



# SSIS Fiscal Flyer

## Winging Toward Integration

Issue 49

Social Services Information System

October 16, 2007

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### **Claiming Q and A: SSIS and MN-ITS**

**Q: If I enter a claim through MN-ITS, what will I see in SSIS about this claim?**

**A:** There is no information in SSIS on claims entered through MN-ITS. You need to check MN-ITS for claim status and warrant information, or check the PDF Remittance Advice in your MN-ITS mailbox.

**Q: What about the Patient Account number in SSIS and MN-ITS?**

**A:** SSIS uses the Patient Account # (number) to send the SSIS Claim ID to MMIS through MN-ITS. It is not available for counties to use in SSIS. Instead, counties can use the Health Care Revenue Account Code in SSIS. Go to this link for more info on the Health Care Revenue Account Code : [http://www.dhs.state.mn.us/main/groups/agencywide/documents/pub/dhs16\\_139187.pdf](http://www.dhs.state.mn.us/main/groups/agencywide/documents/pub/dhs16_139187.pdf) Counties can currently search and sort by claim category in the Healthcare Claim Search. The Claim Detail column displays the waiver type for Waiver and AC claims. Also, counties will be able to search and sort by Revenue Account in Version 5.0 with the Advanced Claim Search function.

The PDF Remittance Advice in MN-ITS will display 'SSIS' in the Patient Account # if the claim was submitted through SSIS.

If the claim is submitted through MN-ITS, counties may still enter a Patient Account # and it will display on the Remittance Advice.

**Reminder:** DHS Scent-free Policy accommodates persons with chemical sensitivities. Anyone wearing scented products may be asked to leave a DHS class or meeting. Your cooperation is appreciated.

### **CountyLink Additions \_\_\_\_\_**

- ◆ Ref. 190: SSIS Client Install—*updated*
- ◆ Mentor & MPAC meeting minutes
- ◆ CMH/ISP — *blank form*
- ◆ SSIS Version 4.4 List of Forms

### **Custom search parameters will need to be recreated**

Version 4.4's saved Searches for the Advanced Payment Search and Payment Reports will need to be set up again after Version 5.0 is installed. A change to Advanced Payment Search in Version 5.0 will cause Saved Search criteria to be cleared when the release is installed.

This bug will not affect saved grid configurations for Advanced Payment Search and Payment Reports. Grid configurations will not be cleared when Version 5.0 is installed.

A future release will address automatic conversion of search parameters so that custom search parameters are not lost.

### **Message displays if no Maximum**

A bug is preventing existing Service Arrangements from being added to Service Arrangement Groups if there is no Maximum on the group.

A message displays saying the Maximum has been exceeded when adding an existing service arrangement to a group that does not have a Maximum. We will be fixing this bug in a future release of SSIS.

**Workaround:** Add a Maximum to the Service Arrangement Group.

## Claim, state report generation issue

Some counties experience performance problems when generating Waiver and AC claim batches or generating state reports, such as the TCM/CSR report.

If a claim batch or state report is taking a long time to generate, please contact the SSIS Help Line. SSIS can monitor the process and ensure that it is still running and that the correct indexes are used to maximize efficiency. We can also end the claim batch or state report job on the server if necessary.

The windows Task Manager on the workstation that generated the claim batch or state report will normally say “not responding” during different stages in the generation process. *This is normal.* This does not indicate that the report is not running on the server. The report continues to run on the server even when the task manager on the workstation says not responding for the SSIS program. It will also continue to run on the server if the user who generated the claim batch or state report chooses to “End Task” on SSIS in the windows Task Manager of their workstation. Do not “End Task” on SSIS and then generate the claim batch or state report again. This will cause the state report or claim batch to be running multiple times on the SSIS server.

The upcoming database release for the LTCC claim category has changes that will resolve the performance problems with claim generation. This release will also prevent multiple batches for the same claim category from being generated at the same time. A message will display if the user attempts to generate a batch for a claim category that is already running on the server. Until then, SSIS recommends generating Waiver and AC batches at the end of the day and letting them run after hours.

TCM/CSR performance issues will be addressed in an upcoming SSIS release.

**SSIS Help Line: (651) 431-4801**  
**[ssishelp@state.mn.us](mailto:ssishelp@state.mn.us)**

## Claim Time Report bugs

There are two bugs in the Claim Time Report that is available under Tools>General Reports>Healthcare Claims folder

- 1) The Report Setup screen does not enable the Service field until a program is selected. The Report Setup screen should allow the user to select a service without specifying a program.
 

**Workaround:** To run the report by service without a program:

  - a. Select a program and the service along with the desired date range.
  - b. Highlight the Program and press the Delete key on the keyboard.
  - c. Click on the Search button.
- 2) The report is not returning results for the To date selected. To get results for the complete custom date range selected, set the To date one day later than the desired date range.

We will be fixing these bugs in a future release.

## Back up user settings

SSIS Worker user settings can and should be backed up to avoid having to recreate them. IT staff should back up the user settings before moving a worker to a new workstation, re-imaging a workstation, or re-installing SSIS. This is an easy process that preserves the user’s customized look and feel.

