



PRACTITIONER REGISTRATION AND MAINTENANCE USER MANUAL

FOR LEGAL ENTITIES

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PURPOSE OF THE APPLICATION:

To prepare for the Integrated Behavioral Health Information System (IBHIS) rollout, Los Angeles County Department of Mental Health requires all practitioners who will provide services through their agency, to complete the process of updating or adding practitioners via the Practitioner Registration and Maintenance Application (PRM). Only practitioners (commonly known as rendering providers) set up in the application will be able to submit claims into IBHIS.

PRACTITIONER INFORMATION IN THE APPLICATION:

In April 2013 legal entity providers (LE) were given an opportunity to update practitioner information and to provide information in the application fields that are required in IBHIS, but were not in the Integrated System (IS). At that time the application was not designed to add new practitioners, only to edit existing practitioner information as of February 4, 2013. Additionally, practitioners who did NOT have a listed National Provider Identifier (NPI) in the IS were NOT listed in the application.

WHAT YOU NEED TO DO AND WHY IT'S IMPORTANT:

We are asking that you confirm the data in the PRM for each practitioner who delivers direct services and/or community outreach services (COS) for your legal entity according to the directions provided below. You must also add practitioners who deliver services for your LE but are not listed in the PRM. The selections you make in the PRM will impact:

1. Procedure code usage;
2. Funding availability;
3. Compliance with State and Federal laws and regulations.

PROCESS AND ACCESS TO THE PRM:

A list of approved PRM users and a memo that included instructions for adding a new user was emailed to each LE Pilot 1 IBHIS Provider on November 13, 2013. You may also verify your PRM users by contacting the Help Desk at (213) 351-1335.

To complete the information for each practitioner for your LE, users must always coordinate with the practitioner to ensure the information entered into the PRM is consistent with the practitioner's:

1. Job function/description;
2. Scope of practice;

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3. Information found in the National Plan and Provider Enumeration System (NPPES) and State Licensing Boards.

Only the primary provider can make changes to the practitioner's information, e.g. all fields that can be edited. The role of primary provider is described later.

Note: *Changes made in the PRM will NOT affect the IS. LE's may continue to submit Rendering Provider Forms to the Provider Support Office (PSO) via the RPF Data Explorer for IS updates until they have transitioned to IBHIS.*

NPPES VALIDATION:

Using the NPI entered in the PRM, an automated process pulls the first and last name and taxonomy of the practitioner with the same NPI in NPPES. The automated process will identify inconsistencies in the PRM data and the NPPES data. If information is inconsistent, you will need to either update the information in the PRM to match the NPPES data or update the information in NPPES to match the PRM data. Because the NPPES data is downloaded into a database that is updated twice a month, when information is updated in NPPES, it may take up to a month for these changes to be reflected in the PRM. The practitioner record will remain in a status of "Pending NPPES Validation."

Note: *Because information is matched with NPPES based on the Practitioner's NPI, you will get an error message if the NPI is NOT found in NPPES. You will need to review the NPI to ensure it was entered correctly in the PRM and/or verify it is the same NPI as listed in NPPES. If you believe the NPI is correct and you still receive the error message, contact the Quality Assurance Division at 213-251-6855.*

DUE DATE:

It is to your benefit to complete all practitioner records as soon as possible since the PSO staff will need sufficient time to enter the new practitioners and make the updates from the PRM into IBHIS prior to the IBHIS Go-Live date of February 20, 2014 for Legal Entities in Pilot 1.

QUESTIONS:

Questions regarding the PRM Application, such as signing on or how to use the PRM, should be directed to: DMH Helpdesk 213-351-1335.

