RESOURCE AND PATIENT MANAGEMENT SYSTEM

Contract Health Service/ Management Information System

(ACHS)

Addendum to User Manual

Version 3.1 Patch 21
May 2012

Office of Information Technology (OIT)
Division of Information Resource Management
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Table of Contents

1.0   Introduction

This user manual addendum is not cumulative. This addendum specifically addresses changes made by patches that change the way a user interacts with Contract Health Services (CHS). If a particular patch did not make any significant user changes, it will not be referred to in this documentation.

Please review these changes and add a copy of them to any printed documentation your site may be using for ACHS 3.1. These changes will be integrated into future versions of the software and user manuals, and will no longer be considered an addendum at the time of the next release.

1.1   Summary of Changes

1.1.1   Area Office Changes

- Files and setup for IHS Area Offices and Tribal Sites to transmit CHS export files to the FI and UFMS using Windows-based Systems.

- Area CHS Options Updates:

  - Combined Area options for EOBR FI processing and splitout

  - Combined Area options for Facility processing and splitout

  - Updated parameter option to reflect new fields

  - Added test for consolidation and splitout. If splitout was not completed, then it will request confirmation of running consolidation

  - Added new path fields for processing files for UFMS, EOBR's and Facilities.

    - Field: 301 IMPORT PATH–FACILITY FILES –Enter directory to import files from, default is RPMS site file import file path field

    - New Field: 302 EXPORT PATH - UFMS FILES – Enter directory to create UFMS file default is /usr/spool/chsdata OR c:\usr\spool\chsdata

    - New Field: 303 EXPORT PATH-FAC EOBR FILES – Enter directory to export Facility EOBR files, default is RPMS site file export file path field

  - New field for sending files to the facilities. Some facilities reside on the Area server and will not be sent anywhere.

  - Added a prompt to allow re-processing a file if already processed.

  - Removed all references to tape back-ups

  - Changed messages from HFS error to No EOBR files available

1.1.2   Patch 21 Fixes

- Displaying a PO, added a space after the blood quantum

- SCC are not required for tribal sites; added test for parameter.

- Duplicate document removal; added test for dangling indexes to be removed, programmer's options.

- In Denial Add option, the Insurance Display will now only display based on the DOS.

- In Denial Reason, if Alternate Resource was entered twice then it would cause an error.

- In Denial Reason, multiple changes were made when editing reasons.

- For Print Denial Letters, it was pulling the wrong pointer so it will now use the plan name instead of insurer and print suffix for Medicare numbers.

- Data Dictionary changes for output transform on Other Denial Reasons in the CHS Denial Data file.

- Removed checks for re-exporting a file that has already been sent to the Area Office.

2.0   Patch 21

2.1   RPMS Area Office Processing

2.1.1   Menu Changes

The ACON option now includes the Area CHS Consolidate and Split-out Data from Facilities in one menu. The user will only need to run this option to perform both of these processes.

```
                        CONTRACT HEALTH MGMT SYSTEM
                            VERSION: 3.1 PATCH 21
                               DEMO HOSPITAL
                        Area Office CHS Data Processing


   ACON    Area CHS Consolidate/Splitout Data From Facilities
   DHRL    Print AO CHS DHR Data
   EOBP    Area CHS Process EOBR DATA ...
   AOPO    AO PO Transactions ...
   PAR     Edit Area Office CHS Parameters
   SVRP    AO Special Vendor Report

Select Area Office CHS Data Processing Option:
```

Figure 2-1: Display of new Area Office menu

The EOBI option now includes the Area CHS Process FI EOBR file and Area CHS Generate Facility EOBR files in one menu. The user will only need to run this option to perform both of these processes.

```
                        CONTRACT HEALTH MGMT SYSTEM
                            VERSION: 3.1 PATCH 21
                               DEMO HOSPITAL
                         Area CHS Process EOBR DATA


   EOBI    Area CHS Process FI EOBR File and tx to Facilities
   LFAC    Area CHS List Facilities Receiving EOBR Data

Select Area CHS Process EOBR DATA Option:
```

Figure 2-2: Display of new EOBR menu

2.1.2   Parameters

Area Office parameters have been updated to include new file path fields:

- IMPORT PATH-FACILITY FILES - Enter directory to import files from, default is RPMS site file import file path field

- EXPORT PATH - UFMS FILES – Enter directory to create UFMS file- default is /usr/spool/chsdata OR c:\usr\spool\chsdata

