status', 'Assigned To', 'Created On', and 'Created By'. The table is currently empty, with the text 'There are no records to display.' below it.

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Provider Application Portal

Home > DCDR Home

**Support**  
If providers have any questions or issues related to accessing this site, please contact the Help Desk via Self Service.  
If you have any questions related to how to complete this application or what the information is used for, please contact [FSPOutcomes@dmh.lacounty.gov](mailto:FSPOutcomes@dmh.lacounty.gov)

DCDR Search | Help ▾

DCDR User Guide  
DCDR Release Notes  
Outcomes Website

Search [ ] [ ] Create New Request

DCDR Id ↓	Date	Client	Client ID	Provider Number	Status	Assigned To	Created On	Created By
There are no records to display.								

## ▶▶ 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](mailto:FSPoutcomes@dmh.lacounty.gov)

# Questions?



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