









Central Registry OTP Training

Last updated July 2024

Would you like us to record this session?



COLORADO Behavioral Health Administration

Training Agenda

- Onboarding
- Admitting & Discharging
- Other Features
- Pulling Reports

Training Goals

We hope you will leave this session feeling confident about your ability to use the Central Registry and with a clear understanding of where to go for support when needed.

All linked materials in this session are posted on <u>BHA's website</u>.



What is the Central Registry?	An automated system to admit and discharge Opioid Treatment Program clients built within the CommCare system.			
Why does BHA have a Central Registry?	It is federally-mandated that States must maintain an OTP central registry. This automated system reduces client wait times, provider administrative burden and improves system accuracy. People used to have to email the Colorado's SOTA (Ryan Muller) everytime they admitted someone new to an OTP!			
Who are users of the Central Registry?	 Colorado OTP staff including admissions/intake, front desk, and data/technology teams to admit and discharge clients. BHA staff to monitor OTPs and resolve admissions conflicts. 			
How can users get Central Registry tech support?For Central Registry support, email cdhs bha provider support@state.c monitored Monday-Friday, 8am-5pm. Please include "Central Registry" in subject line.Central Registry tech Monday-Friday, 8am-5pm by BHA's OTP program team.				
How is this data used?	 Data is used by BHA employees to validate that OTP clients are only enrolled at one OTP at a time to avoid duplicate dosing. OTP users of the Central Registry can view only the clients enrolled in their OTP and conflicting admissions. High level data (non PHI/PII level data) is sometimes used to do analysis on Colorado OTP usage for program improvement. 			



Central Registry Key Terms

- **Client:** A participant in an OTP program.
- User: Someone who has access to the Central Registry system
- Lock In: The client can only visit a specific OTP.
- Lock Out: The client cannot visit a specific OTP.
- Single Clinic User: A user only assigned to one clinic location, only able to admit and discharge clients from that one location.
- **Multi Clinic User:** A user assigned to multiple clinic locations, able to admit and discharge clients from all of those locations.



User Maintenance

OTP's are responsible for removing access when employees leave or no longer need to access the Central Registry.

To add or remove users at *existing* OTP clinics and locations, please email cdhs_bha_provider_support@state.co.us

In the future, there will be admin level OTP accounts that will be able to automatically manage their staff accounts permissions for more efficient on and offboarding.

Getting Central Registry Access

For new OTP clinics or locations, please contact Ryan Muller, Colorado's State Opioid Treatment Authority (SOTA) at rvan.mueller@state.co.us to get the onboarding process initiated.



Logging In

At the start of this session, you should have received an email from the CommCare platform with an invitation to create an account.

If you can't find your invitation, start by checking your spam folder! The email would be from sender cdhs_bha_provider_support@state.co.us.

Welcome back to co-carecoordination- uat! Looks like your CommCare session has expired. Please log in again to continue working.			
You will be transferred to your original destination after you sign in.			
Username abigail.fisher@state.co.us			
Password			
Forgot your password? Sign In			



Two-Factor Authentication (2FA)

2FA is a measure that strengthens security by requiring two methods to verify your identity (i.e. login credentials and a secondary code). OTP users are required to set up 2FA to ensure the security of this system.

You can choose to use the following options:

- Google Authenticator app for your smartphone
- Text Message
- Phone Call

Each user at your organization should have their own unique login account, no account sharing please!

23	🔅 😨 🌲 Select Project					
My Account > Two Factor Auth	nentication					
MANAGE MY SETTINGS My Information My Projects Change My Password Two Factor Authentication API Keys	Backup Phone Numbers If your primary method is not available, we are able to send backup tokens to the phone numbers listed below. Add Phone Number Backup Tokens					
	If you don't have any device with you, you can access your account using backup tokens. You have 10 backup tokens remaining. Show Codes Remove Two-Factor Authentication					
	We strongly discourage this, but if absolutely necessary you can remove two-factor authentication from your account. Remove Two-Factor Authentication Reset Two-Factor Authentication					
	This will remove your current two-factor authentication, and prompt you to run through the entire setup again. If you need to do this, please make sure you complete the entire process once you begin, otherwise your account will not be protected by two-factor authentication. Reset Two-Factor Authentication					



At a high level, this is what the process for **admitting** clients with the integration of the Central Registry might look like for your OTP.



Client is admitted!



Let's say you have a new client ready to enroll in your OTP! In addition to your organization's admissions process, you will also need to search the Central Registry to check if that client is already enrolled at another OTP in Colorado.

You'll begin by searching for the client using, <u>at</u> <u>minimum</u>, their first name, last name, DOB, and SSN (or the reason the client doesn't have a SSN) within the Search and Admit Client page.

The Search and Admit Client and the Search My Clients pages look similar, so make sure you're on the right page!