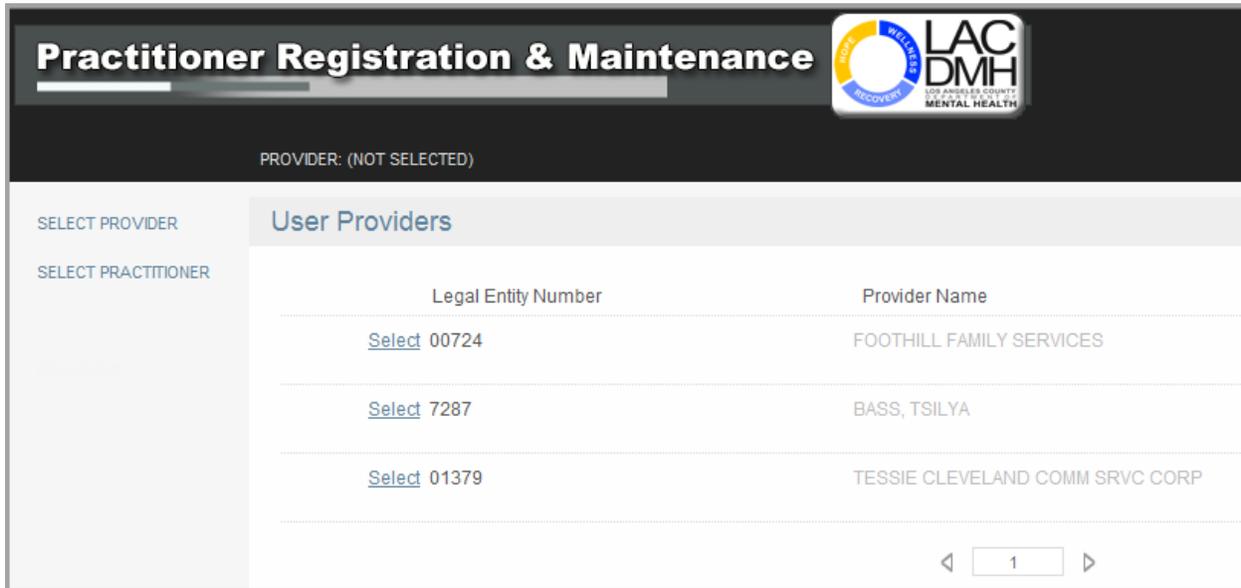
Questions regarding assigning specific field values in the PRM, such as discipline and taxonomies, should be directed to: Quality Assurance Division 213-251-6855.

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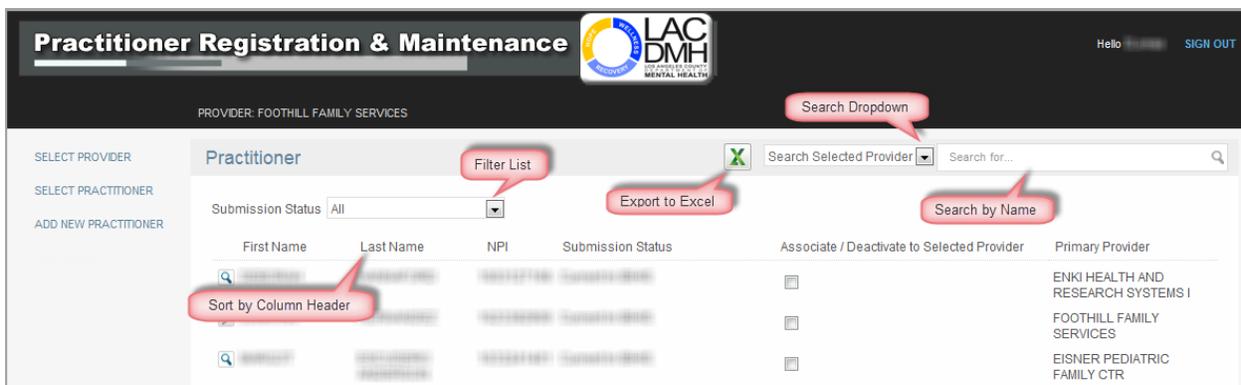
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GETTING STARTED

When you first log in to the application, you will see a list of the LEs for which you have been authorized to complete the practitioner enrollment process. From this screen left click the [Select] button next to the legal entity number you want to access.