- EXPORT PATH-FAC EOBR FILES – Enter directory to export Facility EOBR files, default is RPMS site file export file path field

```
                    CONTRACT HEALTH MGMT SYSTEM
                        VERSION: 3.1 PATCH 21
                           DEMO HOSPITAL
                   Edit Area Office CHS Parameters
For DEMO HOSPITAL:
PROCESS FI DATA: YES//
PROCESS AREA OFFICE DATA: YES//
PRINT EOBR'S:
POST FAC PAYMENTS TO AO ODF:
EOBR IMPORT/SPLITOUT EXPORT: /usr/ihs/reports//
EOBR ARCHIVE DIRECTORY: n//
FACILITY FILE ARCHIVE DIR: /usr7/tx/eobdata///
Select FACILITIES RECEIVING EOBR DATA: DEMO HOSPITAL//
  FACILITIES RECEIVING EOBR DATA: DEMO HOSPITAL//
  SEND EOBR FILE:
  Select SUB-FACILITY:
Select FACILITIES EXPORTING FI DATA:
Select SPECIAL REPORT VENDORS:
IMPORT PATH-FACILITY FILES:
EXPORT PATH - UFMS FILES:
EXPORT PATH-FAC EOBR FILES:
```

Figure 2-3: Screen capture of three new fields in AO parameters

New field for sending files to the facilities. Some facilities reside on the Area server and will not be sent anywhere.

```
                    CONTRACT HEALTH MGMT SYSTEM
                        VERSION: 3.1 PATCH 21
                           DEMO HOSPITAL
                   Edit Area Office CHS Parameters
For DEMO HOSPITAL:
PROCESS FI DATA: YES//
PROCESS AREA OFFICE DATA: YES//
PRINT EOBR'S:
POST FAC PAYMENTS TO AO ODF:
EOBR IMPORT/SPLITOUT EXPORT: /usr/ihs/reports//
EOBR ARCHIVE DIRECTORY: n//
FACILITY FILE ARCHIVE DIR: /usr7/tx/eobdata///
Select FACILITIES RECEIVING EOBR DATA: DEMO HOSPITAL//
  FACILITIES RECEIVING EOBR DATA: DEMO HOSPITAL//
  SEND EOBR FILE: ?
     Answer No if file is not sent to another server, default is Yes.
     Choose from:
       Y         YES
       N         NO
  SEND EOBR FILE:
  Select SUB-FACILITY:
Select FACILITIES EXPORTING FI DATA:
Select SPECIAL REPORT VENDORS:
IMPORT PATH-FACILITY FILES:
EXPORT PATH - UFMS FILES:
```

```
EXPORT PATH-FAC EOBR FILES:
```

Figure 2-4: Screen capture of new parameter to set send to facility

2.1.3   Reprocessing Prompt

Added a prompt to allow re-processing of a file if it has already been processed. User can select 'YES' to continue or 'NO' to cancel the reprocessing.

```
FACILITY NAME       :    DEMO HOSPITAL
DATE EXPORT RUN     :    Jan 23, 2012
DATE OF FIRST RECORD:    Dec 17, 2008
DATE OF LAST RECORD :    Jan 23, 2012
NUMBER OF RECORDS   :    42


DATA ALREADY PROCESSED FOR: DEMO HOSPITAL  EXPORT DATE OF: Jan 23, 2012


         ******* ARE YOU SURE YOU WANT TO REPROCESS *******
******* THIS COULD CAUSE DUPLICATE RECORDS AT UFMS AND THE FI *******

Enter YES to process the file or NO to skip the file.?
```

Figure 2-5: Example of reprocess file export prompt

2.2   PO Display

Purchase Order display has been updated to add a space between the blood quantum and the Social Security Number displays.

```
Form # 64                                      REF TYPE     Order No.
Dec 16, 2011                 Outpatient Service       1        2-U03-00001
                                     HHS Order No:   HHSI2852012U0300001
------------------------------------------------------------------------------
            Patient                  |      Ordering Facility & Provider
Fac: 585101  IHS#: 109629   XXXXX0084 | DEMO HOSPITAL
DEMO, ALICE JANENE                   | CHEROKEE INDIAN HOSPITAL
CHEROKEE, NC  28789                  | CHEROKEE NC 28719
11-30-1952  F  097  002 572-87-37    | 585101
------------------------------------------------------------------------------
Est. date-of-svc.: Dec 16, 2011      |  MELVIN N. MD PC ABEND
EVAL                                 | 4553 N SHALLOWFORD RD, STE 40B
MCR=222232345A MCD=456456 PVT INS    | ATLANTA, GA  30338
Hosp Ord #:  ---                     | 1581351169    Open Market
                                     |
------------------------------------------------------------------------------
Auth. From Dec 16, 2011 to Dec 26, 2011    ---  SCC: 25.2L
```

