Client Identity Management

Each client must have one—and only one—client profile. They must be clearly and correctly identified at your agency. When their identity is incorrect or changes, UWITS must be updated to the correct information.

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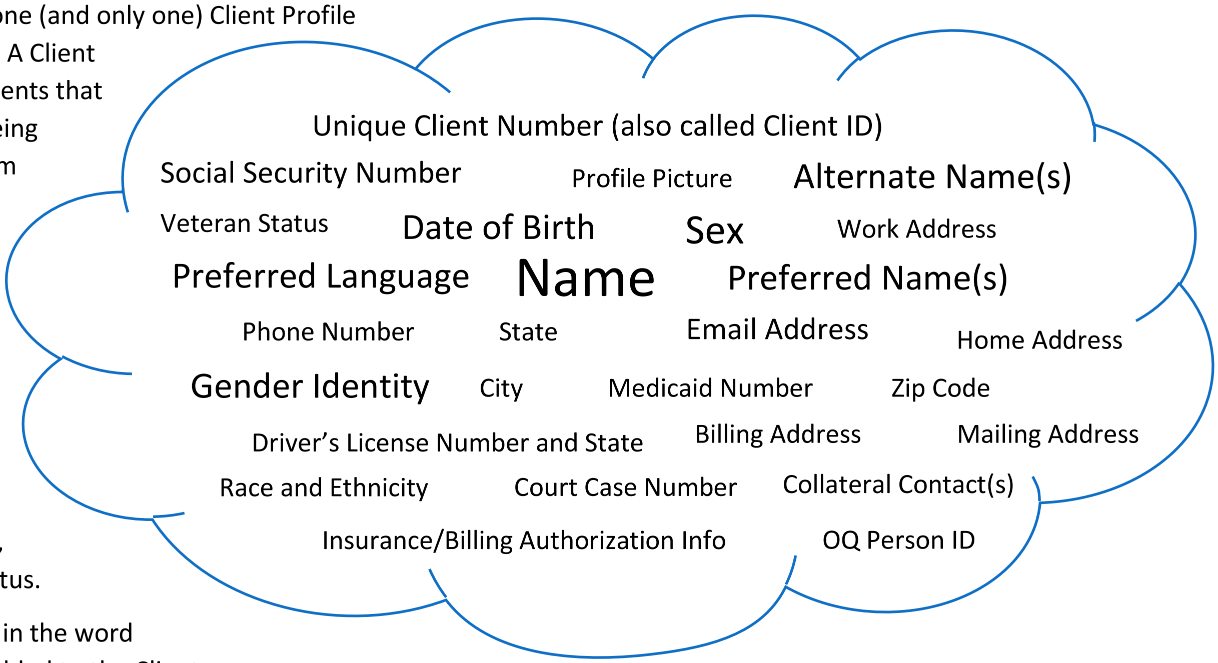
Elements of Identity Management

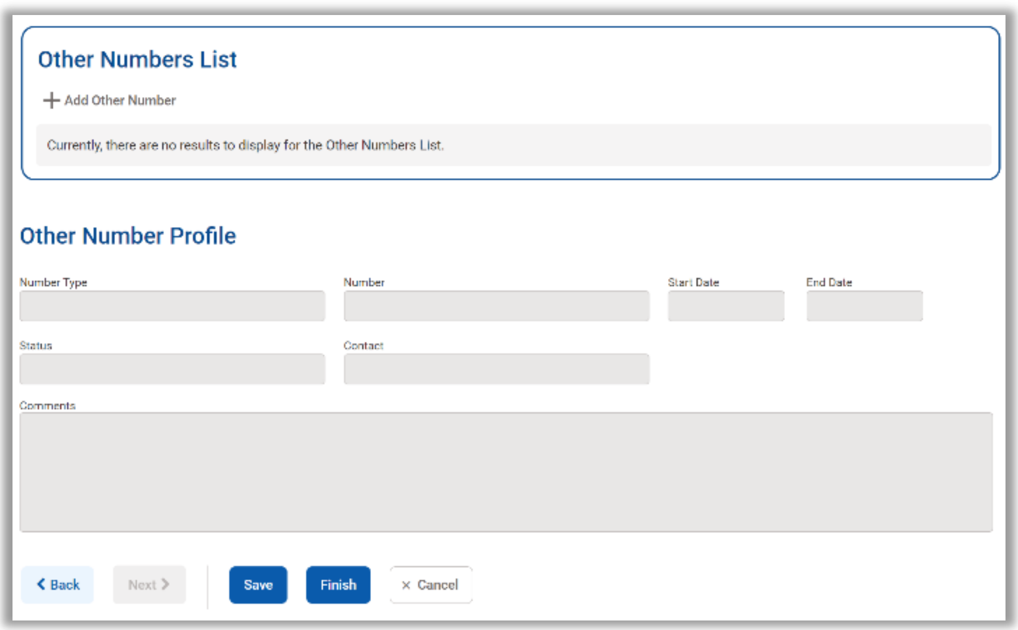
Each client should have one (and only one) Client Profile in UWITS at your agency. A Client Profile contains the elements that identify one person as being separate and distinct from another person. We typically think of a person's name, date of birth, sex, and gender identity as being elements that identify a person. UWITS also requests information about each client's preferred language, race, ethnicity and veteran status.