This will take you to the Practitioner page which provides a list of all practitioners currently associated to that legal entity.



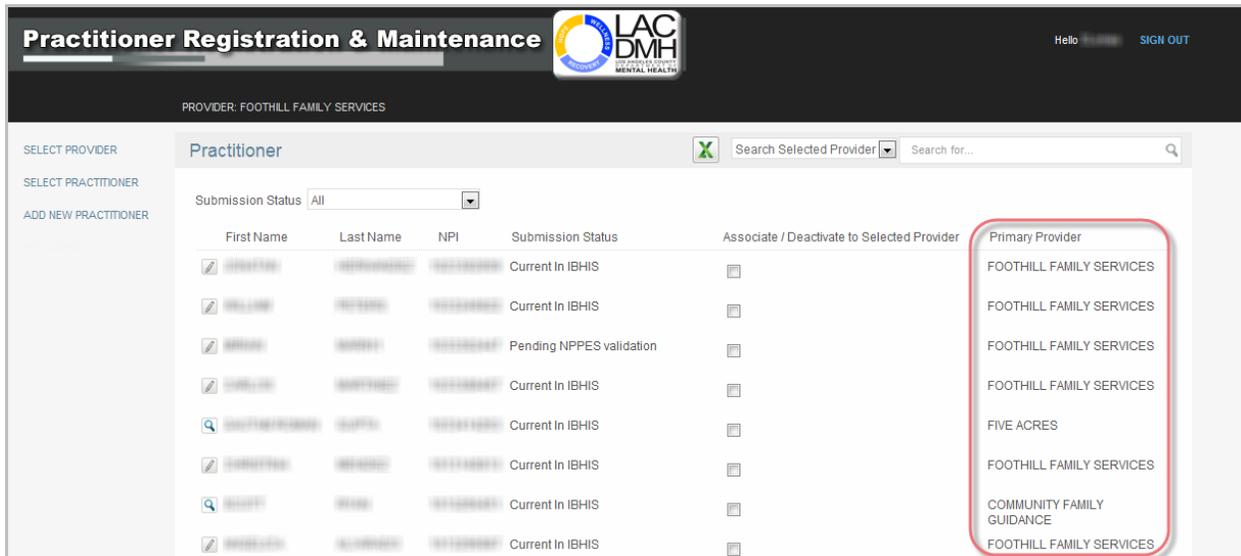
There are several things that you can do to expedite your review of the Practitioner list. This includes filtering the list by the Submission Status (Submission Status is described later). You can also use the search dropdown to Search Selected Provider or Search All Practitioners for a specific practitioner by First Name, Last Name or NPI just type it into the search box at the upper right corner then click , the search icon.

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The practitioner list including all associated data elements can also be downloaded into an Excel spreadsheet by clicking on the Excel logo  next to the search box.

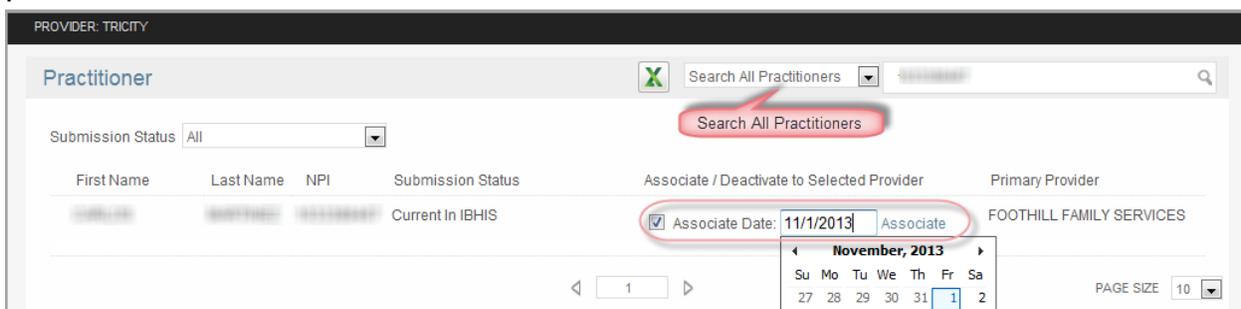
Finally, you can sort the list on the screen simply by clicking on the header of the column that represents how you want the list sorted.



