SERVICES INFORMATION SYSTEM (SIS)
USERS MANUAL - UPDATE

CHANGE NO. 06-14

DATE: November 25, 2014

TO: Child Welfare Services Staff
Adult Services Staff
Economic Services Staff
County Fiscal Officers

EFFECTIVE: Nov. 01, 2014 / Upon Receipt (new Program Code valid for November 2014 services) and December 1, 2014 (all other Service Code changes)

The Services Information System User's Manual has been revised to incorporate the following changes.

A new county-specific SIS Program Code for Child Protective Services has been established.

Program Code CRF – State CPS Caseload Reduction Fund. 100% State funding allocated under SL 2014-100 to provide additional funding for child protective services workers to reduce caseloads to an average of 10 families per worker. Program Code CRF is valid for the following Service Codes:

210 – CPS – Assessments
Use on the DSS-5027 and DSS-4263 (Client ID required).

219 – Protective Services for Children-Team Setting
Use on the DSS-5027, DSS-4263 (Client ID required). **Note that 219 used with this funding source is NOT valid on the DSS-1571 Part IV.**

220 – Unsuccessful Efforts to Locate Alleged Victim Child
Use on the DSS-4263 (no Client ID required).

228 – Preparation for and Participation In Judicial Determinations In Juvenile Court (Preplacement)
Use on the DSS-4263 (Client ID required).

Program Code CRF will be valid for use by the following counties:
Alexander (002); Alleghany (003); Brunswick (010); Burke (012); Catawba (018); Columbus (024); Cumberland (026); Davidson (029); Davie (030); Forsyth (034); Guilford (041); Harnett (043); Iredell (049); Johnston (051); Lenoir (054); Lincoln (055); Mecklenburg (060); Montgomery (062); Nash (064); Person (073); Pitt (074); Richmond (077); Rowan (080); Rutherford (081); Scotland (083); Stanly (084); Stokes (085); Transylvania (088); Vance (091); and Wake (092).

Program Code HC – <u>Health Choice</u> has been added to Service Code 872 - <u>Non-Eligibility Administrative Activities.</u>

> **872 – <u>Non-Eligibility Administrative Activities</u>**
> Use on the DSS-4263 (no Client ID required) and the DSS-1571 Part II.

Changes have been made to the following MAC Service Codes:

> **340 - <u>Referral, Coordination and Monitoring of Medical Services</u>**
> No longer valid on the DSS-1571 Part IV. Use only on the DSS-4262 (Client ID required).

> **341 - <u>Facilitating an Application for the Medicaid Program</u>**
> No longer valid on the DSS-1571 Part II. Use only on the DSS-4262 (No Client ID required).

> **343 - <u>Arranging Transportation Services for Client to Access Medicaid Services</u>**
> No longer valid on the DSS-1571 Part IV. Use only on the DSS-4262 (Client ID required).

As indicated above, the changes to these MAC Service Codes are effective December 1, 2014.

The following Services may now be reported on the DSS-1571 Part II when charged to either Health Choice (HC), Medicaid Administration (MA) or State/County Special Assistance (SA):

> **890 - <u>NC FAST – Case Management</u>**
> **891 - <u>NC FAST – Applications</u>**
> **892 - <u>NC FAST – Recertifications</u>**

Other Changes

Due to reported confusion as to the purpose of the columns referring to "**Purchased Services**" in the **Appendix B** Service Code/Program Code matrix, the column headers have been modified to refer to claiming reimbursement for each service on the **DSS-1571 Part II** and **Part IV**. **The matrix should be used as a guide to indicate valid coding on the DSS-5027, DSS-4263 and DSS-1571 for each service only.** It is not, nor has it ever been intended as a reference to determine when it is allowable to purchase an individual service or contract for delivery of services. County staff should refer to program policy guidance (Dear County Director Letters and Administrative Letters) for such information. In some instances, the **Service Code Definitions** in Appendix B do provide guidance as to whether a service may be purchased.

Although the revised "DSS-1571" columns in the Appendix B matrix provide general guidance for claiming reimbursement for specific services, official and detailed instructions for doing so are found in the <u>DSS Fiscal Manual</u>.

The SIS User's Manual has been updated with these changes and is available in PDF format (see below). This version is the same as the on-line version, which is the official version of the SIS User's Manual.

If you do not have access to the on-line manuals, you may obtain the PDF file on disk or via e-mail, or a hard copy (limit one per county) of the SIS User's Manual by contacting Performance Management/Reporting and Evaluation Management Section at 919-527-6260.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL

1. Go to the DSS On-Line Manuals website at
    http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/index.htm

2. Click on Change No. 06-14

To maintain a "soft copy" of the SIS User's Manual:

3. Click on the "SIS Manual" link at the bottom of the page to download the revised manual and save it to disk, and

4. Click on the "DSS-5027" and "DSS-4263" links to download the replicas of the forms and save them to disk.

To maintain your current hard copy of the SIS User's Manual:

5. Click on the "CN – 06-14" and "CN – 06-14 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and

6. Open the downloaded files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Or, if you do not currently have a hard copy:

7. Click on the "SIS Manual" link at the bottom of the page to download the revised manual, and

8. Click on the "DSS-5027" and "DSS-4263" links to download replicas of the forms.

9. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual.

Note: Adobe Acrobat Reader may be downloaded for free at http://www.adobe.com/

To update your current hardcopy of the manual:

REMOVE	INSERT
Instructions for Worker Daily Report of Services (DSS-4263) page 8, dated 10/01/2014	**Instructions for Worker Daily Report of Services (DSS-4263)** page 8, dated 11/01/2014
Appendix B page B-3, dated 09/01/2012 page B-4, dated 10/01/2013 (error) page B-5, dated 06/01/2014 page B-6, dated 08/01/2014 page B-7, dated 12/01/2013 page B-8, dated 06/01/2014 page B-9, dated 08/01/2014	**Appendix B** pages B-3 through B-9, dated 11/01/2014
Appendix C page C-7, dated 06/01/2014	**Appendix C** page C-7, dated 11/01/2014
Appendix G page G-1, dated 03/28/2003	**Appendix G** page G-1, dated 11/01/2014

Hank Bowers, Chief
Performance Management/Reporting and
Evaluation Management Section

CN-06-14
CN-06-14 ATTACHMENTS
SIS Manual
DSS-5027
DSS-4263