Figure 2-6: Display document to show blood quantum

2.3   Service Class Codes (SCC) for Tribal Sites

If a site is setup as a 638/Tribal site through the CHS Site Parameters, they will be able to access Service Class Codes that are created under the Cost Center - 568. These should display when creating a new purchase order document and selecting a CAN within the same Cost Center.

Previously, sites could only select from 252D-DENTAL LAB SERVICES or 254E-DENTIST (DENTAL CARE) when selecting an SCC code under Cost Center - 568.

```
                    CONTRACT HEALTH MGMT SYSTEM
                       VERSION: 3.1 PATCH 21
                          DEMO HOSPITAL
                    Add/Edit Service Class Codes
Select CODE: 999B//
  DESCRIPTION: TEST DENTAL SERVICES
  PAYMENT DESTINATION: IHS//
  Select COST CENTER: 568//
    DCR ACCOUNT NUMBER: 5//
    DCR ACCOUNT # 2:
    DCR ACCOUNT # 3:
```

Figure 2-7: Example of new SCC setup for Cost Center 568

```
Enter last 4 digits of the CAN Number: ?

ITEM #    FY   CAN NUMBER    DESCRIPTION OF THE CAN NUMBER
------    --   ----------    -----------------------------
   1      12   J407H73       CHS GM & S HOSPITALIZATION
   2      12   J407J77       OUTPATIENT DEPARTMENT
   3      12   J407W26       PATIENT & ESCORT TRAVEL
   4      12   J407W33       RENAL DIALYSIS-NON IHS
   5      08   J407W68       DENTAL SERVICES
   6      12   J407W68       DENTAL SERVICES
   7      12   J407W74       CHS AMBULATORY CARE
   8      12   J410568       DENTAL SERVICES

ENTER ITEM # FOR CAN NUMBER :  (1-8): 8

Enter last 4 digits of the CAN Number: J410568//

Service Class Code: ?

   ITEM #   SER CL  DESCRIPTION
   ------   ------  -----------

      1     4319    INTEREST
      2     999B    TEST DENTAL SERVICES

               SELECT ITEM (1-2)
```

Figure 2-8: Example of SCC display when creating new document

2.4   Denial Add Option for Insurance Display

When selecting a Denial Reason option for Other Coverage Available or Eligible for
Alternate Source, the list will display active alternate resources. This list is based on
whether the termination date is before the date of service entered.

```
   Denial Reason Option list:
      1. Other Coverage Available
      2. Eligible for Alternate Source
      3. Failure to Apply for Alternate Resource
      4. IHS/Tribal Facility Was Available

Enter Primary Denial Reason Option :  (1-4): 1

     Type of Coverage              Policy #            Cov. type  EligDt TermDt
     ----------------              --------            ---------  ------ ------
1.   MEDICARE                      222232345 A         D          020110
2.   MEDICAID                      456456 NM           K          122911
3.   KANAWHA INSURANCE CO.         751582972                      090104
4.   NEW YORK LIFE INSURANCE       3214                           012712

Enter the number(s) of the resources relevant to this denial.
If more than one, separate with commas  (1,2,3..):
```

Figure 2-9: List of available alternate resources to select from when entering a denial

```
------------------------------------------------------------------------------
SEQ      INSURER                  COVERAGE TYPE         ELIG BEGIN - ELIG END
         SUBSCRIBER               POLICY NUMBER
==============================================================================
 1.      NEW YORK LIFE INSURANCE                        01/27/2012         A
           TEST,PERSON           3214
 2.      NM MEDICAID           K                        12/29/2011         A
           DEMO,ALICE JANENE      456456
 3.      D-ADVANTRA RX         D                        02/01/2010         A
           DEMO,ALICE JANENE      222232345
 4.      KANAWHA INSURANCE CO.                          09/01/2004         A
           BROWN,TAYLOR DUREL     751582972
 5.      MEDICARE              A                         01/01/2010  01/31/2010I
           DEMO,ALICE JANENE      222232345A
 6.      KANAWHA INSURANCE CO.                          02/01/2002  08/31/2004I
           GLOYNE,JOHN            242901762
 7.      EBCI/EMPLOYEE BENEFITS S TEHP                  05/01/1998  08/31/2001I
           DEMO,ALICE JANENE      602680084
 8.      FIRST HEALTH ,INC                              05/01/1996  09/01/1997I
           LEAF,GARY             541384710
------------------------------------------------------------------------------
==============================================================================
Enter the insurer number to view. :
```

