

## Quick Links

SSIS in CountyLink

SSIS in DHS-SIR

TrainLink registration

[ssishelp@state.mn.us](mailto:ssishelp@state.mn.us)

# SSIS update

Social Services Information System

Issue 334  
October 7, 2011

### ***Avoid losing text from SSIS documents***

SSIS is aware of some problems that can cause the loss of text in documents. These issues will be fixed in Version 11.4, scheduled for release in late November. Until Version 11.4 is available, the following actions can help avoid problems with losing text:

- Save changes to text often, and always before moving to another area (e.g., another tab, another tree node, another action).
- Save and Close all text areas before changing tabs.
- Save and Close all text areas before moving from full screen editor to non-full screen editor.
- Save and Close all text areas before doing a print preview.
- Save and Close all text areas before printing a document.

We apologize for the loss of work. If you find additional or continued problems, please contact the SSIS Help Line at 651-431-4801 or [ssishelp@state.mn.us](mailto:ssishelp@state.mn.us).

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### **Adult Maltreatment Report workaround suggested**

SSIS is aware of a problem with VA-CEP reports of alleged maltreatment of an adult. Currently, the Description of incident is not copying forward from Intake to the Assessment workgroup. This problem will be fixed in SSIS V11.4, scheduled for release in late November.

Until then, the workaround is to copy the Description of incident from the Intake and paste it into the Description of incident area on the Assessment workgroup. Edit in the Assessment workgroup if needed.

We apologize for this situation. Please contact the Help Line at 651-431-4801 or [ssishelp@state.mn.us](mailto:ssishelp@state.mn.us) if you find additional problems.

### **MHCP purges MN-ITS mailbox on 10/14**

*The following important message is posted on the [MN-ITS home page](#).*

Providers must save any data they wish to keep that is currently in their MN-ITS mailboxes before 9 p.m. on Friday, October 14, 2011. This includes remittance advices, service or medical authorization letters, enrollment notifications, etc.

MN-ITS will be unavailable from 9 p.m. on 10/14 until 6 a.m. on 10/17.

Minnesota Health Care Programs (MHCP) is taking this action due to a systems upgrade. For the upgrade to be successful and take the least amount of downtime, MHCP must delete the MN-ITS mailbox contents.

After 6 a.m. on 10/17, MN-ITS performance will increase and have fewer lag/downtimes. MN-ITS mailbox contents will appear for a rolling 30-day period (instead of the current 90-day rolling period). As MN-ITS mailbox contents build up, providers will be able to retrieve data as follows:

- RAs = 12 months
- LINKS and ARCHIVES folders = 30 days
- All other folders = 90 days.

Starting 10/17/11, you will be able to verify eligibility, submit claims and request authorizations. However, historical claim data will not be available until 10/18/11. This means your COPY claim button in Submit Response and COPY/VOID/REPLACE claim buttons in Request Status will not return data.

MHCP encourages providers to save or otherwise store data received in their MN-ITS mailboxes.

*MN-ITS is a system for providers enrolled with MHCP and its affiliated billers.*

***Help make Version 11.4 a success  
Be a pilot county!***

Pilot counties are key partners in every new SSIS release. Staff's testing and feedback ensure that the new version is successful statewide.

Pilot counties benefit by finding what works/ doesn't work for agencies before a version is released statewide. They receive priority Help Line assistance for identified issues. And they participate in weekly phone calls with SSIS staff to discuss questions, issues and concerns.

Version 11.4 will be a much smaller release than Version 11.3. The pilot is expected to start around November 1, 2011, and last about four weeks.

If your county is interested and you would like more information, please contact Gina Meyer at 651-431-4790.

***Upload Update***

The October upload is due on October 31. This Upload provides information for the AFCARS and NYTD reporting period of April 1–September 30.

Additional October deadlines:

20<sup>th</sup> - Title IV-E Abstract Report due

30<sup>th</sup> - SEAGR due

30<sup>th</sup> - TCM CSR due