



COUNTY OF SANTA CLARA
Behavioral Health Services

POP-UP NOTIFICATIONS

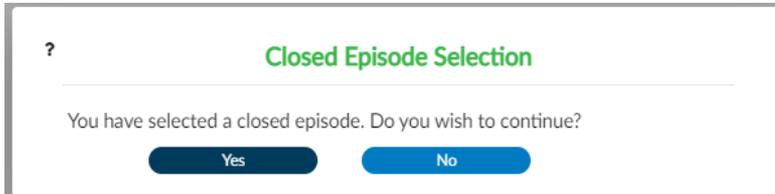
06/06/2022

POP-UP NOTIFICATIONS

Pop-up Notifications will appear to notify a user of an error, possible error, reminder, or to prompt the user to proceed in a specific manner.

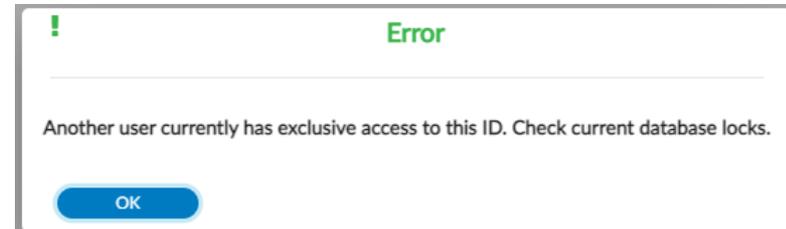
This guide will provide common pop-up notifications and how to proceed should a notification appear.

GENERAL



The client has been discharged from the selected episode. If this is the intended episode, click 'Yes'

Another user is currently in the client's chart or the same user may have multiple forms opened to the client. Check if multiple forms are open to the client. If not, come back to the client at a later time.



ADMISSION



This indicates another client has the same Unicare number in their Facility Chart Number field. Check to see if the other client is a duplicate.

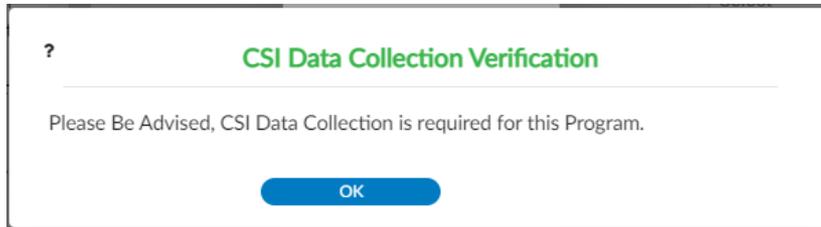
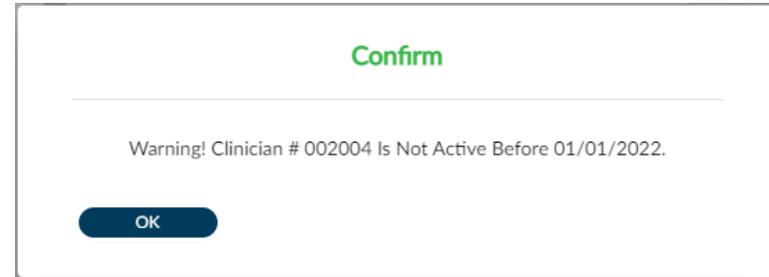
Click 'OK'. This indicates the client is currently open in other episodes, which is okay since some clients have Screening Episodes that will not be discharged.



Click 'OK'. This indicates the client is open in another episode that has an admit date after the current admission, which is okay.

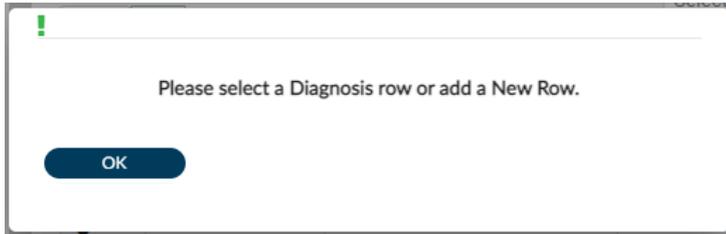
ADMISSION

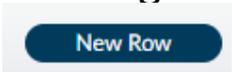
Admitting Practitioner is registered in PCNX after the client's Admit Date. Click 'OK' and continue to fill out form and submit.



