California OSHPD Reporting

User Guide

Version 2.0
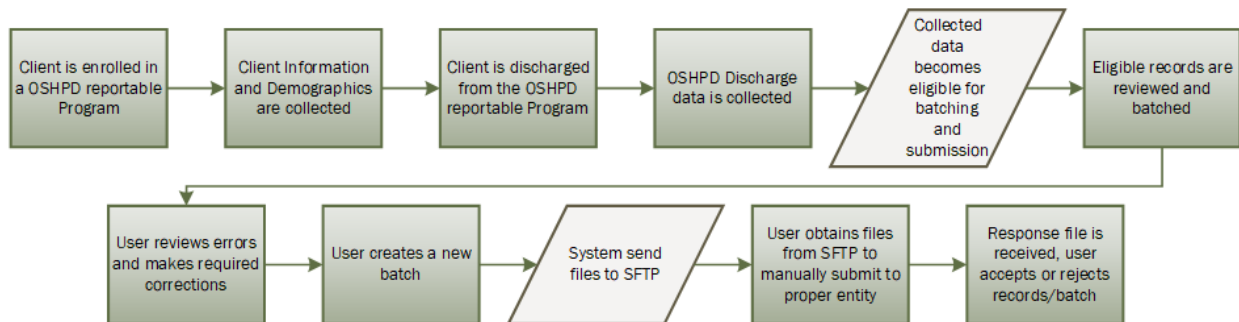6/21/2024

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Overview

The OSHPD data collection process begins at time of program enrollment. A user will create a Program Assignment for a OSHPD reportable program with a Program Status of enrolled. This may be done using the Program Details Screen or the Program tab in the Registration. Following the provision of services the client is discharged from the program using the SC Discharge Document or updating the Program Assignment Status to Discharged. At this point a user my complete the OSHP Discharge document to collect the remaining required data for the OSHPD submission file.

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

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

● In Progress = a record was created and is available to be batched in a Batch Submission.

- Once a record is moved to a batched or canceled status it can be returned to a status of In Progress for rebatching when needed. See the Resubmitting Rejected/Canceled Records section of this User Guide.
- Cancel = a record was created and batched for submission in error. The record was then later canceled. A record with a status of Cancel is not able to be included in a batch.
- Sent = the record was batched for submission and is awaiting response. A record with a status of Sent is not able to be included in a batch.
- Accepted = A response file was received for the batch the record was included in and the record was marked as Accepted. A record with a status of Accepted is not able to be included in a batch.
- Reject = A response file was received for the batch the record was included in and the record was marked as Rejected. A record with a status of Rejected not able to be included in a batch.
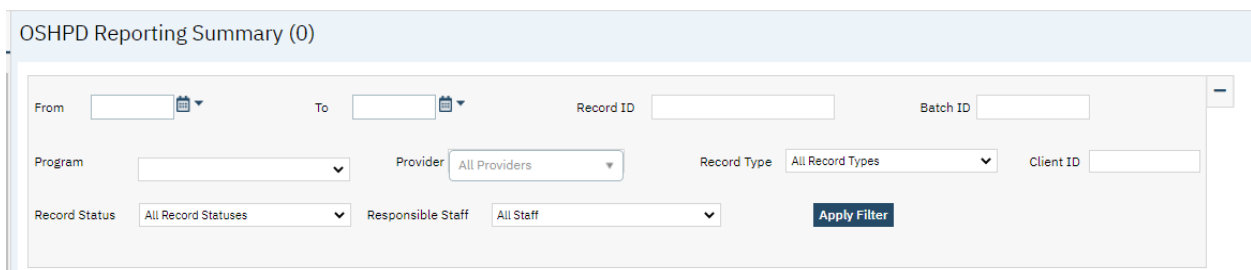
The action dropdown in the toolbar can be used to update the record statuses as follows, additional details on the specifics for each of these workflows can be found later on in this guide.

