**Office of Quality Improvement**
Substance Abuse and Mental Health

# FASAMS Stakeholders Report

## 1. Activities Completed During the Week Ending 12/24/2021 & 12/31/2021

- DCF and FEI continued work on FASAMS data collection efforts.

- DCF and FEI continued work on enhancements for FASAMS Version 14.

- DCF and FEI are continuing the DCF/DAC JAD Workgroup

  o Meeting held on: No meeting held this reporting period.

  o Minutes can be accessed here: https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml

- DCF and FEI have restarted the Guidance 24 / POM Workgroup

  o Meeting held on: 12/21/2021. Target populations identified and confirmed. Workgroup expected to complete update to Guidance Document 24 soon.

## 2. Activities Planned for the Week Ending 1/7/2022

- DCF and FEI will continue to support stakeholders as they switch to Version 14.

- DCF and FEI will continue work on approved system enhancements.

- DCF and FEI will continue the current workgroup meetings

## 3. Upcoming Changes and Noteworthy Details

https://www.myflfamilies.com/service-programs/samh/fasams/enhancements.shtml

o 2021.10.0 - List of Enhancements

  o WI 472336 – UI Refresh – No Cost Enhancement

- 2022.01.0 –List of Enhancements

  o WI 521775 – Remove Subcontract and Dependencies

- o WI 467372 – Client Search Update

- o WI 475759 – Create Pamphlet Chapter Companion Documents

- o WI 522086 – Medicaid Table Access

- o WI 535356 – Decouple HCPCS Modifiers

## 4. Pamphlet 155-2 Updates

No updates this reporting period

## 5. Quarterly Release Deployment Targets

The following table lists the dates for the next four regularly scheduled, quarterly releases. These releases will contain approved enhancements and low priority defect corrections.

| Quarterly Releases | Deploy to UAT | UAT by DCF | Deploy to Production |
|---|---|---|---|
| 2022.01.0 | 01/01/2022 | 01/01/2022 - 01/31/2021 | 02/01/2022 |
| 2022.04.0 | 04/01/2022 | 04/01/2022 – 04/30/2022 | 05/01/2022 |
| 2022.07.0 | 07/01/2022 | 07/01/2022 - 07/30/2022 | 8/1/2022 |
| 2022.10.0 | 10/01/2022 | 10/01/2022 - 10/31/2022 | 11/1/2022 |

**FASAMS Stakeholders Report**

# 6. SAMH Helpdesk Ticket Report

**Status legend:**

- **In Progress** – resolution being worked on
- **Customer Responded** – Additional information requested
- **Closed**: Ticket closed successfully (Change Request Form completed, responded in 10 business day timeframe, requisite authority has rendered judgement)
  - **Policy Closure** – Ticket closed due to non-compliance with Change Request Form submission and/or lack of response to outreach within 10 business days of ticket submission
  - **Request Granted** – Covered Service change, Project Code, Program Area change; enhancement initiated; issue resolved.
  - **Request Denied** – Requisite authority has determined request not allowable

*Tickets are removed from report 30 days after closure*

| Ticket # | Source of Submission | Issue Summary | Pamphlet Change? | User System Impact? | Days Open | Date Submitted | Date Closed | Status |
|---|---|---|---|---|---|---|---|---|
| 1842362 | Credible | FASAMS Password/Service Request to turn off validations on POM against Program Area | No Required | No | 287 | 3/26/2021 | N/A | In Progress |
| 1901470 | LSF | FASAMS Incident Submission – Submitted Files rejected with Invalid Vocabulary Code | No | No | 137 | 8/2/21 | N/A | In Progress |
| 1906093 | CFBHN | Pamphlet - Service Duration Admission Schema | Required | No | 146 | 8/12/21 | N/A | In Progress |
| 1918611 | NWFLHealth | FASAMS Issue – Will FASAMS accept "partial admissions" – admissions without POM, DIAG, and EVAL records? | No | No | 62 | 9/9/21 | N/A | In Progress |
| 1922876 | CFCHS | The process to update evaluation toolkit values with | Required | No | 112 | 9/17/21 | N/A | Open |

