



MOTS Messenger, a newsletter for those using the Measures & Outcomes Tracking System

August 21, 2020

OHA COVID-19 Updates: [Visit our COVID-19 page](#) for Oregon updates and community resources, or [visit our healthcare partner resources page](#).

Phishy Emails

The MOTS team recently received a few email messages from providers stating they received a request for payment with an invoice attached. The email appeared to be from piet.j.vermeer@dhsoha.state.or.us.

Unfortunately Piet's state email address has been 'spoofed', which means that unknown parties have made it look like the mail was coming from the state. This is a tactic by spammers and scammers to hide their real email address.

Phishing emails often tell a story to trick you into clicking a link or opening an attachment. **DO NOT OPEN ANY OF THE ATTACHMENTS**, they may contain viruses.

If you happen to receive an email that looks like it comes from any of the MOTS team members, has attachments claiming to be invoices or asks for money, then please delete, send to your junk/spam/phishing folder or do what your organization prefers you to do with bad email.

Here are a few tips to verify that the email you received from OHA is authentic:

- Check the display name against the email address
- The MOTS team and Health Services Division staff will not request payment for invoices or send invoices directly to providers
- Check for obvious grammar mistakes and misspellings
- Check the addressee line for an actual name instead of generic greeting

Why is it Important to Update Your Clients?

- *The client is active, but no status updates have been entered into MOTS.*
- *The client is no longer in treatment, but the record still is active.*

There are disadvantages to carrying inactive clients on your active client list. Here are a few below:

- Treatment episodes that never end can call into question the quality of care at your facility. If the data in MOTS does not show improvement, the state will be unaware of the efforts made on your client's behalf.
- With clients that leave treatment and return, it is better to close their records and open a new treatment episode when they come back. MOTS tracks outcomes, so it is important for the record to correctly reflect treatment episodes.
- For reporting in MOTS, status updates are required at least every 90 days according to the MOTS manual referenced in contracts.
- The data entered into MOTS reflects the work of your facility to OHA, Federal Reporting and the State Legislature, accuracy is important.

September 2 EDI Webinar and Hands-on Client Entry (CE) Training

September 2 ECI Webinar — Keep up-to-date with changes and the latest information about EDI. If you have questions, send them in before the webinar or take a moment during the webinar to ask. Register here:

<https://attendee.gotowebinar.com/rt/4179421121872899586>

~~August CE Hands-on Training~~ — **IN PERSON TRAINING HAS BEEN CANCELED UNTIL FURTHER NOTICE.** If you need CE training email MOTS.Support@dhsoha.state.or.us for on-line training.

Most clients are changing all the time. There are areas of the client and behavioral health record to pay attention to as clients receive treatment.

The following fields in MOTS need to be updated as time passes:

- Pregnancy (these usually end after a few months with a corresponding change in the number of dependents)
- Substance abuse in the last 90 days
- Number of arrests in the past month (if a client enters treatment with one arrest and is not arrested again, then after 30 days in treatment this field should read 0)
- For young clients, highest grade completed will likely change with the school year

The following fields should change as clients move through treatment:

- Frequency of Use in the addictions detail
- Certain Legal Statuses
- Peer Delivered Services (if the client is entered with None)
- Living Arrangement
- Employment
- Income
- Source of Payment

When treatment is complete, there are several fields that need to be assessed before the record is submitted:

- Review all fields to make sure they are correct
- Any field showing “unknown” should be completed
- The Referred To field should be reviewed
- Frequency of Use and DUII completion date on the addictions detail should be updated

Field Focus: Veteran and Complete Employment

Veteran

Previously, this was a very straight forward field, simply Yes, No, and Unknown. The Oregon Health Authority was approached a few years ago by the Oregon Veterans Administration to increase the reporting out of this field for veterans who are accessing

behavioral health services. It was their recommendation that brought the field to its current values. Even though these values do not match exactly the required reporting from our federal partners, we can use the values to collect that reporting.

- Select “Yes, Veteran and not specified Branch of Service” for a person who has served (even for a short time) or is now serving (but has not specified whether active duty or in the National Guard or Military Reserves) in the US Army, Navy, Air Force, Marine Corps, Coast Guard, or Commissioned Corps of the US Public Health Service or National Oceanic and Atmospheric Administration, or who served as a Merchant Marine seaman during World War II.
- Select “Yes, Veteran and Current or Former Active Duty Military” for a person who has served (even for a short time) or is now serving on active duty in the US Army, Navy, Air Force, Marine Corps, Coast Guard, or Commissioned Corps of the US Public Health Service or National Oceanic and Atmospheric Administration, or who served as a Merchant Marine seaman during World War II.
- Select “Yes, Veteran and Current or Former Guard/Reserve Military” for a person who has served or is now serving in the National Guard or Military Reserves and were ever called or ordered to active duty, not counting the four to six months for initial training or yearly summer camps.
- Select “No, but Current or Former Guard/Reserve Military” for a person who has served or is now serving in the National Guard or Military Reserves and was never called or ordered to active duty.
- Select “No” for a person who has never served in any Military Service.

Competitive Employment

The field is simple, but there is a lot that is under the surface. Basically this field, “Designates the client’s competitive employment status.” It features twelve values in a multi-select field.

The first under the surface item is that this fulfills two separate field required for TEDS reporting. Initially it fulfills the requirement to record client’s employment status. In addition it also completed the TEDS “detailed Not in Labor Force” field.” MOTS users only answer one question to get data for the two TEDS fields.

The second, under the surface item, is because the field is multi-select there are business rules to keep users from selecting values that don't make logical sense together. See the notes below:

- Full time (1) cannot be combined with Unemployed (3), Disabled (7), Sheltered/Non-Competitive Employment (10), Not in Labor Force (11), Unknown (99)
- Part time (2) cannot be combined with Unemployed (3), Not in Labor Force (11), Unknown (99)
- Disabled (3) cannot be combined with Full time (1), Part time (2), Unknown (99)
- Unknown (99) cannot be combined with any of the other options.

Thank you for reading this newsletter. If you have ideas or questions you want to see addressed in future newsletters, please let me know.

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