



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

November 22, 2019

## 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@dhsosha.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

## December CE Webinar and Hands-on CE Training

**December 4 CE Webinar** — Keep up-to-date with changes and the latest information about CE. If you have questions, send them in before the webinar or take a moment during the webinar to ask. Register here:

<https://register.gotowebinar.com/rt/7199697092568187905>

**December 10 CE Hands-on Training** — If you or your staff need an introduction or refresher course, sit in with the experts at this informative training. This FREE session will be from 8:30 p.m. to noon in Salem. For details and to register, email [MOTS.Support@dhsosha.state.or.us](mailto:MOTS.Support@dhsosha.state.or.us)

## Z Codes are Available in MOTS

***MOTS has a full complement of Z codes to be used where appropriate***

ICD-10 Z codes represent reasons for encounters. A corresponding procedure code must accompany a Z code if a procedure is performed. Categories Z00-Z99 are provided for occasions when circumstances other than a disease, injury or external cause classifiable to categories A00-Y89 are recorded as 'diagnoses' or 'problems'. This can arise in two main ways:

(a) When a person who may or may not be sick encounters the health services for some specific purpose, such as to receive limited care or service for a current condition, or to discuss a problem which is in itself not a disease or injury.

(b) When some circumstance or problem is present, which influences the person's health status but is not in itself a current illness or injury.

## When Must Client Data be Reported?

Recently MOTS support has had questions about how often providers must report client data into MOTS.

The answer to these queries can be found on page 14 of the MOTS Manual. These requirements have been in place since the beginning in December 2013. See below for the list.

- New clients admitted to treatment programs must be submitted to MOTS within seven calendar days.
- Crisis and Involuntary Service Events also must be submitted to MOTS within seven calendar days.
- Non-Medicaid services must be submitted within 15 days after month in which the service was rendered. For example, if the service was performed on August 4, the provider would have until September 15<sup>th</sup> to submit the Non-Medicaid service data.
- Status updates are required at least every 90 days. If no status update is done on a client after 90 days, the provider will be notified and encouraged to update the client's status. *Note- Your Active Client Monitoring Report will reflect client activity with different colors. The underreporting of client is also included on the Performance Report that is sent out mid-month by the information color coded on the pie chart.*

Even though it is required to report every 90 days, most EDI providers submit their data weekly as they find the file sizes are smaller, have fewer errors and are much easier to manage.

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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