

# FAQ 2: The Provider File, Non-Medi-Cal providers, and keeping it current (2/15/18)

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*These are the responses to questions asked during this webinar. To view the webinar recording go to <http://www.mhdata.org/events/dcr-kickoff-nov2>*

- 1. In the future will the Provider File be available on the BHIS website?**
  - The IT Team (EITS) is rewriting OPS (MHSD –Online Provider System) and in the near future (around end of July) access for OPS will be moved from ITWS to BHIS.
- 2. Will CSI error correction involve duplicate data entry? That is in our local database and BHIS as it used to ITWS.**
  - Duplicate submitted client records will be overwritten. When a client record is submitted:
    - If there is no Client record with the same Submitting County Code and CCN on the CSI Master database, the above record will be added. If there is a matching Client record it will be replaced with the above transaction record.
  - Duplicate service records will be overwritten if submitting county code, CCN and RRN already exist in CSI. When a service record is submitted:
    - If there is no Service record with the same Submitting County Code, CCN, and RRN on the CSI Master database, the above record will be added. If there is a matching Service record it will be replaced with the above transaction record.
- 3. Just wondering how many counties validate CSI data prior to sending it to the State?**
  - The County of Orange takes the Provider File and turns it into an Access Table that is used for validation.
  - The provider file is pulled down each month prior to running the CSI job.
  - Orange County use custom programming to turn the Provider File into a table that is used to validate CSI data.
- 4. If the provider file could be available to Counties via .csv file that would be helpful.**
  - Noted!
- 5. In CALOMS corrected errors are picked up on the next submission. Will it be the same for CSI?**
  - Duplicate submitted client records will be overwritten. When a client record is submitted:
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- Duplicate service records will be overwritten if submitting county code, CCN and RRN already exist in CSI. When a service record is submitted:
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- The issue is that the record needs to have the same record number (RRN) to be overwritten or deleted. The record number is often not kept in the EHR. When you submit a correction, you have to find and use the same record number.
- 6. What is the wait period for Provider file changes?**
  - The CSI provider table is updated daily.
- 7. Will the provider file information be available on BHIS in the same way that it was on ITWS?**
  - The IT Team (EITS) is rewriting OPS (MHSD –Online Provider System) and in the near future (around end of July) access for OPS will be moved from ITWS to BHIS.
- 8. What kind of membership do you need to access PRV/LE tab with the provider file instructions and forms?**
  - If the person doesn't yet have an ITWS account, then they will need to follow the instructions listed under the link on the home page:  
<https://itws.dhcs.ca.gov/docs/public/authforms.asp>
  - Once they have an ITWS account, then they simply request additional memberships from the Utilities dropdown list. There they will select the PRV/LE membership for the counties they require data for.

## **Resources:**

### **DHCS Data Quality Improvement Webinar Information**

#### **BHIS Website**

<https://bhissecure.dhcs.ca.gov/>

#### **Best way to reach DCR Help Desk**

[MHSADCRSupport@dhcs.ca.gov](mailto:MHSADCRSupport@dhcs.ca.gov)

#### **County Approver Information, email:**

[MHSDData@dhcs.ca.gov](mailto:MHSDData@dhcs.ca.gov)