Date: 5/20/2020

To: BPA Health SUD Provider Network

Re: Updated Q & A IDOC Monthly Status Report form

On October 5, 2018 IDOC sent out a Q & A regarding the required implementation of an IDOC Monthly Status Report form. In November 26, 2018 the Q & A was updated and again sent out to the SUD Provider Network. In January 2020 IDOC stopped the mandatory monthly submission of this form, however it is still the preferred method for providers to communicate client progress with probation and parole officers. Below is the Q and A from 11/26/2018. Changes since then are *noted*.

Dear Providers,
Based on provider feedback, IDOC has simplified the process for completing the Monthly Status Report form. Beginning 11/1/18, the provider network is required to utilize an electronic version of the form. The link to the form will be available on BPA Health's website, and we're also providing it here for quick reference. We are highly recommending that you bookmark the link into your web browser. The link is:
https://forms.idoc.idaho.gov/Forms/clientReport .

Please do not share this link with anyone who does not have a need to report on clients. Please review the following questions and answers that you may find helpful as we begin using the new form. Just click on the following list of topics to be directed to questions and answers pertaining to that topic.

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Passcodes

Q1. I do not know my agency's passcode. How do I get it?

A1. To help ensure that passcodes are not compromised, you must obtain the passcode from your clinical supervisor or facility director. There is also a link at the very top of the form that you can click on to request your passcode from IDOC SUD staff. Requesting the passcode from IDOC SUD staff may require you wait 24 business hours before receiving a response. IDOC will not give a passcode to you if the phone number and email address submitted along with the request doesn't appear to be associated with your agency. See Q/A 9 and Q/A 10 for additional information regarding email addresses.

Q2. Is my agency required to periodically change its passcode?

A2. Although not required, IDOC recommends that your agency periodically request a passcode change from IDOC SUD staff. This is especially true if your agency terminates an employee for cause or an employee discontinues employment with your agency. Under either circumstance, it is recommended that you immediately submit a request to change your passcode. Otherwise, it is recommended that your agency requests a passcode change at least once a year. IDOC will not take it upon themselves to change an agency's passcode; the request must come from your agency.

Q3. Why am I required to hide my agency's passcode before I can submit the form? I want the passcode to be visible.

A3. The primary reason the passcode is not visible, and you're required to hide it before submitting the form, is for security reasons. The passcode is hidden on the form because you could email a copy of the form to someone who may not be in your agency, so you would not want them to know your passcode. See Q/A 23 for additional information regarding the hidden passcode. Your passcode is unique to your agency; no other agency has the same passcode as yours. Ensure that you never share your agency's passcode with anyone who doesn't have a need to know.

IDOC Number

Q4. Why do I have to enter an IDOC number into the form instead of the client's name?

A4. IDOC has many offenders who share the same first and last name. To avoid confusion and mixing up offenders, you'll always be required to know the offender's IDOC number. Once the IDOC number is entered into the form, the form will automatically pull the offender's name from IDOC's offender system. Pay attention to

the name when it populates onto the form. If you enter an IDOC number and a name populates that is not the offender you're reporting on, please contact IDOC SUD staff to research the issue for you.

Q5. I do not know my client's IDOC number. How can I get it?

A5. You may obtain the client's IDOC number from WITS. The path is WITS> Client List> Client Profile> Other Number. If you do not find the client's IDOC number in WITS, please contact IDOC SUD staff. IDOC SUD staff will want to know the client's name, DOB, and maybe Social Security Number to ensure they give you the correct IDOC number for the client. <u>Return to List of Topics</u>

Client Name
Q6. Why will the form not allow me to enter the client's name first instead of his/her IDOC Number?

A6. IDOC has many offenders who share the same first and last name. To avoid confusion and mixing up offenders, you'll always be required to know the offender's IDOC number. Once the IDOC number is entered into the form, the form will automatically pull the offender's name from IDOC's offender system. Pay attention to the name when it populates onto the form. If you enter an IDOC number and a name populates that is not the offender you're reporting on, please contact IDOC SUD staff to research the issue for you. See Q/A 4 for additional information regarding the IDOC number. <u>Return to List of Topics</u>

Provider Name & Location
Q7. My agency's name, location, or both does not appear in the dropdown boxes. What do I do?