The data elements listed in the word cloud are all able to be added to the Client Profile in UWITS, as needed.

What is an OQ Person ID?

The OQ Person ID is an identification number assigned by the OQ Analyst. The OQ Analyst is an online system used to administer outcome measures, questionnaires, and satisfaction surveys. There is a connection from UWITS to the OQ Analyst which associates a person's UWITS Client Profile with their OQ Analyst client record. This link also gives access to their documented list of OQ instruments, including clinician reports in OQ Analyst. Please see the OQ Analyst API documentation for more information.



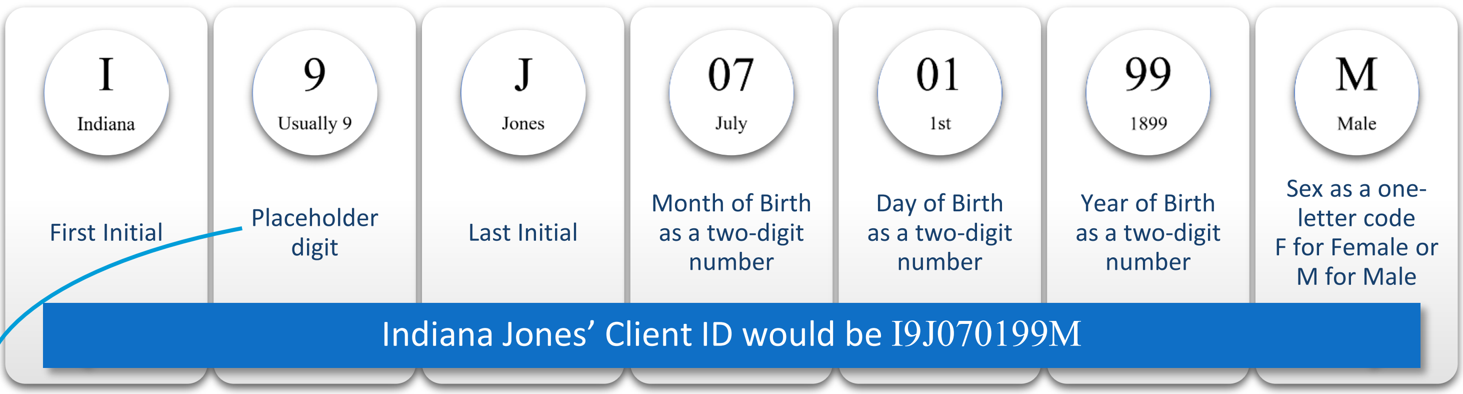
Each client should be listed in the OQ Analyst no more than once and should have no more than one OQ Person ID.

When clients are listed in both UWITS and OQ Analyst, updating their Client ID requires additional steps. However, these steps will conveniently correct the client's information in both systems simultaneously. Instructions are included below.

What is a Unique Client Number (aka Client ID)?

Each client is given an identification code that is created using their first and last initials, their date of birth and their legal sex (typically their sex assigned at birth). This identification code is formally called the Unique Client Number (UCN) but is often referred to as the Client ID. When clients change their name or when an error is identified in their date of birth or their gender then UWITS must be updated with the new information, plus the client's ID must be adjusted to match this updated information.

In most situations, the Client ID must be updated manually. UWITS only automatically updates the Client ID before an episode has been started and even then only if the updated Client ID is not already in use.



Placeholder digit – Starts with 9

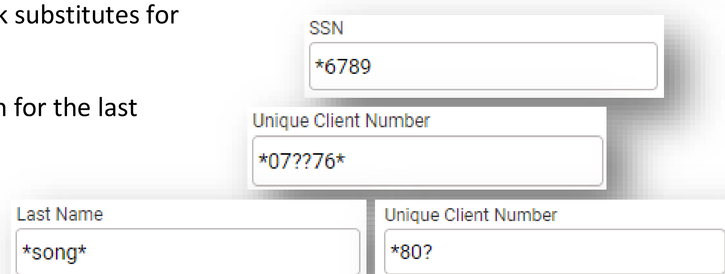
When creating a new record where all other elements are the same, this number is decreased by

Does this client have more than one profile at your agency?

When you identify an incorrect Client ID, begin with a careful search to identify all profiles this client has at your agency. Search for the key elements that uniquely and individually identify the client before attempting or requesting an ID change. Click on the Advanced Search button for additional search options. Be thorough.

For example, you could search partial information using wildcards. The asterisk substitutes for any number of characters and the question mark substitutes for exactly one:

- Social Security Number (i.e.: Search for *6789 to search for the last four characters.)
- Month and year of birth but not the day of the month (i.e.: Search for *07??76* in the Unique Client Number box to find someone born on any day in July of 1976.)
- Or search for year of birth and a partial last name, but without the first name



Do you find one, two or more than two profiles for this client at your agency?

For clients with only one profile at your agency

Start Here

Was the client profile created by your agency?

If the answer is **Yes** read this box

When a client record is nothing but a profile then you can edit the client record and UWITS should automatically update the ID. Be sure to verify that the correction occurs as anticipated.