Figure 2-10: Display of all resources for patient's record

2.5   Denial Reason Edits – Multiple

The display when reviewing or editing denial reasons provides additional information
on the type of alternate resource that has been selected.

```
    SELECTED Primary Denial Reason:
        Alternate Resource Available
           Other Coverage Available

    SELECTED Other Denial Reasons:
        Alternate Resource Available
          Eligible for Alternate Source
                    Medicare (Part A, Part B, Part D)
```

Figure 2-11: Example of new display for type of alternate resource

2.6   Denial Letters Print for insurer address

Denial letters will now display the insurer's address information based on a search by of the Plan name instead of the Insurer name.

```
    INSURANCE             ID NO.     EFF. DATE   TRM. DATE
    ------------------------------------------------------
    Medicare              222232345A 02/01/2010
    Medicaid              456456     12/29/2011
    KANAWHA INSURANCE CO. P          09/01/2004
    P.O. BOX 1000 LANCASTER, SC 29721
    NEW YORK LIFE INSURAN P          01/27/2012
    P.O. BOX 798 NEW YORK, NY 10010
```

Figure 2-12: Patient Alternate Resource information displayed in Denial Letters

3.0   Patch 21

3.1   Exporting

3.1.1   At the facility-level:

Use the **CHS** Menu > **MGT** > **XPOR** > **CDPE** option to start the data export process. This is to be performed on a regularly scheduled basis (e.g., each Thursday, each Friday, etc.) unless there were no CHS Documents issued and/or processed during the previous week. The host file will be located in one of the following locations:

- Area Office Public (PUB) directory

- The folder location specified under the IMPORT PATH-FACILITY FILES field of the CHS AREA OFFICE PARAMETERS file

```
IMPORT PATH-FACILITY FILES: ??
     Enter the directory the facility files will be read in from for
     consolidation of the files.
```

Figure 3-1: Import Path parameter

- Example of Filename: ACHS585101.20120123_145945

- ACHS[ASUFAC].[DateStamp]_[TimeStamp]

> **Note**: A copy of the file is retained in the directory. These files have Patient information and should not be stored in the Public directory and may need to be manually relocated to a secure directory once processing has been completed.

3.1.2   At the Area Office level:

Use the ACON (Area CHS Consolidate/Splitout Data From Facilities) option to begin the process. This option performs the following steps:

1. Combines all the facility (site) data into one file

   a. File format from sites: achs[ASUFAC].[Actual Date]_[Export Time hhmmss]

   Example: achs505201.20100101_091245

   b. Old File format from sites: achs202810.25

   Example: achs[ASUFAC].[Seq#]

> **Note**: Possible error message (Mail Bulletin 'ACHS AREA BALANCES' does not have a MAIL GROUP) can be resolved by adding a MAIL GROUP to the BULLETIN file

```
                       CONTRACT HEALTH MGMT SYSTEM
                          VERSION: 3.1 PATCH 21
                             DEMO HOSPITAL
                Area CHS Consolidate/Splitout Data From Facilities


            PROCESS FI DATA parameter = 'Y'
 PROCESS AREA OFFICE DATA parameter = 'Y'
 KILL'ing work global ^ACHSPCC
 KILL'ing work global ^ACHSBCBS
 KILL'ing work global ^ACHSAOPD
 KILL'ing work global ^ACHSAOVU
 KILL'ing work global ^ACHSZOCT
 KILL'ing work global ^ACHSPIG
 KILL'ing work global ^ACHSSVR
 KILL'ing work global ^ACHSCORE
 GLOBAL DOES NOT EXIST
 KILL'ing work global ^ACHSUFMS
 GLOBAL DOES NOT EXIST
            Previously Consolidated CHS Facility Data has been Deleted


 Enter Printer Device for Consolidation Report: HOME//



 Files available for CHS Consolidation are listed Below:
 Seq    File Name               Facility Name        # Rcds  Export Date Process

   1  ACHS585101.20120123_145945 DEMO HOSPITAL            42  Jan 23, 2012

 Enter Seq # of File to Process  (1-1 for All):  (1-1):
```