A7. Only those SUD providers who opted to be part of the Idaho Department of Correction Network (IDOC Network) and Federally Qualified Health Centers (FQHC's) will appear in the provider name dropdown box. If your agency is in the IDOC Network or is an FQHC and your agency's name, location, or both doesn't appear in the dropdown boxes, please contact IDOC SUD staff to get your agency, location, or both added.

Q8. How do I remove my agency's name and location from the form?

A8. Contact IDOC SUD staff to be deactivated from the dropdown boxes. <u>Return to List of Topics</u>

Provider Email

Q9. When completing the form, do I use my agency's general email address, or do I use my agency assigned personal email address?

A9. IDOC prefers that each user submitting forms for his/her caseload use their agency-assigned personal email address because upon submission of the form the submitter's email address is being reported to the PPO so that if he/she needs to contact you regarding the offender's progress, he/she will know exactly who to contact.

Q10. Will IDOC accept the form if I enter my own non-agency assigned email address (e.g. myname@yahoo.com)?

A10. No, a form that is submitted with your own non-agency assigned email address entered will not be acceptable because IDOC needs to ensure the security of the form is not at risk. IDOC will contact you and you will be required to resubmit the form ASAP using your agency-assigned personal email address. If you think your agency will experience issues meeting this requirement, please contact IDOC SUD staff.

Probation and Parole Officer's (PPO's) Email

Q11. I do not know my client's PPO's email address. How can I get it?

A11. You may obtain the PPO's email address from WITS. The most likely place you'll find the PPO's email address is in the WITS referral or active authorization. The path is WITS> Activity List> Referrals> Comments. If you do not find the PPO's email address in WITS, please contact IDOC SUD staff. IDOC SUD staff will want to know the client's name, DOB, and maybe Social Security Number to ensure they give you the correct PPO contact information.

From and To Fields

Q12. The form automatically defaults to the first day and last day of the current month, but I only want to report from the first day of the current month to the 15th day of the current month and the form does not let me change the date in the "to" field. Why is that?

A12. It is IDOC's expectation that providers report for the full month. If situations arise that would cause you to only report for two weeks of that month (e.g. From 11/1/18 to 11/15/18), you would be expected to provide an explanation in the "progress summary" field (e.g. "the client discharged on 11/15/18."). *– This has been updated. Providers may now select the period of time that they wish to report on.*

Q13. The form automatically defaults to the first day of the current month, but I missed reporting the previous month. Can I go back and report on my client for the previous month?

A13. Yes, just change the "from" field to the first day of the previous month and provide an explanation in the progress summary field clearly noting that you are reporting for the previous month and why. – *This has been updated. Providers may now select the period of time that they wish to report on.*

Q14. I'm going on vacation and want to report on the upcoming next month, but the form will not let me enter a future date in the "from" field. Why?

A14. Because IDOC wants the data to reflect what specifically occurs within the month, the form was designed to not let you report on events that haven't occurred yet. IDOC suggests that you work with a coworker or supervisor to help get the reporting for your caseload submitted before the 10th business day of the next month. See Q/A 26 for additional information on this subject. – *This has been updated. Providers may now select the period of time that they wish to report on and may submit at any time.*

Drug Testing Fields
Q15. The form does not allow me to enter a "date scheduled" that is outside of the "from" and "to" field date range. Why is that?

A15. Because IDOC wants you to only report on testing that was scheduled within the date range indicated in the "from" and "to" fields.

Q16. My client was drug tested and multiple substances were found. How do I report that?

A16. In the "substance found" field, please select "multiple – explain in progress summary" and then enter all substances found in the "progress summary" field.

Q17. I scheduled more than the minimum 2 drug tests per week, but the form will only let me add up to 10 drug testing dates. Why is that and how do I report more than 10 drug tests in a month?

A17. IDOC may be okay with you scheduling more than 2 drug tests per week based on that individual client's need. If you find yourself in a situation where you needed to schedule more than 2 drug tests per week, please use the "progress summary" field to justify the need for the additional drug tests and record in the progress summary the actual dates, results, and substances found. – *This has been updated. See rate matrix and authorization for details on number of authorized tests.*

Q18. I did not schedule the required minimum 2 drug tests per week. Does IDOC need me to justify why and if so, where do I do that?