Next, check the **Other Numbers** screen. Is there an OQ Person ID listed? If so, there is a record for this client at the OQ Analyst. These will need to be updated to maintain a correct linkage between UWITS and the OQ Analyst and to prevent duplications in the OQ Analyst. Once the UWITS Client ID has been updated, hover over the action button (⋮) and select **Review**. Add a note to the **Comments** box indicating that the Client's ID was changed. Click on the **Save and Finish** button and then click on the **Finish** button. If the staff member who clicks on the **Finish** button is assigned the **Record Management** role (and the correct role in OQ Analyst) then doing so will also update the client's information at the OQ Analyst. If not, arrange for someone who does have these roles to complete this step.

If the answer is **No**

OR

Was the client profile created from a referral in?

If the answer is **Yes** read this box

If this client was referred in recently with a bad client ID and your agency has not started an episode then you may contact the referring agency to ask them to correct the Client Profile information and resend the referral. You must then delete this version of the client profile which was created as your agency accepted the original referral.

If your agency has started an episode then you may alert the referring agency to the error without requesting a resend and continue with these instructions.

If the answer is **No**

Have you referred this client to another agency?

If the answer is **Yes** read this box

If you have referred this client to another agency, that agency will also need to update this Client's ID if this client is or has recently been active in their care. Please send the Agency Navigator at the other agency an encrypted courtesy email with the information they will need to correct this Client's ID at their agency. Then continue with these instructions.

If the answer is **No**

Do even one of these exist?

- Encounter Notes released to billing
- Encounter Notes created from a Group Session
- Group Meeting Roster entries

If the answer is **Yes** read this box

Send an encrypted email UWITS Support to request that the ID be updated.

Continued on the next page.

If the answer is
No

Are there Unique Client Eligibility (UCE) records?

If the answer is
Yes
read this box

For each active UCE record, coordinate with the authorizing agencies. This will align funding authorization for the correct client ID when corrected. Then continue with these instructions.

If the answer is
No

Are there Client Group Enrollment (CGE) records?

If the answer is
Yes
read this box

These can be removed if there are no authorizations or associated billing.

- First, note the details of each CGE record. Use the screenshot button to make this fast and easy.
- Second, attempt to remove each of them.

If UWITS allows this removal then you will need to create these later.

If UWITS does not allow this removal then send an encrypted email to UWITS Support to request that the ID be updated.

Please continue with these instructions.

If the answer is
No

Move and correct the profile using the 898 Client

Please
Read
this box

Make a note of the details for all intake records to be moved, then move any and all intake records to the 898 Client (898080888F).

- Change the incorrect information on the bad client profile and then save. The Client ID should automatically update.
- Using your notes, identify then move any and all intake records from the 898 client which need to be moved back to this client record.
- Is there an OQ Person ID in Other Numbers screen? If so, this means that there is a record for this client at the OQ Analyst. These will need to be updated to maintain a correct linkage between UWITS and the OQ Analyst and to prevent duplications in the OQ Analyst.
  - Click on the + Add Other Number link at the top of the screen.
  - Select Historical UCN from the Number Type box.
  - Enter the client's former client ID into the Number box.
  - Click on the Save and Finish button and then click on the Finish button. Again, if the staff member who clicks on the Finish button is assigned the Record Management role in UWITS (and the correct role in OQ Analyst) then doing so will also update the client's information at the OQ Analyst. If not, arrange for someone who does have these roles to complete this step.
- If this does not resolve your issue then send an encrypted email UWITS Support for assistance.

Tip! Do not update the incorrect information in the Client Profile prior to moving the intake. Otherwise, it will first be necessary to change the Client Profile back to the incorrect information and click the **Save** button, then update the information to the correct values and click on the **Save** button a second time. This is because changing the Client ID is only triggered when the related data changes.

For clients with only two profiles at your agency

Start Here

Were both client profiles created by your agency,

If the answer is **Yes** read this box

If either client record is nothing but a profile then after you **specifically check for CGEs and OQ Person IDs and verify that there are none**, you may delete the client record which is nothing but a profile. If the remaining Client Profile has an incorrect Client ID then follow the instructions, above, <u>For clients with only one profile at your agency</u> to correct the remaining profile.

If the answer is **No**

OR

was at least one of these client profiles created from a referral in?

If the answer is **Yes** read this box

If either client was referred in recently with a bad client ID and your agency has not started an episode then you may contact the referring agency to ask them to correct the Client Profile information and resend the referral. You must then delete this version of the Client Profile which was created as your agency accepted the original referral. If the remaining client profile has a bad Client ID then follow the instructions, above, <u>For clients with only one profile at your agency</u> to correct the remaining profile.

If your agency has started an episode then you may alert the referring agency to the error without requesting a resend and continue with these instructions.

If the answer is **No**

Have you referred either client profile to another agency?

If the answer is **Yes** read this box

If you have referred this client to another agency with a bad Client ID, that agency will also need to update the Client's ID if the client is or has recently been active in their care. Please send the Agency Navigator at the other agency an encrypted courtesy email with the information they will need to correct the Client's ID at their agency. Then continue with these instructions.

If the answer is **No**

Do even one of these exist?

- Encounter Notes released to billing
- Encounter Notes created from a Group Session
- Group Meeting Roster entries

If the answer is **Yes** read this box

Check all episodes for both clients, then answer both of the following questions:

Does only one client have either of these records?

