



California OIG/NACT/274 User Guide

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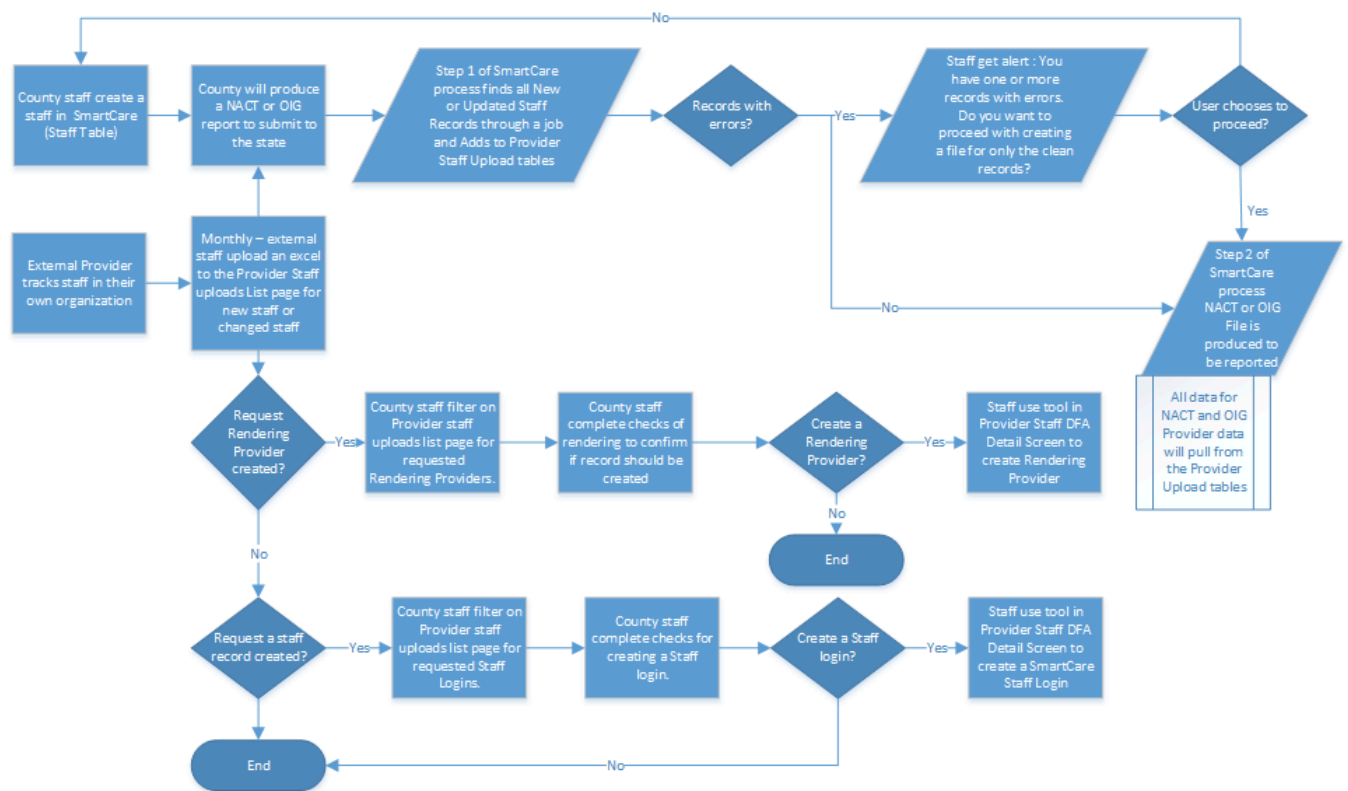


Overview

New screens are created in SmartCare to gather and monitor internal and external Provider Staff data for California OIG Audits, NACT MH/SUD and produce a 274 file.

Reporting Process

The reporting workflow includes the following process:





Reporting User Interface

Open the 'Provider Staff Uploads' list page from 'My Office' to upload a new excel spreadsheet of Provider records and/or to view existing Provider staff uploads/County Staff records

Provider Staff Uploads (4)

Uploaded From

Providers

Upload Id	File Name	Provider	Total Records	Uploaded Date	Uploaded By	Source
1		Test Orgnaization	1		Mabray, Erin	Manual entry
2	TEST - 11 02 2022.xlsx	Test Orgnaization	1	11/02/2022	Admin, System	Excel file
3		Provider Neha - Facility MH	2		Sonkamble, Neha	Manual entry
5	TEST - 11 02 2022.xlsx		1	11/02/2022	Admin, System	Excel file



- Upload icon is present on the top right of the list page to upload Staff records in an excel format. Click of this icon will open below pop-up

Upload OIG Audits

Providers

Please select a file.