1. Accept Records
   a. Records can be accepted only if the selected record(s) are in a batch.
   b. If a user tries to accept the record(s) which are not in a batch a system validation will be displayed and read "Please create a batch for all selected records"
   c. Records can be accepted only if the selected record(s) status is Sent
2. Cancel Records
   a. Records can be canceled only if the selected record(s) status is Sent
   b. If the user tries to cancel the record(s) which are accepted then a system validation will display and read "Accepted records cannot be canceled."
   c. If the user tries to reject the records which are canceled a system validation will display and read "Please complete refresh action on the selected record and change the status".
3. Reject Records
   a. Records can be rejected only if the selected record(s) status is Sent.
   b. If the user tries to reject the record(s) which are accepted, a system validation will display and read "Accepted records cannot be rejected."
   c. If the user tries to reject the record(s) which are canceled a system validation will display and read "Please complete refresh action on the selected record and change the status".
4. Refresh Records
   a. Records can be refreshed only if the selected record(s) status is not Accepted.
   b. If the user tries to refresh the record(s) which are accepted a system validation will display and read "Accepted records cannot be refreshed."
5. Create Batch Submission

     a. Batch should be created if all the records selected are in status of in progress, or else a system validation will display and read "PLEASE SELECT NON-ERROR RECORDS FOR BATCH CREATION"

     b. When a batch is created the record status is changed to Sent.

     c. When records selected for a batch are reportable to multiple counties a batch is created for each county in the county specific format.

     d. A batch cannot be created for records already in a batch until the records have been refreshed and are in a status of In Progress, if user try to create otherwise system validation will display and read "PLEASE SELECT NON-BATCH RECORDS FOR CREATING BATCH WITHOUT ERROR"

6. Create Batch Submission with errors

     a. Batch can be created only for in progress and error records

     b. Batch cannot be created for records already in the batch until the records have been refreshed and are in a status of Error, if user try to create otherwise it should show validation as "PLEASE SELECT NON-BATCH RECORDS FOR CREATING BATCH WITH ERRORS"

There are filters available in the OSHPD 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 OSHPD record
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the OSHPD record is associated with
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the OSHPD record is associated with
- Record Type - this will default to OSPHD
- Client ID - this is the unique SC identifier of the client record associated with the OSHPD record.
- Record Status - indicates the current status of the record.
- Responsible Staff - the staff who completed the data collection for the record will display
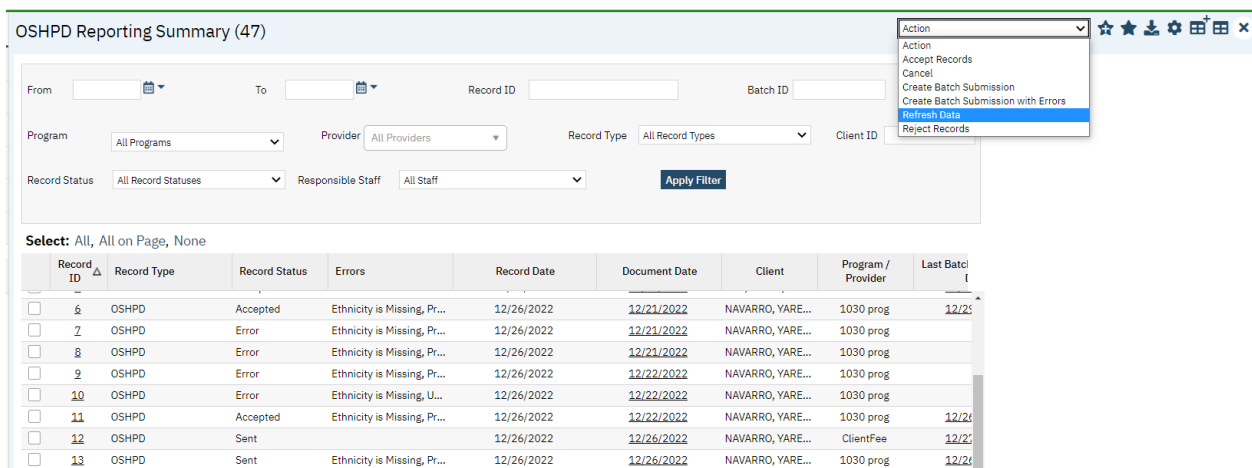
Monitoring Reporting Prior to Submission

