CA PSC-35 Reporting User Guide

Version 1.0
11/07/2022

Table of Contents

Reporting Process

Reporting User Interface

Once the data has been collected and is eligible for submission the records are available to be reviewed via the PSC Reporting Summary List Page. There the user can review the available candidate records, errors the records may have and the field level data for each record.

Navigating to the PSC Reporting Summary List Page.
1. Search for the PSC Reporting Summary List Page. (My Office) using the Search icon. Click on the PSC Reporting Summary List Page in the typable drop down. This will open the PSC Reporting Summary List Page.
2. Alternatively, locate the PSC Reporting Summary List Page using the Quicklink if this has been configured in your environment.

The PSC Reporting Summary List Page displays all eligible PSC submission records according to the following Status Types:

- In Progress = a record was created but not yet batched for reporting.
- Cancel = a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
- Sent = the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
- Accepted = A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
- Reject = A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

There are filters available in the PSC Reporting Summary List Page. These are as follows:
- Select a date range (From Date and To Date) for which data to be pulled for
- Record ID - this is the unique id assigned to the PSC record

- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Client ID - this is the unique SC identifier of the client record associated with the PSC record.
- Program - indicates which program the PSC record is associated with
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the PSC record is associated with
- Reason for Assessment - this filter allows for differentiating between different reasons the PSC was completed.
- Record Type - this filter allows for differentiating between the different PSC record types; if applicable
- Record Status - indicates the current status of the record.
- Responsible Staff - the staff who completed the data collection for the record will display
- Managing Entity - the county that the PSC records are to be reported to may be selected.
- Batch Type - this will default to PSC Batch Type
- Errors - this multi select filter will display the applicable errors.

Monitoring Reporting Prior to Submission

To monitor records throughout the reporting period, prior to your submission deadline, you can complete the following steps:

1. Navigate to the PSC Reporting Summary List Page.
2. Review or filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.
3. For records with a status of Error, use the Record ID hyperlink to navigate to the PSC Record Detail Page to further review of error messages and record data.
4. Work error messages by navigating to the screen in which the source data resides.
5. Once data has been corrected, navigate back to the PSC Reporting Summary List page and use the check box to select the record(s) that have been corrected then select Refresh Data from the Action drop down to pull the corrected data into that record to later be batched for submission.

Repeat these steps as many times as needed in order to view errors, make corrections and confirm the errors are resolved.
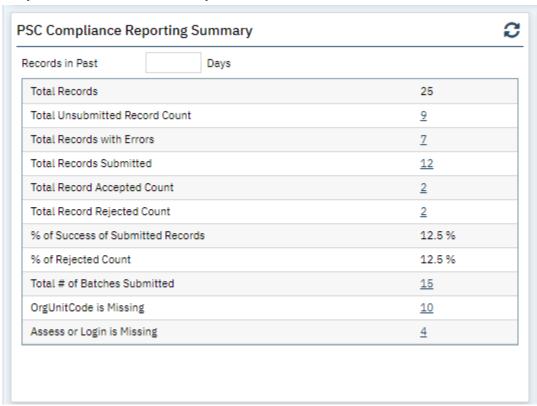
Reporting Summary Widget

Another utility available for monitoring records throughout the reporting period is the PSC Reporting Summary Widget. From the Dashboard a user can review basic statistics of records within a specific day range and Program(s).

1. Navigate to My Office > Dashboard
2. Locate the PSC Reporting Summary Widget
3. Enter a number of past days for which to filter the records.
4. Click the refresh icon in the right hand corner of the widget if filters were modified.
5. Within the widget are hyperlinks that will direct the user to prefiltered list pages where they can review records, modify statuses or work errors as needed.

PSC Compliance Reporting Summary	⟳
Records in Past [ ] Days	
Total Records	25
Total Unsubmitted Record Count	9
Total Records with Errors	7
Total Records Submitted	12
Total Record Accepted Count	2
Total Record Rejected Count	2
% of Success of Submitted Records	12.5 %
% of Rejected Count	12.5 %
Total # of Batches Submitted	15
OrgUnitCode is Missing	10
Assess or Login is Missing	4

The PSC Reporting Summary Widget displays the follow information:

● Total Records - distinct count of all records.
● Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
● Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.

- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.
- Top 10 Errors - up to 10 errors will display in the last rows of the widget. This will display the top 10 most common errors for the period based on distinct counts. Clicking the number hyperlink will direct the user to the list page pre-filtered for applicable error.

Creating a New Batch and Submitting Files

To create a batch for submission there are two options, creating a batch file without errors or creating a batch file with errors.

