

FAQ 1: DCR Kick-Off (11/2/17)

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. How long does it take to be approved into new DCR?**
 - DHCS is finishing up approvals right now
 - This is their main focus right now, should only be a few days
 - Contact them at MHSADCRSupport@dhcs.ca.gov with any questions
- 2. What does the re-write mean?**
 - DCR is getting a technological refresh
 - Look and feel is a bit different
 - We are currently adding in all users that are true to the system
 - DHCS will also be updating the user manual to the DCR, it should be available in the Spring of 2018
- 3. We are having issues with client FSP information transferring over**
 - All information for FSPs need has been transferred over
 - You must be assigned to a group to view FSP
 - Check with DHCS at MHSADCRSupport@dhcs.ca.gov if you are not assigned to a group
- 4. When should we be able to have our contractors enrolled?**
 - Within a few days, contact DHCS if necessary
- 5. How can we get new users approved? Our director is currently out.**
 - Email MHSADData
 - MHSADCRSupport@dhcs.ca.gov
- 6. Will we still be using the same EPLD templates?**
 - Yes
 - We hope to supply reports from DCR data
 - Summary reports will be created with data extracted from DHCS submissions
- 7. If you can't see an FSP, it's probably that you aren't assigned to that group**
 - Do not re-enter the partners that are not showing up, this will create a duplicate record
- 8. How to add a new user in the DCR?**
 - Contact approver
- **Will the new system allow you to enter a more than one new key event per 24 hours?**
 - Online counties should receive reports immediately
 - The system can only enter one residential change each day
 - No time stamp for residential changes
- **Is there a more basic DCR training**
 - DCR video training at MHDData.org
 - Runs through the old DCR

- New training resources have not be created yet
- DHCS can create more basic training resources for new DCR
- **Is there a plan to timestamp key events?**
 - Requests will be gathered throughout the webinars
 - We can prioritize enhancements and address them soon
- **Some users said they were missing some of their partners. What should we do if that happens? Should they reenter them?**
 - Make sure that the provider is added to the correct group for that patient.
- **We have had trouble onboarding with the last DCR system and were not able to get on as a user in the old system. Would we be starting over in this new system to get onboarded and how can we get all of the required paperwork?**
 - DHCS will be aiding in this transition. If you are not transferred over immediately, contact DHCS.
 - MHSADCRSupport@dhcs.ca.gov
- **So the DCR is migrating to BHIS instead of ITWS for the new system. Will any of the Systems remain on ITWS? (Outside providers, etc.)**
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Resources:

DHCS Data Quality Improvement Webinar Information

<http://www.mhdata.org/events>

BHIS Website

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

Best way to reach DCR Help Desk

MHSADCRSupport@dhcs.ca.gov

County Approver Information, email:

MHSDData@dhcs.ca.gov