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

1. Navigate to the OSHPD Reporting Summary List Page.
   a. This date range is based on the completion date of the document that was used to collect the data. In most cases this will be the date that the document signed or for Services is when the Service record status is moved to 'complete'.
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 OSHPD 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.
   a. Details regarding the errors and steps for resolution can be found in the Error Message List Page. Reference the Error Message List Page section of this guide for additional information.
5. Once data has been corrected, navigate back to the OSHPD 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 OSHPD 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 OSHPD Reporting Summary Widget
3. Enter a number of past days for which to filter the records.
4. Select All or a specific Program using the drop down.
5. Click the refresh icon in the right hand corner of the widget if filters were modified.
6. 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.

OSHPD Reporting Summary	
Records in Past _____ Days	
Total Records	0
Total Unsubmitted Record Count	0
Total Records with Errors	0
Total Records Submitted	0
Total Record Accepted Count	0
Total Record Rejected Count	0
% of Success of Submitted Records	0%
% of Rejected Count	0%
Total # of Batches Submitted	0

The OSHPD 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.
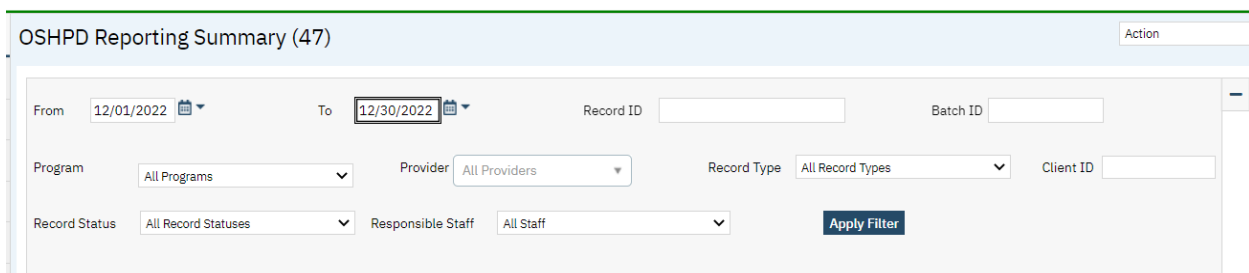
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance 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 OSHPD 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:
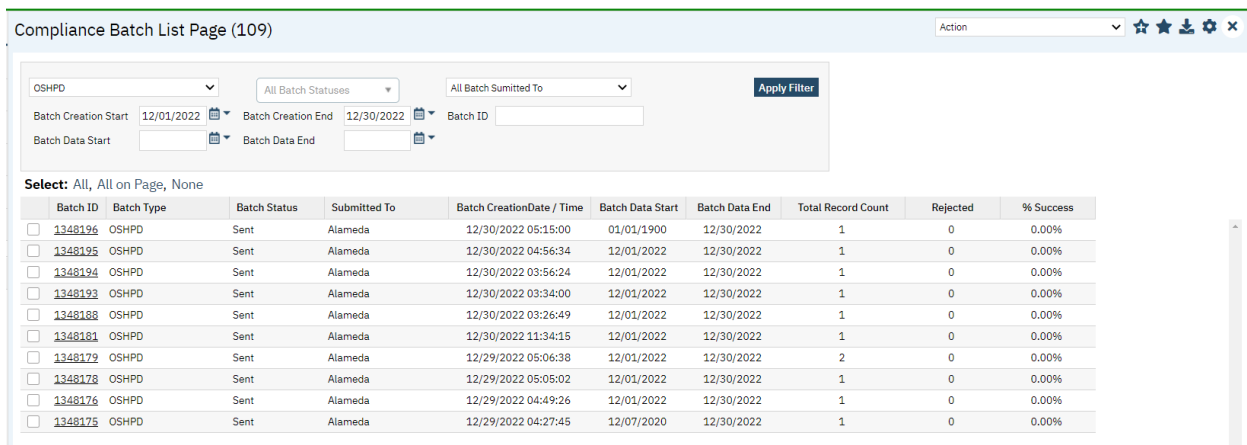1. Navigate to the OSHPD Reporting Summary List Page.
2. Filter records as desired based on last batch date or other requirements.
3. For Record Status set filter to In Progress and Error.

