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dhs.ssishelp@state.mn.us

SSIS update

Social Services Information System

Issue 366

February 1, 2013

Pilot counties use new V13.1 features

Agency staff at Anoka, Cass and LeSueur Counties began piloting SSIS Version 13.1 this week. Some of the features that pilot agencies will help test include:

1. Service plans converted into the new state service plan format:
 - 90-Day Transition Plan
 - Adolescent Parent Assessment and Service Plan
 - Family Safety Plan
 - Children's Mental Health Crisis Plan
 - Social Service Plan
2. General items in V13.1:
 - Changes to SDM Tool requirements in Child Protection and Parent Support Outreach Program workgroups
 - Legislative changes reflected in the Court screen as well as Permanency Plan screen
 - New Early Intervention Referral screen for young children involved in a report of alleged child maltreatment
 - Functionality improvements in various grids

V13.1 is scheduled for statewide release on February 25-26. Draft pilot documentation is available on CountyLink>SSIS>Support>[Release Notes](#).

CountyLink Additions

- [Imp. Memo #130: NWT in March-May 2013](#)
- [What's New in Version 13.1? - pilot draft](#)
- [V13.1 Pilot Release Notes - pilot draft](#)
- [V13.1 to V12.4 Comparison - pilot draft](#)
- [Partnership Group minutes, 1/23/13](#)

Upload Update

The next upload is due on Thursday, February 28. This Repository Upload provides a general update of information for statewide research and reporting.

SWHHS grows with addition of Redwood and Pipestone

After months of planning, Redwood County's human services and public health departments and Pipestone County's human services department merged with Southwest Health and Human Services (SWHHS) on January 1, 2013. The multi-county group also includes Lincoln, Lyon, Murray and Rock Counties. The agency serves as a separate governing entity focusing solely on the health and human service needs of those who reside within its boundaries.

SSIS staff completed a merge of Pipestone and Redwood Counties' databases with that of SWHHS. All SWHHS employees now work from a single SSIS database.

Any agencies planning an organizational merge are encouraged to contact SSIS as soon as possible so we can partner with you and make the necessary plans that impact your SSIS databases.

Register for upcoming training sessions

Upcoming New Worker Training sessions for both fiscal workers (FNWT) and social workers (NWT) are detailed in recent Implementation Memos. Each course has a minimum registration number in order to be held. If you are interested, please check out the appropriate [Implementation Memo](#) and register now through [TrainLink](#).

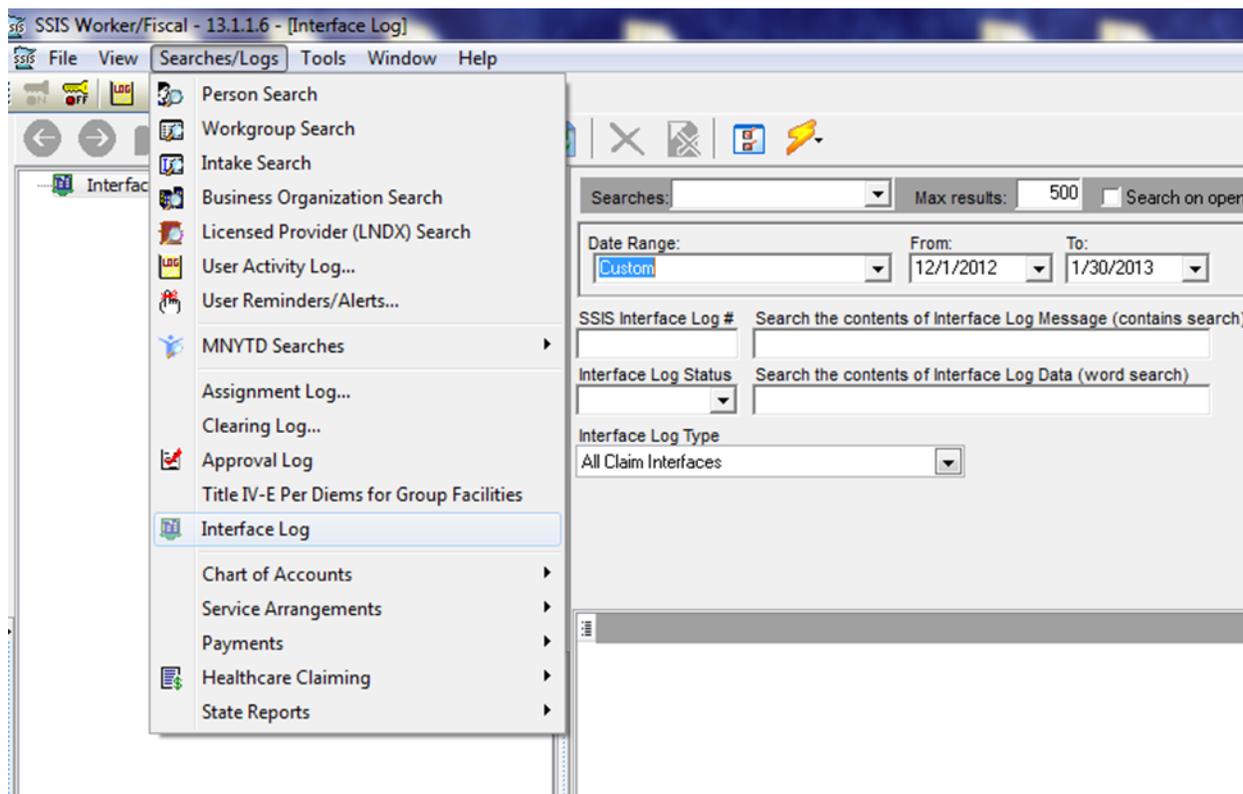
MN-ITS connection errors are affecting claiming interfaces