- Direct entry icon to manually enter Staff records into the system

The Upload Id hyperlink in the above list page will take the user to the Provider Staff Details page where the list of Staff records against that Upload will be displayed

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Provider Staff Details (2)

All Staff Statuses	All Providers	All Rendering Provider Status	Staff Name	SSN	Apply Filter
Entered by Staff	All SmartCare Login Status	All Staff OIG Standing	From Date	To Date	

	Staff ID	Upload Id	Provider Organization	Associated Site(s)	First Name	Middle Initial	Last Name	SSN
✓	3	3	Provider Neha - ...	4,6	Staff First	A	Staff Last	*****3131
✓	4	3	Provider Neha - ...	5	test first	M	Test last	*****5454

Clicking on the Staff Id hyperlink will take the user to the DFA screen where data for that staff will be displayed. For manual entry of Staff, click on the Direct entry icon in the above list page and manually enter the data for new Providers. The same Direct Entry DFA screen can be used to modify details of existing staff records.

OIG Staff Direct Entry

[Create Rendering Provider](#) [Create SC login](#)

OIG Standing	<input type="text"/>
Entered By	Sonkamble, Neha
Associated Site(s)	<input type="text"/>
SmartCare Staff Id	<input type="text"/>
SmartCare Rendering Provider Id	<input type="text"/>
Provider Organisation	<input type="text"/>
NPI	<input type="text"/>
SSN	<input type="text"/>
Facility ID	<input type="text"/>
Monitoring End Date	<input type="text"/> <input type="text"/>
First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Former Last Name	<input type="text"/>
Address Line 1	<input type="text"/>
Address Line 2	<input type="text"/>

This screen also enables the user to create a Rendering Provider/SmartCare login for a particular staff by clicking on the Buttons at the top. Updates in the Direct entry screen will be reflected in the Smartcare Staff/Provider record if the Staff record has a Smartcare Login/Rendering Provider created

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Monitoring Reporting Prior to Submission

The errors in the Staff record can be monitored by the error icon that appears against each staff record. On-hover of this icon comma-separated error messages will be displayed for the user to correct those errors before submission. See screenshot below

Provider Staff Details (1)

All Staff Statuses | All Providers | All Rendering Provider Status | Staff Name | SSN | Apply Filter

Entered by Staff | All SmartCare Login Status | All Staff OIG Standing | From Date | To Date

Staff ID	Upload Id	Provider Organization	Associated Site(s)	First Name	Middle Initial	Last Name	SSN
5	5			Test		Display	

User can work on cleaning the errors by going to the respective staff details and filling the missing data OR by updating incorrect/invalid data.

User can delete Staff records that need to be excluded from the submission OR that are no longer needed to be reported. The user can do so by filtering for such staff records and by clicking on the delete icon on the Provider Staff details list page. This will delete all the staff records that are currently displayed on the screen

Creating a New extract and Submitting Files

Once all the staff records are reviewed and the data is ready for submission, the respective button can be clicked to Extract OIG/NACT SUD/NACT MH or 274 MH file in their State specified format. The reportable file will be downloaded for the user to review and upload to their State Portal for validity

Provider Staff Details

Extract OIG | Extract NACT MH | Extract NACT SUD | Extract 274 MH

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Staff with OIG Bad Standing

Upon submitting Staff records to OIG, each staff member will be evaluated for whether they are OIG good standing or OIG bad standing. If a provider has a record in the OIG LEIE database indicating that they are not in good standing, a few things should happen. The user should manually go to the Staff record and update the OIG Standing field to Bad Standing.

