December 2017

Volume 7, Issue 1

Georgia Department of Human Services
Division of Aging Services

DAS Newsletter

Aging | Disability | Support | Safety

Harmony Update

The Harmony system underwent a major update on Sunday, December 3, 2017 when Mediware conducted a special IT maintenance to make improvements affecting the system nationally. DAS requested **no data be entered into the system from Saturday 12/2/2017 5PM to Monday 12/4/2017 7AM** to accommodate the system update. Mediware and DAS staff worked jointly on Sunday December 3, 2017 to test the implementation to ensure the system is functioning properly for users to begin work on Monday. Although this release includes fixes for issues identified by users in other states, we have devoted attention to the items that most impact Georgia users.

Release Details

The release details are subdivided into four sections:

New Features – New functionality available with the current release.

Enhancements – Modifications and changes to existing features.

Resolved Issues – Issues which have been identified by customers and/or Harmony and are addressed in the current release.

Issues

If users experience any issues with the system now that the update has occurred, please report them to the AIMS Helpdesk at AIMSHELPDESK@dhs.ga.gov.

Inside this issue:

New Features

Affected Area	Topic	Sum-mary
Authorization Utility	Scheduled Auth Creation	A new feature, Scheduled Auth Creation, has been added to the Auth Utility. The feature allows the system to automatically create new authorizations based on existing authorizations according to customer-defined criteria and schedule. For example, if an agency only creates auths for a month at a time, this feature could be used to automatically create an auth each month without user-intervention. The feature is hidden by default and requires some assistance from our engineering staff to configure the desired schedule.
Participants	Can't push a participant when using the Consumer People Search function is active	A new "Add as Consumers" menu has been added to the participant record. This menu is hidden by default and should only be exposed when the New Demographic Search function in the Consumers Chapter has been configured to use the Consumer People Search instead of the standard Contacts Search function. When the user pushes the participant data to create a consumer record, they will be prompted to execute a New Demographic search using the consumer people search function.
Participants	New "View Consumer" menu	When a participant record is associated with a consumer case number, a new "View Consumer" menu will be available in the under the File menu. When the user selects the "View Consumer" menu the consumer record associated with the case number in the participant record will open in a new window.
Providers	New Authorization Tab	A new "Auths" tab has been added to the Providers chapter. This tab is a list view that allows providers to view all assigned authorizations in a single list view. A standard advanced search filter allows providers to isolate auth(s) of interest. A "last updated" filter was included to allow providers the ability to readily find new and updated authorizations. This tab is hidden by default and will be exposed by the system administrator using the group setup utility.
Reports Chapter	Incidents by Provider and Type of Report	A new "Incidents by Provider and Type of Report" report is available as part of our standard report for Incident Management. This report is executed from the Reports Chapter and displays a count of completed incidents by type, grouped by the provider in a date range sorted in alphabetical order. The report parameters include a Start and End Date which will return incident where the report date in on or between these two dates. This report is available in the Report Setup Utility.

Enhancements

Affected Area	Topic	Summary
Case Load Transfer Utility	Generate Notification letters when Primary worker is changed using Case Load Transfer Utility	The Case Load Transfer Utility has been enhanced to allow Notification letters to be generated when a Consumer Division (Open/Closed) Primary or Secondary Worker has been reassigned via the Utility. A new "Generate Consumer Notification Letter" checkbox field will display on the Consumer Case Load Transfer page after the user clicks the "Display Case Load" button. When this field is checked the "Consumer Notification" information will display allowing the system admin to record a Note Type, Subtype and select the notification letter that will be generated when the worker transfer has been executed. Also "View Record" link has been added to the Case Load Transfer List view grid. This link will allow the user to open the consumer's record and view details about the consumer before making the transfer.
Consumers	Expand Character limit in Consumer Cause of Death Field	The character limit for the "Cause of Death" located on the consumer demographics page has been increased to 1,000 characters.
Consumers	Allow Service Area Filtering on the	When the Program field located on the Enrollment, Referral and Authorization pages is configured to use the Program Popup Search Dialog, it has been updated to allow a user to search for providers based on name, city, Medicaid ID, Service Area-County, and Service Area-Region. The columns in list views have also been standardized to show Name, Provider ID, Provider No, Street, City, Medicaid ID, and Disposition (Enrolled Program control only). Additionally, system administrators can, via Group Setup, configure the ctlProgramSearchPopUp, ctlEnrolledProgram-SearchPopUp controls so that a default Service Area filters can automatically be applied and executed. For example, if the Service Area - County filters is configured as a default filter when the users click the ellipsis to open control and select a provider, the system will automatically show only providers whose Provider > Service Area > Counties record includes the county in which the consumer resides (Consumer > Edit Demographics > Contact Information > County) OR where the providers service area record is listed as "Unrestricted". Users can clear the default by simply selecting another filter.
Consumers > Activities Consumers Groups > Activities	Activity ID and Date Created are not visible in detail page or list view grid	The Activity ID and Date Created fields are available to be exposed on the Activities list view grid and on the details page. By default, these fields are hidden and will be exposed by your system administrator using the Group Setup Utility.

