

Washington State Department of Social and Health Services

Transforming
Lives

DSHS – Behavioral Health Administration

Provider Entry Portal

User Guide

Version: 2.1

Publish Date: 9/22/2017



Behavioral Health Administration
4500 10th Ave SE
Lacey, WA 98503

Table of Contents

Introduction:	3
About the American Indian/Alaska Native (AI/AN) Behavioral Health (BH) Fee for Service (FFS) Program (AI/AN FFS):	Error! Bookmark not defined.
About the Provider Entry Portal (PEP):.....	4
The guide:	4
System Requirements:.....	4
Checking Compatibility View:.....	4
What are the users' roles of this system?	5
Secure Access Washington (SAW):.....	6
Create a SAW account:.....	6
Log In to a SAW account:	7
Adding PEP through SAW:.....	7
Additional SAW Assistance:	9
For Administrators:	9
For Proxies:	11
For Primary/Backup:	14
For Data Entry Staff:	15
Data Entry Overview:.....	16
Unique Client ID by Agency:	16
Existing Client Demographics Record:	16
Effective Dates:.....	16
Record Keys:.....	16
How to Submit Data to DSHS.....	17
Entering data directly on the screen	17
Uploading a an Microsoft Excel file that matches the required layout	21
Uploading a batch text or csv file that matches the required layout	21
Transaction Summary:	22
Identifiers:	22

Washington State Department of Social and Health Services

BHOID:.....	22
ClientID:	23
Provider NPI:.....	23
Cascade Merge.....	23
Common Transaction Elements.....	23
Effective Date:.....	23
Source Tracking ID:.....	23
Client Demographics	23
Client Address.....	24
Client Profile.....	24
Program Identification & Service Episode.....	24
Co-occurring Disorder	26
Authorization	26
ASAM Placement	26
DMHP Investigation & ITA Hearing.....	26
Substance Use	26
Frequently Asked Questions:	27
Registration:	27
Data Entry FAQs:	28
General:.....	28
Contact:	28

Introduction:

Importance of the Provider Entry Portal (PEP):

- Beginning July 1, 2017 all FFS providers (MH and SUD) are required to register through the Provider Entry Portal (PEP) as a FFS provider and provide service data through this new application.

Why is this important?

- The AI/AN FFS program is required by CMS to the State. Since the State has not had this program in the past DBHR established a new system to register providers and collect data on this population of Medicaid clients. This data will help AI/AN clients access the care that they need.
- The service data collected will be used to track services and spending to ensure the FFS program has adequate dedicated funding and help to identify when rates need to be reviewed for adjustments.
- Allows for the collection of information that about people served in this program to support the states applications for federal grants and other funding opportunities.
- DBHR and HCA have established a process for providers that have registered through PEP that allows for the provider to access the correct specialized MH FFS rates and the SUD FFS rates. Once a provider has enrolled in the PEP the rates allowed to be billed will be associated with that provider in the Provider One (P1) system.
- Because the scope and intensity of the mental health services provided are specialized, the rates have been established are higher.

Why did DBHR create a new system, it seems like more work?

- BHOs are not able to facilitate these services, meaning: BHOs have no clinical or financial responsibility for FFS program services. This means that they will not be collecting and mapping the data to give to DBHR and the data has to be collected in a new way to ensure:
 - DBHR is serving the AI/AN population and getting these clients access to the care that they need
 - DBHR can ensure that the FFS program can get established and stabilized
 - DBHR can ensure that the FFS rates are set appropriately

For more information please go the AI/AN FFS program website:

<https://www.dshs.wa.gov/bha/division-behavioral-health-and-recovery/contractors-and-providers>

Washington State Department of Social and Health Services

About the Provider Entry Portal (PEP):

The PEP allows submission of client data by AI/AN BH FFS Providers as defined by a data guide: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_DataSystemGuide_V2.1.pdf, and works with SecureAccess Washington (SAW). The two main modules of this application will consist of a request process where providers interested in providing services for the AI/AN Medicaid-enrolled population can enroll the agency to provide services. The second main module is for entering data of all the services provided.

The guide:

This guide is for all users of the Provider Entry Portal application. The section applicable will depend on the particular role you are acting as in the system. Each person can have one or more roles.

If you need help or have questions, please email FFSQuestions@dshs.wa.gov.

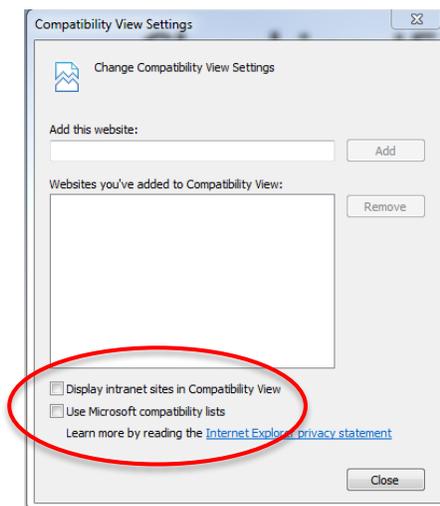
System Requirements:

- This application is supported by the following browsers:
- IE Version 9 and above – without compatibility view [See Checking Compatibility View]
- Chrome Version 56 and above

Checking Compatibility View:

1. Go to Internet Explorer Menu
2. Click on the Tools Menu

3. Select Compatibility View
4. You will see this screen. Make sure the two boxes that say “Display intranet sites in Compatibility View” and “Use Microsoft compatibility lists” are unchecked.