To create a batch without errors:
1. Navigate to the PSC Reporting Summary List Page.
2. Filter records as desired based on last batch date or other requirements.
3. For Record Status set filter to In Progress.
4. Apply filter.
5. Review displayed records as needed.
6. Select the appropriate records. This can be done for individual records using the check boxes in the left hand column, clicking Select All or Select All on Page.
7. Once desired records have been selected use the Action drop down in the top right to select Create Batch Submission.
8. A pop up window will appear confirming the action to batch X number of records.
9. Click OK.
10. Once results have processed a green message will display above the filters confirming the action was successful.

11. The batched file is now available for retrieval via the Batch Detail Page or the SFTP.

Under certain circumstances it may be necessary to create a batch record with errors. In this situation, follow these steps:
1. Navigate to the PSC Reporting Summary List Page.
2. Filter records as desired based on last batch date or other requirements.
3. For Record Status set filter to In Progress and Error.
4. Apply filter.
5. Review displayed records as needed.
6. Select the appropriate records. This can be done for individual records using the check boxes in the left hand column, clicking Select All or Select All on Page.
7. Once desired records have been selected use the Action drop down in the top right to select Create Batch Submission.
8. A pop up window will appear confirming the action to batch X number of records.
9. Click OK
10. Once results have processed a green message will display above the filters confirming the action was successful.
11. The batched file is now available for retrieval via the Batch Detail Page or the SFTP.

Viewing Batch Details

Once the batch has been generated there are two options for retrieving the file for submission. The first being from the customer's SFTP folder.
1. Navigate to the customer's SFTP folder.
2. Within that folder select the State Reporting folder.
3. Select the PSC folder.
4. Retrieve the file for the desired batch.

The second option is to utilize the Compliance Batch List Page.
1. Navigate to the Compliance Batch List Page using the search or Quicklinks as applicable.
2. Filter for Batch Type = PSC
3. Select other filters as appropriate.
4. Click Apply to refresh the List Page results.
5. Select the desired batch by clicking the Batch ID hyperlink, this will direct you to the Batch Detail Page.
6. From the Batch Detail Page click the hyperlink to the file in the Batch Details to download the results.

Accepting or Rejecting a Batch

Once the batch file has been sent to the appropriate entity, batches can be marked as accepted or rejected. To mark batches as accepted:
1. Navigate to the Compliance Batch List Page
2. Set Batch Type Filter to PSC, set other filters as appropriate.
3. Click Apply Filter
4. To accept multiple batches select the check boxes on the left, click All or All on Page.
5. Use the action
6. Accepting a batch can also be done individually by clicking the Batch Id hyperlink that directs you to the Compliance Batch Detail Page.
7. In the Batch Summary section select Accept from the Batch Status drop down.

To mark batches as rejected:
1. Navigate to the Compliance Batch List Page
2. Set Batch Type Filter to PSC, set other filters as appropriate.
3. Click Apply Filter
4. To reject multiple batches select the check boxes on the left, click All or All on Page.
5. Accepting a batch can also be done individually by clicking the Batch Id hyperlink that directs you to the Compliance Batch Detail Page.
6. In the Batch Summary section select Accept from the Batch Status drop down.

Accepting or Rejecting an Individual Record

Once the batch file has been sent to the appropriate entity, if a portion of records were accepted these can be marked as such. To mark records as accepted:
1. Navigate to the PSC Reporting Summary List Page.
2. Filter the results to display the records needing to be accepted. This can be done a number of ways including by date, Status, or Batch ID
3. Select the records you wish to accept using the check boxes, clicking All or All or Page.
4. Use the Action drop down to select Accept Records.

To mark records as rejected:
5. Navigate to the PSC Reporting Summary List Page.
6. Filter the results to display the records needing to be accepted. This can be done a number of ways including by date, Status, or Batch ID
7. Select the records you wish to reject using the check boxes, clicking All or All or Page.
8. Use the Action drop down to select Reject Records.

Workflows for Collecting Data

Clients with a completed PSC-35 document are eligible for PSC Reporting. Please see the PSC File Mapping for more detailed specifications than the summary provided here.