Affected Area	Topic	Summary
Consumers > Plans > Planned Services	Populate Date Authorized based on Group setup	When the "Create Authorization(s)" menu is selected in the Consumer > Plans > Planned Services list view grid the "push" logic that uses the planned services data to create authorizations has been updated so that the "Date Authorized" field on the Authorization Detail page populates with the default value specified in Group Setup Utility. If a default value is not specified in the Group Setup Utility, the "Date Authorized" field will not be populated by the push.
My Harmony	Supervisor visible on to the Case Closure Queue List view grid	A "Supervisor" column has been added to the Case Closure Queue list view grid and filter on the My Harmony >My Management area. This column when exposed in the list view grid will display the primary supervisor that is associated with the worker listed in the Investigator (memberID) field on the Investigation record.
My Harmony	Pending Assessment Queue – Save Filter Option	A "Save Filter" option has been added to the "Pending Assessments Queue," this feature allows the end user to save frequent filter criteria.
Participants	Add Cell Phone to Participants list view grid	The Participant Cell Phone number can be exposed on the list view grid and filter in the Inquiry (Intake) and Incident (Investigation) participants subpage. This column is hidden by default and will be exposed by the system administrator using the group setup utility.
Providers	Expand Character Limit for the Providers Vendor No field	The character limit for the "Vendor No" field located on the provider edit page has been increased to 50 characters.
Reports	New Filters on the Auth, Auth Svc, Auth Svc EDI Status report	The standard Auth, Auth Svc, Auth Svc EDI Status report has been enhanced to include additional filters and information. Users can now filter the report by error code, and new columns have been added to the results to show the consumer's region, the total number of error codes associated with each record, and the error code and error description of the most recent error code.
Screen Design Utility	Medication List view on Screen design missing data from medication details page	The Medication Data Form control has been enhanced to allow the system administrator to determine if the predefined list of medication fields available in the form are visible and the sort order.

Resolved Issues

Affected Area	Topic	Summary
Add Intake	Resolution date is not respecting configuration setting	When the Resolution field on the Add Intake page is configured to be read-only, the field will be rendered non-editable when the Add Intake page is opened.
Allegations	Allegation Alleged Perpetrator can be added after Allegation is Completed	When the allegation record has a complete status, the end user will no longer be able to add or edit the allegation alleged perpetrator record. The user should unlock the allegation record to edit allegation alleged perpetrator record.
APS Web Intake	Issues with adding Alleged Victim when it is required on the form	When the alleged victim information is required on the APS Web Intake form, if the individual submits the form without the alleged victim information the validation message displays, the individual clicks through this message they will be able to add the alleged victim information and proceed with submitting the form.
Assessments	Data is not being included in the. medication and relation fields when the duplication or copy from previous is used	When using the duplicate, or copy from previous menu in the consumer assessments tab, if data is recorded in the Medication or the Relations Control in the assessment that data will be populated when the assessment is either duplicated or copied from previous menu is used.
Assessments	Assessment/Plans feature - Duplicate Need getting populated in plan	When an assessment is saved with a complete status, and that assessment contains a response that is linked to a need that would populate a Plan if the need is already associated with the plan it will not be duplicated in the plan. The assessment question that suggested the need will be linked to the existing need.
Authorization Utility	Auth Utility which Auto-Creations Authorizations on a schedule needs to include rollback logic if there is a failure while executing	When the scheduled job to auto-create authorizations is executed in the Auth Utility if an unexpected error was encountered the process would stop partway through. The scheduled job logic has been updated, if an unexpected error is encountered the update process is stopped and any changes to the authorization is rolled back (as if it no changes were made).
Authorizations	Auth Svc EDI Status is not updating when user navigates to error subpage first	The logic on the Auth Services and Auth Services > Error Codes page was updated to close a loophole. If a user viewed the Error Code page, navigated back to the auth services page, and updated the auth svc status field, the auth svc EDI value was not consistently updating based on the mapping defined in the Utilities > Auth, Auth Svc, Auth Svc EDI Status Mapping utility. The mapping is now consistently applied.
Authorizations	Authorization ID displays as 0 at the top of AuthService Details page after navigating to a subpage	When navigating the subpages within the AuthService detail page, the Authorization ID will no longer display Zero in the AuthService header, and it will display the Authorization ID.
Consumer Assessment	Medication search freezes when adding a medication	When searching for a medication using the Medication control in a screen design, the user will enter 4 characters and execute the search. The search results will return any medication that starts with those 4 characters.
Case Load Transfer Utility	Notification Letters dropdown is not displaying the correct letters	The Notification Letter drop-down located in the Case Load Transfer Utility will display active word merge letters where the word merge type equals “consumers.”