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|---|---|---|---|---|---|---|---|
| | | level of care is not clear in the pamphlet | | | | | |
| 1926338 | LSF | FASAMS – Service files rejected, be read as duplicate records | Not Required | No | 102 | 9/27/21 | N/A | Open |
| 1932536 | Lakeview | FASAMS Incident Submission – Invalid Covered Services in Pamphlet | Not Required | No | 91 | 10/8/21 | N/A | In Progress |
| 1935877 | Therapy Brands | FASAMS Questions From Website | Not Required | No | 84 | 10/15/21 | N/A | In Progress |
| 1939206 | Five Points | FASAMS – V14 Purge Request for 2 CFC Providers | Not Required | No | 74 | 10/25/21 | N/A | In Progress |
| 1943527 | Lakeview | FASAMS Incident Submission | Not Required | No | 38 | 11/2/21 | 12/10/21 | Closed – Request Granted |
| 1943636 | Lakeview | FASAMS – Client Severity Groupings | Required | No | 66 | 11/2/21 | N/A | In Progress |
| 1946324 | Carisk | FASAMS Incident Submission | Unknown | Unknown | 28 | 11/8/21 | N/A | Customer Responded |
| 1946550 | Wellpath | Request for DCF VPN access to submit FASAMS files for Wellpath facilities | Unknown | Unknown | 59 | 11/9/21 | N/A | Customer Reponded |
| 1952485 | Wellpath | FASAMS Password/Service Request – Automation of our file upload | Unknown | Unknown | 45 | 11/23/21 | N/A | In Progress |

# FASAMS Stakeholders Report

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|---|---|---|---|---|---|---|---|---|
| 1954217 | LSF | FASAMS Modifiers – TE | Required | N/A | 2 | 11/30/21 | 12/2/21 | Closed – Request Granted |
| 1954246 | LSF | FASAMS Incident Submission – ModifierCode (TE, HD) error | Required | N/A | 38 | 11/30/21 | N/A | In Progress |
| 1954314 | SMHTF | SAMH: Facility HIS staff requested access to query FASAMS, previous ticket apparently closed | Not Required | N/A | 38 | 11/30/21 | N/A | In Progress |
| 1954553 | LSF | FASAMS Password/Service Request | No | N/A | 1 | 11/30/21 | 12/1/21 | Closed – Request Granted |
| 1955023 | CFBHN | FASAMS – querying FASAMS for Service Event records takes 43 minutes | Unknown | Unknown | 2 | 12/1/21 | 12/3/21 | Closed – Request Granted |
| 1955815 | LSF | ISSUE = Placement End Date | Not Required | Unknown | 13 | 12/2/21 | 12/15/21 | Closed – Request Granted |
| 1955818 | LSF | ISSUE = LegalStatusCode | Unknown | Unknown | 13 | 12/2/21 | 12/15/21 | Closed – Request Granted |
| 1956857 | Five Points | FedTacID missing from WL and Subc Error information | Unknown | Unknown | 32 | 12/6/21 | N/A | Open |
| 1961733 | Carisk | FASAMS Incident Submission | Unknown | Unknown | 20 | 12/16/21 | N/A | Open |
| 1963050 | LSF | Add Covered Service 15 to MH078 | Required | N/A | 11 | 12/20/21 | N/A | In progress |

# FASAMS Stakeholders Report

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|---|---|---|---|---|---|---|---|---|
| 1963849 | CFBHN | FASAMS – CFBHN requires the addition of modifiers to track Carry Forward Modifier | Required | N/A | 9 | 12/22/21 | N/A | In Progress |
| 1963877 | CFBHN | OCA MS923 McKinsey Care Coord | Required | N/A | 4 | 12/27/21 | N/A | In Progress |

Do you have a FASAMS problem and you're not sure what to do about it?  Is there some aspect of FASAMS you're not understanding?  Is there an issue or problem you've identified that you think should be addressed more formally?

Contact our Business Analyst for assistance:

Greg Nix

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This weekly report is also posted on the FASAMS website:
https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml

Pamphlet 155-2 (both v13 and v14) and additional documentation can be accessed here:
https://myflfamilies.com/service-programs/samh/fasams/index.shtml