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

December 18, 2015

## January Client Entry Training and Webinar

*January 6*—CE Webinar; get up to date with changes and the latest information about CE. If you have questions send them in before or take a moment during the Webinar to ask. Register for the Webinar at http://www.oregon.gov/oha/amh/mots/Pages/training.aspx

*January 14*—CE Hands-on Training; if you or your staff need an introduction or refresher course sit in with the experts at this informative training. The FREE session will be from 8:30 to noon in Salem. To register and receive details, email mots.support@state.or.us.

## MOTS Releases Every Other Month

For the past year, we have been updating MOTS with bug fixes and enhancements on a monthly basis. We have changed that schedule so these updates (what we call releases) will occur every two months. These releases happen on a Thursday morning, typically the 2nd Thursday of the month. On the week of the release, we will send an email notification that MOTS will not be available on that Thursday morning for a short period of time. These releases usually finish by 9 am but we have run into a few times when they took longer. We will provide you with upcoming bug fixes and enhancements during the CE and EDI webinars held the first Wednesday of each month.

## EDI Online File Checker Crippled

After the latest MOTS release, the EDI Online File Checker Tool stopped working correctly. This tool is used prior to certification for normal submissions to see what errors there may be, so providers can fix them prior to sending the actual file through the normal SFTP process and server.

This tool is not functioning properly at this time. Our anticipated restoration of this feature is January 14, 2016. We apologize for any inconvenience this may cause. We will send out a notification once it is fully restored.

If you need help or have questions about your files in the meantime, please contact Jodie Kraemer, 503-945-5727 or Jodie.A.Kraemer@state.or.us.

## Changing Client Tx Status Codes on Inactive Records in Client Entry

We will be making a change to CE on the Client Tx Status field on an inactive record. Initially this change was to be in the December release, but we were not able to get it implemented in time. We hope to have this in MOTS CE in the next few months. Here is how the new change will work.

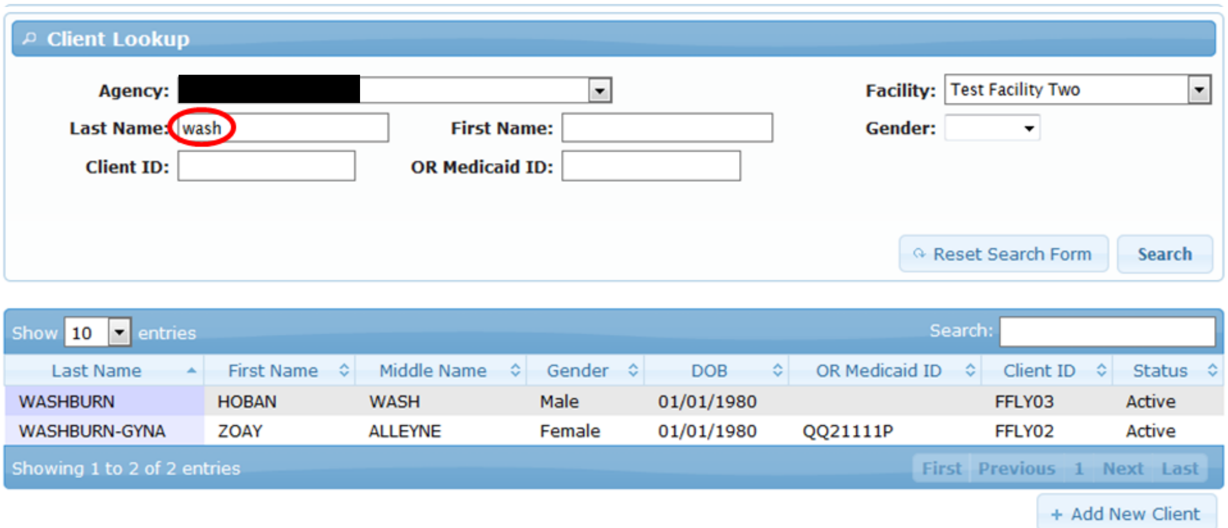
Once a client's record has been made inactive, all of the fields become read only except the Client Tx Status. You will be able to change one inactive Client Tx Status code to a different inactive Client Tx Status code. *(You will not be able to change an inactive Client Tx Status code to an active code. If the client was made inactive in error, you will need to add a new Tx episode for this client.)*

