

STAR Data System Update

DECEMBER 2012

VOLUME 1, ISSUE 2

STAR Policy Bulletin: Update on State Requirements

UPDATE: We would like to inform all STAR users that the proposed requirement that authorization and invoicing take place within STAR as of January 1, 2013 has been postponed. All other requirements outlined in the June 29, 2012 Policy Bulletin remain in effect.

Policy Bulletin 7-12, which was released on June 29, 2012, stated:

“DDAP is working collaboratively with the developer of STAR to accomplish modifications to the system which will allow SCAs and providers to easily and effectively utilize the authorization and payment portions of the system. Requirements related to the authorization portion of STAR are scheduled to be implemented on January 1, 2013. Requirements related to the invoicing portion of STAR are

scheduled to be implemented on July 1, 2013.”

STAR users will be notified well in advance of the date when DDAP will be requiring that authorizations and invoices should be entered into STAR. In the meantime, we encourage users to get as much experience as they can in using authorizations and invoices in STAR, and reporting successes and challenges to DDAP.

NEW STAR FAQs:

You can find the following new STAR FAQs on the DDAP STAR Website at www.ddap.pa.gov/star:

- ◆ Zip Code and Calendar Fields: Best Practices
- ◆ Technical Support User Group and Account Setup: Payer and Provider
- ◆ COMING SOON: Using STAR with Microsoft Windows 8 & Internet Explorer 10

User Tip: Microsoft Internet Explorer 9 Compatibility



The following information was taken from “STAR FAQ Topic 3: Internet Explorer 9 (IE9) Compatibility Setting,” which is available on the DDAP STAR Website at: www.ddap.pa.gov/star

We have identified that users using IE9 are experiencing multiple issues while using the STAR system.

Summary of the Issues:

- a) The “User Profile” screen is blank in System Configuration
- b) The “Service Rate” and “Reimbursement Rate” screens are not displaying in System Configuration
- c) Users are unable to log out in System Configuration

Affected Users:

All Cx360 Payer - System Maintenance Users and All Cx360 Provider – System Maintenance users who are using IE9 are affected.

Workaround:

- 1) Click on the “Tools” menu in the IE9 task bar.
- 2) Select “Compatibility View Settings”.
- 3) Add the STAR websites to the “Compatibility View” website list.

Additional information:

Users can find additional information on how to setup their compatibility settings using this URL:

<http://windows.microsoft.com/en-us/windows7/How-to-use-Compatibility-View-in-Internet-Explorer-9>



Inside this issue:

<i>STAR Policy Update</i>	1
<i>User Tip 2</i>	1
<i>Best Practices</i>	2
<i>What's To Come...</i>	2

Primary Business Address:
02 Kline Plaza
Harrisburg, PA 17104

Support: 717-783-9171
DDAP: 717-783-8200

We are on the Web...

www.ddap.pa.gov/star

Welcome to the next generation of addiction treatment and recovery technology... STAR

Mini-Tutorial: STAR Intake and Referral Process

The Purpose of this mini-tutorial is to outline the STAR Intake and Referral process, and to provide troubleshooting tips that will help to ensure uninterrupted communications within STAR between Treatment Providers and SCAs during a client's episode of care.

What is the STAR Intake and Referral process?

The STAR Intake and Referral process is the process within the STAR Data System through which Providers and SCAs screen, assess and refer clients who are seeking services.

The STAR Intake Webinar provides a detailed description of the STAR Intake and Referral process. The charts from the Webinar which illustrate the process are available on our website as an addendum to this newsletter on the STAR website under "News," or at the following URL:

http://www.portal.state.pa.us/portal/server.pt/document/1305181/star_newsletter_dec_2012_addendum_pdf

Why is it important to follow the correct steps in the STAR Intake and Referral process?

- 1) **To eliminate duplicate effort.** Following the correct steps in the process ensures that a Profile is created only once per client, and a Screen is created only once per client per treatment episode.
- 2) **To facilitate smooth communications** by ensuring that all client Forms created during an episode of care are linked to the correct Screen for that episode of care.

Troubleshooting Tips

If you are experiencing problems in STAR, try the following troubleshooting tips:

- 1) Ensure that the Screen is completed correctly before submitting/sending to the SCA and/or referring to a provider.
 - A) Ensure that your Screen date is correct.
 - B) Ensure that the correct SCA is selected on the General tab.
 - C) Ensure that the correct Treatment Provider is selected on the Access tab if the client is being referred outside of the intake facility.
- 2) All subsequent client Forms completed (Assessment, Admission, Encounter, Discharge) cannot be dated prior to the Screen date.
- 3) A valid, completed Screen must be present in order to create and process all subsequent Forms.
- 4) Screens can be back-dated upon entry if they are not being completed in real-time.
- 5) Be sure that all bolded fields have been completed; these are required fields.
- 6) The creation of a Screen automatically generates an Administrative Admission. Be sure to add the 900-level non-treatment Program to this Administrative Admission.

If you have additional questions about the Intake and Referral process, please refer to your manual or contact the **STAR Support Line at 717-783-9171.**

Things To Come...

Scheduled Server Maintenance & Downtime:

- There is no downtime scheduled.

Upcoming Trainings:

Webinars have restarted, and an in-person classroom training has been scheduled. Please visit:
<https://apps.ddap.pa.gov/tms/>

Next Issue:

- Admissions and Discharges