Errors related to MN-ITS connections are causing delays in processing healthcare claim batches, acknowledgements, claim status files, and remittance advices. These are indications that errors have occurred:

- Claim batches have been submitted and the claim batch status does not update to *Transmitted* and *Receipt Acknowledged* after a week.
- Claim batches have been submitted and the claim batch status updates to *Transmission Error*.
- Claim statuses are not updated to *To Be Paid* or *To Be Denied* within a week after submission, and not updated to *Paid*, *Partially Paid*, or *Denied* within a week after the remittance advice has been received.

To determine if your county has healthcare claim batches that are affected, review your Claiming Interface logs as follows:

1. Go to Searches>Logs>Interface Logs and select **All Claim Interfaces**.
2. The date range default is Today. Change the date range to **Custom** and enter dates from the past two months to determine whether there are connection failures associated with your claiming interfaces. If errors display, note which Interface Log Type has been affected.



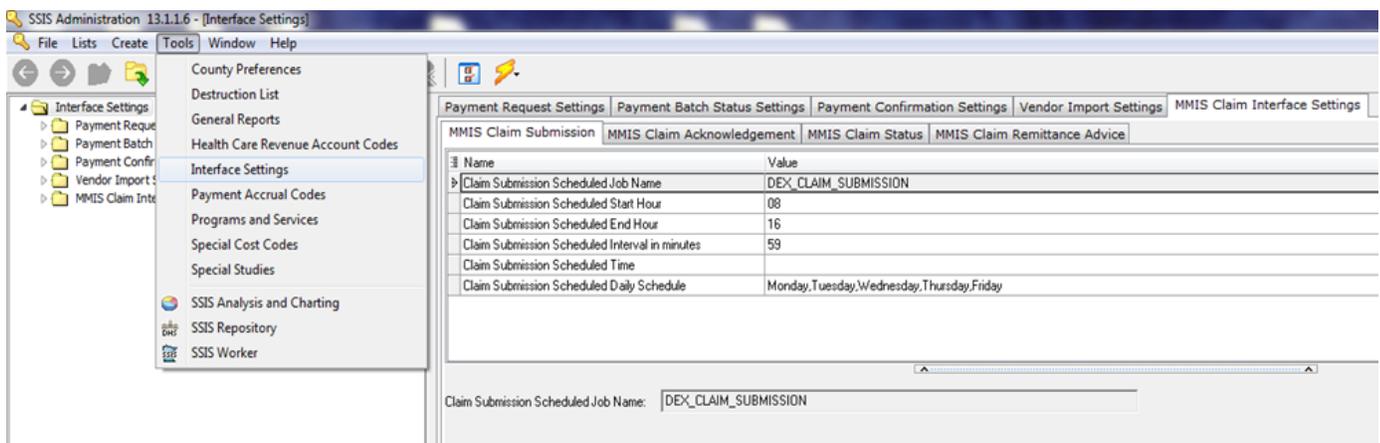
MN-ITS continued on page 3

MN-ITS continued

Next, go to the MMIS Claim Interface Settings in Admin:

1. Access Tools>Interface Settings>MMIS Claim Interface Settings.
2. If claim submissions have not processed, access the MMIS Claim Submission tab, go to the Action menu and click on **Run Current Interface Job**.
3. If acknowledgments have not processed, access the MMIS Claim Acknowledgement tab, go to the Action menu and click on **Run Current Interface Job**.
4. If claim status files have not processed, access the MMIS Claim Status tab, go to the Action menu and click on **Run Current Interface Job**.
5. If remittance advices have not processed, access the MMIS Claim Remittance Advice tab, go to the Action menu and click on **Run Current Interface Job**.
6. If errors have occurred for multiple interfaces, the best practice is to run the interfaces manually in the following order:
 - a. MMIS Claim Submission
 - b. MMIS Claim Acknowledgement
 - c. MMIS Claim Status
 - d. MMIS Claim Remittance Advice
7. If there is a need to run multiple interfaces manually, wait a few minutes before running the next interface. Refresh SSIS to make sure that running the interface updated claim batch and/or claim statuses.

We recommend that you run manual interfaces after 11:00 a.m.



Note: If individual claims in a claim batch are in submitted status while other claims in the same batch are *Paid, Partially Paid, Denied, To Be Paid, or To Be Denied*, the claims are most likely in a suspended status in MMIS and will be updated when MMIS staff take the claims out of suspense, usually within 10 days after the claim batch has been received by MMIS.

If you follow the processes outlined above and are still having issues with claiming interfaces updating claim batch and claim statuses correctly, contact the SSIS Help Line.

MMIS staff are aware of the MN-ITS connection errors; SSIS has been working with MMIS staff to help identify what is causing connection errors. We hope to have a resolution in the next few weeks.