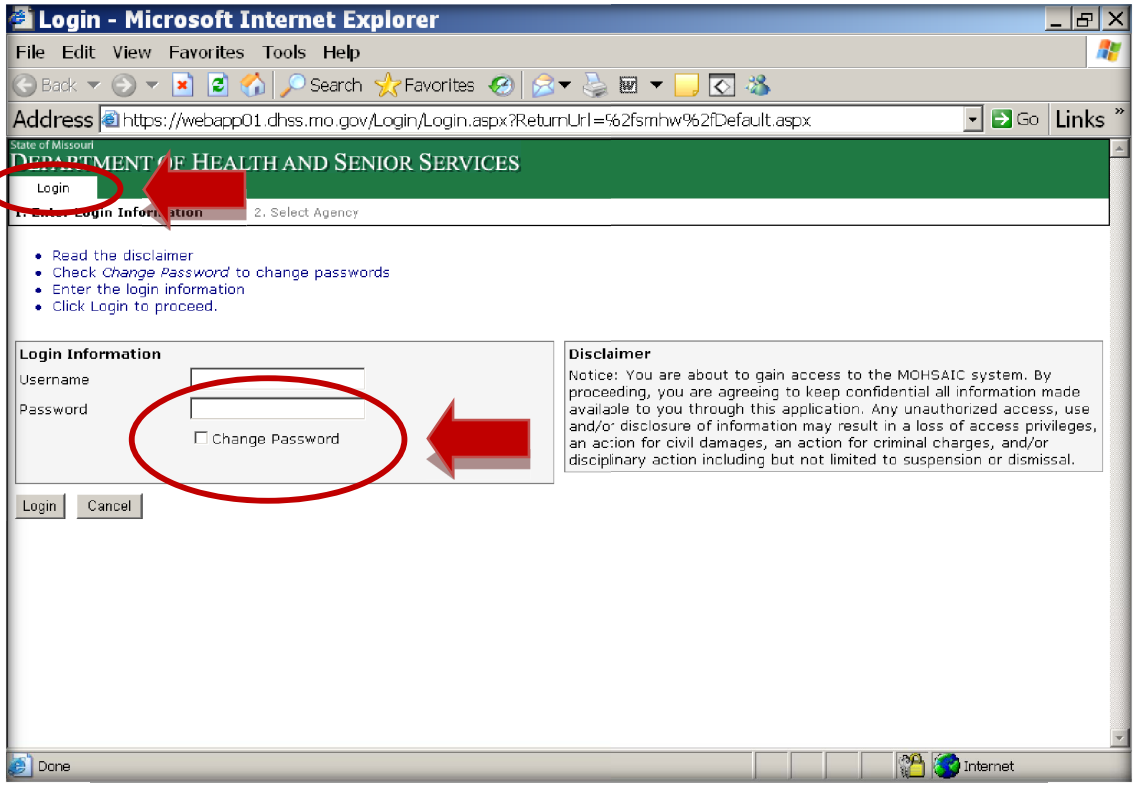
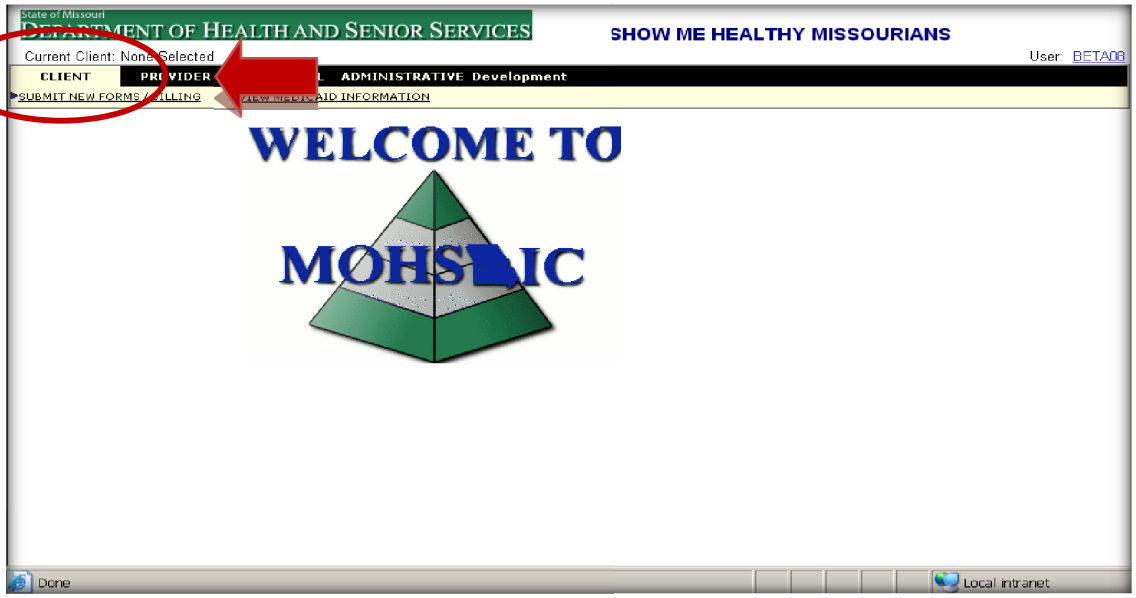


Entering or Viewing a Client

The main screen for the SMHW program appears. To enter or view a client:

- Click on the 'Client' link on the menu bar
- Choose 'Submit New Forms/Billing'

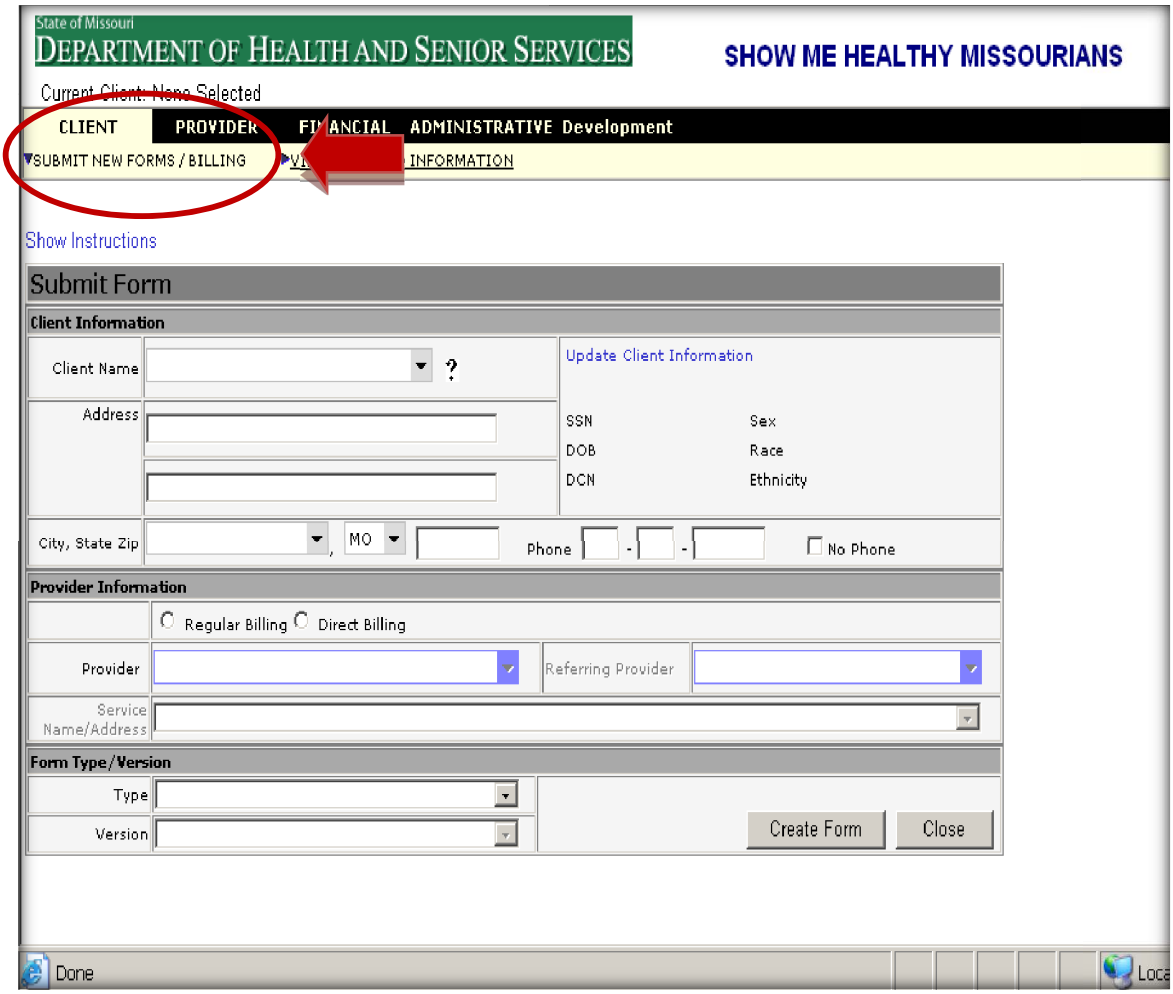


Client Search

In 'Submit New Forms/Billing' screen under the 'Client Information' section, choose either to 'Search and Select' or 'Register a New Client.'

