RESOURCE AND PATIENT MANAGEMENT SYSTEM

Referred Care Information System
(BMC)

Patch 3 Addendum

Version 4.0 Patch 3
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Office of Information Technology (OIT)
Division of Information Resource Management
Albuquerque, New Mexico

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1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Referred Care Information System (RCIS) v4.0. 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.

This user manual addendum is cumulative, as are the patch files, and contains all previous patch addendums for ease of use. This addendum specifically addresses changes made by patches that change the way a user interacts with RCIS. If a particular patch did not make any significant user changes, it will not be referred to in this manual.

The current user's manual contains v4.0 with patches 1 and 2. This manual currently contains information regarding patch 3.

2.0   Patch 3 Information

2.1   General Changes

Patch 3 of the Referred Care Information System makes the following general changes:

   a. BMCRLU1 – Printing policy number

   b. BMCFPRN1 – Fixed problem with multiple Medicaid numbers with open end dates

   c. BMCADDS – Fixed problem with syntax error when ";" is in the POV comments.

   d. Denial number in RCIS Referral file. Could not manually add Denial number.

2.2   National Provider Number (NPI)

This patch adds the printing of the National Provider Identifier (NPI) on the referral letter if entered. If the NPI is entered for the provider, then the provider's NPI will print below the provider's name on the letter.

```
              Referral for Contract Professional Services     OCT 11, 2007
**************************************************************************
                  Patient Identification, Address, Phone
Patient Name:  PATIENT,SHAWN                      ID Number:  WE 17610
       SSN:                                            Sex:  MALE
    Address:  HILLVIEW BOARD & CARE                     DOB:  01/01/1940
              REDWOOD FALLS, MINNESOTA   56591   Hm Phone: 555-234-6544
_____
Referred to:      KINO COMMUNITY HOSPITAL
Mailing: 2800 EAST AJO WAY            Physical:
         TUCSON, AZ 85713
                                                      1135100800009
OUTPATIENT Services                   Appointment Date:  10/11/07
# of Outpatient Visits: 1             Expected Ending Date: OCT 20, 2007
Priority Rating:  I                   Insurance Auth No:  SC1006
_____
Purpose/Services Requested: MRI


Additional Medical Information Attached:  YES
_____
If you have any questions concerning this referral, please contact:
    DEMO HEALTH CENTER  (contact: MICKEY MOUSE)
    TEST
    PORTLAND,  OREGON   97204    (phone:  (505)248-4244)
     Referring Provider (ELECTRONIC SIGNATURE):  PROVIDER,SHANNON
     NPI: 6543219870
     Case Manager:  BUGGS,BUNNY
                                             Veteran:
Records indicate patient has no third party coverage for this Service Date.
**************************************************************************

TO THE CONTRACT PROVIDER:  CHS Funds are not authorized because we do not yet
have adequate information to make that determination.  The patient (and any
alternative resources to which he/she is entitled) is responsible for this
bill and has been so informed.  If CHS funding is subsequently authorized,
the following conditions will apply:

*The provider shall submit a consultation report or discharge summary   to
the Indian Health Service prior to reimbursement by IHS Contract Health
Services or the IHS's Fiscal Intermediary.

*This patient must apply for any alternative resources for which he/she is
entitled.  Failure to do so by the patient will result in denial of payment
by IHS, and the patient would then be responsible for the entire bill.
```

Figure 2-1: Added National Provider Number (NPI)

2.3   Business Office/CHS Comments

This patch provides the option to add Business Office/CHS Comments to the secondary referral. You can add Business Office comments during initial entry of a Secondary Referral or under the `Edit a Secondary referral` option. This allows notes to appear on the primary referral with the secondary referral when displaying. The notes will also display when viewing a Secondary referral under the `DSP` option.

You may edit one of the existing Business Office/CHS Comments or add a new one.

```
  1) NOV 02, 2007         PROVIDER,SHANNON
          PATIENT WAS IN MVA NEED AUTO CLAIM INFORMATION


     Select one of the following:

        E          EDIT one of the above Business Office/CHS Comments
        A          ADD a new Business Office/CHS Comments
        D          DELETE one of the above Business Office/CHS
                   Comments
        Q          QUIT

Do you wish to: A// QUIT
```