What are the users' roles of this system?

Administrator:

- An administrator is someone authorized to enroll the provider agency into the AI/AN Fee for Service program.
- You must assign a Proxy, to act on your behalf, to continue the registration.
- The administrator can assign him- or herself as a proxy.

Proxy:

- A proxy is the single person assigned by the administrator that can assign Primary and Backup people for each agency.
- The administrator can assign him- or herself as a proxy.

Primary/Backup:

- Primary and backup staff have the same permissions in the system and are able to manage staff permissions for the agencies they are assigned.
- The difference between proxy and primary/backup permissions is that a proxy can manage rights for all the administrator's agencies.
- Primary/Backup permissions are granted by location.
- A proxy may also be a primary or backup for specific agencies.

Data Entry:

- Data Entry staff enter data for the agencies that they are assigned.
- A proxy, primary or backup can provide data if they are identified as such.

Secure Access Washington (SAW):

Using the Provider Entry Portal (PEP) requires having an account with Secure Access Washington. Your email used in SAW must match the email in PEP system. **Administrators** must use the email that is associated with their corresponding agencies that have been licensed and certified with DSHS. If the email address on file is not current, please update the contact information by filling out the [Administrator Change Notification Form](#)

If you are not an administrator then the email must match the email that was provided in the PEP system.

Create a SAW account:

This site from WaTech walks through how to create a SAW account. With this SAW account you can also access other services from DSHS and other agencies. For information on how to create a SAW account, please click on this link: <http://www-dev.support.secureaccess.wa.gov/sawuser/help/content/how-do-i-register-secureaccess-washington>

For additional assistance with SAW contact the [SAW Help Desk](#) or call (855)928-3241

Log In to a SAW account:

SAW SecureAccess WASHINGTON

News Video Help

Log in to SecureAccess Washington

User ID: userID

Password: [masked]

LOGIN

Retrieve User ID Reset Password Activate Account Missing Email?

Get cyber security news and alerts by following our Security Operations Center

Do not have an account? [Create one](#)

© Copyright 2015 Consolidated Technology Services All Rights Reserved Privacy Notice

Adding PEP through SAW:

1. First you will need to log into SAW with your account. Once you have successfully logged in you will see this screen.

My Services Add a New Service Contact Us

Please note: SAW is a shared portal serving multiple state agencies. To get help with a service provided through SAW, please contact the sponsoring agency directly. Click the "Contact Us" button to view a list of agency contact information.

Service	Agency	Description	Status	Action
---------	--------	-------------	--------	--------

2. If you do not see the PEP system in your services list, click on “Add a New Service”:

+ Add a New Service

Washington State Department of Social and Health Services

3. On the service screen select: Department of Social and Health Services:

My Services Add a New Service Contact Us

Service code:
If you have been given a service code by an agency, enter it below to apply for access to the service.

DO NOT NEED

APPLY

Search services by keywords:
Enter keyword(s) below to find related services. Leave field blank to display all services.

AT LEAST ONE of the words

SEARCH

Select an agency below to see a list of services:

- [Board for Volunteer Fire Fighters](#)
- [Consolidated Technology Services](#)
- [Criminal Justice Training Commission](#)
- [Department of Archaeology and Historic Preservation](#)
- [Department of Commerce](#)
- [Department of Early Learning](#)
- [Department of Ecology](#)
- [Department of Financial Institutions](#)
- [Department of Fish and Wildlife](#)
- [Department of Health](#)
- [Department of Information Services](#)
- [Department of Licensing](#)
- [Department of Natural Resources](#)
- [Department of Social and Health Services](#)
- [Department of Transportation](#)
- [Developer Testing Only](#)
- [DIS DEMO DOMAIN](#)

4. Then select Provider Entry Portal from the list:

Provider Entry Portal Provider Entry Portal [Privacy Notice](#) APPLY

5. Click Apply

6. When you click on “My Services” you will see the Provider Entry Portal service listed:

My Services Add a New Service Contact Us

Please note: SAW is a shared portal serving multiple state agencies. To get help with a service provided through SAW, please contact the sponsoring agency directly. Click the "Contact Us" button to view a list of agency contact information.

Service	Agency	Description	Status	Action
Provider Entry Portal	Department of Social and Health Services	Provider Entry Portal	Pending	cancel

You have successfully added the Provider Entry Portal (PEP) service to your SAW account. Click on Provider Entry Portal and then proceed to the section applicable to your role.

After you add PEP, the next time you log in you will need to enter in a security code because PEP is a secure application. The code will come to your email like the one shown below:

Your Confirmation Code is: **476022**

This code will expire in 10 minutes. Please return to your browser and enter it in the box labeled "Confirmation Code".

