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Protecting and Improving the Health of Iowans

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# I-SMART Problem Gambling Domain Training IDPH Provider Network (IPN)

December 27, 2018

## NOTES

- **Welcome and Introductions**
  - ATTENDEES: Allison Schwab (SASC), Beth Wiltgen (Jackson), Christy (New Opp), Colleen (CFR), David Chapin (UCS), Deb Prier (SASC), Missy Howard (UCS), Stephanie Boesenberg (ASAC), Marcia Oltrogge (NEIBH), Marie Sharon (New Opp), Misty Angrick (UCS), Vickie Lewis (SATUCI),
  - [CLICK HERE TO VIEW THE TRAINING](#)
  
- **I-SMART Problem Gambling Domain Resources**
  - I-SMART Problem Gambling Domain Data Entry User Guide (January 2019)
  - IGTP Data Integrity Reports Manual (January 2019)
  - IGTP I-SMART Data Entry Matrix (January 2019)
  - <http://www.idph.iowa.gov/igtp/treatment>
    - Clinician Resources
    - Financial Tools
    - IGTP Data Entry
    - Screening Tools
    - Workbooks and Activities
    - Treatment Tools - Spanish
  
- **Overview of what has changed under the IPN**
  - Discontinuing use of the Adjudication module in I-SMART (no contracts/vouchers being managed in I-SMART).
  - New Service Descriptions (See Data Entry Matrix)
    - Outpatient Treatment/Covered Service: Licensed Program Services for Patients - Problem Gambling
      - IOP/Partial Hospitalization
    - Outpatient Treatment/Covered Service: Other Covered Services for Patients - Problem Gambling
      - Care Coordination
        - Per Member Per Month
      - Medical Evaluation
      - Medical Care
      - Medication
      - Recovery Peer Coaching
      - Transportation
      - Previous Recovery Support Services have been discontinued
    - Outpatient Treatment/Covered Service: Other Covered Service for Non-Patients - Problem Gambling
      - Early Intervention
  
- **Staff Member Account Set-Up and I-SMART TRAIN and PRODUCTION and SSRS Access**
  - [Staff Member Role Assignment Matrix \(March 2018\)](#) found at <http://www.idph.iowa.gov/ismart>

- Do not Assign “Crisis Log (Full Access)” or “Gambling Education (Full Access)” as these roles will not be used under the new IPN Contracts.
    - Agency>Facility>Program set-up
      - Can now set up level of care for each program
      - Working through Bug for IOP which won’t allow “days” to populate for duration type.
- **I-SMART Problem Gambling Domain Walk-Through**
  - Crisis, Placement Screening, Admission and Discharge
- **Q&A (SUBMITTED VIA CHAT)**
  - **QUESTION: So are the crisis calls going away as well?**
    - ANSWER: The crisis call log in the Problem Gambling Domain will no longer be used. Crisis Calls are to continue to be logged at the agency level and reported on the monthly claim in IowaGrants under Early Intervention. For warm hand off calls or other “crisis” calls where identifying information is collected to allow for creation of a client profile in I-SMART, then please enter and track accordingly (Claim Spreadsheet Report and the Claim Spreadsheet Report Detail will track all patient related activity/services to be reported).
  - **QUESTION: Do we need to switch back to ISMART or will you cover the CDR too?**
    - ANSWER: All Problem Gambling Treatment Services are to be reported using the Problem Gambling Domain in I-SMART.
  - **QUESTION: What if our agency does not use I-SMART?**
    - ANSWER: Per the RFP, the I-SMART Problem Gambling domain is where problem gambling treatment data is to be entered. All IPN Provider Agencies have been granted access to the problem gambling domain. Please contact the I-SMART Help Desk if there are questions on set up and technical assistance can be provided on a case by case basis.
  - **QUESTION: Will we be able to do electronic consents and/or treatment plans in I-SMART like we do in wits?**
    - ANSWER: Agencies may choose to use the “CONSENT” and “LINKED CONSENT” functionality within the Problem Gambling Domain of I-SMART, however, it is not required. Similarly, agencies may choose to use the Treatment Plan module, but it is not required (as long as a treatment plan is done somewhere - paper, electronic health record, etc.)
  - **QUESTION: With clients who are already entered into ISMART do we need to do anything different with them starting January 1st or are they good to go?**
    - ANSWER: No. The only difference as of January 1, 2019 is that the Adjudication module will no longer be used (so no need for creating/tracking a voucher or releasing services to billing).
  - **QUESTION: Just to clarify if the patient has insurance but it does not pay for gambling treatment, we can then bill through the grant? Also if a client has 3rd party insurance but does not want to use their insurance can we then bill through the grant?**
    - ANSWER: IDPH is the payor of last resort for problem gambling treatment services. If third party insurance does not cover gambling treatment services, then the services would fall under the sliding fee and paid by the state.
  - **QUESTION: Do we complete the admit on the same day as the evaluation? or when they return for services?**
    - ANSWER: Patients may be admitted the same day as the evaluation. Just remember that an encounter/service needs entered for the placement screening and the admission activity.
  - **QUESTION: Can a patient be in IOP gambling but meet the # hours of service per week for IOP with a combination of gambling and substance services? We do get several patients who are dually enrolled...**
    - ANSWER: As of January 1, 2019, IOP is entered/reported via I-SMART/CDR as a 24 hour Service for each day of IOP. Those IOP days that are for gambling treatment would be entered in the Problem Gambling Domain of I-SMART. Those IOP days that are for substance use disorder treatment would be entered/reported via I-SMART (Substance Abuse Domain)/CDR
  - **QUESTION: We will have dually enrolled clients?**

- ANSWER: If a patient is receiving both Problem Gambling and Substance Use Disorder Treatment, then the Problem Gambling Treatment services are reported in the Problem Gambling Domain in I-SMART and the Substance Use Disorder Treatment services are reported via I-SMART (Substance Abuse Domain)/CDR.
- **QUESTION: So are we going to pull the SSRS summary report to do the claims billing through grants.gov?**
  - ANSWER New reports are being built that will be used by agencies for determining/tracking the monthly units to be reported on the Claim Form in IowaGrants. The current IowaGrants claim summary report will no longer be used for the Problem Gambling Treatment Services.
- **QUESTION: If an individual comes in and does not know/have their SSN, can we create one for them in the system?**
  - Please see the [I-SMART Problem Gambling Domain Data Entry User Guide and Manual](#) (January 2019) for how to enter the SS# when not provided by the patient. I-SMART Problem Gambling Domain Data Entry support documents can be found at <http://www.idph.iowa.gov/igtp/treatment>.