Figure 3-2: Example of ACON results

2. The combined file is separated into records to be transmitted to FI, UFMS, and NDW (7 record types in total).

    a. FI Export:

        i.   Files are placed in the default chsdata directory

        ii. FI files (chsbcsa.11229) are exported by the CRONTAB process (every ½ hour) or as setup in by the Windows Task Scheduler.

    b. UFMS Export:

        i.   Files are placed in the default chsdata directory, or

        ii. EXPORT PATH-UFMS FILES field of the CHS AREA OFFICE PARAMETERS file.

        iii. UFMS files are sent automatically to the Integration Engine (IE) server

3. Once files have been sent, they are written to the /chsdata/xmitted/ directory.

3.2   Importing

EOBR files are provided by the FI and placed in the default /chsdata/ directory.

3.2.1   At the Area Office level:

1. Use the **MGT** > **EOBP** > **EOBI** option to begin the process. This option performs several steps:

   a. EOBR files are split out by each facility and placed in the directory specified by the EXPORT PATH-FAC EOBR FILES field of the CHS AREA OFFICE PARAMETERS file.

   b. Processed files are written to an Archive directory specified by the EOBR ARCHIVE DIRECTORY field of the CHS AREA OFFICE PARAMETERS file.

3.2.2   At the facility-level:

1. Use the **CHS** Menu > **MGT** > **EOBR** > **EOBR** option to process the EOBR file.

Appendix A: Diagram of CHS Import / Export Process
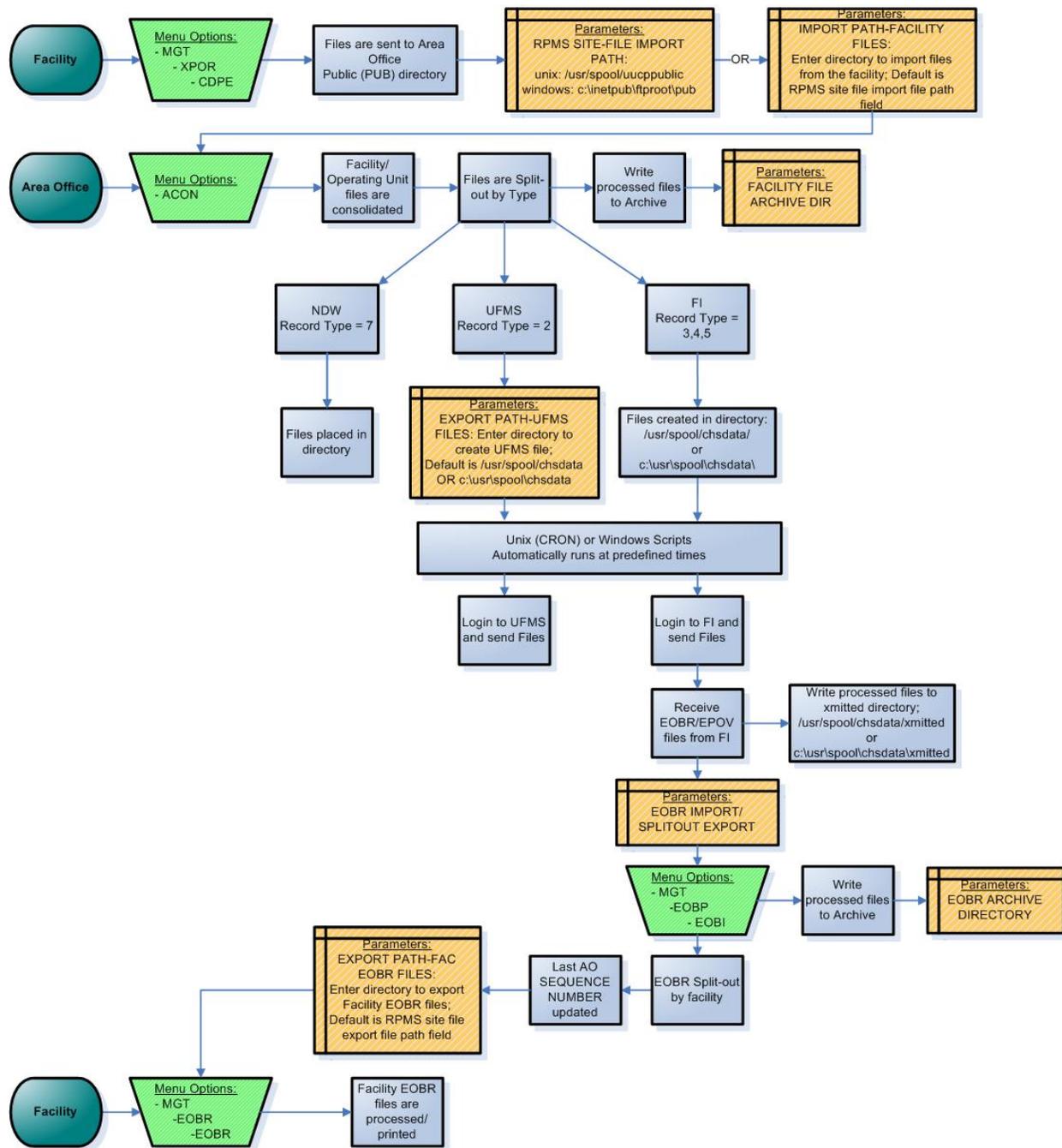