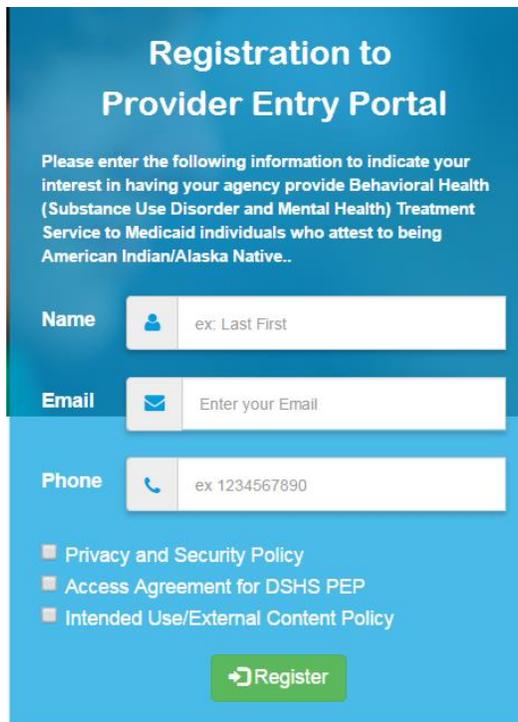
Additional SAW Assistance:

For additional assistance or questions about SAW please reference the SAW help pages <http://support.secureaccess.wa.gov/sawuser/help/faqs>

For Administrators:

Administrators have the ability to assign a proxy to enroll agencies into the AI/AN FFS Program, if they do not want to delegate these to another person, they may assign themselves as proxy. Proxies have the ability to select agencies to enroll in the program and assign people to manage staff permissions for these agencies.

1. To use the PEP system, log into your SAW and click on the PEP service, you will get to a registration screen:



The image shows a registration form titled "Registration to Provider Entry Portal". The form is set against a blue background. At the top, it asks the user to provide information to indicate interest in having their agency provide Behavioral Health (Substance Use Disorder and Mental Health) Treatment Service to Medicaid individuals who attest to being American Indian/Alaska Native. Below this, there are three input fields: "Name" with a person icon and placeholder text "ex: Last First", "Email" with an envelope icon and placeholder text "Enter your Email", and "Phone" with a telephone icon and placeholder text "ex 1234567890". Underneath the input fields, there are three checkboxes for "Privacy and Security Policy", "Access Agreement for DSHS PEP", and "Intended Use/External Content Policy". At the bottom of the form is a green "Register" button with a right-pointing arrow.

2. On the registration screen, enter your phone number. Your email and name should already be populated with the values from SAW. As an administrator, you must use the same email associated with your account in the DSHS certification and licensing system.

Washington State Department of Social and Health Services

3. You must agree to the terms and conditions before you submit.

- Privacy and Security Policy
- Access Agreement for DSHS PEP
- Intended Use/External Content Policy

4. Click on Register:

 Register

If the administrator is recognized in the application, they will be redirected to add a proxy. See the FAQs at the end of this guide for instruction on what to do if you are not recognized. Fill in the proxy information.

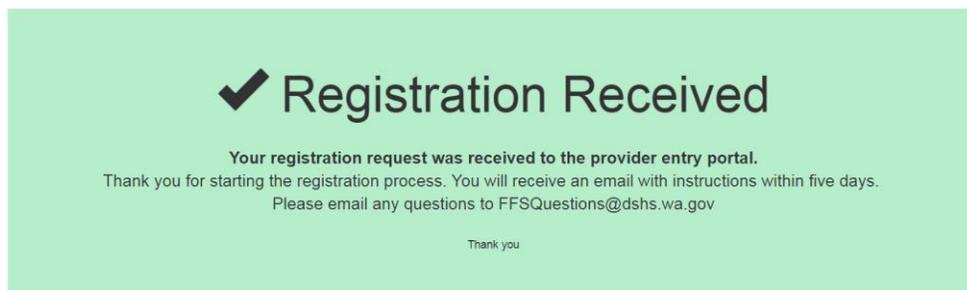
Proxy Information

Please add your Proxy. A proxy is someone who has access to manage permissions for all sites you have access to. You can assign yourself as a proxy as well

First Name	<input type="text" value="Nguyen"/>
Last Name	<input type="text" value="Huong"/>
Email	<input type="text" value="nguyeh18@dshs.wa.gov"/>
Phone	<input type="text" value="3601234567"/>

[You can perform agency registration by clicking here](#)

If they have added themselves as proxy they will be allowed to proceed to the proxy screen, otherwise their proxy will receive an email with instructions. If you are not recognized by the system you may receive the green message below. Upon completion, you can close down the browser.



For Proxies:

If you or a delegate is granted Proxy permission, you have permissions to enroll agencies and manage staff on behalf of the administrator. Proxies have the permissions to see every agency and add staff with rights to multiple agencies at the same time, primary and back up staff can only manage one agency at a time. Proxies are the only people that can enroll agencies. To use the PEP system, log into your SAW and click on the PEP service, you will go to the Proxy screen. To continue the registration process go the link at the bottom of the page that says “You can perform agency registration by clicking **Here**”.

You can perform agency registration by clicking [here](#)

1. Select the agencies you would like to enroll in the AI/AN/BH/FFS program. The agency list displayed is selected based on all agencies associated with the administrator. If there is an agency/site that should be on the list that is not or is on the list that should not be please contact us at FFSQuestions@dshs.wa.gov to correct these errors.

Agency Enrollment

Primary Admin

PROVIDER INFORMATION

Select the agencies you would like to register to provide services to AI/AN Medicaid clients.