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 OSHPD folder.
4. Retrieve the file for the desired batch.

Compliance Batch List Page (109)   Action   ∨ ☆ ★ ⬇ ⚙ ✕

OSHPD ∨	All Batch Statuses ▾	All Batch Sumitted To ∨	Apply Filter
Batch Creation Start 12/01/2022 📅▾	Batch Creation End 12/30/2022 📅▾	Batch ID	
Batch Data Start 📅▾	Batch Data End 📅▾		

Select: All, All on Page, None

	Batch ID	Batch Type	Batch Status	Submitted To	Batch CreationDate / Time	Batch Data Start	Batch Data End	Total Record Count	Rejected	% Success
☐	1348196	OSHPD	Sent	Alameda	12/30/2022 05:15:00	01/01/1900	12/30/2022	1	0	0.00%
☐	1348195	OSHPD	Sent	Alameda	12/30/2022 04:56:34	12/01/2022	12/30/2022	1	0	0.00%
☐	1348194	OSHPD	Sent	Alameda	12/30/2022 03:56:24	12/01/2022	12/30/2022	1	0	0.00%
☐	1348193	OSHPD	Sent	Alameda	12/30/2022 03:34:00	12/01/2022	12/30/2022	1	0	0.00%
☐	1348188	OSHPD	Sent	Alameda	12/30/2022 03:26:49	12/01/2022	12/30/2022	1	0	0.00%
☐	1348181	OSHPD	Sent	Alameda	12/30/2022 11:34:15	12/01/2022	12/30/2022	1	0	0.00%
☐	1348179	OSHPD	Sent	Alameda	12/29/2022 05:06:38	12/01/2022	12/30/2022	2	0	0.00%
☐	1348178	OSHPD	Sent	Alameda	12/29/2022 05:05:02	12/01/2022	12/30/2022	1	0	0.00%
☐	1348176	OSHPD	Sent	Alameda	12/29/2022 04:49:26	12/01/2022	12/30/2022	1	0	0.00%
☐	1348175	OSHPD	Sent	Alameda	12/29/2022 04:27:45	12/07/2020	12/30/2022	1	0	0.00%

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 = OSHPD
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.

Regenerating a Batch

In situations where a batch has been created and data is updated in those records prior to submission the batch can be regenerated.

1. Navigate to the CSI Reporting Summary List Page and select all records that were included in the batch.
2. Once the records are selected choose the Refresh Data selection from the dropdown action in the toolbar.
3. Confirm that system displays the 'Action Processed Successfully' message
4. Navigate to the Compliance Batch List page
5. Filter for the previously generated batch.
6. Select the batch and choose 'Regenerate File' from the dropdown action in the toolbar.
7. Once the action has processed open the Batch Detail by clicking the Batch Id
8. A second version of the file is now available in the batch details for download or by navigating to the customer's SFTP.

Compliance Batch Details Page

Batch Summary

Batch ID	171	Batch Type	CSI
Batch Status	Sent	Reporting To	Alameda
Batch Data Start Date	06/04/2024	Batch Data End Date	06/04/2024
Batch Created By	Mabray, Erin	Batch Creation Date/Time	06/05/2024 04:15:06

Batch Details

Data Set Name	Total Records	Rejected Records	Accepted Records	File
CSI	3	0	0	CSI01T2024062SUBMITTAL
CSI	3	0	0	CSI01T2024061SUBMITTAL

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 OSHPD, 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.