If the answer is **Yes** read this box

If YES, then you will need to retain that client record.

If the answer is **No**

Do both clients have either of these records?

If the answer is **Yes** read this box

If YES, merging the clients is not possible. Mark one of the clients as inactive. See page 13 for instructions.

If the client to be retained has the incorrect client ID then coordinate with UWITS Support for assistance.

If the answer is **No**

Are there Unique Client Eligibility (UCE) records?

If the answer is Yes read this box

For each active UCE record, coordinate with the authorizing agencies. This will align funding authorization for the correct client ID when corrected. Please continue with these instructions.

If the answer is No

Are there Client Group Enrollment (CGE) records?

If the answer is Yes read this box

These can be removed if there are no authorizations or associated billing.

- First, note the details of each CGE record. Use the screenshot button to make this fast and easy.
- Second, attempt to remove each of them.

If UWITS allows this removal then you will need to create these later.

If UWITS does not allow this removal then answer **both** of the following questions:

Does only one client have CGEs that cannot be removed?

If the answer is Yes read this box

If YES, then you will need to retain that client record.

If the answer is No

Do both clients have CGEs that cannot be removed?

If the answer is Yes read this box

If YES, merging the clients is not possible. Mark one of the clients as inactive. See page 13 for instructions.

If the client to be retained has the incorrect Client ID then coordinate with UWITS Support for assistance.

If the answer is No

Are there multiple open Episodes?

If the answer is Yes read this box

One client cannot have two open episodes in the same facility. Are the open episodes in the same facility or different facilities?

If the open episodes are in different facilities then continue with these instructions.

If the episodes are in the same facility, mark one of the clients as inactive. See page 13 for instructions.

If the answer is No

Do you have a clear picture of which of these client profiles can be deleted or marked inactive and which client profile should be retained?

If the answer is
Yes
read this box

If not, please send an encrypted email to UWITS Support for assistance.

If so, at this point one of the Client Profiles will be deleted (or, if necessary, marked inactive) and the other Client Profile will be retained. For simplicity, this retained Client Profile will be referred to as the **Primary** Client Profile and the record to be deleted (or, if necessary, marked inactive) will be referred to as the **Discontinued** Client Profile.

Make a note of any and all details which should be retained but which are located in the Discontinued Client Profile, remembering to include all OQ Person IDs. Then make any corrections to the Primary Client Profile. Move any and all intake records from the Discontinued Client Profile to the Primary Client Profile. Once you are certain that all intake records and any other details have been moved to the Primary Client Profile then delete the Discontinued Client Profile (or, if necessary, mark as inactive).

If there were multiple OQ Person IDs for these clients, they must first be merged in the OQ Analyst. Next, navigate to the Other Numbers screen and click on the + Add Other Number link at the top of the screen.

- Select Historical UCN from the Number Type box.
- Enter the client's former client ID into the Number box.
- Click on the Save and Finish button and then click on the Finish button.

Note: If the staff member who clicks on the **Finish** button is assigned the **Record Management** role (and the correct role in OQ Analyst) then doing so will also update the client's ID at the OQ Analyst. If not, arrange for someone who does have these roles to complete this step.

Does the Primary Client Profile have the correct Client ID? If not, follow the instructions, For clients with only one profile at your agency, above.

If you need additional assistance then send an encrypted email to UWITS Support.

If the answer is
No

Please send an encrypted email to UWITS Support for assistance.

For clients with more than two profiles at your agency

When a client has more than two profiles at your agency, begin by building a complete picture of the situation.

Start Here

Were any of these client profiles created by your agency

If the answer is Yes read this box

If either client record is nothing but a profile then after you **specifically check for CGEs and OQ Person IDs and verify that there are none**, you may delete the client record(s) which are nothing but a profile. Continue with these instructions.

If the answer is No

OR

was at least one of these client profiles created from a referral in?

If the answer is Yes read this box

If any of these clients were referred in recently with a bad Client ID and your agency has not started an episode then you may contact the referring agency to ask that they correct the Client Profile information and resend the referral. You must then delete this version of the Client Profile which was created as your agency accepted the original referral. Continue with these instructions.

If your agency has started an episode then you may alert the referring agency to the error without requesting a resend and continue with these instructions.

If the answer is No

Have you referred any of these client profiles to another agency with a bad Client ID?

If the answer is Yes read this box

If you have referred any of these clients to another agency with a bad Client ID, that agency will also need to update the Client's ID if the client is or has recently been active in their care. Please send the Agency Navigator at the other agency an encrypted courtesy email with the information they will need to correct the Client's ID at their agency. Then continue with these instructions.

If the answer is No

Learn more about the remaining profiles.

Begin by reading this box

Answer these questions for each client profile:

Does this Client Profile have even one:

1. Encounter Note released to billing?
2. Encounter Note created from a Group Session?
3. Group Meeting Roster entry?
4. Client Group Enrollment (CGE)?
5. Unique Client Eligibility (UCE)?
6. Open Episode at your agency?
7. Name in the Referral Contact box in the Intake?

Tip! You may find it helpful to ignore which profile has a good Client ID until later, then contact UWITS Support for assistance with changing Client IDs.