Enroll Agency	Agency Number	Agency Name	Agency Location
<input type="checkbox"/>	200272	Sound Mental Health - Capitol Hill North	Seattle
<input type="checkbox"/>	200274	Sound Mental Health - Bellevue Building B	Bellevue
<input type="checkbox"/>	200276	Sound Mental Health - Redmond	Redmond
<input type="checkbox"/>	105900	Sound Mental Health - Capitol Hill Main	Seattle
<input checked="" type="checkbox"/>	106400	Sound Mental Health - Auburn	Auburn
<input checked="" type="checkbox"/>	118300	Sound Mental Health - Bellevue Building A	Bellevue
<input type="checkbox"/>	200442	Sound Mental Health - Broadway	Seattle
<input type="checkbox"/>	200443	Sound Mental Health - Tukwila	Tukwila

Washington State Department of Social and Health Services

- You will then need to add staff to the Staff Information section. The staff you enrolled in the agency section will be listed in the drop down check box.

Staff Details	Select Agency	Select Role
proxy john johnProxy@apple-asd.com	All selected (2) ☑ APPLE Consulting - Main ☑ APPLE Consulting - Bothell	Backup 🔄 🗑️

Submit

- To add a staff person first click on 
- Enter in your staff's contact on this screen, click Save. To cancel, click the box on the upper right hand corner.

Add Staff

FirstName enter staff first name

LastName enter staff last name

Email enter email id

Contact ex: 1234567890

Save

Washington State Department of Social and Health Services

- Check the box in front of each agency to assign the staff rights to that agency. Select the agency they are granted access to by checking the agency boxes, and then select their role. Once the check box of the agency is checked, they will be populated in the staff box. You can assign staff for only certain agencies on a granular level.

Enroll Agency	Agency Number	Agency Name	Agency Location
<input checked="" type="checkbox"/>	200048	Eating Recovery Center of Washington - RTF	Bellevue
<input checked="" type="checkbox"/>	200129	Eating Recovery Center of Washington - Main	Bellevue

Staff Information

Indicate who you designate as the primary user. You may also designate a backup user. Primary Users can modify user access to submit data on behalf of your provider agency. If you are enrolling multiple agencies, you may have different users for each agency. You can also designate the same primary and backup users for all agencies.

Staff Details	Select Agency	Select Role
<input type="text" value="test"/> <input type="text" value="email"/> <input type="text" value="testing@email.com"/>	None selected ▾ <input type="checkbox"/> Eating Recovery Center of Washington - RTF <input type="checkbox"/> Eating Recovery Center of Washington - Main	Select One ▾   

- Click orange edit button to edit the details of the staff 
- Click on the red delete button to delete the staff 
- When you have completed your changes click on the submit button to save your changes. 
- When you are done, you can close the browser

For Primary/Backup:

Primary and backup staff have the same permissions in the system and are able to manage staff permissions for the agencies they are assigned.

1. You will need to select an agency to manage if you have rights to multiple agencies.

Select Enrolled Agency

Select Agency

- 200264 Sea Mar Behavioral Health - Anacortes 1004 M Avenue, Suite 107 Anacortes WA 98221
- 200309 Sea Mar Behavioral Health - Vancouver Salmon Creek 14508 Northeast 20th Avenue Vancouver WA 98686
- 200335 Sea Mar Behavioral Health - Everett IOP 1920 100th Street SE, Suite C3 Everett WA 98208
- 200337 Sea Mar Behavioral Health - Vancouver Orchards 11801 Northeast 65th Street Vancouver WA 98662
- 200343 Sea Mar Behavioral Health - Elma 515 Main Street Elma WA 98541
- 200334 Sea Mar Behavioral Health - Everett Child & Family 1920 100th Street, Suite A2 Everett WA 98208
- 200339 Sea Mar Behavioral Health - Vancouver Medical 7410 Delaware Lane Vancouver WA 98664

2. After you click on continue, you will come to this screen. The provider information on top helps you to keep track of which agency you are currently changing.

Primary & Backup
Entry Staff

Provider Info

Agency Number:	200264	Agency Name:	Sea Mar Behavioral Health - Anacortes
Certificate End Date:	2/28/2018	Agency Location:	1004 M Avenue, Suite 107

Staff Information

Indicate who you designate primary user. You may also designate a backup user and Data entry staff. Primary Users can modify user access to submit data on behalf of your provider agency. If you are enrolling multiple agencies, you may have different Users for each agency. However, you can designate the same primary and backup for all agencies.

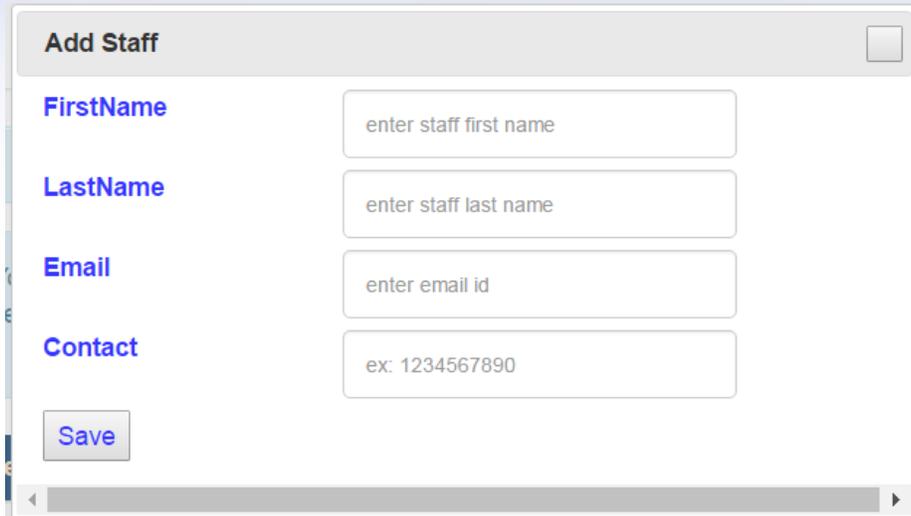
First Name	Last Name	EMail Id	Role	Edit/Delete
System	System	System	Primary	
Huong T	Nguyen Nabors	nguyeht@seamar@dshs.wa.gov	Primary	
paul	smith	paul.smith@seamar.com	Backup	
joe	jones	joe.jones@seamar.com	DEO	

