



Memorandum

To: MOTS Agency and Facility System Administrators
From: MOTS Support
Date: January 30, 2015
Subject: Updated: MOTS Change Client Information Communication

A new functionality called Change Client Information has been added to MOTS to allow only AMH System Administrators the ability to change the Client ID and/or the original Admission Date data elements.

Client Entry (CE) providers will be required to have the AMH System Administrator change both data elements and will include those requests via the instructions below.

Electronic Data Interchange (EDI) providers will be required to have the AMH System Administrator change the Admission date, and will continue to use the existing method of changing the Client ID in their EDI file submission.

To initiate the particular request, the CE or EDI Agency/Facility System Admin will send a *secure* email (if possible) to mots.support@state.or.us with the following information:

1. Subject line should be: **MOTS Change Client Information Request**
 - Never put client information in the subject line
 - Send via a secure email whenever possible
2. **Client Entry Instructions: Change Client ID and/or Admission Date:**

The following information must be in the body of the email:

- Agency Name
- Facility Name
- Client Name

- Original Client ID
- Corrected Client ID
- Original Admission Date
- Corrected Admission Date

3. EDI Submitter Instructions for Change Admission Date:

The following information must be in the body of the email:

- Agency Name
- Facility Name
- Client Name
- Client ID
- Original Admission Date
- Corrected Admission Date

Make the appropriate correction to the original Admission Date in your system prior to sending the **MOTS Change Client Information Request** email with the required information listed above to mots.support@state.or.us

EDI Submitters continue to use the Existing Change Client ID process:

Create new MOTS Extract File and submit to the SFTP Server with your normal information in the client transaction along with these additional fields in the CPD populated:

- CPD Field 4 Transaction Type must state Change
- CPD Field 5 Original Client ID include the current (incorrect) Client ID
- CPD Field 10 Client ID place the new (correct) Client ID

If you have any questions please send them to mots.support@state.or.us.