Compliance Batch Details Page

Batch Summary

Batch ID	1348196	Batch Type	OSHPD
Batch Status	Sent	Reporting To	Alameda
Batch Data Start Date	01/01/1900	Batch Data End Date	12/30/2022
Batch Created By	Admin, System	Batch Creation Date/Time	12/30/2022 05:15:00

To mark batches as rejected:

1. Navigate to the Compliance Batch List Page
2. Set Batch Type Filter to OSHPD, 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.

Compliance Batch Details Page

❌ Batch Status Changed

Batch Summary

Batch ID	1348196	Batch Type	OSHPD
Batch Status	Rejected	Reporting To	Alameda
Batch Data Start Date	01/01/1900	Batch Data End Date	12/30/2022
Batch Created By	Admin, System	Batch Creation Date/Time	12/30/2022 05:15:00

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 OSHPD 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 OSHPD 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.

Order of Operations for Accepting or Rejecting Batches and Records

When proceeding to mark Batches as accepted or rejected it is important to first consider the status of the records that were included in the batch. Since the status of Accepted or Rejected records cannot be modified without completing a refresh action on the records, record statuses that are different from the Batch status should be handled first.The following workflows are recommended.

1. When a Batch is accepted and all records within the batch are also accepted, mark the Batch as 'Accepted'. This will update the status of all records within the batch to 'Accepted'
2. When a Batch is rejected and all records within the batch are also rejected, mark the Batch as 'Rejected'. This will update the status of all records within the batch to 'Rejected'

3. When a Batch is accepted, but one or more individual records are rejected, first mark the individual records as 'Rejected' then update the Batch status to 'Accepted'. This will update the status of any records that were not rejected to 'Accepted' and records previously marked as 'Rejected' will maintain their status.

Resubmitting Rejected/Canceled records

Below are the instructions for scenarios when batched items are canceled or rejected and need to be refreshed and requeued to in progress status for resubmission. This workflow is to be used when the data is allowed to be re-sent with the original record ID when applicable.

1. Filter for the records with status of Rejected/Canceled
2. Work the errors in these records if there are any
3. Once clean, select the checkboxes for the records that need to be refreshed
4. Upon selecting the checkboxes, selecting the Action dropdown as 'Refresh data'
5. You will receive a confirmation prompt. Click 'OK' to proceed
6. You will now see that the Rejected/Canceled records are changed to the status of 'In Progress'.
7. Your records are now ready to be included in the next submission

To mark records as rejected:
1. Navigate to the CSI 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 reject using the check boxes, clicking All or All or Page.
4. Use the Action drop down to select Reject Records.

In scenarios where a record has been batched, sent, rejected, and a new record id is required the following workflow is used.

1. Filter for records with a status of Rejected or Canceled
2. Identify the records that are required to be modified and re-sent with a new record id.
3. Click the Effective Date hyperlink to navigate to the document used to collect the data.
4. From the document, use the 'Edit' feature to create a new version of the document
5. Once complete, sign the document as complete.
6. Navigate back to the CSI Reporting Summary List Page and, if needed, adjust filters to include the completed document.
7. This document version 2 or greater will create a new reporting record.
8. If needed, review and resolve errors for the new record.
9. Once the record is in a status of In Progress it can then be included in a new batch for submission.

Error Message List Page

The Error Message List Page provides a location where a user can see all of the possible errors for a given type of California Reporting. The list page is intended to be used as a guide for staff to know where to look to troubleshoot an error on a record.

Navigating to the Error Message List Page

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

Filtering the Error Message List Page:
- In the List page, you can filter for the Batch Type and the Record Type for which you wish to see the error messages for

- You can also filter by the Error message by typing in all or some part of the error message

Once filtered, the list page displays a list of errors with following details:
- Batch Type - This column displays the type of Batch that the error belongs to
- Record Type - This column displays the type of Record that the error belongs to
- Error Messages - This column displays the Error message that would be displayed in the Reporting List page
- Error Description - This column provides details of the location for where data can be entered/updated to correct the error
- Field Name - This column displays the File field name that the error belongs to

Workflows for Collecting Data

The clients that are eligible for reporting have been enrolled and discharged from a OSHPD reportable program. Please see the OSHPD File Mapping for more detailed specifications than the summary provided here.