A reminder to complete CSI Admission and CSI Assessment form as well as CSI fields in the Admission, Diagnosis, and Discharge form.

DIAGNOSIS

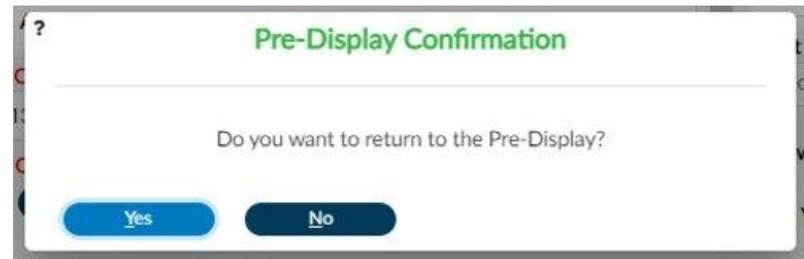


A new row has to be added to the Diagnosis multi-iteration table before entering Diagnosis information. Click  then proceed to add diagnosis.

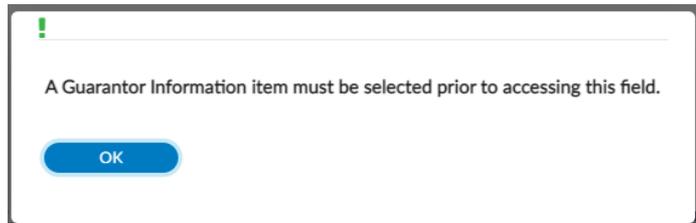
After submitting the Diagnosis form, this notification will pop up to ask to return to the Pre-Display.

Click 'Yes' if you want go back to the page with all of the client's Diagnosis record.

Click 'No' to return to Home Page.

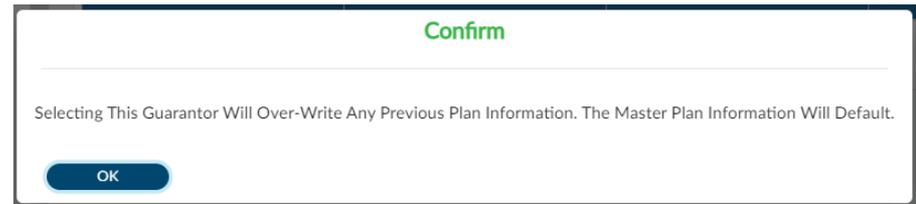


FINANCIAL ELIGIBILITY

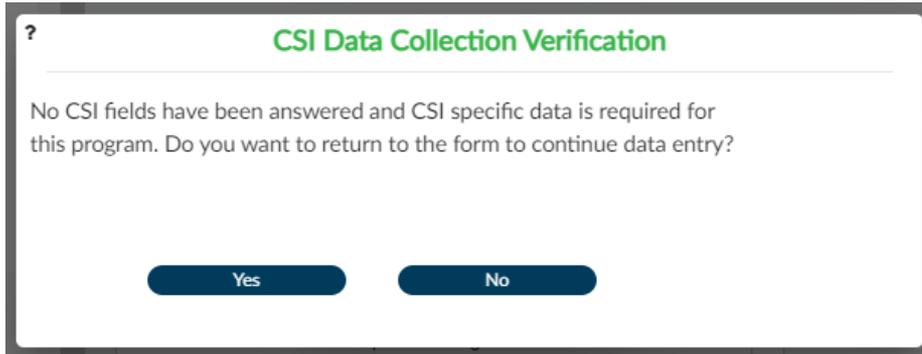


A new item must be added to the multi-iteration table before adding any Guarantor information. Click  near the top of the page.

This will populate the information of the guarantor selected. Click 'OK'



DISCHARGE



?

CSI Data Collection Verification

No CSI fields have been answered and CSI specific data is required for this program. Do you want to return to the form to continue data entry?

Yes No

The client was opened in a Mental Health program that requires CSI information to be collected, but no CSI information was inputted before discharge.

Go back and ensure all CSI information was completed.

*FBRC programs can select 'Yes' and continue to discharge. No CSI information needs to be collected for FBRC.