A18. Yes, please justify why in the "progress summary" field of the form. - *This has been updated. See rate matrix and authorization for details on number of authorized tests.*

Appointments Attended Fields

Q19. The client attended more sessions than I scheduled for him/her? Does IDOC want me to record the additional sessions that the client attended and if so how would I do that on the form because the form will not let me enter more attendance than sessions scheduled?

A19. If you find yourself in a situation where the client attended more sessions than what was scheduled, please use the "progress summary" field to explain the situation or why it occurred.

Progress Summary Field

Q20. What information does IDOC want in the progress summary field?

A20. Use the progress summary field to report all situations described in Q/A 12, Q/A 13, Q/A 16, Q/A 17, Q/A 18, and Q/A 19. Use the progress summary to report all other information that is pertinent to the client's recovery. If the client is doing well all-around, it is important to report that as well. Either way, you should always have progress to report whether it's good, bad, or indifferent. If you need the PPO to follow up on a matter that's occurred between the "From" and "To" reporting period and before the deadline for submitting your form, please use existing processes to reach out to the PPO and not the form itself.

Saving a Draft of the Form

Q21. I need to save a draft of the form, but it will not let me. Why?

A21. Ensure something is typed into every mandatory field. For example, you may not be ready to enter the offender's progress, so you could enter something such as "TBD" or "To Be Determined" in the progress summary field until you're ready to report your client's progress. [Revised Answer: The previous answer was incorrect due to IDOC's IT department making a functional change to the form without informing IDOC's SUD Staff. You can now save the form at any point; mandatory fields are no longer required to be completed to save the form.]

Q22. When I save a draft of the form, the form asks me to provide an email address and password. Why?

A22. The form asks you for this information so that it can email you a link to the form so that when you're ready to complete the form you can easily access it. It is highly recommended that when you save the form you always use your agency-assigned personal email address and not your own non-agency assigned email address (e.g. myname@yahoo.com). It is also recommended that you enter your agency's passcode as a password so that you don't have to be burdened with trying to remember yet another password. When you receive the email containing the link to the incomplete form, the email will also contain the IDOC number and name of your client for easy identification purposes.

Submitting the Form
Q23. I'm ready to submit the form, but I'm not finding the "submit" button. Why?

A23. You cannot submit the form until data is entered into all mandatory fields and the "hide" passcode box is checked. Once all mandatory data is entered and the "hide" passcode box is checked, the "submit" button will appear and you can submit the form.

Q24. Will I receive a confirmation that my form was submitted?

A24. Yes, you will receive a confirmation on your computer screen along with the option to download, print, or forward email a copy of the form to someone other than yourself, the PPO, or IDOC Central Office. When you submit the form, a copy of the form will automatically be emailed to the submitter, the PPO, and IDOC Central Office. If ever the submitter questions what he/she reported, he/she can rest assured knowing that the PPO and IDOC Central Office will have a copy of the form to compare against. – *You are advised to keep a copy for your client's file.*

Q25. How often can I submit the form; can I submit it weekly or bi-weekly instead of monthly?

A25. Please submit only one report, per client, per month. The intent is to show a complete and full picture of what's happened or been going on with the client for the entire month, and it avoids IDOC having to piece together information received periodically over the course of the month. Please see Q/A 12 for additional clarification of our expectation. – *While it is preferred that you submit monthly, IDOC will accept them when you submit them.*

Q26. Is there a monthly deadline for submitting the form?

A26. Yes, you must submit all forms by the 10th business day of the following month. For example, if you are reporting on a client for the month of November, you must submit the form by close of business on the 14th of December. – *This has been updated. There is no current deadline for submission.*   [Return to List of Topics]

Technical Issues
Q27. I'm having issues with the form, or I'm experiencing a situation described in Q/A 1, Q/A 2, Q/A 4, Q/A 5, Q/A 6, Q/A 7, Q/A 8, Q/A 10, and Q/A 11 that requires IDOC SUD Staff support. What do I do?