Figure 2-2: Adding business notes to secondary referral

To display the Business/CHS Comments on the secondary referral, go to DSP Display Referral Record on your menu option DE Data Entry, enter secondary referral # or patient name, and scroll to the bottom of the referral to view Business/CHS Comments.

```
Select RCIS REFERRAL by Patient or by Referral Date or #: 8A1
RCIS Referral Display       Dec 14, 2007 10:23:01      Page:   4 of   4
User:  PROVIDER,SHANNON
+
=============== Business/CHS Comments ===============

DATE:                       NOV 02, 2007
REVIEWER:                   PROVIDER,SHANNON
MVA PLEASE CALL FOR CLAIM NUMBER FROM APPROPRIATE INSURANCE CARRIER
```

Figure 2-3: Displaying Business/CHS Comments on Secondary Referral

2.4   Insurance Authorization Number

The Insurance Authorization Number has been added to the display and data entry during the mini and complete referrals options. The authorization number will print on a referral with the exception of In-house referrals. You will also be able to display and edit this option. This option allows you to enter the authorization number for a patient on the referral for verification of pre-authorizing visits with primary insurance.

```
                         RCIS REFERRAL RECORD
DATE: NOV 5,2007   NUMBER: 1135100800017  PATIENT: PATIENT,SHAWN
-----------------------------------------------------------------------------
REQUESTING FACILITY: DEMO HEALTH CENTER
REQUESTING PROVIDER: PROVIDER,SHANNON
Do you wish to view a FACE SHEET?  N        View Health Summary?  N
REFERRAL TYPE: CHS                          INPATIENT/OUTPATIENT: OUTPATIENT
PRIMARY PAYOR: IHS                          Insurance Auth No: SC2002
PURPOSE OF REFERRAL: SEVERE BACK PAIN


Are you sending additional medical information with the Patient?  YES
Do you want to enter CHS Eligibility Factors?: N
PRIORITY: II
ICD DIAGNOSTIC CATEGORY: INJURIES AND POISONINGS
CPT PROCEDURE CATEGORY: DIAGNOSTIC IMAGING


Notes to Appointment Scheduler: SCHEDULE IN AM
Schedule Patient Appointment within  1     Days
```

Figure 2-4: Display insurance authorization number on mini and complete referral

> **Note**: See Figure 2-1 for an example of the insurance number printing on the referral letter.

2.5   Alert for Physicians

This patch adds an Alert for Physicians which will contain updated Business/CHS Comments. The Alert can also be read from the Electronic Health Record application.

- If the parameters are set to Yes, an automatic message is sent to the Referring Physician and the Patient's Primary Care Physician during referral data entry.

To set the Alert parameter, under the MGT RCIS Management option, select ESP Edit Site Parameters and enter the RCIS SITE PARAMETER FACILITY. Tab to **MAILMAN/ALERT PARAMETER (RETURN):** Return and the option to send the alerts will display. See Figure 2-5.

```
          UPDATE REFERRED CARE INFORMATION SYSTEM (RCIS) PARAMETERS
***********************************************************************
              REFERRAL YEAR: 08               STATE: NEW MEXICO
          ACTIVATE CHS LINK? YES              ACTIVATE PCC LINK? YES
   PROMPT FOR MGED CARE COM ACTION?  YES      PROMPT FOR LOCAL CATEGORIES?
ASK
   PROMPT FOR ICD/CPT CODES? YES              SSN LETTER DISPLAY:
     ENTER YOUR SITE'S 'OTHER' LOCATION: PINE POINT HEALTH STATION
CASE MGR: BUGGS,BUNNY                   CHS SUPERVISOR: SUPERVISOR,BERTHA
BUSINESS OFFICE SUPERVISOR: DEMO,AL
                Referral Facility Address (return):
REFERRAL CONTACT NAME: MICKEY MOUSE
REFERRAL CONTACT PHONE: (505)248-4244    THIRD PARTY SIGNATURE:
  RCIS ACTIVATION DATE: DEC 3,2004        BENEFITS COORDINATOR:
Mailman/Alert Parameter (return):        UNIVERSAL OR SITE SPEC. LOOKUP: U
PRIORITY ON ALL REFERRALS? YES           MCC ACTION HS DISPLAY:
PRIORITY HELP TEXT (return):             SITE-SPECIFIC LETTER TEXT (return):
SEC REF AUTO POPULATE POV: YES           Prompt to print Consult Letter: NO
```

