



Wellness & Recovery Program: CalOMS FAQ



Who are the seven counties included in the regional model?

Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, Solano

What if a beneficiary walks out and you can't do a face-to-face interview?

Attempt to do a face-to-face interview. If this is not possible, schedule a phone interview.

Are we supposed to enter CalOMS for all clients in our programs?

Programs that receive federal funding are required to do CalOMS for everyone in their program even if the beneficiary's services are not funded by DMC. If the client resides in a county outside of the seven listed above, you will need to enter CalOMS however that county has instructed you to.

How do we sign off on CalOMS?

Signing off is no longer necessary at the county level.

What system will we be using? Tower or Avatar?

At this time, your EHR will not "translate" into the PHC CalOMS system. If you use an EHR System currently, you will need to enter into both PHC and your EHR.

When an annual update is due, will the system notify the provider? Or is this up to the provider to keep track of?

It is up to the provider to keep track of. But you can bring up all annual updates due, by doing a search with dates and status.

Do we need to have their CalOMS submitted before we can offer them services that we bill for?

In order for a claim to be processed an open CalOMS episode needs to present in the PHC system.

How are resubmission and deletion of "reports" within PHC and at the state being handled?

If you are required to resubmit a report, you will be able to see the reports that are rejected through the search function of the system. The deletion of report depends upon what status the report is in.

When Primary or Secondary Drug are 'Alcohol', the Dictionary requires 99902 (N/A) in the Alcohol frequency question. Is that still true here or is that handled in the background?

This is a true statement. The system will give you an error message if you mark primary or secondary drug "alcohol" and attempt to put anything in the alcohol frequency field.

What is a CIN number and does this replace the county ID number?

A. The CIN number is the MediCal id number assigned to the member. This does not replace the County ID number field

What is the patient participant ID?

The patient participant ID can be left blank. It is an internal identification number for the provider. Please refer to the CalOMS TX Data Collection Guide Pg 26-27, for more information.

https://www.dhcs.ca.gov/provgovpart/Documents/CalOMS_Tx_Data_Collection_Guide_JAN%202014.pdf

What date do I enter as the admission date?

The admission date is the date the client enters treatment. It is usually the date you do the intake.

Can the demographics information be downloaded into an Excel file?

At this time, that is not a feature of the PHC CalOMS program.

For prescriptions prescribed by our program does this mean entering medications that our Medical Director has prescribed?

Yes, if your medical director prescribes medication to someone in the program, then you would mark that under medications prescribed. This field is not intended to capture the individual's prescriptions for non-addiction treatment purposes, so providers should only report those medications prescribed by the provider for SUD treatment.

Can we do admission to treatment and start services even while someone is in jail?

No, Medi-Cal cannot be billed for someone who is residing in jail.

Can you clarify the rules for the CDCR? A client may have a CDCR even if FOTP and PSN do not apply. This is common in AB109 or other justice system referrals.

In the CalOMS system the CDCR number is only connected to the FOTP and PSN numbers. If they have a CDCR number for AB 109, this is not something CalOMS tracks. Always mark no, N/A for these fields as we have no counties in the regional model participating in this program.

Any CalOMS questions need to be directed to Wendy or Liz. Provider Relations will not be able to help you beyond getting you into the Online Services system.