The screenshot displays the "Practitioner Registration & Maintenance" interface for "FOOTHILL FAMILY SERVICES". The page includes a search bar with an Excel logo, a "Submission Status" dropdown set to "All", and a table of practitioners. The table columns are: First Name, Last Name, NPI, Submission Status, and Associate / Deactivate to Selected Provider. A dropdown menu is open, showing a list of "Primary Provider" options: FOOHILL FAMILY SERVICES, FOOHILL FAMILY SERVICES, FOOHILL FAMILY SERVICES, FOOHILL FAMILY SERVICES, FIVE ACRES, FOOHILL FAMILY SERVICES, COMMUNITY FAMILY GUIDANCE, and FOOHILL FAMILY SERVICES.

Primary Provider: Each practitioner has been identified with a “Primary Provider” or agency. This is typically based on the Department’s guidelines of provider associations which consist of: 1) If the practitioner is associated to a directly-operated providers and a legal entity and/or fee-for-service provider, the directly-operated provider is the primary association. 2) If the practitioner is associated to a legal entity and a fee-for-service provider, the legal entity is the primary association. 3) If the practitioner is associated only to a fee-for-service provider, the fee-for-service is the primary association.

Only the primary provider can make changes to the practitioner’s information, e.g. all fields that can be edited. A practitioner can be associated to any legal entity where services are being delivered. When changes to a practitioner’s information become necessary, the practitioner should contact the primary provider to initiate the changes.



The screenshot displays the "Practitioner Registration & Maintenance" interface for "TRICITY". The page includes a search bar with an Excel logo, a "Submission Status" dropdown set to "All", and a table of practitioners. The table columns are: First Name, Last Name, NPI, Submission Status, Associate / Deactivate to Selected Provider, and Primary Provider. A dropdown menu is open, showing a list of "Primary Provider" options: FOOHILL FAMILY SERVICES. A date picker is visible, showing the date 11/1/2013.

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First Name	Last Name	NPI	Submission Status	Associate / Deactivate to Selected Provider	Primary Provider
			Current In IBHIS	<input checked="" type="checkbox"/> Deactivate Date: 11/1/2013 Deactivate	TESSIE CLEVELAND COMM SRVC CORP
			Current In IBHIS	<input type="checkbox"/>	TESSIE CLEVELAND COMM RVC CORP
			Current In IBHIS	<input type="checkbox"/>	TESSIE CLEVELAND COMM RVC CORP

Associate / Deactivate to Selected Provider: When checked, the option to provide an associate date will only display if the selected practitioner is **not** associated to the legal entity, otherwise the deactivate date displays.

To associate an existing practitioner to your Legal Entity, use the Search All Practitioners to search the entire database of practitioners

If the practitioner no longer works at your Legal Entity, click the corresponding Associate / Deactivate to Selected Provider check box, enter the deactivate date and then the deactivate link. The system will send the user a confirming message. Clicking Yes will update the information and submit it to the PSO.

To begin editing and validating data related to a particular practitioner in the PRM, left click the edit icon to the left of their first name. If the search icon is represented () , you are only able to view the practitioner’s record.

To add data for a new practitioner, left click the **ADD NEW PRACTITIONER** button on the left side of the screen.

FIELDS IN THE APPLICATION AND DIRECTIONS ON COMPLETING:

Required fields are in **RED below**; information only fields are in **GREEN below**. Some fields become required based on selections made in other fields.