A27. Click on the link at the very top of the form to report the issue. Ensure you provide the best 10- digit phone number to reach you, your agency-assigned personal email address and not your own non-agency assigned email address (e.g. myname@yahoo.com), and accurately describe the issue or what type of assistance you need from IDOC SUD staff. DO NOT USE THE LINK TO REPORT ISSUES NOT PERTAINING TO THE FORM; IT IS FOR TECHNICAL ISSUES ONLY. If you have a larger question pertaining to clinical services/referrals, contract compliance, or treatment concerns, please contact BPA Health just as you always have.   [Return to List of Topics]

Probation and Parole Officer's (PPO's) Email Questions
Q28. Probation and Parole Officer's (PPO's) Email Question – I do not know my client's PPO's email address, so can I just enter my agency-assigned personal email address or my agency's general email address into that field to save some time?

A28. No. It is imperative that the PPO receives a copy of the submitted form, which can only occur if you CORRECTLY enter his/her email address. If you do not know the PPO's email address, you may obtain it from WITS. The most likely place you'll find the PPO's email address is in the WITS referral or active authorization. The path is WITS> Activity List> Referrals> Comments. If you do not find the PPO's email address in WITS, please contact IDOC SUD staff. IDOC SUD staff will want to know the client's name, DOB, and maybe Social Security Number to ensure they give you the correct PPO contact information.   [Return to List of Topics]

Primary Funding Source Questions
Q29. Primary Funding Source Question – Since the initial rollout on 10/5/18, IDOC added this new field to the form. What is IDOC's expectation for providers to use this new field?

A29. In situations where IDOC IS NOT the primary funding source, it is still vital to the success of the client that his/her probation and parole officer (PPO) know whether the client is engaging in his/her treatment. Therefore, to help IDOC avoid sending data to BPA Health that they should not receive, it is important that you indicate on the form who the primarily funding source is so that those clients can also be excluded from

provider withhold determinations as appropriate. – *This has been updated. Providers are no longer subject to withholds.*

Drug Testing Questions

Q30. I have an IDOC client who does not call in on the days he/she should to schedule drug testing. What should I do?

A30. If you have a client who is supposed to report/call in to schedule drug testing and he/she fails to do so, IDOC wants you to record the date as the "date scheduled" and report the results as a "No Show."

Q31. I have an IDOC client who is private/self-pay. What is IDOC's expectation when it comes to reporting on private/self-pay clients?

A31. IDOC does not mandate drug testing for private/self-pay clients; however, a judge may. If a private/self-pay client engages in drug testing either under his/her own accord or because it's mandated by the court, you will still need to report those drug test results by "scheduled" date or actual date, whichever is more appropriate. You will also need to clearly indicate that the client is "private insurance" or "self-pay" by selecting the appropriate primary funding source on the form so that IDOC can exclude the client from data being sent to BPA Health for provider withhold determinations. Although IDOC is not paying for the testing, it is vital to the success of the client that his/her probation and parole officer (PPO) know the results of any tests conducted. – *This has been updated. Providers are no longer subject to withholds.*

Q32. We outsource our drug testing to another provider (i.e. a drug testing agency). What is IDOC's expectation when it comes to reporting?

A32. If you elect to outsource drug testing to another provider, it is your responsibility to ensure the provider you outsource drug testing to completes that job and reports the results to you. You, not the provider you outsourced to, are subject to the provider withhold, so YOU must report testing results. The expectation is that you report the "scheduled" or actual dates of testing (whichever is known), results, and substances found. – *This has been updated. Providers are no longer subject to withholds.*

Q33. I have an IDOC-funded client whose judge mandated a specific drug testing agency/provider. What is IDOC's expectation when it comes to reporting?

A33. IDOC needs you to report the client's drug testing results by "scheduled" or actual dates of testing, whichever is known. This most likely involves you collecting a Release of Information (ROI) from your client to receive the drug testing results. It is vital to the success of the client that his/her probation and parole officer (PPO) know the results of any tests conducted.

Q34. My client's probation and parole officer (PPO) reports that my client is drug testing with another provider or that he/she does not want my agency to drug test my client. What should I do?

