



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

May 22, 2020

Provider Survey Coming

OHA is in the planning stages of replacing the MOTS system. The data it collects, the computer language it is written in, and the needs of the department moving forward require us to seek a better solution.

Part of this solution includes engaging the providers. OHA needs to understand the experience of providers using MOTS as well as how the additional reporting requirements that were added to county contracts affect your workload. Ultimately the goal is to create a data collection solution that benefits both OHA and all the providers and staff who enter data.

In the next few days/weeks you will receive a Survey Monkey invitation, which will ask some questions about your experience with MOTS and, when we replace MOTS, what providers would like to see as enhancement or elements of the new design. These will be general questions and we appreciate your input very much.

Password Shenanigans

Many logging into MOTS are faced with an incorrect message, something like, "Your password will expire in -18396 days." This display error will not affect your log in or password. It is an error that the team is working toward correcting.

May CE Webinar and Hands-on Client Entry (CE) Training

June 3 CE Webinar — Keep up-to-date with changes and the latest information about Client Entry. 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/77376335105765634>

~~**May 13 CE Hands-on Training**~~ — **IN PERSON TRAINING HAS BEEN CANCELED UNTIL FURTHER NOTICE.** If you need CE training email MOTS.Support@dhsosha.state.or.us for on-line training.

Question About CANS Assessments:

If the child isn't in services actively, do we record the client as an "Assessment Only" or do we open a new client and then close them?

Answer:

There are a number of different ways to handle this type of client.

- If the client receiving the CANS assessment is not an 'Active' client and will not receive services from the Agency/Facility, submit a Client Profile Detail (CPD) with Client Treatment Status of 'Assessment Only.'
- If the client is 'Active' and receiving services from the Agency/Facility currently, submit a non-Medicaid or Medicaid (whichever is appropriate) service for the Assessment.
- If the client receiving the CANS assessment is a new client who will be receiving services from the Agency/Facility, submit a CPD with a Client Treatment Status of 'Active', the Behavioral Health Detail information, the Addiction Detail, and a non-Medicaid or Medicaid (whichever is appropriate) service for the Assessment.

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

Field Focus: Client Treatment Status

This is a complicated field. Lots of things in MOTS happen because of the values in this field.

The contents of this field determine if a client is active or inactive. Active clients have all areas of the behavioral health record available. Inactive clients do not.

Every once in a while, MOTS Support is asked what an “active” client is. This is one of the answers we give:

- Clients are active as long as they receive services.
- Providers are expected to update active client records every 90 days.

Sure, a client may be active in MOTS and receive Medicaid services so no non-Medicaid services have been entered. That does not prevent other data on the client’s behavioral health record from changing. It is important to keep client records current, and if a client has ended treatment, finished it, disappeared, died, or otherwise stopped coming, then it is time to inactivate them.

“Assessment Only” is a value in this field for providers who assess clients without admitting them, like for a CANS assessment for example. When this value is used the behavioral record tabs are removed and the only information that is entered is Client Profile Data.

This field allows AMH to produce outcome metrics that look at treatment completion rates, as well as better understand why clients leave treatment early.

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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