The screenshot shows a form with the following fields and values:

OIG Standing	Bad Standing
Entered By	Mabray, Erin
Associated Site(s)	Test Site
SmartCare Staff Id	
SmartCare Rendering Provider Id	
Provider Organisation	Test Orgnaization (1)
NPI	123456789
SSN	999-99-9999

For the staff records flagged as OIG Bad Standing, the following will happen:

1. Staff login and Rendering Provider status will be made Inactive to prevent the staff from providing services and deny the claims for the services provider by that clinician
2. This staff will be excluded from OIG/NACT/274 submissions

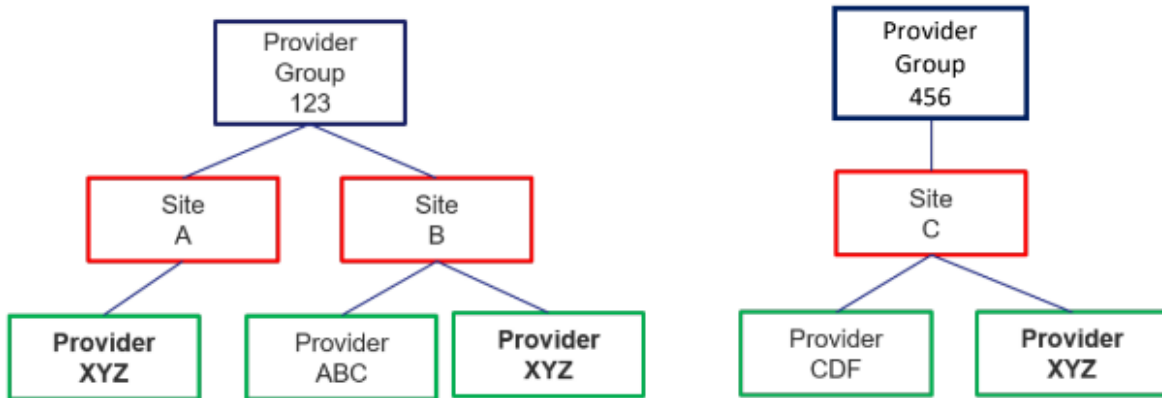
Workflows for Collecting Data

1. For external providers - Data for OIG/NACT/274 file can be collected via an uploadable template where the Providers will be able to upload their staff data in an excel format. For each staff, the associated site(s) should be mentioned to fetch the Site and Provider Organization details to include in the reportable file for NACT and 274 files. See network structure in below screenshot

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2. For county staff - The county staff data can be collected by setting up a job that is scheduled to run nightly. This job automatically extracts SmartCare Staff data and inserts that into the new Provider Staff upload screens. For the extracted Staff, the system will check their associated Programs for the Site details. And, as for the Provider organization details, the system will look for the Provider Group associated with each Program. Through a custom field available on the Program details screen, the user can setup the Programs by associating them to the Provider Groups that each Program belongs to. See Provider Groups section of this document for details on adding/modifying a Provider Group

Existing Staff record

Before inserting staff data from an uploadable template/nightly job, the system checks if there is a match with the existing staff data based on SSN, NPI, OR DOB + First name, Last name. If match found,

1. The system will record-delete the old record and insert the new record
2. If the existing record has a Staff Id/Provider Id tied to it, then the system updates those Id's to the new record after performing step 1

If no match found, simply inserts the record



Provider Groups

Provider Group list page and detail page can be used by counties to create Provider Groups that are reportable for NACT and 274 file submissions. Provider Group data will be loaded into the system using a script that will take the state provided provider group txt file to populate the table. This data is then viewable/editable using the List Page and Detail Page. As new Provider Group files are received by the state these can continue to be uploaded using the script if needed.

Provider Groups

Provider Group Name Legal Entity Number Substance Use Provider

Provider Group Id	Provider Group Name	Legal Entity Number	Substance Use Provider
<u>1</u>	Alameda County	00001	No
<u>2</u>	Glenn County	00011	No
<u>3</u>	Humboldt County	00012	No
<u>4</u>	Inyo County	00014	No
<u>5</u>	Lassen County	00018	No
<u>6</u>	Los Angeles County Department of Mental Health	00019	No

Provider Groups listed in this List page will be populated to a custom dropdown in the Program details screen where the User can link the Programs to their respective Provider Groups for reporting purposes.