Type the Social Security Number (SSN) with no spaces or hyphens; the Departmental Client Number (DCN) or the last and first name of the client separated by a comma (Example: Doe, Jane). **Do not click return – wait until drop down menu appears.**

If the screen returns more names than the screen will hold, use the scroll down bar to see the full screen. If there are more than 15 names on the screen use the double arrow at the bottom of the screen to proceed to the next search result screen.

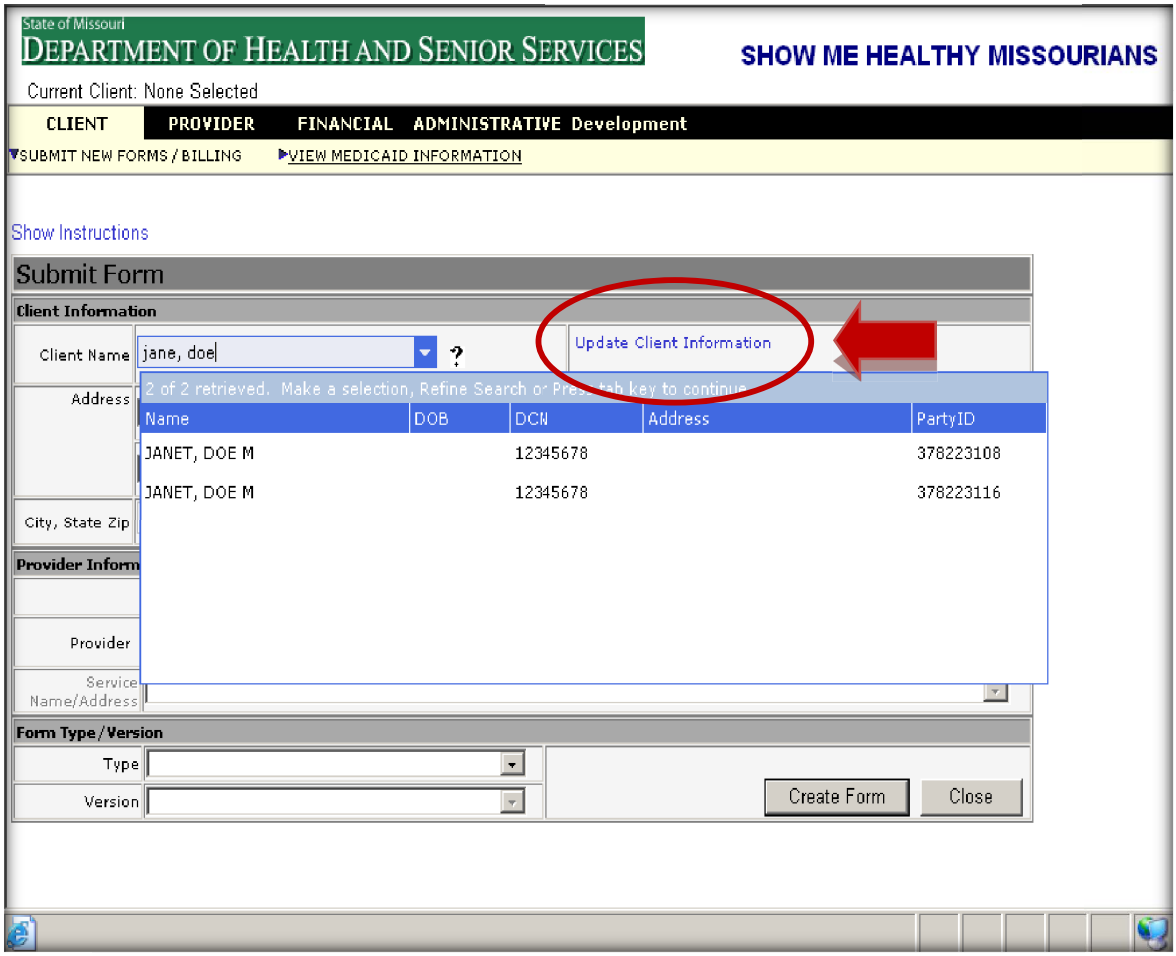


Searching for Current Client

If the client name appears, then select the correct name by clicking on it. Verify the name by checking the date of birth (DOB) and DCN number, if available. The client may be in the system with multiple names. Choose the name of the client as she presents to you. If not available, select one and then correct with 'Update Client Information.'

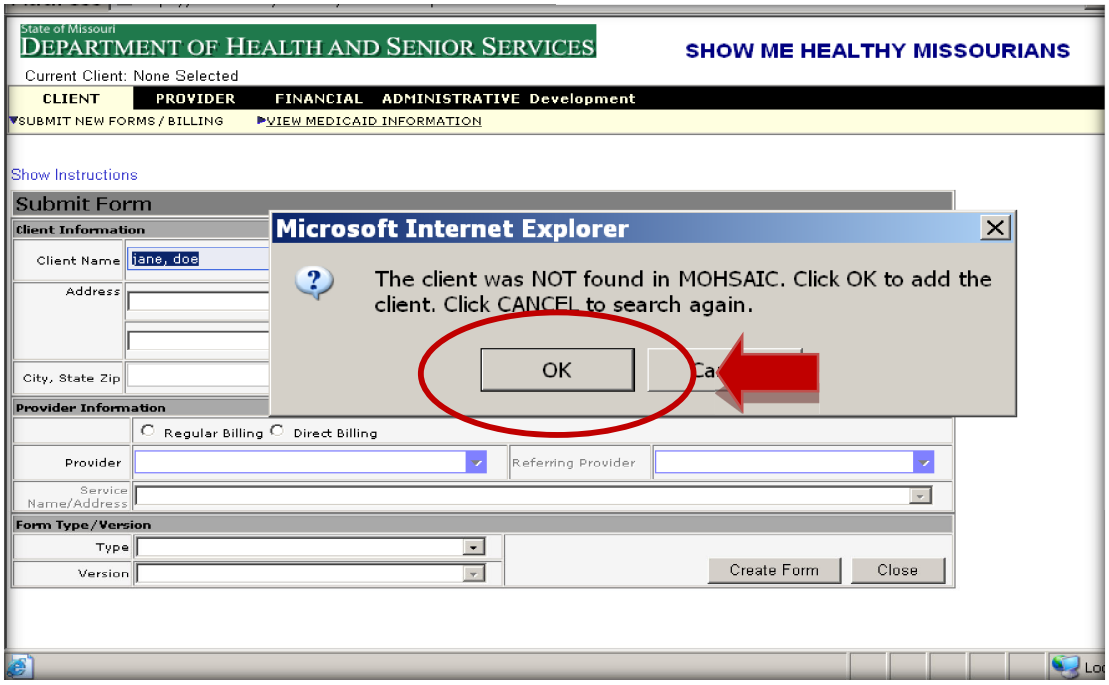
The client information screen will display the client demographic information. If any information is missing, add the correct information in the 'Update Client Information' screen.

If the client name is not in the database, this screen will say 'No Results Found'. Press the tab key to continue.

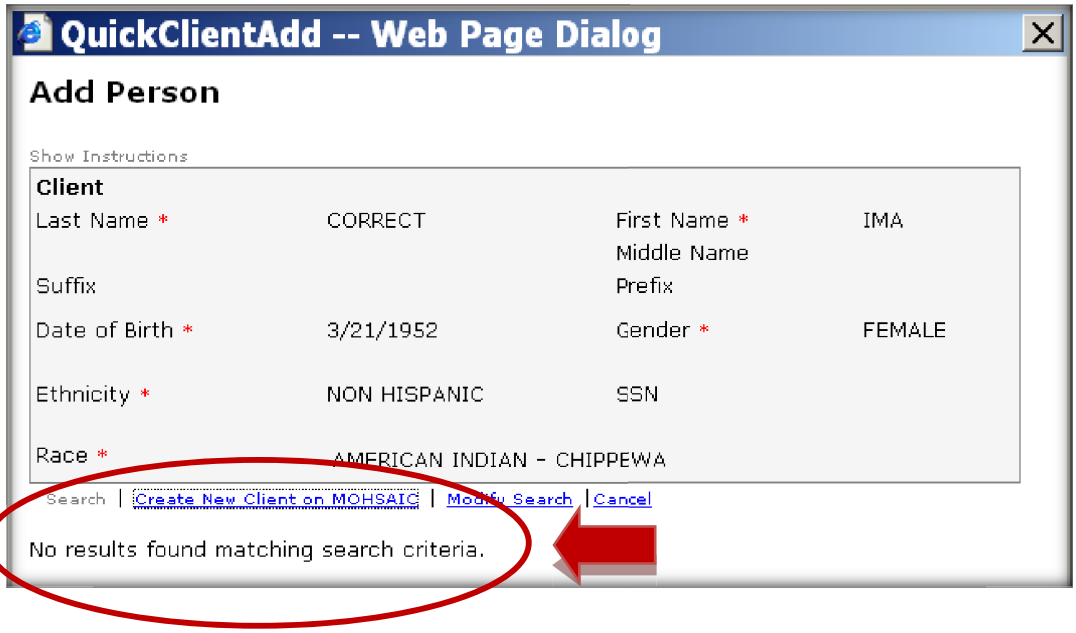


Adding a New Client

If the client name does not appear, then hit the ‘enter’ or ‘tab’ key and the message to add a new client appears. Click the ‘OK’ button and proceed to the ‘Add Person’ screen.