Figure A-1: CHS Import/Export Process Diagram

Appendix B: Sample EOBR Process for Area Office

```
                        CONTRACT HEALTH MGMT SYSTEM
                          VERSION: 3.1 PATCH 21
                             DEMO AREA OFFICE
                 Area CHS Process FI EOBR File and tx to Facilities


Your PRINT EOBR parameter is: N

The '^ACHSEOBR(' work global is about to be killed.

Are you sure previously processed EOBRs were sent to your facilities
via the EOBR OUT Area option?
Enter Yes or No: N// YES


      Select one of the following:

           N           NO REPORT
           S           SUMMARY REPORT - Total # of EOBR's by Facility
           D           DETAILED REPORT - Listing of each EOBR plus Summary Report

Enter Type Of Report To Print: SUMMARY//  REPORT - Total # of EOBR's by Facility


Enter Printer For Report: HOME//   Virtual
******************************************************************************
                ***    SELECT EOBR FILE FOR PROCESSING    ***
                    LAST AREA OFFICE SEQUENCE NUMBER = 935
        FI/EOBR Files Archive Directory = 'c:\usr\spool\chsdata\xmitted'.
******************************************************************************


NUMBER          FILE NAME            FI PROCESS DATE   #RCDS    SEQ #
------     ------------------------  --------------   ------   ------
    1      bcbseob.001.2012033032920  Feb 01, 2012    2,272    975
    2      bcbseob.001.2012032152920  Nov 23, 2011      359    936

Enter NUMBER of EOBR FILE From Above List to Process:  (1-2): 2

BUILDING CHS EOBR MESSAGE FILE...


          Processing EOBR Data for: DEMO HOSP

       10

          Processing EOBR Data for: TEST HOSP

      20      30

Total EOBR Records Processed = 33

'c:\usr\spool\chsdata\eobr\bcbseob.001.2012032152920' Archived to 'c:\usr\spool\
chsdata\xmittedbcbseob.001.2012032152920'
```

```
                        CHS EOBR PROCESSING REPORT          PAGE   1
                      for Documents Processed on: Nov 23, 2011
                            for DEMO AREA OFFICE


                   Facility                           # EOBR's
          ------------------------------------------------------------

          DEMO HOSP                                        15

          TEST HOSP                                        18

          ============================================================

                   Total For All Facilities =             33


Checking EOBR destinations...

...HMMM, HOLD ON...

Copying EOBR data for DEMO HOSP to host file.


Host File Being Created
Please Standby - Copying Data to Host File C:\inetpub\ftproot\pubEB000101.936

...EXCUSE ME, THIS MAY TAKE A FEW MOMENTS...
      50      100     150

Export file EB000101.936 queued up to be sent to ...


Copying EOBR data for TEST HOSP to host file.


Host File Being Created
Please Standby - Copying Data to Host File C:\inetpub\ftproot\pubEB000111.936

...EXCUSE ME, LET ME THINK ABOUT THAT A MOMENT...
      50      100     150

Export file EB000111.936 queued up to be sent to ...
```

Figure B-1: Sample EOBR Process for Area Office

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (505) 248-4371 or (888) 830-7280 (toll free)

Fax: (505) 248-4363

Web: http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm

Email: support@ihs.gov