SmartCare Screen	Description of Data
PSC-35 Document	TRANSACTION CODE TRANS_CD COUNTY CODE CNTY_CD ASSESSMENT DATE ASSESS_DT ASSESSMENT TYPE ASSESS_TYPE HAS CAREGIVER CAREGIVER PSC_Q1 PSC_Q2 PSC_Q3 PSC_Q4 PSC_Q5 PSC_Q6 PSC_Q7 PSC_Q8 PSC_Q9 PSC_Q10 PSC_Q11 PSC_Q12 PSC_Q13 PSC_Q14 PSC_Q15 PSC_Q16 PSC_Q17 PSC_Q18 PSC_Q19 PSC_Q20 PSC_Q21 PSC_Q22 PSC_Q23 PSC_Q24 PSC_Q25 PSC_Q26 PSC_Q27

SmartCare Screen	Description of Data
	PSC_Q28 PSC_Q29 PSC_Q30 PSC_Q31 PSC_Q32 PSC_Q33 PSC_Q34 PSC_Q35 PSC_PROBLEMS PSC_ADDL_SERVICES PSC_SERVICELIST
Client Information	COUNTY CLIENT NUMBER (CCN) CCN CLIENT NAME CLIENT_NAME CLIENT DOB
Program Details	PROVIDER NUMBER PROVIDER_NUM
Client Coverage Plan	CLIENT INDEX NUMBER (CIN) CIN
System Generated	ASSESSMENT TOOL CODE

File Logic

Record Types

The PSC records are reported as one record type.

PSC Record

For a record to be included as a PSC Record the following must occur:
1. The client must be enrolled in a Program with the proper setup and configuration detailed in the System Setup section of this guide.
2. The client must have a completed PSC-35 Document

System Setup

Outline in this section the setup needed to successfully deploy the reporting into production. You can reference other documents where lists are maintained for things like Global Codes. Or you can directly add those to the user guide. Applicable areas may include the following:

Global Codes

Global Code Category	Field in PSC-35 Report	What to Set Up
XCAReasonAssessment		Global Code Details
XCACaregiverType		Global Code Details

Program

To set the required program information navigate to Administration > Programs, click the Program Name from the list to open the Program Details Navigate to the Custom Fields Tab. Within this tab is the California Reporting section in which field is required.

1. MH Provider ID - this is a required 4 digit field for reporting the Provider Number for Service Records.

System Configuration Keys

System Configuration keys are set up in the Configuration Keys banner in SmartCare's Administration tab. The Key name can be filtered on. Then opening to the detail page allows the user to modify the Value field as indicated below. Then Saving the screen will update the information.

Configuration Key Name	Description
XSetCountyCodeForCaliforniaStateReporting	This configuration key may be set in order to default and hide the county of submission field on the PSC-35 Document. If the customer is a county MHP or only

	reports to one California County this configuration key can be used to set the county for which all data will be reported for/to. If not set, the County field is available and the user will be required to select the county from the available Global Code. To set the configuration key find the FIPS County Code in the following table and enter it into the Value field.

FIPS	County	FIPS	County	FIPS	County	FIPS	County
6001	Alameda	6031	Kings	6061	Placer	6091	Sierra
6003	Alpine	6033	Lake	6063	Plumas	6093	Siskiyou
6005	Amador	6035	Lassen	6065	Riverside	6095	Solano
6007	Butte	6037	Los Angeles	6067	Sacramento	6097	Sonoma
6009	Calaveras	6039	Madera	6069	San Benito	6099	Stanislaus
6011	Colusa	6041	Marin	6071	San Bernardino	6101	Sutter
6013	Contra Costa	6043	Mariposa	6073	San Diego	6103	Tehama
6015	Del Norte	6045	Mendocino	6075	San Francisco	6105	Trinity
6017	El Dorado	6047	Merced	6077	San Joaquin	6107	Tulare
6019	Fresno	6049	Modoc	6079	San Luis Obispo	6109	Tuolumne
6021	Glenn	6051	Mono	6081	San Mateo	6111	Ventura
6023	Humboldt	6053	Monterey	6083	Santa Barbara	6113	Yolo
6025	Imperial	6055	Napa	6085	Santa Clara	6115	Yuba
6027	Inyo	6057	Nevada	6087	Santa Cruz		
6029	Kern	6059	Orange	6089	Shasta		

Roles and Permissions

Depending on the logged in user's responsibilities they will need access to the following permissions. Navigate to Administration > Role Definition and permission the items below by role as needed.

1. To view PSC Documents
    a. Select Permission Type > Document Codes (View)
    b. Grant PSC-35 Document
    c. Select Permission Type > Screens
    d. Grant PSC-35 Document
2. To edit PSC Documents
    a. Select Permission Type > Document Codes (Edit)
    b. Grant PSC-35 Document
    c. Select Permission Type > Screens
    d. Grant PSC-35 Document
3. To view the PSC Reporting Summary Widget
    a. Select Permission Type > Widgets
    b. Grant PSC Reporting Summary
4. To view PSC Records
    a. Select Permission Type > Screens
    b. Grant PSC Report Summary and PSC Report Summary Details
5. To view PSC Batch Records
    a. Select Permission Type > Screens
    b. Grant Compliance Batch List Page and Compliance Batch Detail Page