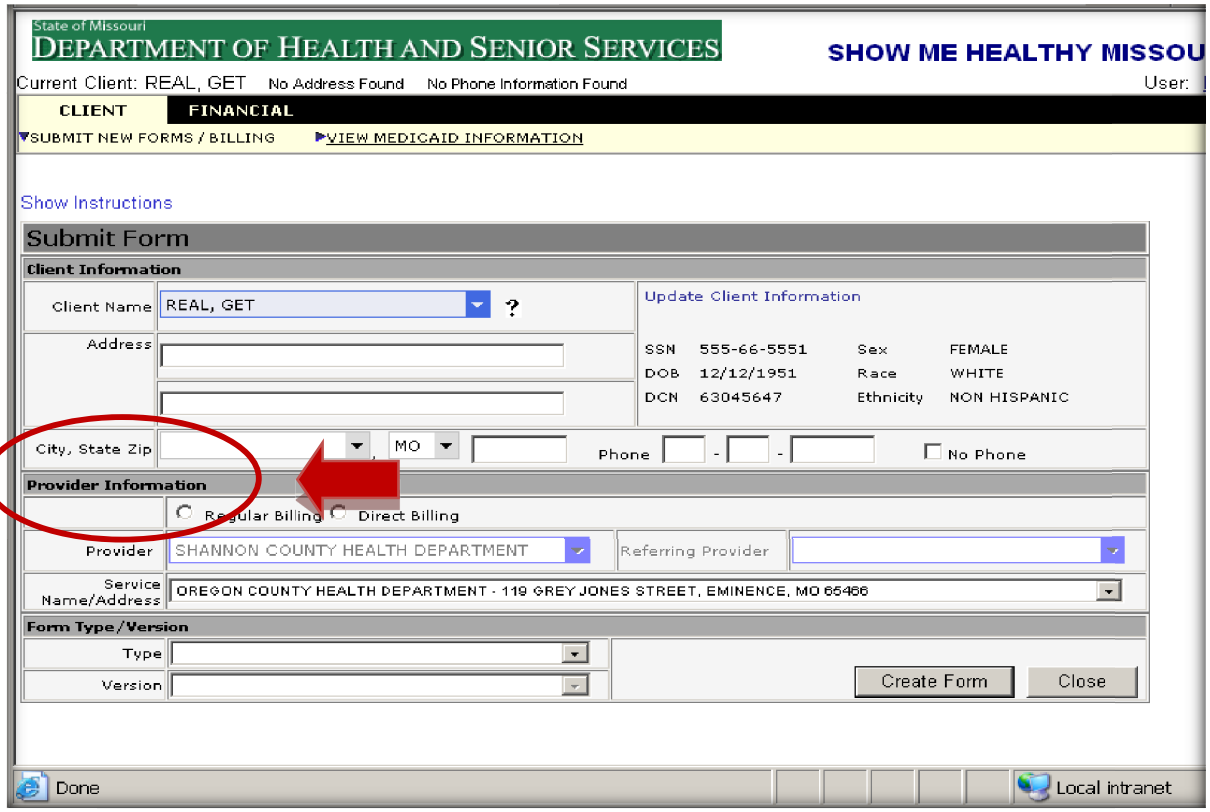


The search will check the MOHSAIC and DSS databases. If the client name is not in the system, the screen appears with the ‘No results found matching search criteria.’ Click the ‘Create New Client on MOHSAIC’ link.


QuickClientAdd -- Web Page Dialog
Add Person
Show Instructions
Client
Last Name *
CORRECT
First Name *
IMA
Middle Name
Suffix
Prefix
Date of Birth *
3/21/1952
Gender *
FEMALE
Ethnicity *
NON HISPANIC
SSN
Race *
AMERICAN INDIAN - CHIPPEWA
Search | Create New Client on MOHSAIC | Modify Search | Cancel
No results found matching search criteria.

Adding new client, continued

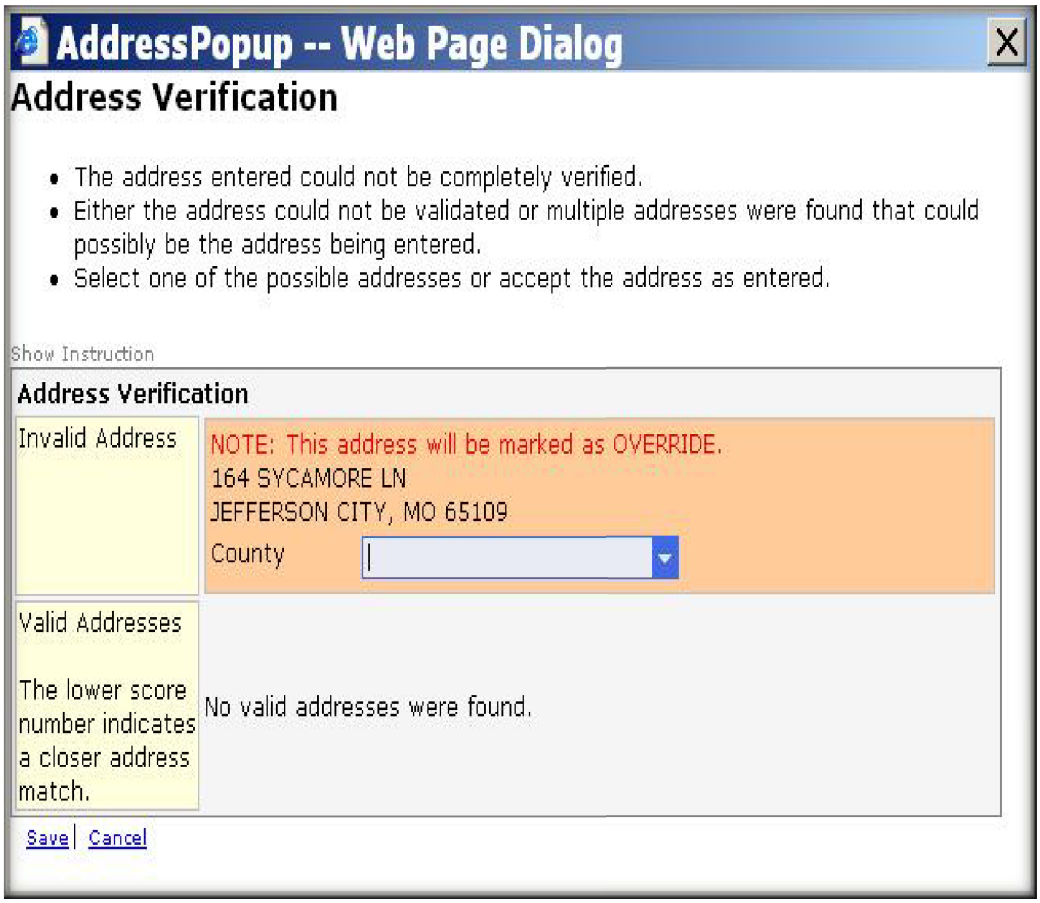
The ‘Client Information’ screen is displayed. The next step is to enter the address and telephone number. Then proceed to the ‘Provider Information’ section or view Medicaid information.



Address Verification

If the system does not recognize the address, 'Address Verification' will pop up. If the address is correct, enter the county and click "save." Or change the address to a valid address and click save.

If the county and address match the database, the pop-up box will turn orange. If not, and both fields are correct, call SMHW at 866-726-9926 to request an address fix. Normally this fix will be done overnight.