Figure 2-5: Setting parameter for alert to referring physician and patient's primary provider

```
 **** UPDATE BULLETIN/MESSAGE RELATED RCIS SITE PARAMETERS ****



WHEN ADDING/EDITING A REFERRAL
PROMPT TO SEND MESSAGE FOR CHS REFERRALS?  YES
PROMPT TO SEND MESSAGE FOR IHS REFERRALS?  YES
PROMPT TO SEND MESSAGE FOR OTHER REFERRAL TYPE?  YES
PROMPT TO SEND MESSAGE FOR IN-HOUSE REFERRALS?  YES
Auto Send Alert to Referring Physician: YES
Auto Send Alert to Patient's Primary Provider: YES
Print Patient Name in subject line of Message: YES
```

Figure 2-6: Enter YES to set the Alert to send a message at the above prompts

Set your parameter to Yes to send an Alert to the referring physician and to the patient's primary physician. After entering a referral the following message will be displayed:

```
Entry of Referral 1135100800018 is complete.

Processing alert for Physician(s).
```

- An option has been added under "Edit Referral Option" item 16 to send an Alert to the Referring Physician and Patient's Primary Provider. Also, if Business Office notes have been added to the referral, these will be included in the Alert. See figure 2-7.

```
                 *********************************************
                 *          INDIAN HEALTH SERVICE           *
                 *      REFERRED CARE INFORMATION SYSTEM     *
                 *          VERSION 4.0, Jan 09, 2006        *
                 *********************************************
                             DEMO HEALTH CENTER
                    Modify Referral - Current Fiscal Year


Select RCIS REFERRAL by Patient or by Referral Date or #: 18  11-5-2007
     1135100800018 PATIENT,SHAWN E                      CNI HOSPITAL
                         11/05/07 E - 1                 FOLLOW UP NEURO VISIT


     Select one of the following:

          0          QUIT
          1          MINI MOD
          2          ALL DATA
          3          DATE/COUNTS
          4          COSTS
          5          ICD9 DX
          6          CPT PROCEDURES
          7          CASE REVIEW
          8          PURPOSE/MED HX/OTHER DX INFO
          9          BUSINESS OFFICE
          10         DISCHARGE NOTES
          11         ADD DOCUMENTATION
          12         CHS ELIG FACTORS
          13         OTHER REFERRALS
          14         SEND GROUP MESSAGE
          15         SEND MESSAGE TO PROVIDERS
          16         SEND ALERT TO PROVIDERS

EDIT Which Data Type: 0// 16

Do you wish to send alert to the Referring Provider? Y//

Processing Alert for Physician (s).
```

Figure 2-7: Edit Referral to send Alert select option 16

> **Note**: If the Primary Care Provider is not defined in Patient Registration, then the Alert will not be sent.

To view the alert:
When the primary physician or referring physician logs in, a message will appear at the bottom of the menu with an option to view the alerts. These alerts are also available under the Electronic Health Records Notifications tab.

```
Enter  "VA to jump to VIEW ALERTS option

1.   Referral New: PATIENT,SHAWN
        Select from 1 to 1
        or enter ?, A, F, S, P, M, R, or ^ to exit:
```

Figure 2-8: Patient referral from alert option

This information will give the Primary Care Physician updated information on the status of his patient and give an alert that a referral for care has been created by another physician.

```
RCIS REFERRAL ALERT DISPLAY   Nov 05, 2007 17:09        Page:    1 of    1
Patient Name: PATIENT,SHAWN                Chart #: 17610


Referral #: 1135100800018        Date Referral Initiated: NOV 05, 2007


Requesting Provider:  PROVIDER,SHANNON
Purpose of Referral:  FOLLOW UP NEURO VISIT


Referred To:  CNI HOSPITAL
Notes to Scheduler:  AM APPOINTMENT


Priority: II                    Date of Service:  11/05/07 E
Referral Type:  CHS
```

Figure 2-9: RCIS referral alert display

2.6   Codes Set Versioning Changes Added

When the Code set versioning is available this will allow the RCIS package to pick up correct ICD9 and CPT codes. Calls to the Kernel API's have been added to the following options/reports.

a. Frequency of DX Report

b. RCIS health summary component

c. Modify a referral Option

d. PCC link component

e. General Retrieval Report

f. Referral review report by time period

g. Outlier report

h. Referral review report by facility/time period

i. ILOG Report

j. Potential high cost – report

     k. Top 10 DX Report

     l. Top 10 Procedures Report

     m. Check DX procedure and CPT when closing document

2.7   API for New Women's Health Package

API's for the New Women's health package to access RCIS options to add, edit, and display referral options has been updated in this patch.

3.0   Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT User Support (IHS) by:

Phone: (505) 248-4371 or

(888) 830-7280

Fax: (505) 248-4297

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

Email: support@ihs.gov