A34. Per contractual obligations, any provider that is part of the Idaho Department of Correction's network MUST "schedule" at least two drug tests per week, so IDOC's expectation is that you do so. Follow your standard UA collection practice. To avoid a negative working relationship with a PPO, please immediately report these specific instances to IDOCSUD@idoc.idaho.gov with the word "Supervisor" in the subject line of the email. Please explain or provide the details about the situation in the body of the email and a phone contact so that IDOC SUD staff may contact you if they have questions. – *This has been updated. Providers are to follow rate matrix and clinical guidelines for frequency of drug testing.*

Q35. I know based on comments seen in my client's WITS treatment referral or authorization that he/she is being drug tested, but I do not know which provider or agency. What should I do?

A35. In the past, IDOC SUD Staff and BPA Health have authorized a client's drug testing services with another provider when it was known that your agency/facility did not provide drug testing services. This will no longer occur. In the future, IDOC SUD Staff will tell you in the referral and authorization that you need to obtain a drug testing authorization and will leave it to you to work with BPA Health to secure the authorization so that you'll know who that provider is. In the meantime, please contact BPA Health when you are sure your client is being drug tested by another provider and you want to find out who that provider is so that you can obtain a Release of Information (ROI) from your client to receive his/her drug testing results. When applicable, you will also need to clearly indicate in the progress summary part of the form when the client is being drug tested by another provider whom you did not outsource to so that BPA Health WILL exclude the client when making provider withhold determinations. Even when IDOC is not paying your agency for the testing, it is vital to the success of the client that his/her probation and parole officer (PPO) know the results of any tests conducted. – *This has been updated. Providers are no longer subject to withholds.*

Case Management Questions
Q36. Case Management Question – I have an IDOC client who is private/self-pay. What is IDOC's expectation when it comes to reporting on private/self-pay clients?

A36. IDOC does not mandate case management for private/self-pay clients; however, a judge may. If a private/self-pay client engages in case management either under his/her own accord or because it's mandated by the court, you will still need to report all case management sessions "scheduled" and attended. You will also need to clearly indicate that the client is "private insurance" or "self-pay" by selecting the appropriate

primary funding source on the form so that IDOC can exclude the client from data being sent to BPA Health for provider withhold determinations. Although IDOC is not paying for the case management, it is vital to the success of the client that his/her probation and parole officer (PPO) know whether the client is engaging or not. Note: This answer also applies to group and individual sessions whenever IDOC is NOT the primary funding source. – *This has been updated. Providers are no longer subject to withholds.*

Q37. I have an IDOC client who does not call in on the days he/she should to schedule case management. What should I do?

A37. Any provider that is part of the Idaho Department of Correction's network, MUST schedule at least one 15-minute case management session a month, so IDOC's expectation is that you do so. If you have a client who is supposed to report/call in to schedule case management and he/she fails to do so, IDOC wants you to report that missed scheduling opportunity. For example: In the case management session fields of the form, you would report this missed scheduling opportunity as client attended "0" out of "1."

Technical Issue Questions
Q38. I have been trying to access the Monthly Client Status Report form, but I'm not able to. What should I do?

A38. If you try to access the form but can't (e.g. the link to the form appears to be non-functional), it is most likely because IDOC's Information Technology (IT) servers are down (the form lives on the server). If you encounter this issue, the issue will most likely be temporary, so please try again later (IDOC recommends waiting 1 hour). If there is a major issue with IDOC's server that is going to cause it to be down for more than 1 hour, IDOC will work with BPA Health to get a message out to the provider network. IDOC may take steps to extend the reporting deadline for the month in which you are trying to report depending on how close the reporting deadline is.

Q39. Technical Issue Question – I have been trying to submit the Monthly Client Status Report form; however, I keep receiving an error message. What should I do?

A39. If you receive an error when trying to submit the form, please use the link in the top left corner of the form to report the issue. If the link does not function, you may also report the issue to IDOCSUD@idoc.idaho.gov with the words "Technical Difficulty" in the subject line, but only as a last resort due to the link not working. Using the link allows all technical issues to be collected in one spot and categorized, as where email does not. Depending on the impact to the network, IDOC may take steps to extend the reporting deadline for the month in which you are trying to report depending on how close the reporting deadline is. It is imperative that these issues be reported ASAP so that IDOC

can work with BPA Health to get a message out to the provider network if need be. – *This has been updated. There are no longer deadlines for submission of reports.*

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