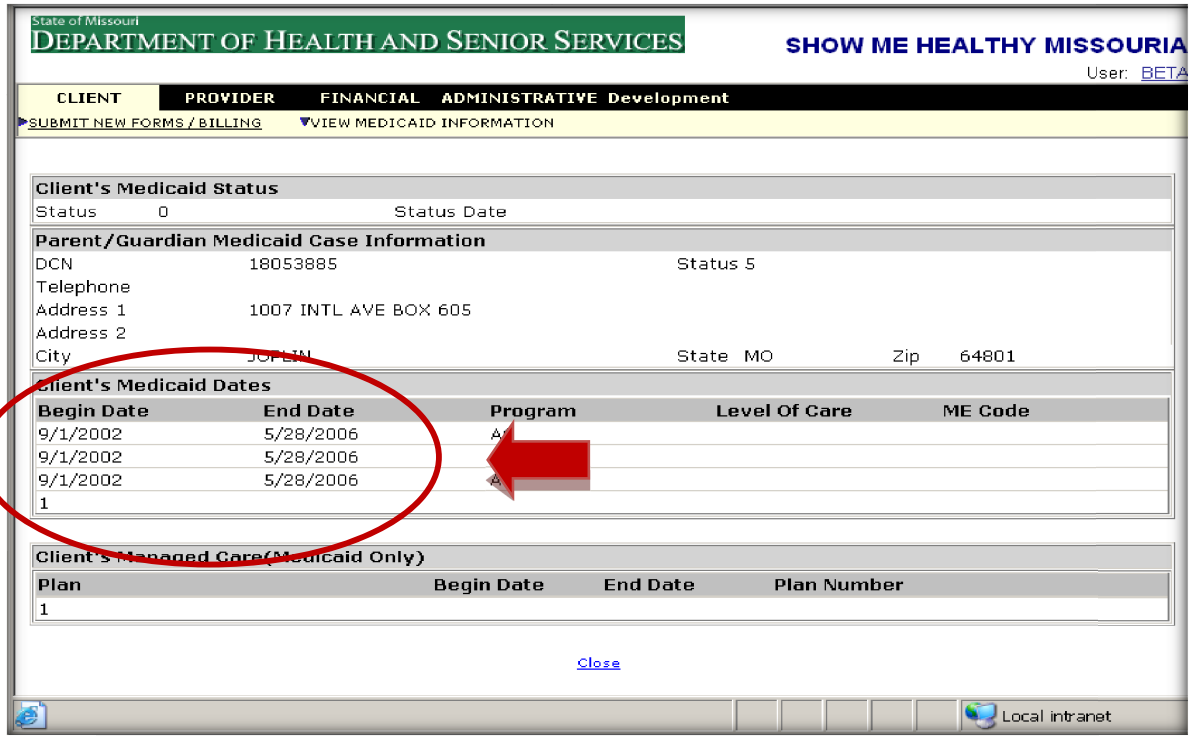
Checking for Medicare/Medicaid

If the client name is not on Medicaid, the screen will be empty. The 'View Medicaid Information' is transferred from the DSS database. **This screen is 'read only'**. The screen will display the current client at the top of the screen.

If a client name is displayed at the top of the screen and is on Medicaid, the screen will be filled in.

Checking for Medicare/Medicaid, continued

This screen shows all of the client and guardian (if applicable) information as well as the managed care information. If there is an open date but no close date, the client is on some sort of assistance.



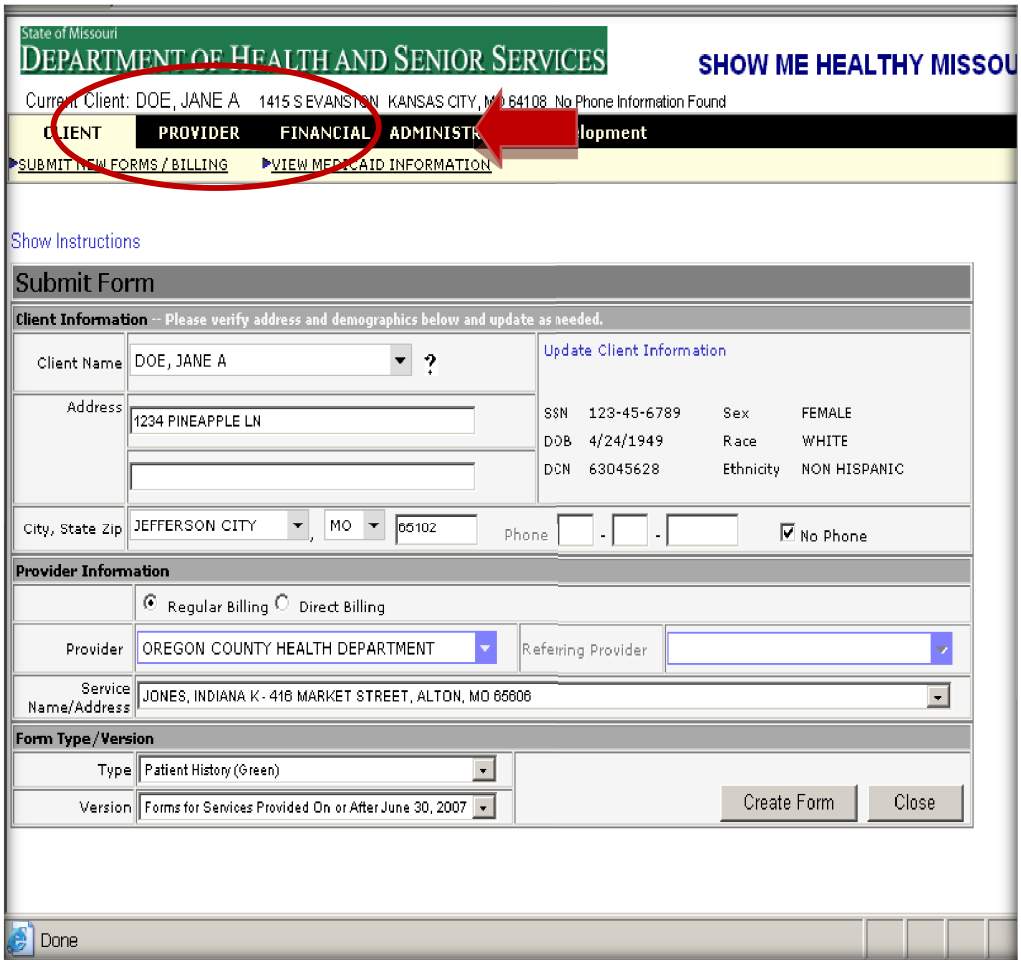
Please remember when pulling up or entering another client under client demographics, **verify** the client address and other personal information is correct. We have encountered several forms that were entered for a different client, but only the client name was changed. This leads to duplicate records in the system and results in errors on the data submitted to CDC. **Until a software programming change is complete, please make sure the date of birth and SSN are correct for the client form being entered.**

Entering Provider and Form Type Information

On the 'Provider Information' section, select either 'Regular' or 'Direct Billing'. If 'Direct Billing' is selected, a referring provider must be entered. Type in the provider's name and select the appropriate provider. If 'Regular Billing' is selected, a referring provider is not necessary.

When entering information in this section is complete, proceed to the next section – 'Form Type/Version.'

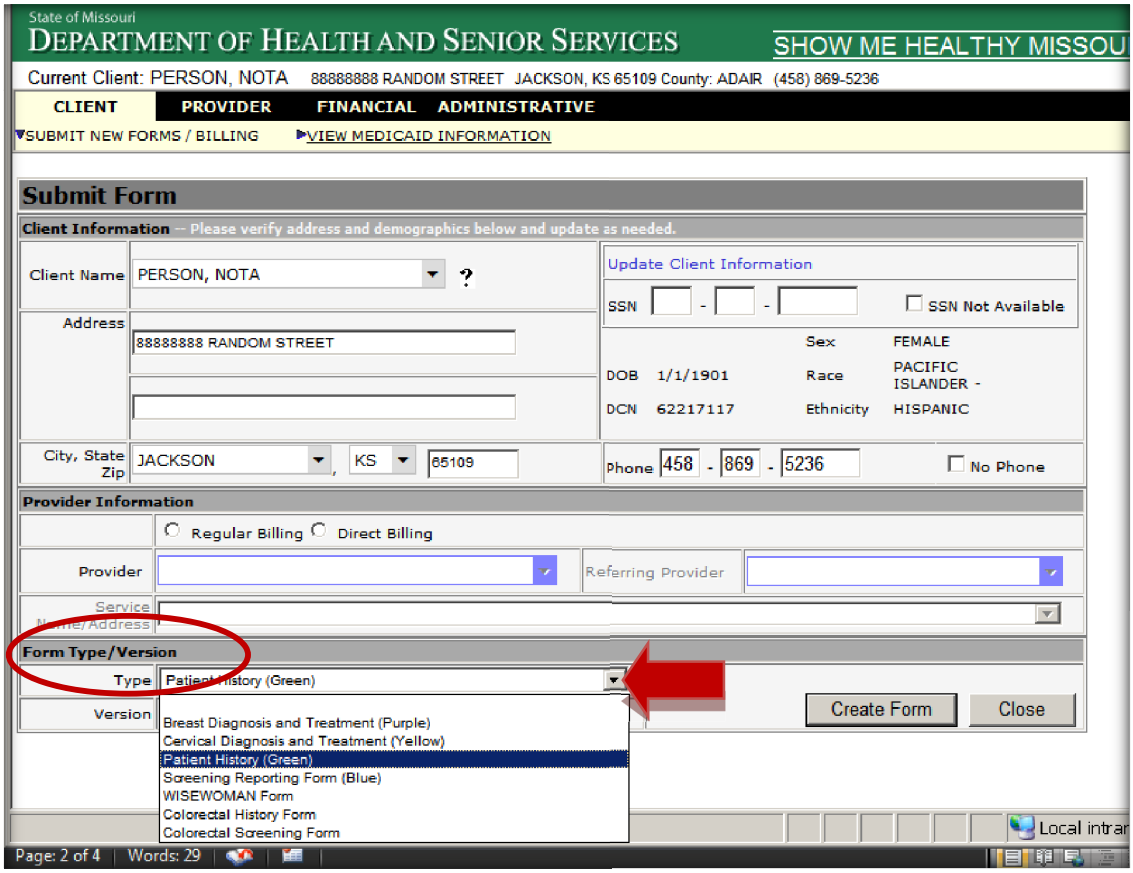
This section has two parts: a) when one of the forms is selected, the version will be filled in and b) during the first few months of the new grant year, there could be multiple versions. By default, the software automatically selects the version based on the present date. To enter a form with a different date of service, select a different version from the drop down box.



