
Follow Up Questions

Q&A in the Chat

- Where are the diagnoses coming from?
 - *FCM: These are coming from the Assessments questions (biopsychosocial/native) and from the Background Tab/Care Plan (side menu)*
- Is there a way to run a report to see POC goal statuses? To see if goals are being met, need to be revised, added, removed?
 - *FCM: This could be run using the Data Extract. Here is the [link to the support article](#) on Data Extracts. We recommend reaching out to our Help Desk so that our Data Manager will be able to review your request and assist with finding the best ways to capture this data for your agency.*
- Will you be adding tracking for the new CES Tool?
 - *FCM: The new CES Tool data can be pulled using the Data Extracts once it's live in FCM's system.*
- Gaps of care are related to POC only? Are there other types of gaps in care?
 - Responses from the attendees:
 - Gaps in care: Annual wellness checkups that haven't happened
 - Gaps = medical and dental
 - *FCM: Gaps in Care can be linked to Tasks on a POC. Or they can act as stand alone items in a member's chart that are not linked to a POC. We recommend checking with your HH's policies around what to do for GIC in relation to the POC.*
- When they turn 21 years old does it automatically change status in Mapp?
 - *FCM - No. Please check your HH policy around transitioning members from children services to adult services upon turning 21. Members who are 21+ do not need to be entered again in MAPP's Children's Portal and can have their segment be entered into FCM only—unless the member is turning 21 the same month they are being enrolled in HHs. If this is the case, please reach out to the FCM Help Desk for assistance!*
- Will you share this presentation, since it is being recorded?
 - *FCM: Yes! Users will find it posted to the Training Updates section of the support page.*
- Is there any way you can add a report to show a discrepancy between the BSQ and the Clinical Events to show that we are not billing at the correct rate?

- *FCM: We recommend reaching out to our Help Desk so that our Data Manager will be able to review your request and assist with finding the best ways to capture this data for your agency.*
- Can you filter this out, Medicaid Inactive? (viewing the Caseload Coverage screen)
 - *FCM: There isn't a filter for this on this screen, however, Users can check the Patient Index screen and use the Insurance Type: Inactive to view any members with inactive Medicaid.*
- Do you have a key for the Facility in the clinical events? Sometimes we can't figure out the code. Also, is there a way to pull in the type of hospitalization into the clinical event (medical, mental health)?
 - *FCM: We don't currently have a key for the Facility in the clinical events. If Users check the details of an event, they can use the little ^ symbol to expand the details and view the full name of the facility. (example shown during presentation) We don't have a way as of this time to specify the type of hospitalization event (medical, MH), but can take this back for further discussion with the team.*
- How do you export by facility?
 - *FCM: When on the Clinical Events screen, you can export the data you Filter as a CSV and in the spreadsheet, there will be a column that you can filter by Facility.*
- How do you access Healthix HIE for more information about the event
 - *FCM: The CMA's HH may be able to assist with access to the Healthix HIE. At this time, FCM does not have access and cannot provide access to any User.*
- I have a case that the CIN changed. I need to export the notes (encounters) from the old CIN record and import it into the new CIN record. Can you show how to do it?
 - *User: I did not know that was possible. We've been doing it manually. Please show how to do this.*
 - *FCM: Users can definitely use the Encounters Report as part of the process of getting the encounters from a member's inactive CIN chart to the active CIN chart. Linking the [support article here](#), though the chat showed a number of Users would find it helpful to have a short video showcasing how to do this in addition to the support article. Stay tuned!*
- Is there a way to see this CMA Quality data for previous months?
 - *FCM: Currently this data is as of the time the CMA Quality screen is viewed and run.*
- RE: The CM Dashboard/Metrics - It will show that there are missing/expired assessments and POCs even if they are not missing/expired. For example, if a member was open on 8/24/23 we have until 10/24/23 to complete them, but the dashboard will show on 10/1/23 that they are missing/expired. Is there a way around this?
 - *FCM: The system calculates the due dates of the metric as of the segment start date, not the date that the segment was created/the member signed the consent date.*