Affected Area	Topic	Summary
Consumers > Activities	Fund code is being changed on Activity record	When a provider was associated multiple times to a consumer in the Referrals tab but with different fund codes (Divisions) when an activity record is created, and that provider is selected in the program field the correct fund code (Division) will be associated with the activity.
Consumers > Activities	Activity status "Like Complete" does not make the Activity Times section read only	When an activity status has been configured in the Lookup Code Utility to use a secondary ID of "Complete" when that activity status is selected in the consumer's activity detail page, and the record is saved, the activity time fields will be rendered read-only.
Consumers > Notes	When viewing Notes via a Program Access level role, the note is visible, but the program field is null	When using a role that has program level access with cross program access turned on and the user accesses a note record where the program field is populated the value will remain and will not be cleared.
Consumers > Plans > Planned Services	Excluded Providers display in the Planned Services provider pop up search	When the "Excluded" field is checked in the provider record, they will not display in the pop-up search in the Consumer Planned Services page.
Consumers > Relations	Warning message displays when trying to delete a Relations added thru Assessment	When a relation record is added to a consumer assessment via the Relation Data Form control and the user access that relation record via the Case or Family Relation tab in the consumer record, when the user tries to delete that relation record, they will receive the following warning message "Cannot Delete Relation record because it is used on an assessment." If the relation record is clear from the assessment and then the user access that relation record via the Case or Family Relation tab in the consumer record, when the user tries to delete that relation record, it will be deleted successfully.

Affected Area	Topic	Summary
Inquiry	Warning message displays when executing a Referrals Search	When executing a search in the Inquiry Referrals Search subpage, the warning message will no longer display when the user clicks the search button.
Inquiry >Documentation	Error when selecting Participant in documentation header	A server error will no longer display when selecting/deselecting a participant record from participant drop-down field in documentation tab.
Inquiries/ Intakes	Saving Inquiry/Intake Note tickler in a workflow wizard the WFW closes the WFW window	When a workflow wizard is triggered in the Inquiry or Intake record and a Note Tickler is presented in the workflow wizard window, when the user clicks the tickler link, populates the note details and saves the record, the tickler will be crossed off the list, and the workflow wizard page will remain open.
Intakes	Investigation Queue is not displaying the correct queue based on Alleged Victim Address	The investigation queue located on the intake record will display the correct queue when the field is configured to use the Alleged Victim Address to determine the queue.
Investigations	Timeout Expired message when opening the History Viewer	When access the history link from within the investigation documentation subpage the “Timeout Expired” message will no longer display.
Investigations	History Viewer in the Documentation subpage is not displaying date/time correctly	When accessing history records associated with a specific Documentation record in an investigation the date/time stamp will display the correct date/time in the history viewer header.
Investigations	Show Detail/Subpage Navigation Warning Message is not displaying	The “Show Detail/Subpage Navigation Warning Message” will now display when a user modifies a detail page and then navigate to a subpage without saving the record.
Merge and Purge	"Failed to Purge Demographics" Message display when purging a consumer record	When purging a consumer record from Harmony using the Purge Utility the “Failed to Purge Demographics” message will no longer display.
Merge and Purge Utility	Merge Failed Error Message	When Merging to consumer records together, the system admin will no longer be presented with the “Merging failed for selected two contacts the Delete statement conflicted with referenced constraint” message.
Merge and Purge Utility	Medication record not merging into Destination record	When executing a consumer merge, any medications listed in the source consumer record will be copied into the destination consumer record.
Merge and Purge Utility	Error when merging People records	A server error will no longer display when trying to merge people records.