Entering Provider and Form Type Information continued

Under the gray heading, 'Form Type/Version', click on the correct form 'Type' for the submitted information:

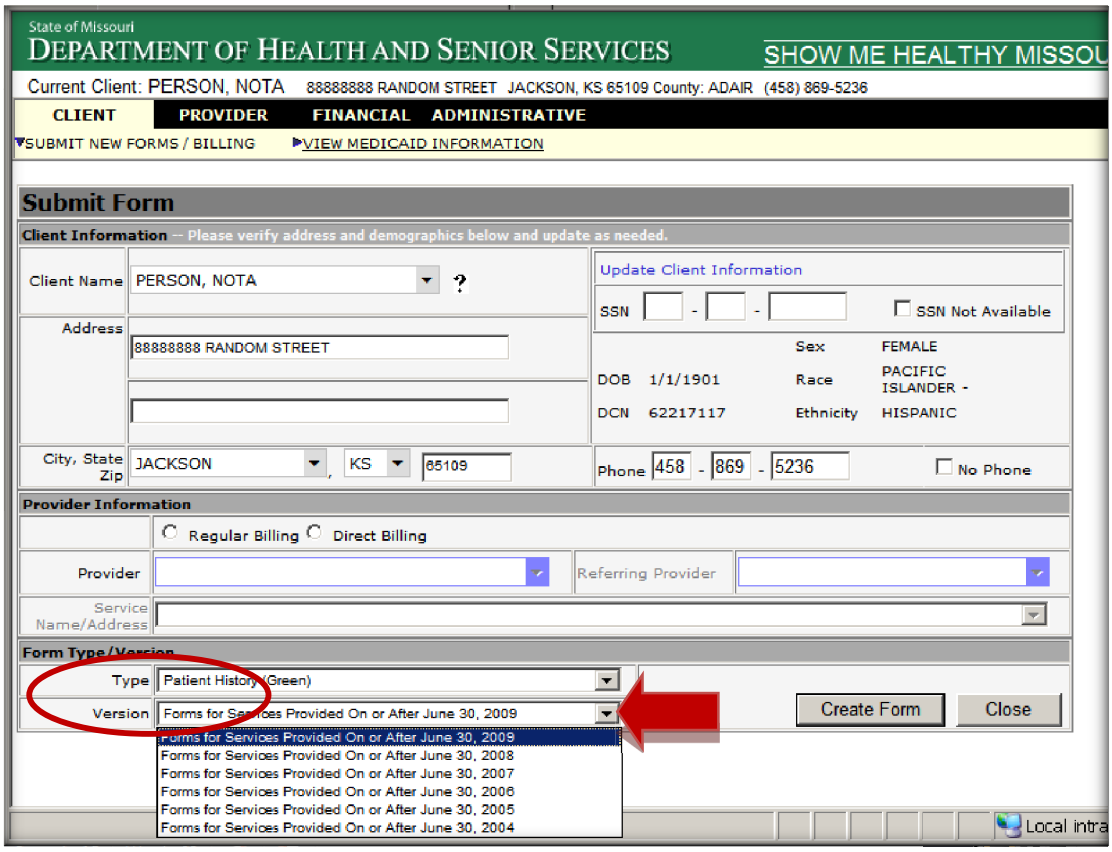
- Breast Diagnosis and Treatment (purple)
- Cervical Diagnosis and Treatment (yellow)
- Patient History (green)
- Screening Reporting Form (blue)
- WISEWOMAN Form (pink)



Entering Provider and Form Type Information continued

Click on the correct form 'Version': ('Forms for Services Provided On or After June 30, 20_ _.'). Dates must correspond with the service dates being submitted. Click on the correct form 'Version' for the submitted information:

- Forms for Services Provided On or After June 30, of the appropriate grant year.

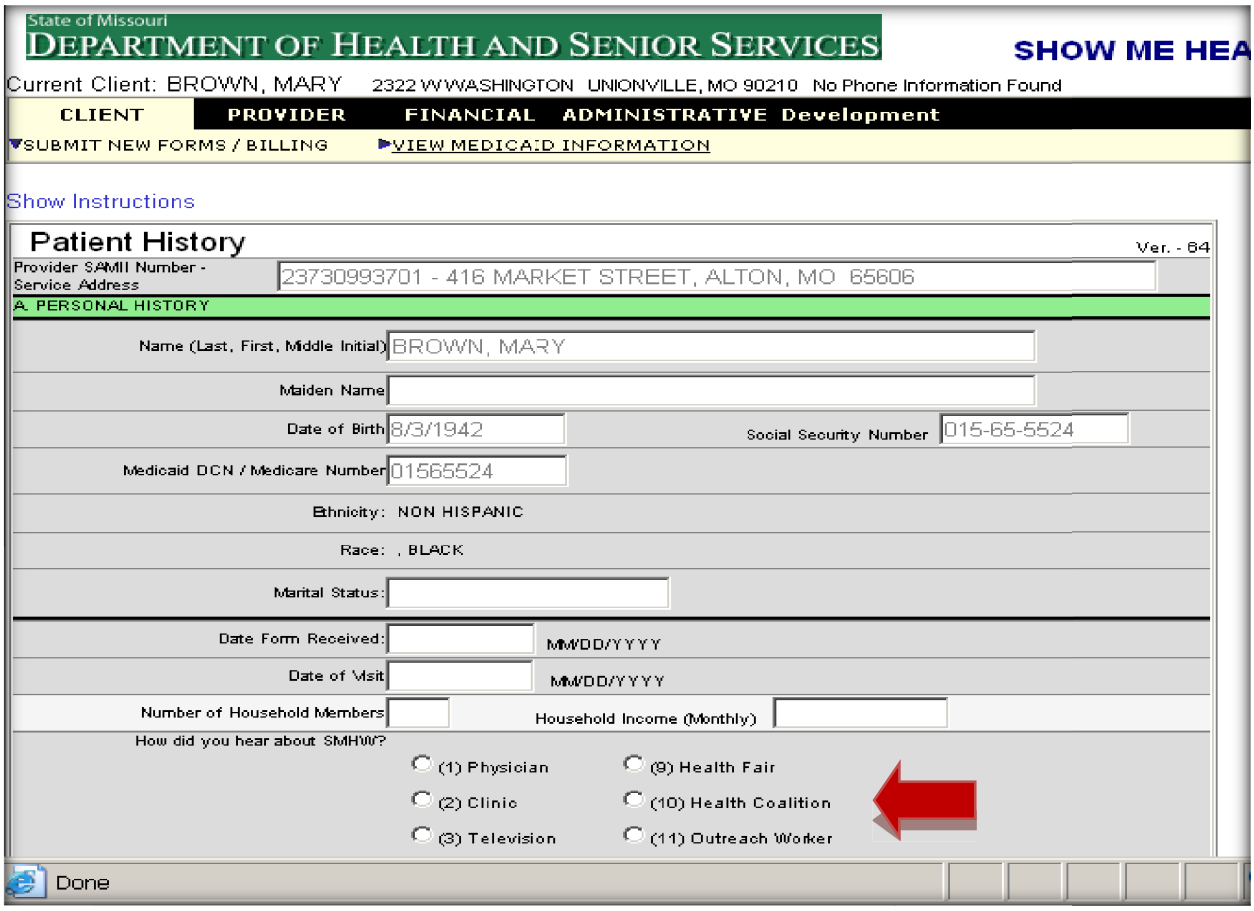


Filling Out a Form

The name is displayed before entering the data. The form on the screen is the same as the paper form. Fill in the form and click the 'Submit' button at the bottom of the screen to submit/save.

To fill in the forms use the mouse, tab key, or the space bar. To use the mouse, click on the drop down arrow and then select the appropriate choice. If using the mouse for buttons, just click inside the circle. All forms work the same way.

