mid-south
substance abuse commission

2875 Northwind Drive, Suite 215 • East Lansing, MI 48823-5035 • Phone (517) 337-4406 Fax (517) 337-8578 • Website: http://www.MSSAC.com

To: Treatment Provider Directors/Supervisors
From: Linda Proper Linda
CareNet Liaison
Date: September 10, 2009
Re: **CareNet Process to Determine if a Previous SARF Assessment Has Been Conducted**
Cc: Jeanne Diver, Mary Kronquist, Gerrie Roeser, Melissa Williford

In response to a recent Provider request the following information is being provided to your agency. Please distribute to appropriate staff people.

The following pages (CareNet Screen Shots) provide a list of steps the Provider can follow in determining if a client was assessed (SARFed) by another Mid-South Provider in the last six months. **These steps should be conducted before the client arrives at your agency for the first appointment. These steps will only work if you have the client's social security number.** The process is not programmed to work by placing the client's name in the look up/edit client field (step #1).

It is best to follow these steps, even if the client indicates to the Provider that a previous assessment (SARF) was not conducted. If these steps are practiced, the determination can be made (by the Care Coordination Center or by me at Mid-South) as to whether or not a client has received a previous assessment (SARF) at a Mid-South treatment provider.

The attached steps have been in place in regards to CareNet for years. Some Providers choose not to use these steps and are faced with non-payment from Mid-South for time spent for the client assessment (SARF), [due to the fact that another Mid-South Provider conducted an assessment (SARF) in the last six month time frame].

Please see important note below:

**Please note: If the client has an already established account on CareNet for your agency, this process will not work.**

When following the attached steps, if the Provider receives a message to call the CDRS (the term CDRS in the message now means the Care Coordination Center as of 10/1/08), please do so. The Care Coordination Center, in most cases, will be able to determine if the client has had a previous assessment (SARF) at a Mid-South Provider. To reach the Care Coordination Center please dial (517) 853-0495 X-121, X-122 or X-123. You can reach me at 517 337-4406 X-107.

If the Provider does not get a message to call the CDRS, after step #5.b. it is okay for the Provider to set up an assessment (SARF) appointment with the client. After the assessment (SARF) is conducted, continue creating the client record (you will need to enter the demographic, payor, financial page, appointment page, etc.) on CareNet per usual Mid-South Coordinating Agency processes.

**Please note: Mid-South cannot control scenarios when the client shows up at a different Mid-South Provider for an assessment (SARF) prior to the client's scheduled SARF assessment date at your agency.**

If there are any questions regarding the outlined steps, please call Linda at Mid-South. Thank you.

Attachments

[redacted]

| CareNet - Main Menu | [redacted] | 9/8/2009 9:23:49 AM | Main Menu \| Log Out |
|---|---|---|---|

| | |
|---|---|
| You are logged in as: | bj7ca |
| Your last login was: | 9/8/2009 9:23:00 AM |

| Main Menu - Treatment Provider | | |
|---|---|---|
| **Add Client** | **Billing** | **Change Password** |
| **Documentation** | 1. **Look Up/Edit Client** | **News** |
| **Performance Indicators** | **PIHP Performance Indicators** | **Printable Forms** |
| **Reports** | **Request 271 Eligibility** | **Submitted Auth Requests** |

| **Logout / Exit** |
|---|



Page 1.

 [redacted]

CareNet - Look Up Client [redacted] 9/8/2009 9:23:53 AM Main Menu | Log Out

| Search Criteria | |
|---|---|
| 2. **Client ID / SSN:** | ← Enter SSN |
| **First Name:** | |
| **Last Name:** | |
| **Agency:** | Bridgeway Center of Foote - Jackson |

3. Search by Criteria



Page 2.

 [redacted]

CareNet - Look Up Client [redacted] 9/8/2009 9:24:42 AM Main Menu | Log Out

| Search Results | | | | | | |
|---|---|---|---|---|---|---|
| Client ID | Last Name | First Name | Middle Name | Agency | Updated | By |
| Client not found<br>4. ADD THIS CLIENT ([redacted]) TO YOUR AGENCY | | | | | | |
| Total Records Returned: 0 | | | | | | |

Search Criteria



Page 3.

 [redacted]

CareNet - Add New Client [redacted] 9/8/2009 9:25:17 AM Main Menu | Log Out

| SSN must be 9 digits. Do not use dashes (-) or any other separators. | |
|---|---|
| **ENTER SSN:** | 5.a. OR -- Choose One -- |

5.b. Add Client >>

This most often will be pre-filled.

Carenet v5.005 © 2009 Netsmart Technologies, Inc.

Page 4.

CareNet - Add New Client - Attention [redacted] 9/8/2009 9:23:37 AM Main Menu | Log Out

6. There was a problem creating client [redacted] Please contact CDRS as soon as possible.

Continue and create this client for your agency



**<u>Do not click</u>** on *<u>'Continue and create this client for your agency</u>* **<u>unless</u>** the CDRS [CDRS=Care Coordination Center as of 10/1/08 (**<u>or</u>** Linda at the Coordinating Agency)] instructs you to do so.