+

Submit

3. If your proxy has set some permissions you will see it on this screen.

4. To add a staff person first click on



5. Enter in your staff's contact information on this screen, click Save.

6. Go the Staff Details section on the Provider Info page to assign their rights.

7. Click orange edit button to edit the details of the staff



8. Click on the red delete button to delete the staff



9. When you've completed changes click the submit button to save the changes:



10. When you are complete close your browser to log-out.

For Data Entry Staff:

Data Entry staff will enter data for a specific agency in a single session and only enter data for the agencies they are assigned. They would log into SAW, click on the Provider Entry Portal link and gain access to the system.

If you have been given Proxy, Primary, Backup, and Data Entry permission you can enter data.



Data Entry Overview:

The data entry will be based on the following data guide; this user guide will cover how to apply this data guide to the AI/AN program. The key to understanding data entry is to understand the BHDS Data Guide. Each transaction is explained in the transaction summary section in this guide.

https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_DataSystemGuide_V2.1.pdf

Here are the differences:

- 1) Anywhere it says BHO ID for PEP it means Agency Number.
- 2) Authorization transaction is not needed for the AI/AN FFS program.

There are some key concepts that ensure that the data submitted to DSHS is valid and maintains the integrity before you enter data.

Unique Client ID by Agency:

Each agency must have a unique identification number (primary key) for each client. Your agency will assign the Client IDs.

Existing Client Demographics Record:

A submission must have a client demographics record submitted with the data or an existing one that was already submitted and accepted. Records will not be accepted if there is no existing client demographics records.

Effective Dates:

Effective date field must be the date the client was effective in the agency system, not the date the record is entered into the system or the date submitted.

Record Keys:

Key data elements in the system are agency given key values such as: Program ID Key, Service Episode Record Key, etc.

Session:

Data entered is unique to the location within a session. Once you select that agency, you can only enter data for that particular agency and the clients who are served at that location. You select an agency and if you want to enter data for another location, you will switch agencies and enter data for a different location.

How to Submit Data to DSHS

Data is submitted to DSHS in one of three ways:

- 1) Entering data directly on the screen
The direct data entry gives you the functionality of having your data checked right on the screen. You will know immediately if you -need to review your response and fix before data is submitted.
- 2) Uploading a an Microsoft Excel file that matches the required layout
The excel option allows you to take advantage of the onscreen validations if you have less than 50 records, but gives you the advantage of not having to keep the PEP application open continuously. If it is more than 50 records, we will process it in the same format as the batch method (described next) Secure Access Washington may time out and you may have to sign in again.
- 3) Uploading a batch text or csv file that matches the required layout
This option is used if you have many records and have a tracking system that can produce these files. The files are not processed immediately and you will need to track which records are not accepted. The files are processed at night due to the volume.

Entering data directly on the screen

- 1) Click on the “Data Entry” tab



- 2) Select an agency for which the data will be entered. Enter data only for the location selected.

Select Enrolled Agency

Select Agency

- 200264 Sea Mar Behavioral Health - Anacortes 1004 M Avenue, Suite 107 Anacortes WA 98221
- 200309 Sea Mar Behavioral Health - Vancouver Salmon Creek 14508 Northeast 20th Avenue Vancouver WA 98686
- 200335 Sea Mar Behavioral Health - Everett IOP 1920 100th Street SE, Suite C3 Everett WA 98208
- 200337 Sea Mar Behavioral Health - Vancouver Orchards 11801 Northeast 65th Street Vancouver WA 98662
- 200343 Sea Mar Behavioral Health - Elma 515 Main Street Elma WA 98541
- 200334 Sea Mar Behavioral Health - Everett Child & Family 1920 100th Street, Suite A2 Everett WA 98208
- 200339 Sea Mar Behavioral Health - Vancouver Medical 7410 Delaware Lane Vancouver WA 98664

Continue

3) Verify the location:

Information about your location can be found in the “Provider Info” section. Verify the location information to make sure that you are entering client data the correct location. The highlighted yellow number is the “Agency Number”. This number serves as your “BHO ID” in the data guide. You do not need to enter this number because when you select the location the PEP system will save the Agency Number in the table for you.

Agency Number:	200337
Login User:	nguyeht8@dshs.wa.gov

Agency Name:	Sea Mar Behavioral Health - Vancouver Orchards
Agency Location:	11801 Northeast 65th Street

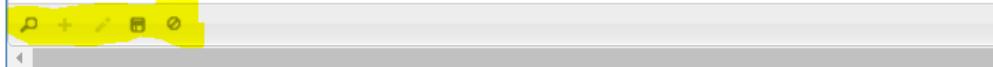
4) The menu on the left shows the different transactions that are available for you to enter. You are not required to have data in all transactions if it does not apply.

Example: If you have submitted a previous

- Client Demographics
- Client Address
- Client Profile
- Program Identification
- Co-occurring Disorder
- ASAM Placement
- DMHP Investigation
- ITA Hearing
- Service Episode
- Substance Use

5) The buttons at the bottom are record navigation buttons.