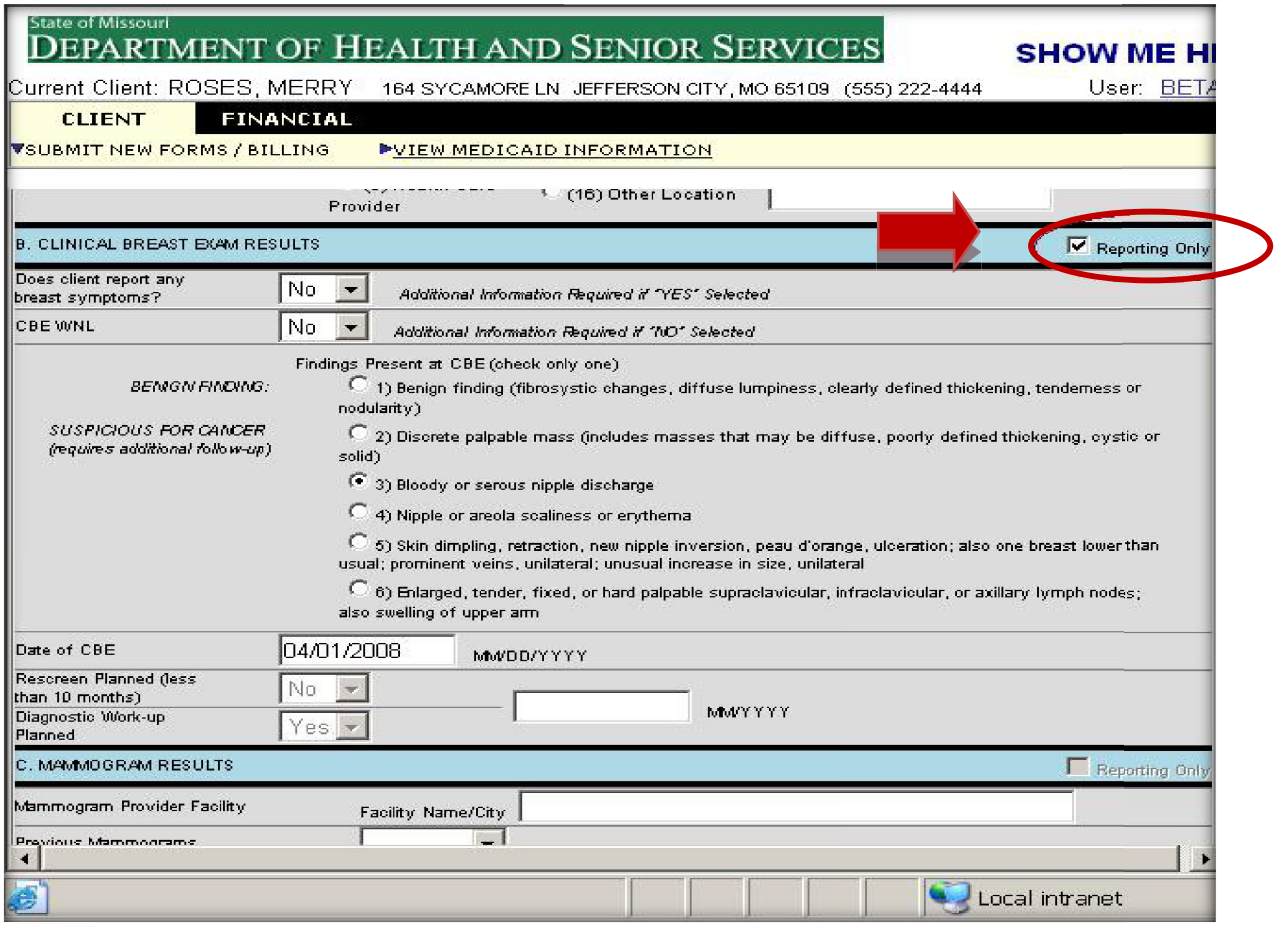
- If content of the drop down box is known, then tab to the empty field and type the first letter. The word will appear.
- Tab to the next field.
- When tabbing and encountering a square radio button, hit the space bar to fill it in.
- Tabbing to a radio button will automatically fill in the circle when highlighted.



How to Complete 'Reporting Only' Process

EXAMPLE: A client who is eligible for SMHW diagnostic services is referred from an outside provider. The client has had a breast or cervical screening/diagnostic that is suspicious for cancer. Cancer diagnosis by a tissue biopsy is unconfirmed.

- Verify client eligibility
- Have client sign SMHW Client Eligibility Agreement form
- Complete green History form
- Enter data into MOHSAIC from green History form
- Enter the abnormal screening information on the blue Screening form as Reporting Only.

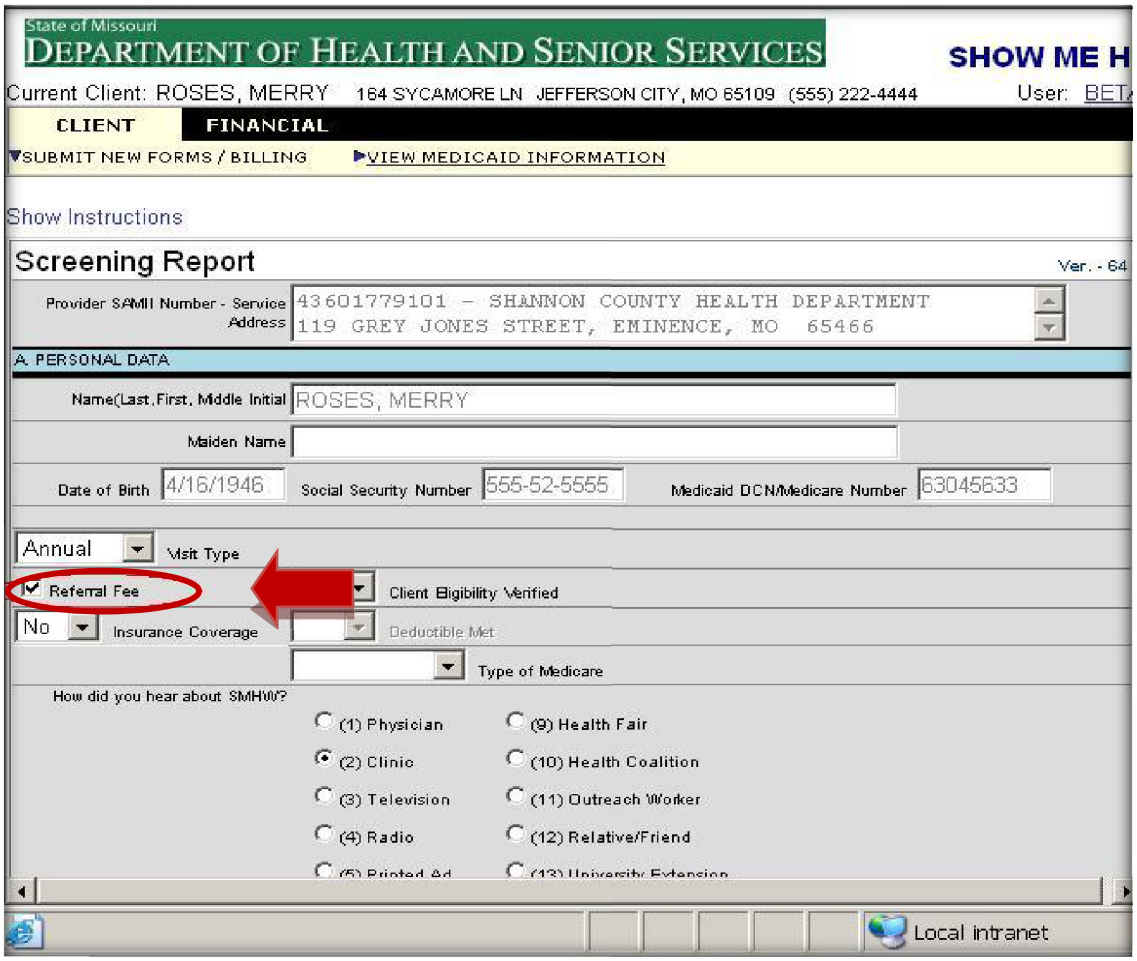


Screening Report Form

If a SMHW provider performs additional breast/cervical procedures, enter the data and check the appropriate visit type.

If no SMHW screening services are provided by a SMHW provider, check the appropriate 'Visit Type' and check the 'Referral Fee' box if requesting the $20 referral fee. Provider reimbursement is for the referral fee only, not an office visit.

Report any other outside diagnostic procedures completed prior to enrollment on the appropriate diagnostic form as 'Reporting Only' and report SMHW follow-up procedures as usual.