...and Next

Putting Your Knowledge Into Action

Are there still two or more profiles remaining?

If the answer is **Yes** read this box

For the profiles which remain, review and adjust your answers to the questions in the yellow box above.

Select the two profiles with the most "No" answers at this point, then follow the instructions, above, For clients with only two profiles at your agency for those two Client Profiles.

When you have completed those instructions, return again to this page and complete this section again.

Once you have completed this process for all remaining profiles to this point, please continue with the next questions.

If the answer is **No**

Do you have just one remaining client profile?

If the answer is **Yes** read this box

Does the one remaining client record have the correct Client ID? If so, congratulations! You have completed these instructions.

Otherwise, follow the directions above, For clients with only one profile at your agency to correct the remaining profile.

If the answer is **No**

Do you have more than one client profile remaining that cannot be combined further?

If the answer is **Yes** read this box

Select one client profile to mark inactive.

For simplicity, this retained Client Profile will be referred to as the Primary Client Profile and the record to be deleted (or, if necessary, marked inactive) will be referred to as the Discontinued Client Profile.

Make a note of any and all details which should be retained but which are located in the Discontinued Client Profile. Then make any corrections to the Primary Client Profile. Move any and all intake records (which can be moved) from the Discontinued Client Profile to the Primary Client Profile. Once you are certain that all intake records and any other details have been moved to the Client Primary Profile then delete the Discontinued Client Profile (or, if necessary, mark as inactive).

Does the Primary Client Profile have the correct Client ID? If not, follow the instructions, For clients with only one profile at your agency, above.

How many OQ Person IDs were found in the Other Numbers screen for these client profiles? If there were multiple OQ Person IDs for these clients, they must first be merged in the OQ Analyst. Next, navigate to the Other Numbers screen and click on the + Add Other Number link at the top of the screen.

- Select Historical UCN from the Number Type box.
- Enter the client's former client ID into the Number box.
- Click on the Save and Finish button and then click on the Finish button.

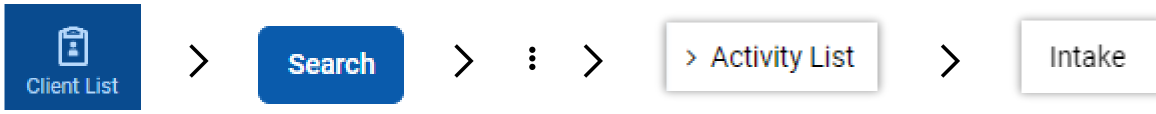
Note: If the staff member who clicks on the Finish button is assigned the Record Management role (and the correct role in OQ Analyst) then doing so will also update the client's ID at the OQ Analyst. If not, arrange for someone who does have these roles to complete this step.

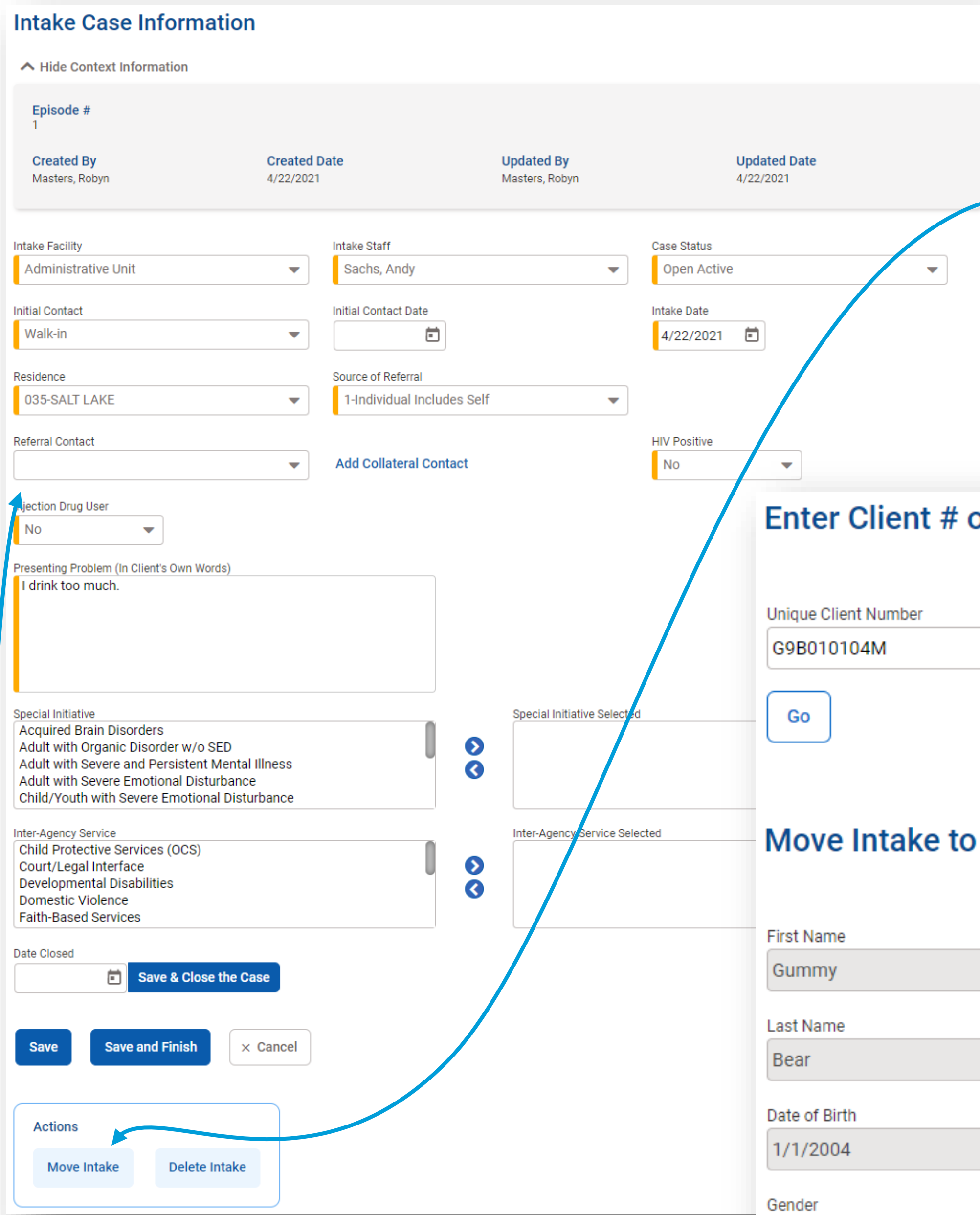
If you need additional assistance then send an encrypted email to UWITS Support.