Client ID ↕	Effective Date	First Name	Middle Name	Last Name	Alternate Last Name	



= Search button allows you to search for records



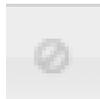
= This button is to add a record. When a record is added, you will see a row of empty boxes added to the screen to allow you to enter data.



= This button allows you to edit the record selected. The data in the record switches to editable mode.



= This button allows you to save a record. The function saves the record into the database so next time you return you are able to edit that record.



= This button allows you to delete a record

- 6) During data entry, you are required to enter in the “primary keys” which you can find in the data guide for each transaction. Once you have the primary keys entered you can save the record and come back to finish it later.

Client Demographics – 020.07	Section: Transactions & Definitions
	Effective Date: 04/01/2017

Definition:

This is the transaction for full demographic data using the Client Unique ID (CUID). The CUID is used by DBHR to link that person’s records across various systems. The elements that constitute a CUID must be successfully processed before any other transaction will be accepted. If “crisis” or pre-intake prevents collection of CUID elements, then the MCO must collect at earliest possible point before submission.

Transaction ID:	020.07	Type	Length	Allow Null
ACTION CODE:	“A” Add “C” Change	Varchar	1	N
Primary Key:	BHO ID	Varchar	20	N
	CLIENT ID	Varchar	20	N
	EFFECTIVE DATE	Datetime	Date	N
Body	FIRST NAME	Varchar	35	N
	MIDDLE NAME	Varchar	25	Y
	LAST NAME	Varchar	60	N
	ALTERNATE LAST NAME	Varchar	60	Y

- 7) Columns with blue headings are required fields. This means that if these fields are not filled in the record will not be accepted when the data is submitted to DSHS.

Employment	Marital Status	Parenting	Pregnant	Smoking Status
-------------------	-----------------------	-----------	----------	-----------------------

- 8) Once you have entered the records you need you can validate your data.



Validate Data allows you to check the data to make sure that it meets all the requirements of the system. Please note that if a record has multiple issues, the validation will only list the first error in the status column.



The error numbers correspond to the Appendix B: Error Codes section of the [Data Guide](#). In this example:

30206 1 Invalid SSN. If not blank, must be exactly nine digits without dashes. Transaction not posted.

Once you resolve the issue listed you can validate data again and the next issue will appear in the status column. Validating data will validate all data for all transactions.

- 9) When the status of the column is “Accepted”, you can submit.

A green rectangular button with the word "Submit" in white text.

The system will run the validation again right before it is submitted to ensure that it has processed all the issues you fixed. Please note that the system will only submit columns with a status of “Accepted”. Records that do not have a status of accepted will remain in the system for you to fix and submit later.

Uploading a Microsoft Excel file that matches the required layout

This functionality is still under development: An Excel document will be provided to track the information. Please provide it to us when this functionality is available.

Uploading a batch text or csv file that matches the required layout

This functionality is still under development. A [sample batch file](#) will be provided for you to configure your system. Please provide data using the examples when this functionality is available.

For batch text files, the header transaction (000.01) is required to be the first record of every file. Each file can only contain data for one agency location.

A sample of every record is shown in the sample file, in the sample:

123456 = Agency Number, 000000010=Agency assigned Client ID, 1033302088 = Sample NPI

Washington State Department of Social and Health Services

Transaction Summary:

Identifiers:

BHOID:

BHOID = Agency Number. The agency number is the 6-digit number corresponding to the agency location. There are three locations you can find this number:

1) Proxy Screen: Provider Information Section

Enroll Agency	Agency Number	Agency Name
<input checked="" type="checkbox"/>	200264	Sea Mar Behavioral Health - Anacortes
<input checked="" type="checkbox"/>	200353	Sea Mar Behavioral Health - Bellevue Cl
<input checked="" type="checkbox"/>	200435	Sea Mar Behavioral Health - Des Moines
<input checked="" type="checkbox"/>	200343	Sea Mar Behavioral Health - Elma
<input checked="" type="checkbox"/>	200334	Sea Mar Behavioral Health - Everett Chi
<input checked="" type="checkbox"/>	200335	Sea Mar Behavioral Health - Everett IOP
<input checked="" type="checkbox"/>	200374	Sea Mar Behavioral Health - Kelso
<input checked="" type="checkbox"/>	089900	Sea Mar Behavioral Health - Tacoma
<input checked="" type="checkbox"/>	200339	Sea Mar Behavioral Health - Vancouver
<input checked="" type="checkbox"/>	200337	Sea Mar Behavioral Health - Vancouver
<input checked="" type="checkbox"/>	200309	Sea Mar Behavioral Health - Vancouver

2) Select Enrolled Agency Screen

Select Enrolled Agency

Select Agency

- 089900 Sea Mar Behavioral Health - Tacoma 2121 South 19th Street Tacoma WA 98405
- 200264 Sea Mar Behavioral Health - Anacortes 1004 M Avenue, Suite 107 Anacortes WA 98221
- 200309 Sea Mar Behavioral Health - Vancouver Salmon Creek 14508 Northeast 20th Avenue Vancouver WA 986
- 200334 Sea Mar Behavioral Health - Everett Child & Family 1920 100th Street, Suite A2 Everett WA 98208
- 200335 Sea Mar Behavioral Health - Everett IOP 1920 100th Street SE, Suite C3 Everett WA 98208
- 200337 Sea Mar Behavioral Health - Vancouver Orchards 11801 Northeast 65th Street Vancouver WA 98662
- 200339 Sea Mar Behavioral Health - Vancouver Medical 7410 Delaware Lane Vancouver WA 98664
- 200343 Sea Mar Behavioral Health - Elma 515 Main Street Elma WA 98541
- 200353 Sea Mar Behavioral Health - Bellevue Child & Family 1811 156th Avenue NE Bellevue WA 98007
- 200374 Sea Mar Behavioral Health - Kelso 17010 Allen Street Kelso WA 98626
- 200435 Sea Mar Behavioral Health - Des Moines 2781 South 242nd Street Des Moines WA 98198