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Program Details

General Rules Staff Occupancy Reporting **Custom Fields**

Dentrix Program

California Reporting

OrgUnitCode	<input type="text"/>
CalOMS Service Type	Nonresidential / Outpatient Treatment / <input type="text"/>
CSI Mode of Service	<input type="text"/>
MH Provider Number	<input type="text"/>
Provider Group Name	Glenn County <input type="text"/>
County Paying for Services	Alameda <input type="text"/>
<input checked="" type="checkbox"/>	CalOMS Special Services Contract
CalOMS Provider ID	123456 <input type="text"/>

File Logic

File logic for OIG:

1. Smartcare staff and uploaded Provider Staff data should be collected in the Provider Staff details screen and accounted for OIG reportable file
2. File should be extracted in a .csv format

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File logic for NACT SUD:

1. For the Organization section in NACT SUD, below conditions should be satisfied.
 - a. Type = Facility
 - b. Rendering Provider is N or Null and
 - c. Substance Use Provider checkbox is checked
2. For Sites, below is the Exclusion logic:
 - a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked
3. For the Rendering Provider section, Smartcare staff and uploaded Provider Staff data should be collected in the Provider Staff details screen. Exclude those Staff who have a staff degree that is mapped to the Recode
4. The file should be extracted in a .csv format

File logic for NACT MH:

1. For the Organization section in NACT MH, below conditions should be satisfied.
 - a. Type = Facility
 - b. Rendering Provider is N or Null and
 - c. Substance Use Provider checkbox is NOT checked
2. For Sites, below is the Exclusion logic:
 - a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked
3. For the Rendering Provider section, Smartcare staff and uploaded Provider Staff data should be collected in the Provider Staff details screen. Exclude those Staff who have a staff degree that is mapped to the Recode
4. The file should be extracted in a .csv format

File logic for 274 MH:

1. For the Provider Group section in 274 MH, below conditions should be satisfied.
 - a. Type = Facility
 - b. Rendering Provider is N or Null and

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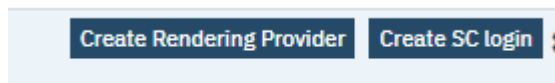
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- c. Substance Use Provider checkbox is NOT checked
2. For Sites, below is the Exclusion logic:
 - a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked
3. For the Provider Details section, Smartcare staff and uploaded Provider Staff data should be collected in the Provider Staff details screen. Exclude those Staff who have a staff degree that is mapped to the Recode
4. The file should be extracted in a 274 format

Creating a Staff Login/Rendering Provider

An external provider staff can be made a Rendering Provider and can be provided with a Smartcare login with the help of the 'Create Rendering Provider' / 'Create SC login' tools that are available on the Direct entry DFA screen



Below is the workflow to determine which staff need Smartcare login/Rendering Provider association:

1. In the Provider upload spreadsheet, the Rendering Provider column should be marked as 'Y' for the Staff that needs a Rendering Provider record created in Smartcare
 - Once the request comes in as 'Y' for a Provider staff record, County staff filters on the Provider staff details list page for "Requested" Rendering Providers
 - County staff complete checks of rendering to confirm if record should be created
 - Staff use tool in Provider Staff DFA Detail Screen to create Rendering Provider
 - For denied requests, the County staff can mark the Rendering Provider Status for the Staff as 'Reviewed and Rejected'. Staff records with this status cannot have a Rendering Provider record created
2. In the Provider upload spreadsheet, the SmartCare Login column should be marked as 'Y' for the Staff that needs a Staff login record created in Smartcare
 - Once the request comes in as 'Y' for a Provider staff record, County staff filters on the Provider staff details list page for "Requested" Smartcare Logins
 - County staff complete checks to confirm if record should be created
 - Staff use tool in Provider Staff DFA Detail Screen to create SC login for the Staff

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- For denied requests, the County staff can mark the SmartCare Login Status for the Staff as 'Reviewed and Rejected'. Staff records with this status cannot have a SC login created

Logic for how screen filters

Provider Staff Uploads

Provider Staff Uploads

Uploaded From:
 Uploaded To:
Apply Filter

Providers:
 Uploaded By:

Upload Id	File name	Provider	Total Records	Uploaded Date	Uploaded By	Source
<u>1</u>	ProviderC3Jan.xlsx	C3	50	1/1/2022	Provider C3, Staff	Excel file
<u>2</u>		C3	100		Morrow, Katie	Manual entry
<u>3</u>	ACBHStaffData.xlsx		250	2/1/2022	Admin, System	Excel file
<u>4</u>	ProviderABC.xlsx	Provider ABC	360	4/1/2022	Provider ABC, Staff	Excel file
<u>5</u>			5		Smartcare, Admin	Manual entry
<u>6</u>	ProviderC3Feb.xlsx	C3	10	4/15/2022	Provider C3, Staff	Excel file