UPDATE CLIENT DATA

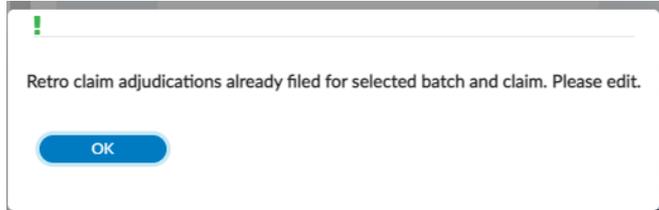


Indicates SSN was used for another client.

If this is a unique SSN, please verify if there is a duplicate account.

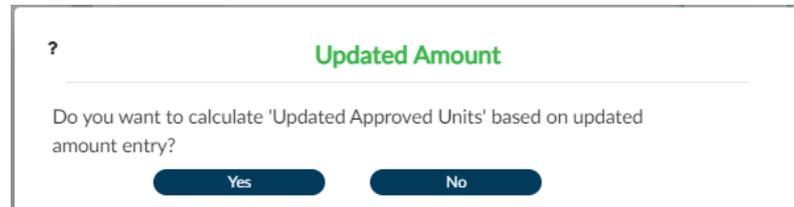
If it is a generic SSN such as 999-99-9999, ignore notification.

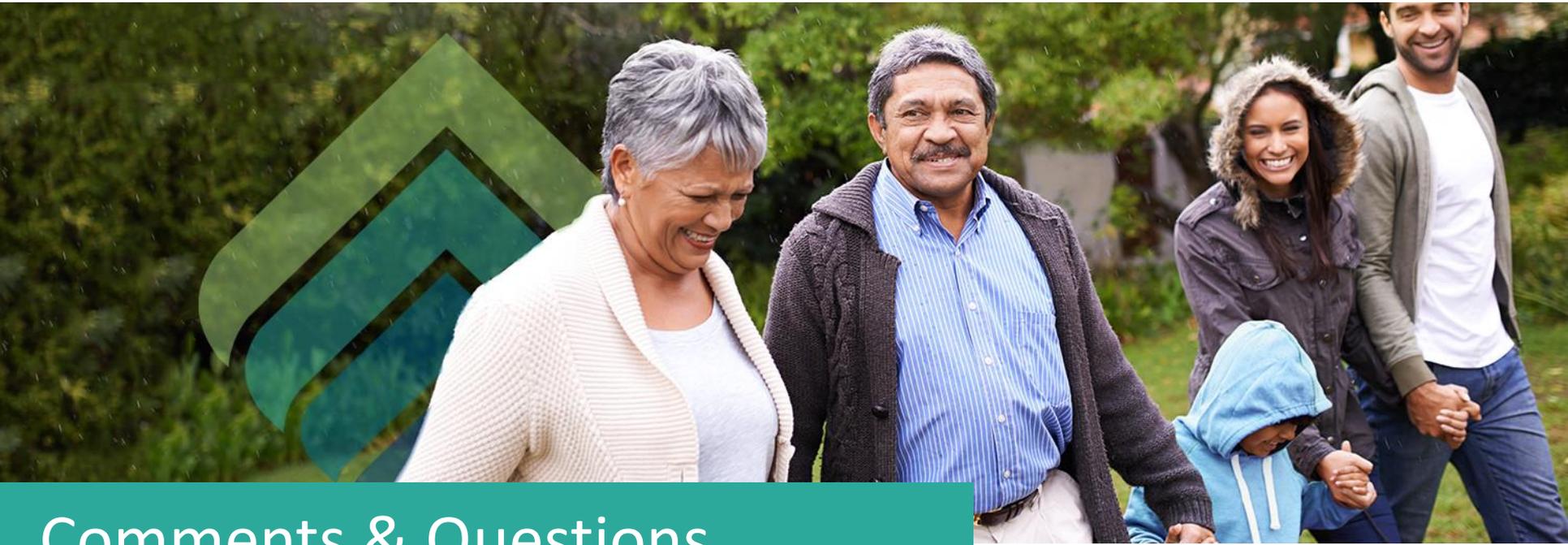
RETRO CLAIM ADJUDICATION



An adjudication for this claim has already been submitted, so Add is no longer an option. Edit/Delete can be made to this claim.

When adjusting a claim, such as updating the Approved Units, this notification, and other variations of this notification, will pop up. Click 'Yes' to update other fields accordingly. Click 'No' to keep other fields as is.





Comments & Questions