## Avoid Duplicate Clients

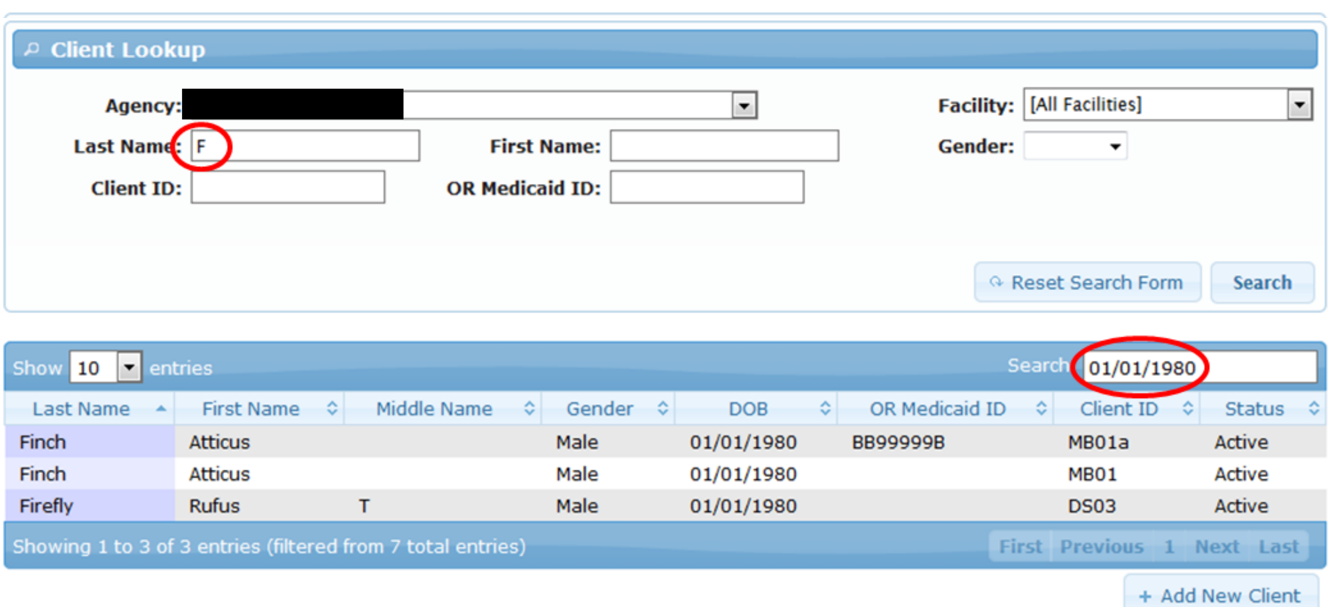
Lots of providers are finding duplicate clients in MOTS, the same person with two different client ID numbers. You can save data entry time and avoid untangling several clients who are really the same person with a little preparation.

The search feature in CE or your EHR should be robust enough to help root out clients already in your database. Before entering a new client try these three searches:

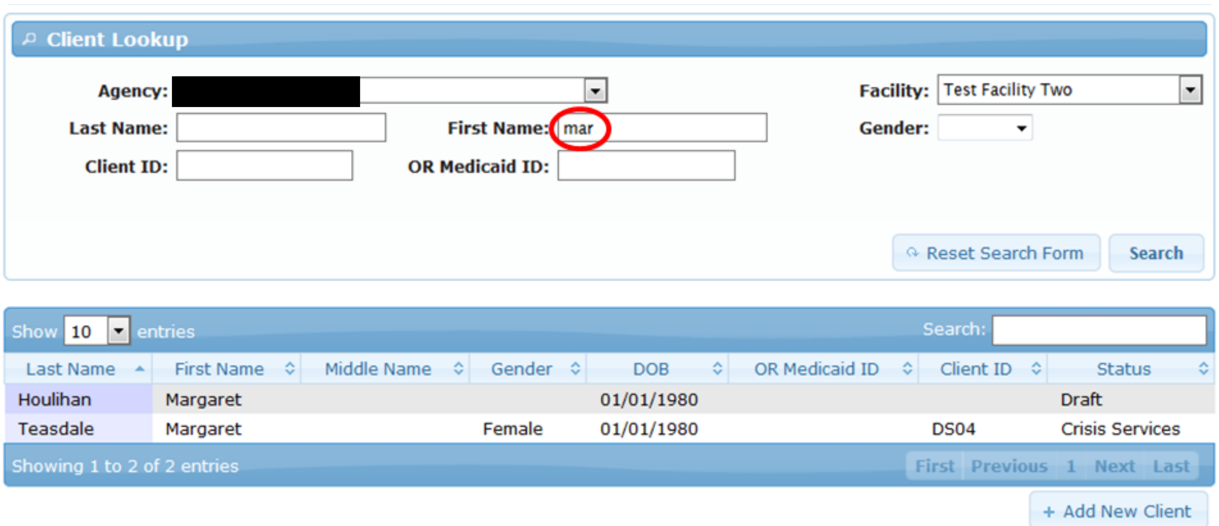
**Search by Last Name**- it is a bare minimum to search by last name before entering a new client; in CE you can enter a partial last name to find a wider range of clients if necessary.




**Search by Birth Date-** Searching by birthday should find anyone the last name search doesn't find; in CE you can search by birth date by finding everyone in the facility first and entering the birthdate into the search field. If the facility has more than 1000 clients, it will be helpful to narrow the search because of a limitation in the search field. Put a letter in the First or Last Name box to make sure your search will be correct for these larger facilities.



**Search by First Name**- if you want to be triple sure, search by first name, we all know clients who get married and return with a new last name. Searching by first name should help weed them out.




So, before entering a new client, do a few searches. It takes less than a minute and you might be surprised at who you find.

Thank you for reading this newsletter. If you have ideas or questions you want addressed in future newsletters, please let me know.
– Marc Janssen, Health Systems Business Analyst, 503-945-6185, *marc.r.janssen@state.or.us*