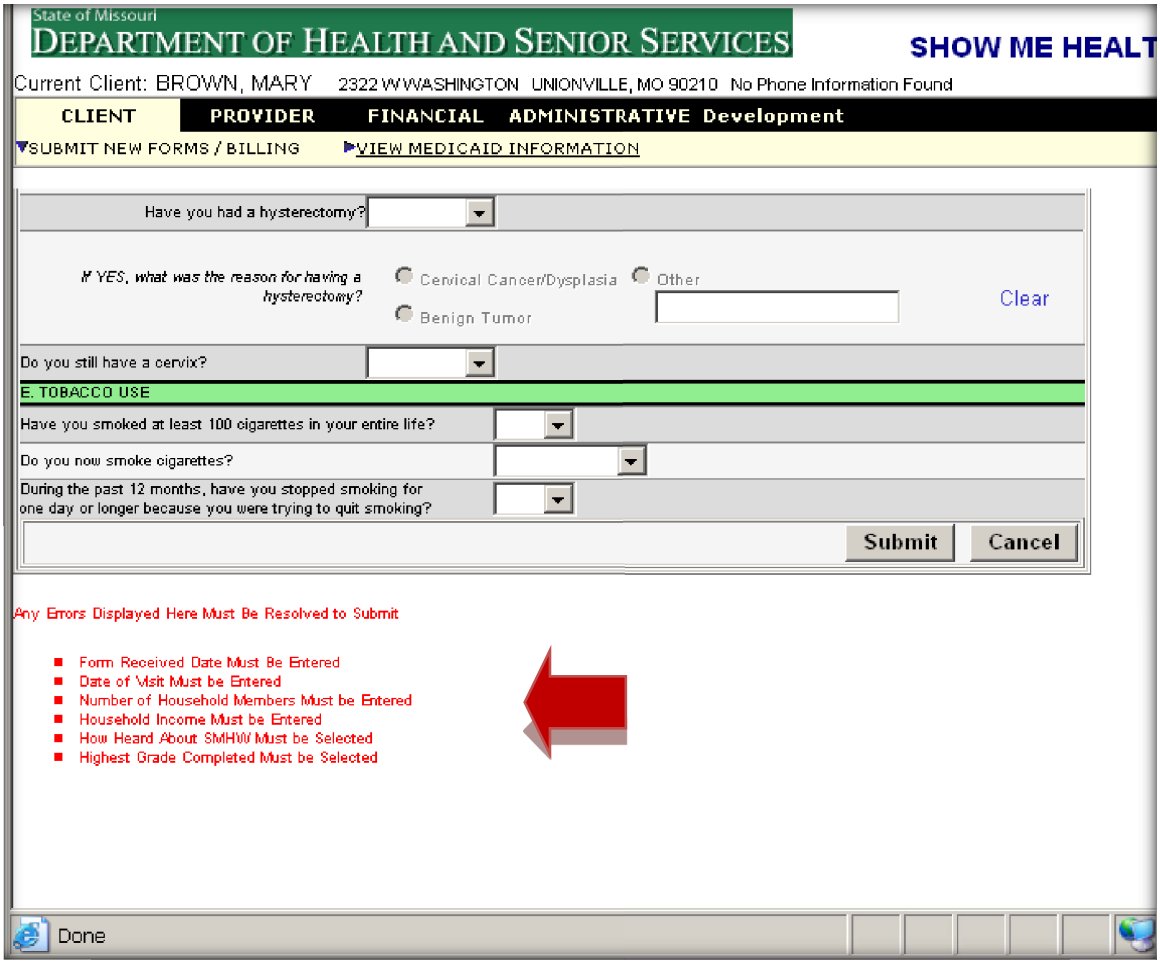


Screening Report Form, continued

An error message may appear at the bottom of the screen after the 'Submit' button is clicked. If this happens, the system will require form correction before proceeding. Upon form correction, click the 'Submit' button again and the system will proceed to the next screen.

After the successful submission of the form the 'Submit Form' screen will again be displayed. If you wish to continue with this client for additional forms, return to 'Submit New Form/Billing.'

To search for another client, type over the current name and the new search result screen will appear. Select the new SSN and the screen will refresh with the new client name and information.



Lesson 2: Financial

In Lesson 2, learn how to:

- Check provider contract information
- Check daily summary of forms submitted
- Review pay status of forms

Provider Contract Information

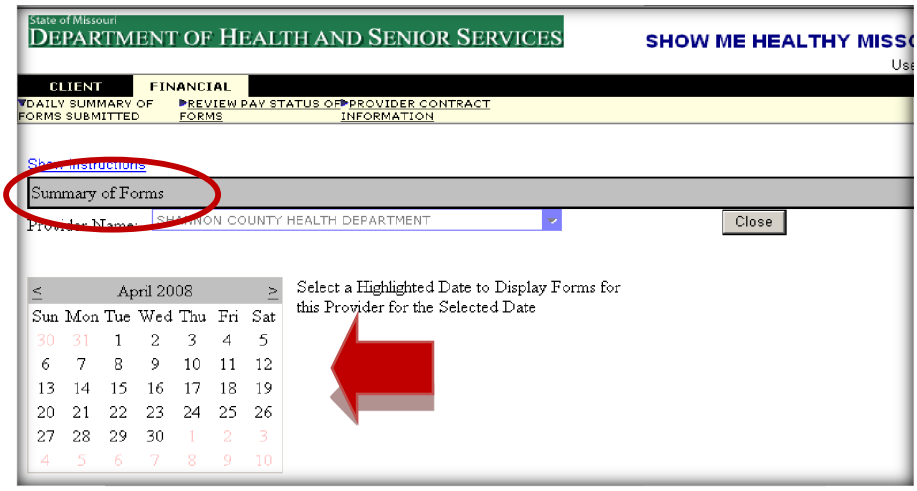
When clicking the 'Provider Contract Information' the financial information is automatically displayed. This screen tracks and displays the amount of funding given, amount billed, amount paid, and amount available. The billed amount subtracts from the amount available upon submission.

If this information does not correspond with your records, contact the SMHW billing coordinator at 866-726-9926. SHMW encourages you to monitor/track your funds through your internal system.

Daily Summary of Forms Submitted

Click on the 'Daily Summary of Forms Submitted' and then click on the month and day to display. Click the arrows on the month bar to change the month and then select the day to display. This will display the client's financial information by type, date and amount.

Clicking on 'Display Full List to Print' will display the screen for sending to the default printer. Clicking on the 'Print Listing' button will generate a print job. Choose the printer on the print screen and click print. If a printout is not needed, click the 'Close' button to return to the main screen.



Review Pay Status of Forms

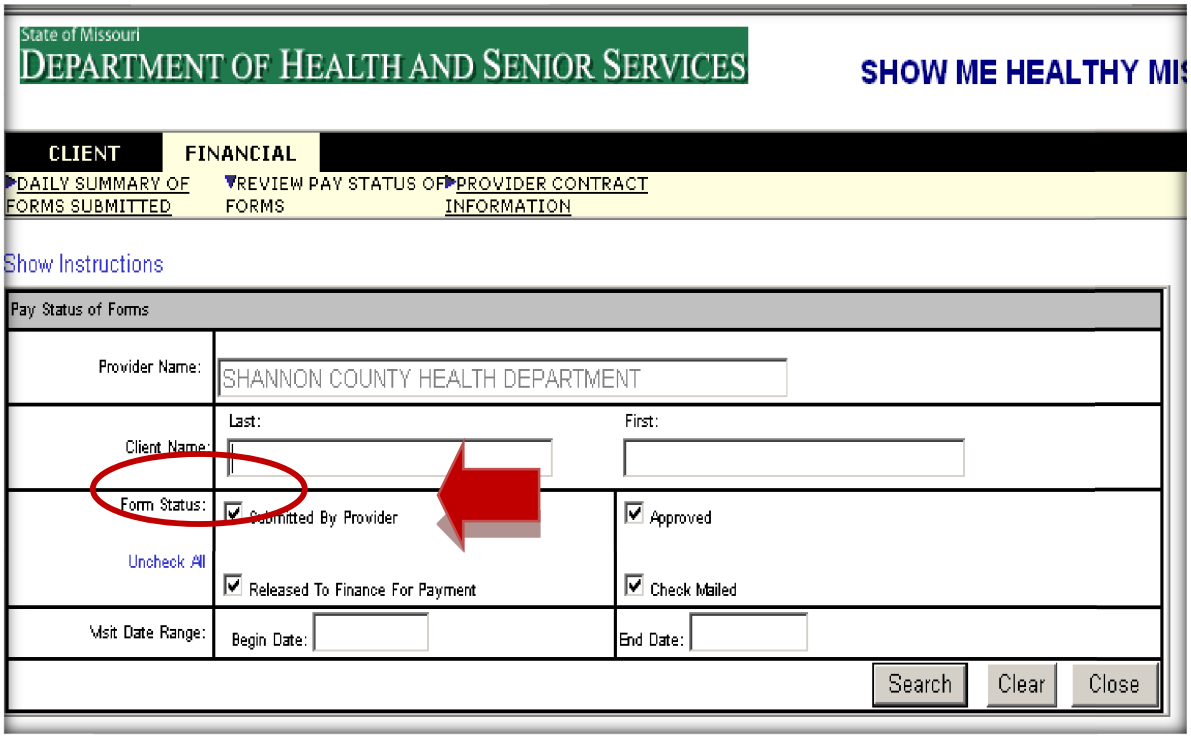
Searching for all records submitted or for a specific client is possible. There are four form status types:

- Submitted by Provider,
- Approved,
- Released to Finance for Payment, and
- Check Mailed.