Affected Area	Topic	Summary
My Harmony	Searching for perpetrator zip code in the Perpetrator Registry Queue presents an error	When executing a search using the perpetrator zip code filter in the Perpetrator Registry Queue an error message will no longer display and search results will be returned based on the value entered in the perpetrator zip code filter.
My Harmony	My Harmony > Investigations Due pane	When a supervisor is no longer active for a specific worker, when that supervisor accesses the Investigations Due Queue on the My Harmony desktop, they will no longer see that worker's name in the list view grid.
Navigation	A confirmation message is not displayed when navigating to another subpage without saving the record.	When the “Show Detail/Subpage Navigation Warning Message” flag in system setup is checked and the user modifies a detail page and then navigate to a subpage within the detail page the warning message will display informing the user if they want to save and continue or don’t save and continue navigating.
Notes	Participant dropdown is not populating.	When checking out an inquiry record via the Provider record and the user add an inquiry note record the Participant drop-down field will display participants listed in inquiry record.
Payers Utility	ISO Codes are not alphabetized when they are added to a Payer	The Utilities > Payers > ISO Codes > Index and Sub object lookup codes have been updated so that index and sub object codes are shown in alphabetical order.
People Search	Medicaid ID not populating in Participant record	When selecting, a people record that contains a Medicaid ID number, when the data elements from the people record populated the Alleged Victim, Involved Person or Consumer participant record and the Medicaid ID field is exposed on the participant detail page the Medicaid ID value will be populated when the initial data loads into the fields from the people record.
Investigations	Expunging a Perpetrator from the Registry Queue is not working	When expunging a perpetrator from the Perpetrator Registry Queue the appeals record associated to the perpetrator does not require the Date Appeal Filed, Appeal Decision, and Appeal Decision Date to be populated when saving the appeal record. The appeal record can be saved with just the expunged fields populated.
Provider > Workers	Error when selecting a provider in the Worker Provider subpage	When associating a worker with additional providers via the Worker Provider sub page, an error message will no longer display after you have selected the provider record from the ellipsis search window.
Providers	Provider Advanced Search the Worker Filter is not populated	When executing a filter search using a filter option that display as list of workers the dropdown list will populate the list of workers to select from in order to search.
Reports	Saving a Report to a Note the report file is not being attached to the note record	When generating a report within a consumer record and the “Save to Note” feature has been enabled, when the user saves the report to a note, the report will be attached to the note as a PDF file.

Affected Area	Topic	Summary
Reports	Using the “All” parameter does not return any results in the 'Authorization and Claims for Select Provider' Report	When executing the “Authorization and Claims for Select Provider” standard report using the “All” option in the Program parameter, the report will return results.
Reports	Ongoing Service Flow Report miscalculating	When the “Ongoing Services Flow” report is executed the Cases Receiving Ongoing Services at the end of Reporting Period section of the report will display the correct count of investigation records.
Reports	Error is presented when trying to generate the New Consumer Enrollments by Provider	The *New Consumer Enrollments by Provider* report has been added to Standard Consumer Reports Package. This report is generated from the Reports Chapter and displays a list of Consumers enrolled in a program for specified date range and provider. The user will specify the fund code, program, start and end date parameters. The report is grouped by program and disposition and then lists the consumer name, case number, Admit Date, Closed date, and Worker associated with each program. If you don’t see this report in the Reports Chapter, contact your system administrator who can review the Reports Setup Utility to determine how this report is setup.
Reports	Error is presented when trying to generate the Claims Chapter Claim Detail by Submit Date	The *Claims Chapter Claim Detail by Submit Date* report has been added to Standard Claims Reports Package. This report is generated from the Reports Chapter and lists all claims in detail for submitted in a given date range. The user will specify the start and end date parameters and when renders detail information about each claim that was submitted within the date range. If you don’t see this report in the Reports Chapter, contact your system administrator who can review the Reports Setup Utility to determine how this report is setup.
Reports	"Middle Initial" is appearing in Screener's name intermittently	When executing the custom "APS Intake Report," the Screener's Middle Initial will populate in the report correctly.
Screen Design	Medication Control Save Freeze the assessment	When adding medication to a consumer assessment via the Medication Control when the medication record is saved a new “processing” message will display when the assessment page is being refreshed.

DAS Newsletter

Affected Area	Topic	Summary
Search	Error when using quick search for Consumer and Providers	A warning message will no longer display when a worker executes a quick search with a Role that has worker access permission configured.
SHIP Export	Experiencing timing out with large batches	When executing large batches using the SHIP Export the time out message will no longer display.
SHIP Export	SHIP Export is not exporting Client Gender correctly for the Individual Client Contact	When exporting gender data using the SHIP Export utility the gender values of male, female and unknown will be mapped to the following hard coded value of 1 for "Female," 2 for "Male" and 9 for "Unknown" in the export file.
Ticklers	Program field doesn't populate in assessment when accessed from a Workflow Wizard	When accessing a consumer assessment via the Workflow Wizard window and the program field is exposed in the assessment header it will display a list of programs the user can select from.
Utilities – Merge and Purge	Merge Purge Utility: Consumer Merge "Conflict" text should display in red text	When executing a consumer merger, when the source and destination record display if there are any "Conflict" identified in the grid the word "Conflict" will display in red text.
Waitlist Queue	The Wait List Queue > Filter search does not search records where Work Queue is "Removed"	When the Work Queue filter in the Waitlist Queue is set to "Removed" records will be returned in the search results grid.
Word Merge	APS Word Merge is Generating the Same Letter for Multiple Participants	When generating a word merge letter using the "APS Investigation Alleged Perpetrator/Allegation" Query multiple versions of the same letter associated with different participants will no longer display. The end user will be presented with a single version of the letter.
Word Merge	Investigator Supervisor First and Last name fields are not pulling in Word Merge	The Investigator Supervisor First and Last name will display if the merge fields are included in a Word Merge.