If the answer is **No**

Please send an encrypted email to UWITS Support for assistance.

How to Move an Intake

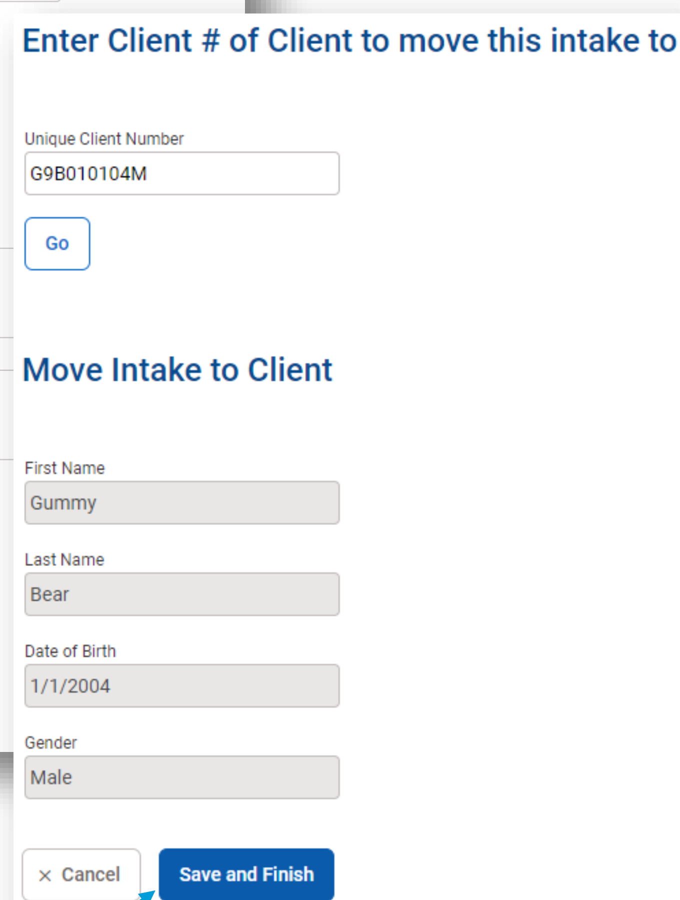




Begin by locating the Client Profile in the Client List. Hover over the action button (⋮) and select Activity List. Navigate to the Client Intake.

Click on the **Move Intake** button in the Administration box at the bottom of the screen.

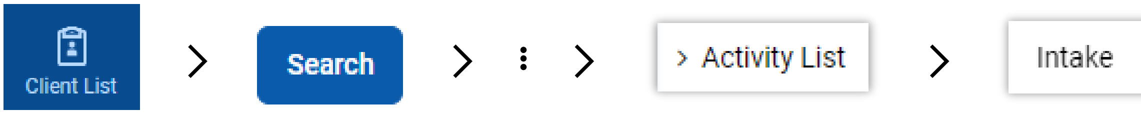
Enter the client ID where the intake is to be moved. Click the **Go** button.



When details from the Client Profile are shown on the screen, verify that they are correct then click on the **Save and Finish** button.