Section	Parameter Name	Parameter Type	Parameter Options	Description	Required (Yes/No)	Default Value
Filter	Uploaded From	date		From and To date that the user wants to see the uploaded data entries for		
Filter	Uploaded To	date		From and To date that the user wants to see the uploaded data entries for		
Filter	Providers	dropdown	Display providers			All Provider

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			that the logged in staff is permissioned to			s
Filter	Uploaded By	dropdown	Display all staff			All Staff

Provider Staff Details screen

Provider Staff Details (1)

All Staff Statuses	All Providers	All Rendering Provider Status	Staff Name	SSN	Apply Filter
Entered by Staff	All SmartCare Login Status	All Staff OIG Standing	From Date	To Date	

	Staff ID	Upload Id	Provider Organization	Associated Site(s)	First Name	Middle Initial	Last Name	SSN
✓	1	1	Test Orgnalization	Test Site	Erin	T	Test	*****9999

Below is how the filters work

Name	Parameter Type	Parameter Options	Description	Default Value
All Staff Statuses	dropdown	All Staff Statuses Staff with errors Staff with current record	Populate with all the dropdown options in the previous column. Below is what each selection means: All Staff Statuses: Display all staff data based on other filter values Staff with errors: Only display records with errors Staff with current record: Only display records	All Staff Statuses

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			without errors	
Provider	dropdown	Display list of providers that the logged in staff is permitted to.	Based on this filter selection, display Staff data entries that were made only by that provider	All Providers
SSN	numeric		Filter based on SSN data in the record	
Entered by Staff	dropdown	Display all staff	Filter based on staff who uploaded/entered data	All Staff
From Date	date		From and To date that the user wants to see the entered data. This date will be based off the Staff Record created date	
To Date	date		From and To date that the user wants to see the entered data. This date will be based off the Staff Record created date	
Rendering Provider Status	Dropdown	<p>All Statuses</p> <p>Requested = Column = Y and Rendering Provider ID is NULL.</p> <p>Not Requested = Column = N</p> <p>Created = a Rendering Provider ID is linked to the record</p> <p>Reviewed and Accepted = Rendering Provider Request Status field on the DFA is set to Reviewed and Accepted</p> <p>Reviewed and Rejected = Rendering Provider Request Status field on the DFA is set to Reviewed and Rejected</p>	<p>In the excel file or manual entry a Staff record will be set to ' Rendering Provider Login' either Yes or No. If set to Yes, the User is asking the County staff to allow a Rendering PProvider be created for the staff record.</p> <p>The County Staff User will then filter for Requested statuses using this filter. Review and if they approve creating a Rendering PProvider, will set the 'Rendering Provider Request Status' field to 'Reviewed and Accepted' and will use the Tool/button in the toolbar to create a Rendering Provider. Once this is done, the Rendering Provider's Provider ID will be linked to this Staff record. And now the filter for the record would be Created because the Request column = Y and now there a Provider ID linked. If the user selects 'Reviewed and Rejected', the user should not be able to create a Rendering Provider from the toolbar.</p>	
SmartCar	Dropdown	All Statuses	In the excel file or manual entry a Staff record	

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e Login Status		Requested = Column = Y and SmartCare Login is NULL. Not Requested = Column = N Created = a Staff ID is linked to the record Reviewed and Accepted = SmartCare Login Status field on the DFA is set to Reviewed and Accepted Reviewed and Rejected = SmartCare Login Status field on the DFA is set to Reviewed and Rejected	will be set to 'Request SmartCare Login' either Yes or No. If set to Yes, the User is asking the County staff to allow a SmartCare login to be created for the staff record. The County Staff User will then filter for Requested statuses using this filter. Review and if they approve creating a SmartCare login will use the Tool in the toolbar to create a SmartCare login. Once this is done, the Staff ID will be linked to this Provider Staff record. And now the filter for the record would be Created because the Request column = Y and now there a Staff ID linked. If the user selects 'Reviewed and Rejected', the user should not be able to create a SmartCare Login from the toolbar.	
OIG Standing	Dropdown	All Staff Good Standing Bad Standing	Using the Field in the Provider Staff Direct Entry - filter for when the field is set to Good Standing or set to Bad Standing.	
Staff name	searchable dropdown /textbox	This field should search uploaded Staff/Provider record based on their Firstname/Lastname	Use can filter for a particular staff/provider by entering their firstname/lastname	