3) Data Entry: Provider Information Section

Provider Info			
Agency Number:	200264	Agency Name:	Sea Mar Behavioral Health - Anacortes
Login User:	nguyeh8@dshs.wa.gov	Agency Location:	1004 M Avenue, Suite 107

ClientID:

Each agency assigns a client an ID, this should be unique to each client within an agency.

Provider NPI:

This is the NPI that the agency uses to bill AI/AN FFS to HCA.

Batch Number & Batch Date:

In PEP this is only necessary when you are doing the batch method. In the onscreen data entry, the system assigns the batch number and date.

Cascade Merge

Cascade merge allows you to merge data. If you have accidentally created two client IDs for the same person, use cascade merge to join the data into one ClientID. This feature is slated for phase 3 if you are using onscreen or Excel. It is available for batch when batch is available.

Common Transaction Elements

Effective Date:

Effective date is when the client was effective in the agency system. For many of these records if the primary keys including effective date are the same the system will process the information as a change not an add.

Source Tracking ID:

Source tracking ID is used to store the agency's record key. This element is to allow agencies using batch method or agencies that have systems that assign unique IDs to each record to keep track of the records submitted. Data can be then joined back to your system using the source tracking ID to ensure that DSHS has records supposed to be submitted. This is recommended for batch files.

Client Demographics

A Client Demographics records needs to be submitted at the same time or prior to any other record being submitted. The system will check in the system for an existing client demographics record, and if it does not find one, it will produce an error and not accept the record.

Client Address

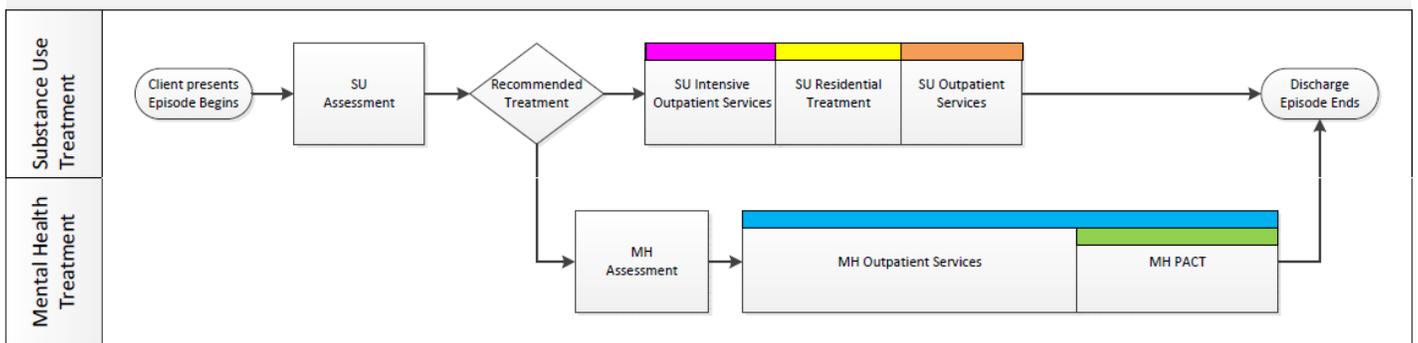
Client address is straight forward, but please note the instructions on reporting address for homeless clients in the data guide.

Client Profile

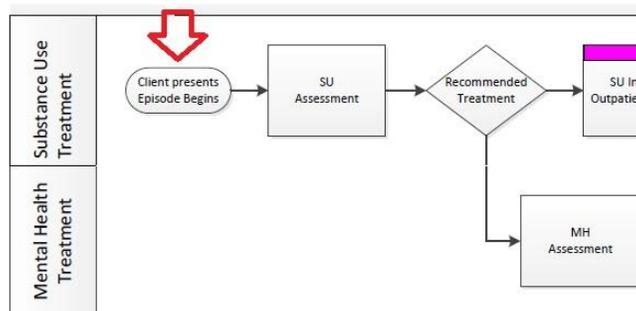
Client Profiles can be submitted at any time and as many times as necessary. At a minimum client profiles need to be submitted every 90 days.

Program Identification & Service Episode

A service episode is the span of treatment for the client. This example is used to explain the relationship between service episode transaction and Program ID transaction. Service episode can be thought of as a container that holds the client's full treatment. Program ID can be thought of as various treatment activities that are put into the container. The exception is Mental Health Outpatient Services, there is no program ID for that service.