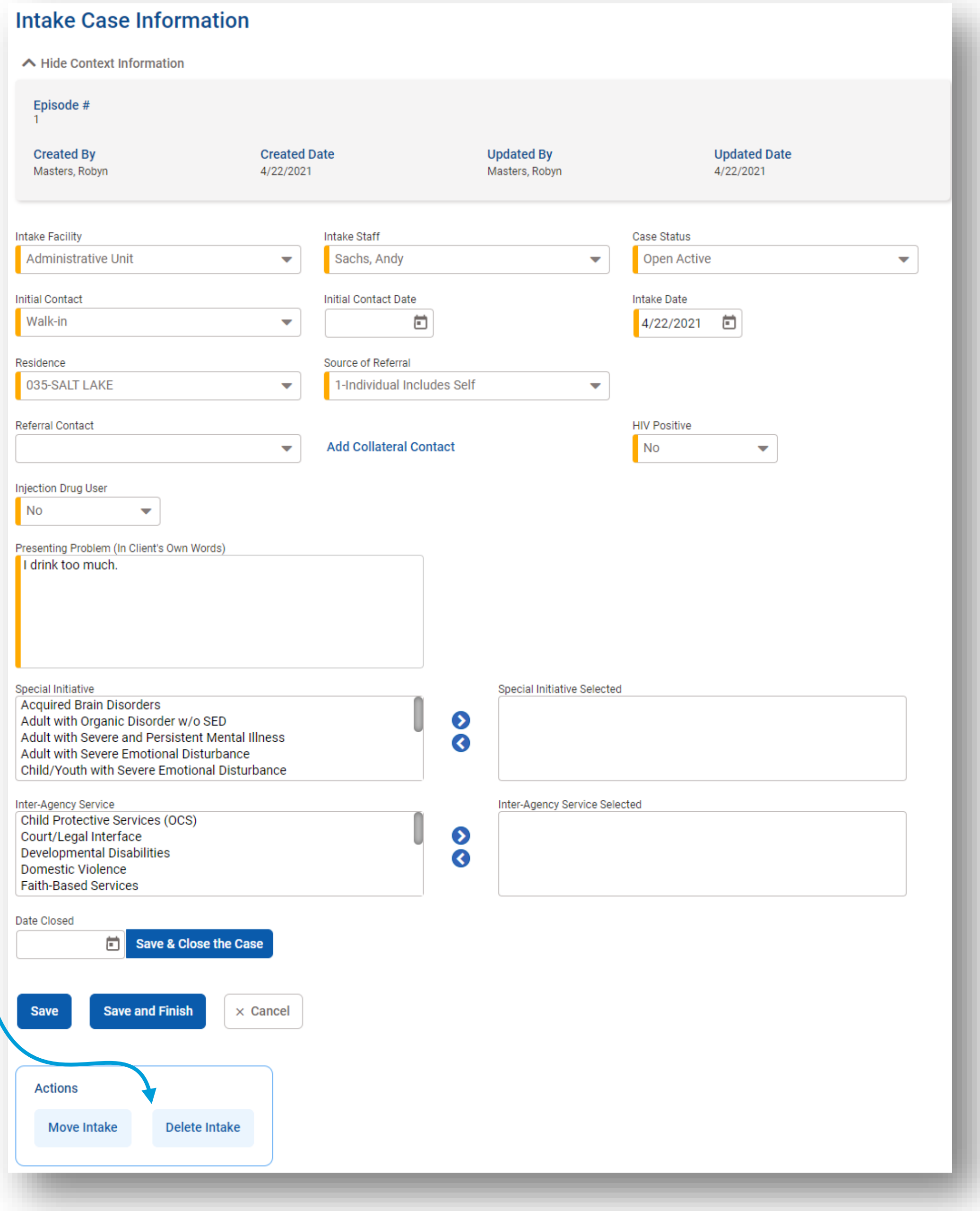
Tip! If there is an entry in the Referral Contact box on the Intake screen, note the person's name. It must be removed before moving the intake. The name must be removed from this box before proceeding with these instructions. After the intake has been moved, the Referral Contact can be restored to the Intake screen.

How to Delete an Intake

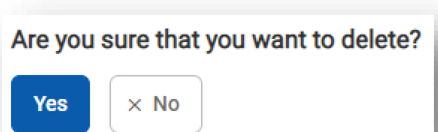


Begin by locating the Client Profile in the Client List. . Hover over the action button (⋮) and select Activity List. Navigate to the Client Intake.

Click on the **Delete Intake** button in the Actions box at the bottom of the screen.



Click the **Yes** button when asked to verify.



How to Mark a Client Profile as Inactive

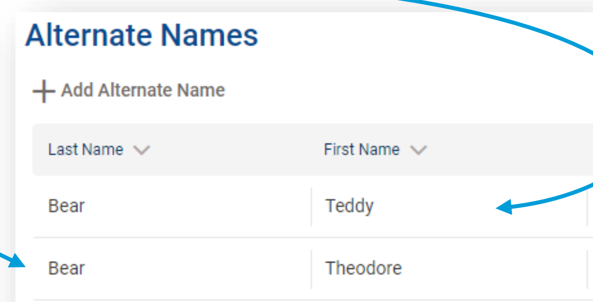
An inactive client is identified as a duplicate Client Profile which cannot be resolved via the instructions above. For simplicity, this duplicate Client Profile to be marked inactive will be referred to as the **Discontinued** Client Profile and the retained Client Profile will be referred to as the **Primary** Client Profile.

Once it has been determined that usage of a Client Profile be discontinued by marking as inactive, please complete the following steps:

In the Discontinued Client Profile:

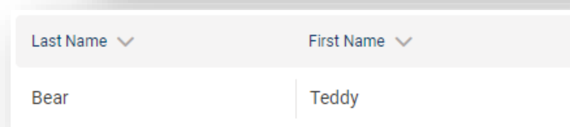
1. Edit the Client's Last Name to include DO NOT USE after the original Last Name.

