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Memorandum

To: MOTS EDI Users with Delete Functionality

From: MOTS Support

Date: December 1, 2014

Subject: Delete Client Communication- EDI Only

The Delete Client functionality added to MOTS is now available to EDI submitters. Initially all deletes via EDI must be requested via email to mots.support@state.or.us. After the AMH System Admin has trained and approved Delete Client role access for the Agency System Admin, the Agency System Admin will be given the ability to delete clients from their Agency and associated Facilities. Agency System Admins will then have the option of training and assigning other Agency/Facility users the ability to delete clients.

IMPORTANT NOTE: In order to delete a client, all of the associated non-Medicaid Services must be zeroed out (both Number of Units and Billed Charges).
After you have been trained and assigned the Delete Client role, you will use the following process.

EDI Delete Client Process:

1. Zero out all non-Medicaid Services associated with the client in your EHR system.
2. Send your adjustment record(s) in an EDI Non-Medicaid Service (NMS) File to MOTS through your normal SFTP submission process.
3. Verify the Results File that will be available the following day from your EDI NMS submission, that included the adjustment record(s), to be sure all transactions were

successful; should any of them result in unsuccessful transactions, you will need to correct the error(s) and resubmit the file with a new batch number and filename.

IMPORTANT! If you do not complete steps 1-3 before moving on to step 4, you will not be able to delete the client from MOTS.

4. Delete the client from your EHR.
5. Delete the client from MOTS.

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