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Note: The Edit Practitioner page displays (view only) data from NPPES and IBHIS. The NPPES data will display with "NPPES" prefixed to the literal description on the line after each of the following fields and the IBHIS data will display with "IBHIS" prefixed to the literal description on the line after each of the following fields:

Last Name and First Name: Confirm that the practitioner's first and last name is correct (including spelling). If the information is incorrect, make the correction. The spelling of the first and last name must be consistent with NPPES data.

NPI: Confirm the Practitioner's NPI is correct. Validation of NPPES data is done using the NPI listed in this field.

- NPI must be Type I (Type I NPIs are used to identify the Individual whereas Type 2 NPIs are used to identify the Organization).
- If no NPI is listed, it means the NPI in the IS was either being used by multiple Practitioners or was a Type II NPI.

Gender: Confirm the gender of the Practitioner.

Ethnic Origin: Identify the ethnic origin for the Practitioner. Only one option may be selected. Choose the ethnic origin that most closely describes the practitioner.

Discipline: Enter the Practitioner's discipline. Only one may be selected.

- Determines which procedure codes may be used for claiming by a specific Practitioner.
- What is selected will automatically limit the choices for Category field.
- If a Practitioner has more than one discipline, choose the discipline code for which the Practitioner was hired (e.g. staff was hired as a Nurse Practitioner but is also a Registered Nurse (RN) - Nurse Practitioner would be selected).

Category: Enter the Practitioner's Category of discipline. Only one may be selected.

- This selection impacts the fees charged for services provided by Practitioners.
- This selection will determine if a license/registration/certification number is required.
- This selection will limit the taxonomy choices available.

Primary License/Registration/Certification Number: Verify the license/registration/certification number for each Practitioner (if applicable). The license/registration/certification number entered must be a current and valid license/registration/certification. Both the letters and the numbers must be listed (e.g. LCS 27415).

- A number is **required** for the following Categories of Practitioners:
 - ✓ Social Worker (Registered, Licensed)
 - ✓ Medical Doctor

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- ✓ Doctor of Osteopathy
 - ✓ Marriage and Family Therapist (Registered, Licensed)
 - ✓ Registered Nurse
 - ✓ Nurse Practitioner
 - ✓ Licensed Psych Tech
 - ✓ Pharmacist
 - ✓ Physician Assistant
 - ✓ Licensed Psychologists
- A number should be entered for Psychologists who are licensed. For waived Psychologists, a number is not to be entered.
 - You may enter a number for other Categories if a number is available.

Taxonomy: Select the appropriate taxonomy for each Practitioner.

- Only one (1) taxonomy should be selected based on the Practitioner's Category and/or job function/description for which they were hired.
- Must be consistent with the Practitioner's selected Category.
- The complete list of acceptable taxonomies with descriptions is listed in the IS Codes Manual starting on page 122 and at the end of this document.
- The taxonomy selected must always match a taxonomy the Practitioner has identified in NPPES.

Practitioner Requires Additional Taxonomy(ies): Check this box if the Practitioner requires more than one taxonomy. Only in rare situations should a Practitioner have two (2) taxonomies. **Justification:** If you check the box requesting an additional taxonomy for the Practitioner, a justification must be provided from the dropdown list. Only one justification may be selected.

- If a Practitioner has been hired in two different capacities, then they may have two taxonomies. For example, a Practitioner who was hired part-time as a case manager and was also hired part-time to work as an Master of Social Work (MSW) intern would have two taxonomies: care coordinator and student.
- Call the Quality Assurance Division at (213) 251-6885 if a practitioner requires more than one taxonomy.