Each indicates a different step in the review and payment process.

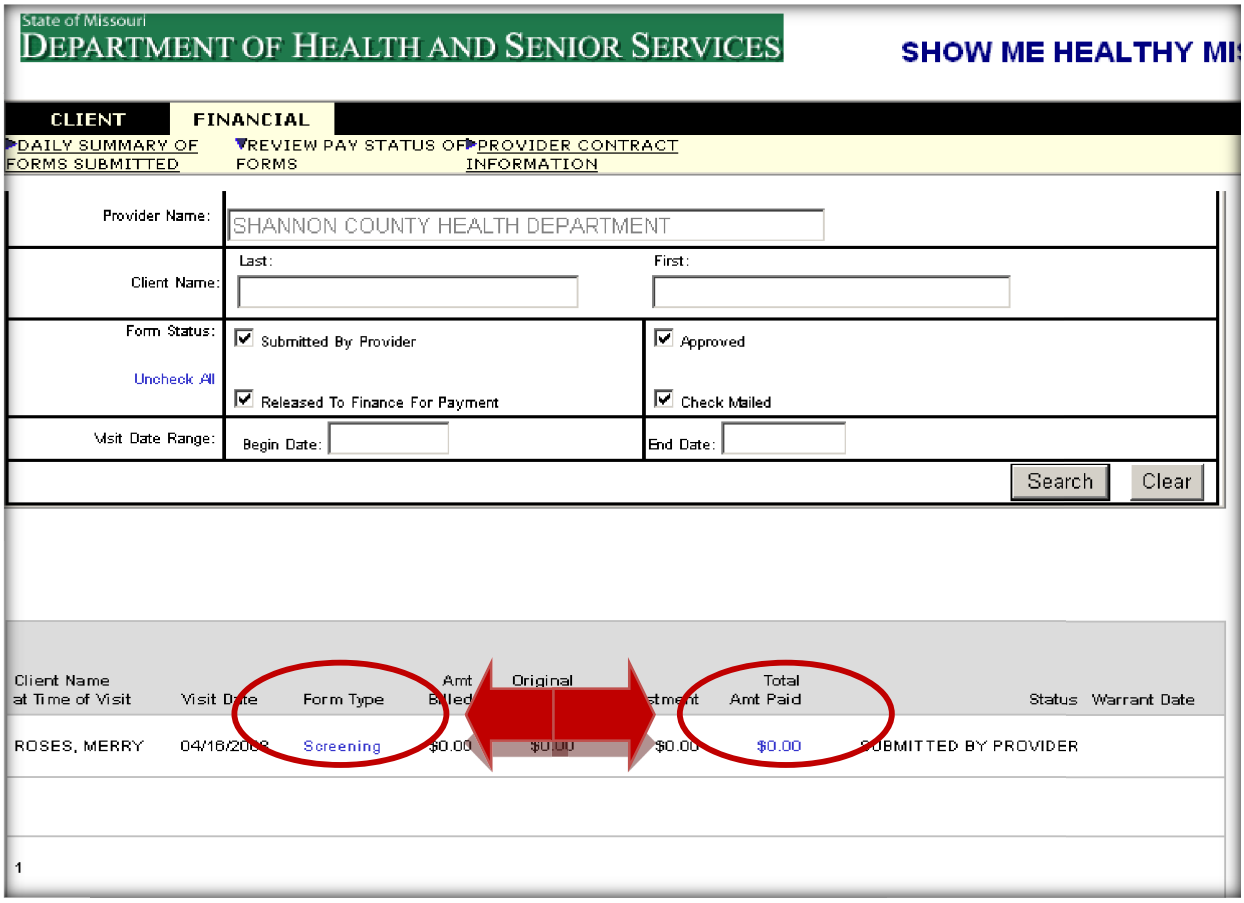
Searching for a client will display all forms submitted for that client and the pay status. Click on 'Form Status' to view all clients under the criteria or click multiple items to display all the selections. (Example: 'Check Mailed')

Entering the date range will display all forms status for the range. Click the 'Search' button to display results.



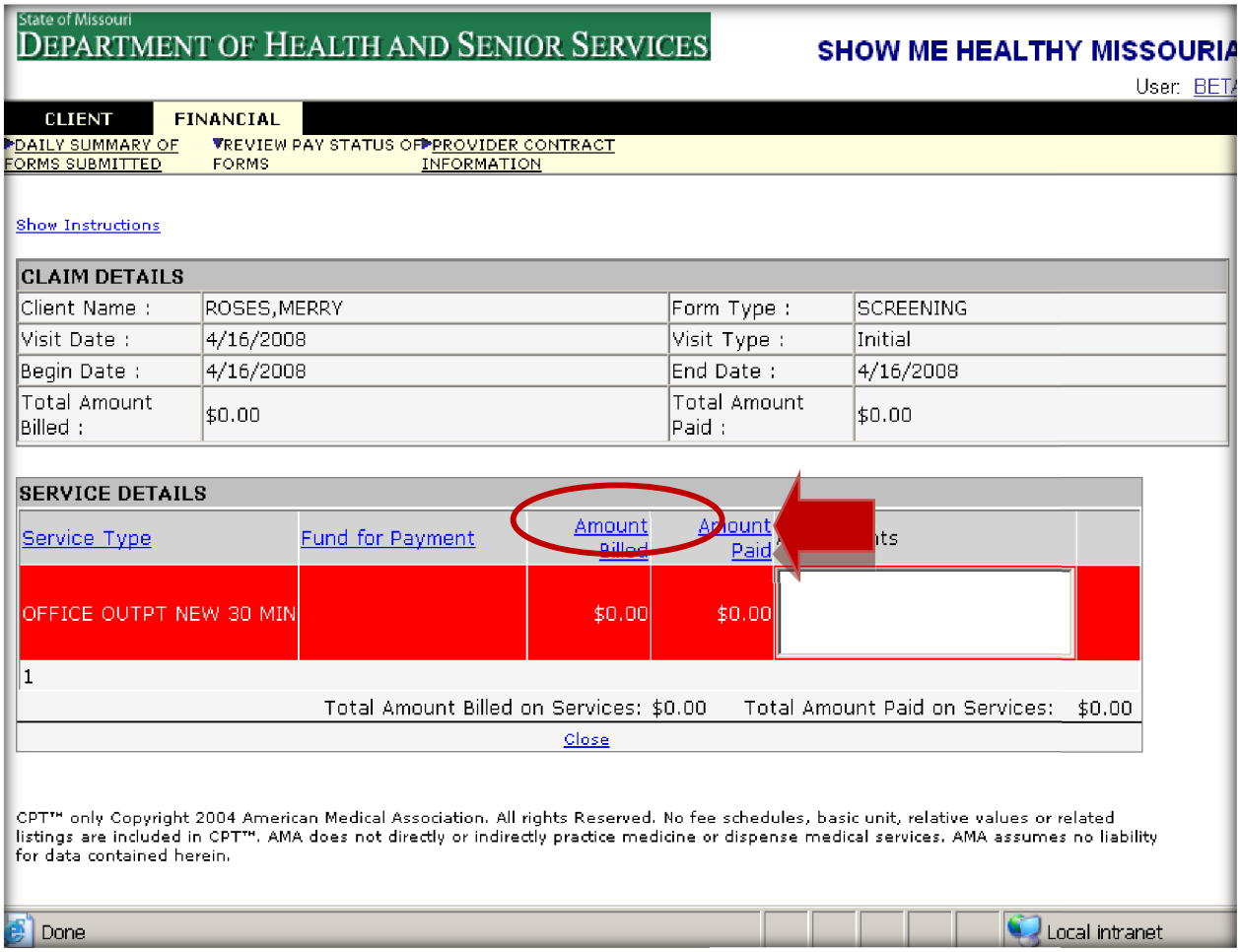
Review Pay Status of Forms, continued

The 'Form Type' and 'Total Amount Paid' columns show in blue. Clicking on either one brings up the form or the claim screen to review. **The claim screen form is 'read only'.**



Review Pay Status of Forms, continued

Clicking on the 'Amount Billed' link will display the detailed information for that client and date. **This form is 'read only'.**



Address questions and general assistance requests to the central office staff by calling SMHW/WISEWOMAN at 866-726-9926.

Direct specific questions or concerns with MOHSAIC to the ITSD Help Desk at 800-347-0887 or by e-mail at support@health.mo.gov.