Home > Central Registry > Sear	ch and Admit Client
Clear Search	SEARCH AND ADMIT CLIENT
Client ID 3	
	Please perform a search.
* (Required) First Name	
	Formplayer Version: 2.53, App Version: 83
Middle Name	
* (Required) Last Name	
* (Required) DOB	
MM/DD/YYYY	
Medicaid ID	
Social Security Number	
* Reason for no SSN	
Please select one	
* (Required) Consent obtained by provider for the purposes of searching the Central Registry to confirm admission	
Yes	



Home

Client IC

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If <u>no results</u> are returned, that means there are no active records in the system that match the information you entered. Then you can select *Admit New Client* and proceed with filling out and submitting that form.

it New Clie nitting that ^{Central Registry > Sear}	ent and proceed with filling out and form.	 First Name: Tim Middle Name: t Last Name: Tim Date of Birth: 01/01/2010 Social Security Number: (none provided) Reason for no SSN: Does not have SSN Medicaid ID: 		
ear Search	SEARCH AND ADMIT CLIENT	* (Required) Where would you like to admit this client? * (Required) Admission Date	Please choose an item 07/17/2024	•
	SELECT ALL LAST NAME FIRST NAME DATE OF BIRTH CORRENTLY ADMITTED	* (Required) Admission Lime	4:23 pm	0
me	No potential client matches. Proceed to admit new client.	Controlled Dispensed Medication	 Buprenorphine Methadone 	
d) Last Name d) DOB	Continue Admit New Client		O Suboxone	
D23	Formplayer Version: 2.53, App Version: 83		Submit	

Client Information

There may be matches to clients with inactive records. In this case, you will select all records and can proceed with the admission.

'Admit Client' successfully saved!

Once submitted a green box will appear letting you know the record has been saved



You can check to see if the client was admitted correctly by searching within the Search My Clients page and ensuring that their *Currently Admitted* status is *"Admitted"*.

	Clear Sea	irch	Currently Admitted: Admitted
	Client ID	•	
Search My Clients	First Name		
Search My Clients	Last Name		
	DOB		
	MM/DD/YYYY	 	



If <u>results are returned</u>, that means the client might already be enrolled at another OTP or have an active lock status. That means you have a few extra steps to take.

You'll select *Request Admission Review* and answer the required questions. Once completed, select "Submit" so that BHA can review the duplication.

Now the client will appear in your pending requests.

	First Name	Middle Name	Last Name	Date of Birth	Active Admission	Lock Status
Admitting Client Request	ronald		mcdonald	01/02/2000	-	-
Potential Match	Ronald		Mcdonald	01/02/2000	Clinic Name: Denver Recovery Group - Colorado Springs / Clinic Phone Number: (719) 300-7021 / Clinic Address: 2531 Airport Road, Colorado Springs, CO 80910	None
are attempting to	o admit a cli	ent who has	at least one po	tential match wi	th an active admission OR active lock status. Before you can pr	roceed, th



Pending Requests

Clients who have a *"Request Admission Review"*, can be found in the Pending Requests page.

BHA will first have to approve or reject the request. Once the admission is approved or rejected, you will receive an email notification to alert them that a determination has been made.

Note: You must accept the admission in order for the admission to be recorded in Central Registry.

Response Times	
Central Registry requests are monitored	
from 8am-5pm Monday-Friday. If you are	
not hearing back, please reach out to	
cdhs bha provider support@state.co.us.	

Search and Ad	mit Client Sear	rch My Clients	Pending Requests	Support and Feedback
	FOLIFETC	Eermalauar Varsian: 7	E7 Ann Marsian: 04	
	EQUESTS	DEQUECT TY		
[pending]	ronald mcdonald	Admission Rev	view 0	Pending
	PENDING ADMISSI Admission Summary Client Name: rc Date of Birth: 0 Social Security Medicaid ID: -	ON MANAGEMENT nald mcdonald 1/02/2000 Number: -		

- Admission Clinic: Denver Recovery Group Lakewood
- Controlled Dispensed Medication: -

Status

The admission request for ronald mcdonald is pending \mathbb{Z} . The Behavioral Health Administration is still reviewing this request. You can choose to cancel this admission request if desired.

Next Action

* (Required) Cancel admission request?

Yes, cancel this Pending Admission
 No, keep this Pending Admission open

Submit



At a high level, this is what the process for **discharging** clients with the integration of the Central Registry might look like for your OTP.





Discharging Clients

Let's say you have a client who you are discharging from your OTP. First you will search for the client within the Search My Clients page.

Once you click on the client, you will be taken to a page where you can select Discharge Client.

You can check to see if the discharge went through properly by re-searching the client on the Search My Clients page and looking for the admission status *No*.





Locking Clients

Note:This only pertains to clinics that have multiple locations within Colorado.

There may be situations where you need to lock clients in or out of your OTP.

- <u>Lock In:</u> The client can only visit a specific OTP.
- <u>Lock Out:</u> The client cannot visit a specific OTP.

Find the client in Search My Clients and navigate to Update Lock Status Request.

Once a lock status is submitted, BHA has to review the request. You will receive an email of approval or denial from BHA on the submitted lock status for that client. You must approve the update in Pending Requests.