SmartCare Screen	Description of Data
OSHPD Discharge Document	Type of Care Facility Identification Number Date of Birth Sex Ethnicity Race Zip Code Admission Date Source of Admission Point of origin

SmartCare Screen	Description of Data
	Route of Admission Type of Admission Discharge Date Principal Diagnosis Present on Admission of Principal Diagnosis Other Diagnosis and Present on Admission Principal Procedure Code Principal Procedure Date Other Procedure Code and Other Procedures Dates External Causes of Morbidity and Present on Admission Patient's Social Security Number Disposition of Patient Abstract Record Number Pre Hosp Care & Resuscitation - DNR Order Expected Source of Payment Payer Category Type of Coverage Plan Code Number Preferred Language Spoken
Service Records	Total Charges

File Logic

The OSHPD records are reported within one field format. In order for a record to be eligible for submission the follow 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 be discharged from the Program enrolled in step 1. This can be done using the SC Discharge Document or simply updating the Program Assignment Status to Discharged.
3. The client must have a completed OSHPD Discharge Document.

Field Specific Logic

Facility Identification Number

This is the unique identifier for the facility which is captured on the Program > Custom Fields > OSHPD Facility Identification Number for the Program associated with the OSHPD Discharge Document.

Race

This field will pull directly from the OSHPD Discharge Document. When more than 5 races are selected in the document the file will report the first 5 values selected.

Total Charges

The total charges will take the services provided where the Service Program is equal to the OSHPD Program and the Service Date falls within the OSHPD Program Admission and Discharge Date. The charges associated with these services will be summed and the total reported in the OSHPD Total Charges field.

Sum the total charges from services where Service > Program = Program and Service Date > Admission Date AND < Discharge Date.

System Setup

In order to properly submit acceptable data the environment needs to be configured with allowable values and configurations.

Global Codes

All of the Global Codes which need to be set up are in the Global Codes tab of the OSHPDFile Mapping spreadsheet. Please reference the File Mapping for details.

Programs

Program set up drives Program display logic within the OSHPD Document as well as the file submission. For a Program to be considered OSHPD reportable it must have an associated OSHPD Facility ID.

To set up the OSHPD Facility ID navigate to Administration > Programs, click the Program Name from the list to open the Program Details Navigate to the Custom Fields Tab to enter a 6 digit numeric value.

Program Details

General   Rules   Staff   Occupancy   Reporting   **Custom Fields**

California Reporting

Organization Unit Code	[dropdown]
Provider Group Name	[dropdown]
CalOMS Service Type	[dropdown]
County Paying for Services	[dropdown]
CalOMS Special Services Contract	☐
CalOMS Provider ID	[field]
CSI Mode of Service	[dropdown]
MH Provider Number	[field]

OSHPD

OSHPD Facility Identification Number [field]

System Jobs

Job Name:California DACS Record Refresh

This job will be loaded into your system to refresh any changes made to reportable records on a nightly basis. Any new versions of documents or changes made to system configuration will be pulled into the record by this job each night. Alternatively, the user can manually refresh the record by selecting the records and using the Refresh action explained earlier in this guide. Please also see the next Job outlined in this section for details about refreshing large numbers of records.

Job Name: California DACS Batch Record Actions

When the Reporting List includes more than 10,000 records being manually refreshed the refresh will not occur immediately. Rather the job will be triggered and will run for 15 minutes. Refresh records with less than 10,000 records will be processed in real time.

Procedure Code

The OSHPD Discharge Document collects Procedure information in the form of ICD 10 PCS codes. A custom table with the allowable code set drives the data in the procedure code search. This table is delivered to the environment and requires no configuration.

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

Version Control

Revision Date	Description	Updated By
6/21/2024	Clarified workflows and list page logic	EMabray