2. Add the Client's full name (without the DO NOT USE label) into the Alternate Names.
3. Also add the Client's full name as referenced by the Primary Client Profile into the Alternate Names in the Discontinued Client Profile.



In the Primary Client Profile:

4. Add the Client's full name as referenced by the Discontinued Client Profile into Alternate Names.

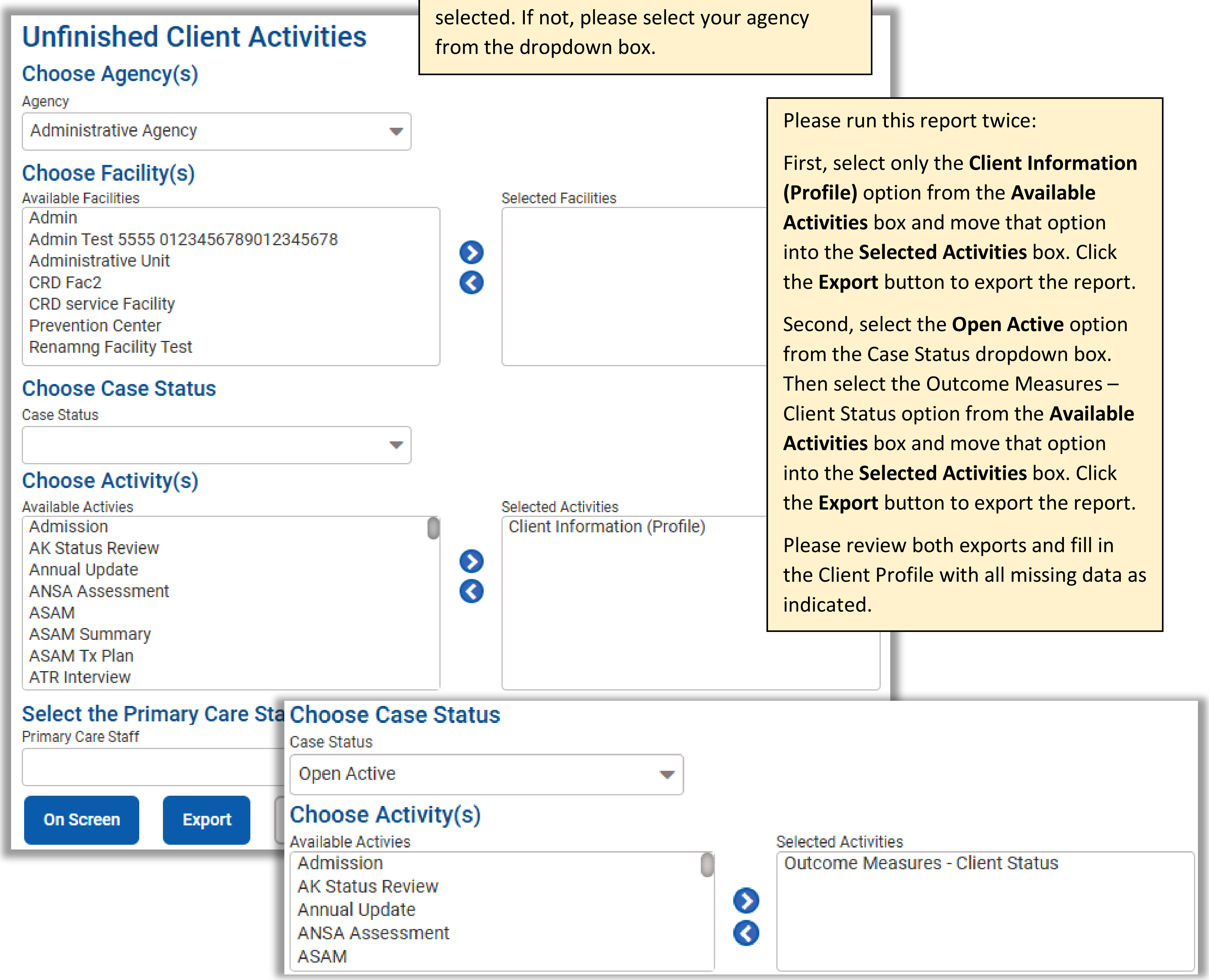


Unfinished Client Activities Report

Certain data elements in the Client Profile are required to be considered complete. To identify which Client Profiles are considered incomplete, please run the Unfinished Client Activities Report at least monthly.

To do so, begin by clicking on the **Reports** button on the blue Navigation bar to the left. Then select the **Unfinished Client Activities** option from the list of reports.

Typically, your agency should already be selected. If not, please select your agency from the dropdown box.



Please run this report twice:

First, select only the **Client Information (Profile)** option from the **Available Activities** box and move that option into the **Selected Activities** box. Click the **Export** button to export the report.

Second, select the **Open Active** option from the Case Status dropdown box. Then select the Outcome Measures – Client Status option from the **Available Activities** box and move that option into the **Selected Activities** box. Click the **Export** button to export the report.

Please review both exports and fill in the Client Profile with all missing data as indicated.

Tip! The **Outcome Measure - Client Status** screen was upgraded in July 2015. Therefore, you are encouraged to skip any Outcome Measures listed on this report which is dated July 2015 or before.