System Setup

Recodes

The following Recode Categories need to be setup:

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Recode Category	Purpose	Integer Code ID
XNACT274StaffDegrees	To setup Staff degrees that need to be excluded from NACT/274 reporting	GlobalCodes.GlobalCodeId

To enter a Recode, open the Administration tab → Recodes Banner. In the banner, find the name of the Recode Category noted in the list above and click on the category to open the details screen. In the details, enter the 'Recode Details' section for the Code Name, Start Date and Integer Code ID. The Integer Code ID must be the data as noted in the table above. Click Insert and then click Save in the toolbar once all entries are made.

Recode Detail

Recodes

Category

Category Code: Category Name:

Mapping Entity: Description:

Recode Details

Code Name:

Start Date: End Date:

Character Code Id: Integer Code Id:

Recode List

	Code Name	From Date	To Date	Character Code Id	Integer Code Id
X	Financial Attestation	01/01/2020			71017

Programs

Below is the Program setup needed to identify which Provider Group each Program is associated to

Program Details > Custom Fields > Provider Group name. This setup is not needed if using MCO Provider workflow

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Program Details

General Rules Staff Occupancy Reporting **Custom Fields**

Dentrix Program

California Reporting

OrgUnitCode

CalOMS Service Type

CSI Mode of Service

MH Provider Number

Provider Group Name

County Paying for Services

CalOMS Special Services Contract

CalOMS Provider ID

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	Value to Enter
XSetFacilityIDOnOIGReportAsKeyValue	Facility Id	Customers can input their unique ID. This will be used in OIG reporting

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XSetSenderFederalTaxIDOn274ReportAsKeyValue	This key is to hold the Sender's Federal Tax ID. Do not include hyphens in the Tax ID	Sender's Federal Tax ID. This will be used to report 274
XSetCountyMHPlanOn274ReportAsKeyValue	This key holds name of the County Mental Health Plan (MHP) submitting the network data	<p>Enter the name of the County Mental Health Plan (MHP) submitting the network data as specified in the file name.</p> <p>Format: XXXXX-MHP Where: XXXXX is the name of the county associated with the mental health plan. MHP is a constant designating the file is for a county mental health plan</p> <p>If an MHP manages more than one county, include the name of each county separated with a dash (e.g. Sutter-Yuba-MHP)</p> <p>This will be used to report 274</p>
XSetMHPlanFederalTaxIDOn274ReportAsKeyValue	Enter the MHP Federal Tax ID (9 digits - no hyphens) + HCP (3 digits)	Enter the MHP Federal Tax ID (9 digits - no hyphens) + HCP (3 digits) This will be used to report 274

Jobs to be Setup

Streamline Systems analysts will setup the following Jobs to run automatically in the system:

Job Name 1: SmartCareStaffDataIntoProviderUploadJob

1. The stored procedures that will be called when the job runs:
 - a. ssp_InsertUpdateCaliforniaSmartCareStaffJob
 - b. ssp_InsertProviderStaffUploadBySmartCareStaffJob

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c. ssp_UpdateProviderStaffUploadBySmartCareStaffJob

2. How often the job runs: Nightly
3. Logic of the job: This job runs nightly to extract Staff data from Smartcare Staff table and add/update entries in the Provider staff screen

Roles and Permissions

Below are the roles and permissions needed for users to access the screens where data is entered and submissions are generated

Screen Name	Purpose
My office > Provider Staff Uploads List page	This can be used for external Providers to upload staff data
Provider Staff Details - List page	This screen is used to see details in each upload
Direct entry DFA Screen	This screen needs to be setup to enable manual entries of Staff data and to update existing staff records
Provider Group List/Detail page	This screen is used to create Provider Groups that are reportable for NACT and 274 file submissions

Version Control

Revision Date	Description	Updated By
02/16/2023	Update Job Set Up Details	Nsonkamble
5/17/2023	System Configuration Keys: Added Configuration Key Name, Description, and Value to Enter replacing TBD	EMabray

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	Configuration Key	

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