Editing Client Information

There may be situations where you need to edit client information after you initially admit them. To do this, you'll navigate to the Update Client Information Request page, and fill out the necessary information.

The update request will have to be reviewed by BHA, and you will receive an email when that review has been completed. You must accept the change in Pending Requests.

Follow this same process to update the client's Admit/Discharge History, which can be useful if you ever have to make adjustments to your organization's census.





Email Notifications

All users are notified via when a change has been made in the app that requires their attention or for them to take an action. Email notifications will occur in the event of:

- Client Admission Determination
- Lock Status Determination
- Client Information Update Request Determination
- Update Admission Information Request Determination

Email notifications requiring user follow-up will include a smart link with accompanying instructions prompting the user to take action.

A admission request was submitted by Aurora Therapy Center LLC - 13th Ave on 9/5/2022, 2:34 PM. Please log-in to BHA Provider Services https://www.google.com/url?q=https://www.commcarehq.org/a/co-carecoordinationdev/app/v1/541f3359a4c642cb9f74db9a692d872b/state_pending_requests/?case_id%3D4ddda8c5-b47c-4d30-903f-0142283b050b&source=gmail-imap&ust=166300766500000&usg=AOvVaw0qEy3bJkYwKP-X6VyT3WFW to review the admission request. -Thank you for using BHA Provider Services. If you have any questions, please email CDHS_BHA_Provider_Support@state.co.us



Printing

From the hamburger menu in the top right corner of the screen, select "Print". In your print settings you can opt to "Save as PDF" on your computer or to print the form.





Pulling Reports

There are several reports that users are able to pull from the Central Registry. These reports are made from Tableau dashboards within the CommCare platform.

These reports contain tables and graphs that display data related to client admissions, client discharges, and average lengths of stay on a monthly and annual basis.

Users can only pull data from the clinics they are assigned to.





Census Reconciliation

One specific report you may be asked by BHA's OTP team is to perform a census reconciliation between your electronic records and the Central Registry.

To begin, Navigate to the Reports dashboard, and begin by selecting the "Census by Client" report.

For multiple clinics, you must print off/ run reports for each individual clinic.

Dashboard Reports -	Data 🗸 Users 👻 Web Apps 🔅 😰 🌲 co-carecoordination-uat 🗸
Tableau Reports > COBHACentra	lRegistryClientCensusUAT/IndividualClientCensus
TOOLS E My Saved Reports	Central Registry: Individual Client Census Admission Date Last Updated: Here None Client First Mana
TABLEAU REPORTS Admits by Clinic Monthly Admits by Clinic Monthly (G)	Client Last Name
Admits Provider/Clinic Monthly Admits by Provider/Clinic FY Admits Provider/Clinic Monthly G	Provider Name (None)
Admits by Provider/Clinic FY (G) Census by Clinic Discharges by Clinic Monthly	Clinic Name (None) Admission Status
Discharges by Clinic FY Discharges by Provider Monthly	│ Ath ✓ Athe ○ Coued
Discharge Provider/Clinic Mo (G) Discharges by Provider/Clinic FY Discharges Provider/Clinic FY(G)	Cancel Apply
Ind. Client Census QA Filtered Census by Client	
Avg LOS by Provider/Clinic Avg LOS by Provider/Clinic (G) Retention by Provider/Clinic Workbook test 2 w/ params	
Workbook test 1 Workbook test 1 Workbook test 1 w/ params Percentage LOS > 90 days Potential Client and Alias	



Central Registry Outage Policy

Infrequently, Central Registry may be down. If this happens we will work as quickly as possible to get it back up and running. Please email <u>cdhs_bha_provider_support@state.co.us</u> as soon as possible if you are unable to access the system or think it might be down.

If Central Registry is down:

- Consult nearby OTPs as needed to ensure dual enrollment is not a concern prior to admitting new patients.
- Please keep a record of admits and discharges to enter into Central Registry later.

When Central Registry is back up:

- Complete a Central Registry admission and change the admission date to fit the original admission date.
 - This can be done by editing the client admission history after submitting the client.
- Please utilize your best clinical judgment in these situations as they will be on a case by case basis.



Navigation Reminders

- The navy navigation menu at the top of the page will default to hidden
 - Select "Show Full Menu" to expand the navigation bar and see additional features such as 'Reports'
- If you find yourself lost within the platform and need to get back into Central Registry, use the blue icon in the upper left corner
- "Search and Admit Client" and "Search My Client" look very similar
 - Search & Admit Client should be used for admitting new clients
 - Search My Clients should be used for clients that have already been admitted or for a census of all clients







Updating Dispensed Medication

If the incorrect medication is selected upon admission, you can go back and correct this

- 1. Select "Search My Client" & select your client
- 2. Click on "Admit/Discharge History"
- 3. Under "Which fields would you like to request to edit?" select "Admission Info"
- 4. Select the admission date you want to update
- 5. Select the option for "Controlled Dispensed Medication"







Troubleshooting Time!