

CCACs' & Service Providers' FAQs

5-Day Wait Times & Wait Lists in CHRIS 2.5 Release Functionality

Service Providers' have contacted the OACCAC Business Leads with questions regarding their ability in receiving the following information from a business impact perspective:

- Patient Available Date
- Service Scheduling Reason

Background

Service providers receive their Service Offer and Service Referral messages in two formats:

1. A PDF format that SPOs pick up from the HPG GUI and
2. An XML format that SPOs pick up using a system to system integration

Issue:

While we have added these two new fields to both formats (and they will be available with the release), it often takes SPOs a number of weeks/months to update their integrations to pick up the new fields. Many SPOs are now getting the majority of information via the system to system integration and will not have this information available in their system on CHRIS 2.5 go live. Providers who receive referrals via HPG GUI will have the PDF version of the message and will be able to view the missing information.

Validation rules in CHRIS against the PAD:

Patient Available Date (PAD) – No billings will be suspended based on the PAD only. There are a number of validations that occur in CHRIS when setting the PAD against the other service authorization dates. These validations ensure that the PAD is either before or equal to the earliest Frequency Start Date; Required First Visit Date and the Date Service Required By.

1. PAD must be = **or** > than Initial Authorization Date
2. Frequency start date must be = **or** > than PAD
3. PAD on Offer can be < assigned date or changed at time of offer to reflect a new timeframe for patient's availability for service, as appropriate, for the new provider
4. Required First Visit Date must be = **or** > than PAD
5. Date Service Required By must be = **or** > than PAD

The Service Scheduling Reason provides rationale as to why the PAD is different than the Initial Authorization Date (e.g. preplanning service).

Risks if SPO does not receive PAD and Reason:

- RISK for Providers not knowing the PAD will occur **only if**:
 - Provider is contacted by patient as available at earlier date and provider has offer and date only and no CCAC provided timeline for service to begin

- CCAC does not order any frequencies at time of initial offer and
- CCAC does not enter any other dates such as 'Required First Visit Date' or 'Date Service Required By'
- RISK for CCAC Reporting on these fields will occur if:
 - The PAD changes and as date is not known to the Provider, change is not communicated to the CCAC therefore the PAD may not be accurately captured in CHRIS

Possible workarounds if CCAC determines that Risks are unacceptable and wish to ensure the PAD is received by all Providers:

- CCAC to send providers a frequency with start date which equals the PAD and inform provider what the rule and this will always match PAD
- CCAC to send frequency with Additional Frequency Details that include the PAD
- CCACs that do not send frequencies then communicate the "Service Required By Date" field and inform provider what the rule is and this will always match PAD
- CCAC may choose to include the PAD in Provider instructions on all new offers