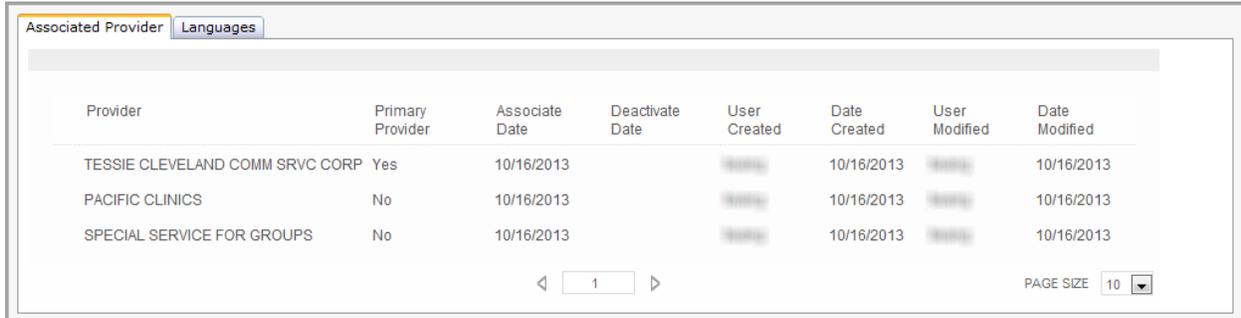
Submission Status: Select submission status to depict the status of the update or addition of a new practitioner record for your LE.

1. In Progress by Provider – still need to verify some of the information
2. Submitted to PSO – have verified all the information and the Practitioner record is ready to be updated to IBHIS.
3. Pending NPPES Validation – the system has verified all the information but is waiting for NPPES data to be updated (set by the system)

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Associated Provider (view only): Shows the current and prior LE associations for the practitioner.



Provider	Primary Provider	Associate Date	Deactivate Date	User Created	Date Created	User Modified	Date Modified
TESSIE CLEVELAND COMM SRVC CORP	Yes	10/16/2013			10/16/2013		10/16/2013
PACIFIC CLINICS	No	10/16/2013			10/16/2013		10/16/2013
SPECIAL SERVICE FOR GROUPS	No	10/16/2013			10/16/2013		10/16/2013

Practitioner Language: Enter languages, in addition to English, used for the current work assignment. Additional languages can be added by clicking on the “+” sign to the right of the page then selecting the language from the drop down menu. Languages can be deleted by checking the box next to the language then clicking the “X” in the upper right corner of that screen.



Associated Provider Languages

Language English

+

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DICTIONARIES

Gender

Male
Female

Ethnicity

White
African-American
American Indian/Alaska Native
Chinese
Japanese
Filipino
Other
Korean
Armenian
Cambodian
Samoan
Asian Indian
Hawaiian Native
Guamanian
Laotian
Vietnamese
Other Black
Other White
Other
Unknown/Not Reported
Hmong
Mien
Other Asian
Other Pacific Islander
East African
Central African
North African
Southern African
West African
Eastern European
Iranian
Other Middle Eastern
Mexican
Central American
South American
Cuban
Puerto Rican
Other Hispanic or Other Latino

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Discipline

Medical Doctor/Doctor of Osteopathy
Nurse Practitioner (Psych Mental Health)
Authorized NP (Psych Mental Health)
Psychologist
Social Worker
Marriage and Family Therapist
CNS (Psych Mental Health)
Authorized CNS (Psych Mental Health)
Authorized RN
RN, LVN, LPT
Mental Health Rehab Specialist
Other Mental Health Workers
Peer Advocate
Pharmacist / Pharmacist Assistant
Physician Assistant

Category

Mental Health Worker
Mental Health Worker Co-Signature Required
Doctor of Osteopathy
Financial Worker
Licensed Psych Tech
Marriage and Family Therapist Trainee (Student)
MD/DO Resident
Medical Case Worker
Medical Case Worker Co-Signature Required
Medical Doctor
MFT (Registered, Licensed)
Non-Disciplined Administrative
Nurse Practitioner
Nurse Practitioner Student
Nursing Student
Other Student
Peer Advocate
Peer Advocate Co-Signature Required
Pharmacist
PhD Psychologist (Waivered, Licensed)