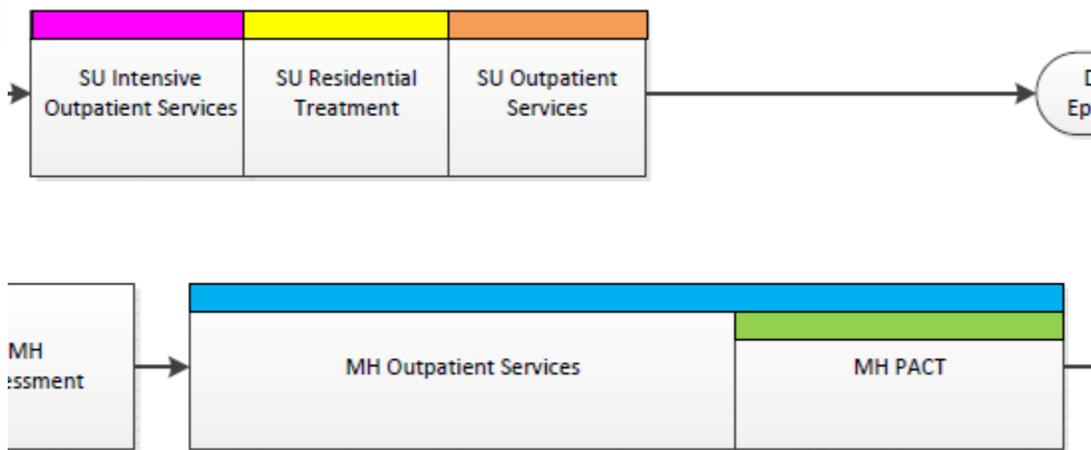
The first oval is where the service episode starts, then various activities may occur. When treatment starts is when Program ID is used.



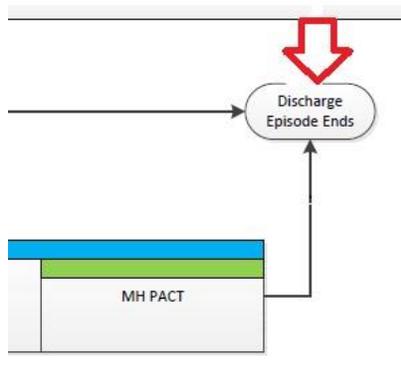
Washington State Department of Social and Health Services

In this example, the pink, yellow, orange, and green are treatment activities tracked by Program ID. When the client went into Substance Use Disorder – Intensive Outpatient service (pink) code 52 would be used. Then Substance Use Disorder – Long Term Residential service (yellow) code 55 would be submitted, then Substance Use Disorder – Outpatient service (orange) code 51 would be submitted, and finally when the patient got enrolled in MH Pact program code 1 would be submitted. All those services would be contained within the same service episode.

The Mental Health Outpatient service (blue) is the exception. If the patient were in Mental Health Outpatient services only, you would report service episode only. There is no program code to track this service.



When the client is discharged, the service episode ends. If later the client needs services a new service episode would need to be created for that client. Program IDs can overlap, however service episodes cannot overlap.



Co-occurring Disorder

Please note two special requirements for this transaction in the data guide including 1) reporting only if the client is 13 and above and 2) screens 2 or higher on IDS, EDS and SDS.

Authorization

Authorization is not needed for AI/AN FFS program. It is not included in the data entry screens and is not needed when you submit batch transactions. This transaction is only for BHOs.

ASAM Placement

Please note in the transaction that ASAM indicated means that the ASAM level the clinician placed the client.

DMHP Investigation & ITA Hearing

The BHOs have responsibility for reporting ITAs. If a provider is an E&T for one or more BHOs, they may be required to report ITAs.

Substance Use

On the substance use transaction, there are three substances of choice and corresponding information such as frequency. Please indicate the substances in the order they are preferred by the client.

Frequently Asked Questions:

Registration:

Why would the system not recognize a provider's administrator?

It may be that the certification system does not list an administrator's individual email. When this email does not match SAW, the system cannot verify the person. Please email us at FFSQuestions@dshs.wa.gov.

Why are some of my agencies not listed?

Sometimes the administrator information is not entered for all agencies you are associated with if your organization has a large list. If there are errors contact FFSQuestions@dshs.wa.gov and our DSHS Certification and Licensing section can make these corrections.

What if my proxy has changed?

Only Administrators can go into the system and change the proxy to a new person, by following the administrator's instructions.

What if I want two proxies?

Currently the system only allows one proxy. As the system evolves and if this a popular need we will add features.

I am an administrator with a delegated proxy, will I be able to see other role assignments?

You must have your proxy grant you primary or backup rights to all locations. Primary or backup rights will enable you to see all the actions for all agencies.

I am not sure how to set this up, what do you recommend?

Additional training is available on YouTube.

I am having issues signing into SAW.

Please call 1-855-928-3241 for the SAW helpdesk. SAW is a WATech service and not a DSHS service.

What if my administrator has changed?

Use this link to report an Administrator change:

https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Cert_%26_Licensing/Administrator_Change_Notification_Form_388-877.doc

What if I don't see an agency there that should be there?

Please email the FFSQuestions@dshs.wa.gov box so that we can look into this for you. Please provide the name of the agency, NPI, and the address.

Data Entry FAQs:

This is confusing, will there be more training?

DSHS plans to create additional webinar and possibly in person training.

Whom do I contact if there are data entry questions?

Email questions on data entry to FFSQuestions@dshs.wa.gov .

General:

I have suggestions for new features.

Please email your new feature suggestions to FFSQuestions@dshs.wa.gov and we will consider all these suggestions for future changes in the application.

Contact:

Please email your questions about the program and system to FFSQuestions@dshs.wa.gov.