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Physician Assistant
Psychologist Intern/Practicum Student
PsyD Psychologist (Waivered, Licensed)
Registered Nurse
Social Work Intern (Student)
Social Worker (Registered, Licensed)
Student Psych Tech

Taxonomy

390200000X	Student in an Organized Health Care Education/Training Program
1835G0000X	Pharmacist, General Practice
1835P1200X	Pharmacist, Pharmacotherapy
1835P1300X	Pharmacist, Psychiatric
167G00000X	Licensed Psychiatric Technician
363A00000X	Physician Assistant
163W00000X	Registered Nurse
163WA0400X	Registered Nurse, Addiction (Substance Use Disorder)
163WC1500X	Registered Nurse, Community Health
163WP0807X	Registered Nurse, Psychiatric/Mental Health Child & Adolescent
163WP0808X	Registered Nurse, Psychiatric/ Mental Health
163WP0809X	Registered Nurse, Psychiatric/Mental Health Adult
363L00000X	Nurse Practitioner
363LC1500X	Nurse Practitioner, Community Health
363LP0808X	Nurse Practitioner, Psychiatric/ Mental Health
364S00000X	Clinical Nurse Specialist
364SC1501X	Clinical Nurse Specialist, Community Health/Public Health
364SP0807X	Clinical Nurse Specialist Psychiatric/Mental Health Child & Adolescent
364SP0808X	Clinical Nurse Specialist, Psychiatric/Mental Health
364SP0809X	Clinical Nurse Specialist Psychiatric/Mental Health Adult
364SP0810X	Clinical Nurse Specialist Psychiatric/Mental Health Child & Family
364SP0811X	Clinical Nurse Specialist Psychiatric/Mental Health Chronically Ill
364SP0812X	Clinical Nurse Specialist Psychiatric/Mental Health Community
364SP0813X	Clinical Nurse Specialist Psychiatric/Mental Health Geropsychiatric
164X00000X	Licensed Vocational Nurse
208D00000X	Physician, General Practice
2084F0202X	Physician, Forensic Psychiatry
2084P0800X	Physician, Psychiatry
2084P0802X	Physician, Addiction Psychiatry
2084P0804X	Physician, Child & Adolescent Psychiatry
2084P0805X	Physician, Geriatric Psychiatry
174400000X	Specialist

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103T00000X	Psychologist
103TA0400X	Psychologist, Addiction (Substance Use Disorder)
103TA0700X	Psychologist, Adult Development & Aging
103TB0200X	Psychologist, Cognitive & Behavioral
103TC0700X	Psychologist, Clinical
103TC1900X	Psychologist, Counseling
103TC2200X	Psychologist, Clinical Child & Adolescent
103TP2701X	Psychologist, Group Psychotherapy
225C00000X	Rehabilitation Counselor
104100000X	Social Worker
1041C0700X	Social Worker, Clinical
1041S0200X	Social Worker, School
101YM0800X	Counselor, Mental Health
106H00000X	Marriage and Family Therapist
101Y00000X	Counselor
101YA0400X	Counselor, Addiction (Substance Use Disorder)
101YP2500X	Counselor, Professional
101YS0200X	Counselor, School
102X00000X	Poetry Therapist
171M00000X	Case Manager/Care Coordinator
172V00000X	Community Health Worker
221700000X	Art Therapist
222Q00000X	Developmental Therapist
225400000X	Rehabilitation Practitioner
225600000X	Dance Therapist
225800000X	Recreation Therapist
225A00000X	Music Therapist
225X00000X	Occupational Therapist
225XM0800X	Occupational Therapist, Mental Health
224Z00000X	Occupational Therapy Assistant
374700000X	Technician
3747A0650X	Technician, Attendant Care Provider