

CSI Correction Guide



Live Well San Diego

**County of San Diego
Behavioral Health Services**

CSI Correction Guide

Client Service Information, also known as CSI, must be submitted to the State. Just like with billing, it will land in suspense if the information is not correct. This guide is to be used in conjunction with the CSI Validation Report to correct the suspense items so they can successfully be submitted to the State.

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The errors included in this packet are only the most common error types. If you have any questions, or need additional support, please **STOP and call the Optum Support Desk at 800-834-3792.**

- ✓ **Error:** Client's name contains non-alpha characters

Client name should not have any non-alpha characters. This includes the first name, middle name, last name, and suffix. Non-alpha characters are apostrophes, hyphens, spaces, or non-English letters.

Example of a wrong name:

CLIENT IDENTIFYING INFORMATION					
Client Name					
Last Name	TEST-UN'REAL	First	FAKE	Suffix	JR.
Birth Name (If different from above)					
Last Name		First			
Middle		Suffix			

- ✓ **Correction:** Submit a FORM A to update the name removing any non-alpha characters.

Example of a correct name:

CLIENT IDENTIFYING INFORMATION					
Client Name					
Last Name	TESTUNREAL	First	FAKE	Suffix	JR
Birth Name (If different from above)					
Last Name		First			
Middle		Suffix			

✓ **Error: Invalid Country of Birth**

The selections made within the 5 individual questions (2 radio buttons and 3 selections) MUST be logical.

Example of illogical selections:

The image shows two examples of a demographic form with illogical selections. The top example shows 'Born in U.S.' selected as 'Yes', 'Born in California' selected as 'Yes', 'Place of Birth: Country' as 'Unknown country', 'Place of Birth: County (If born in California)' as 'Unknown', and 'Place of Birth: State (If born inside the U.S.)' as 'Unknown state'. The bottom example shows 'Born in U.S.' selected as 'Yes', 'Born in California' selected as 'No', 'Place of Birth: County (If born in California)' as a blank field, and 'Place of Birth: State (If born inside the U.S.)' as 'California'.

✓ **Correction: Add a new Demographic Form, dated today's date, and update either the radio button, or selections so the selections are logical.**

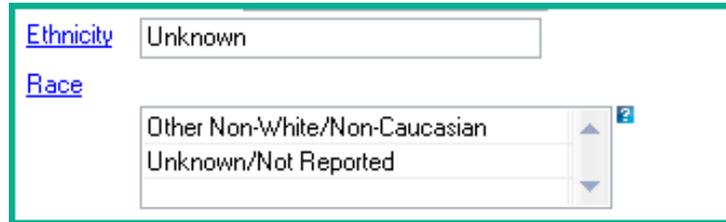
Examples of logical selections:

- Place of Birth Scenario 1 – Unknown Place of Birth
 - Born in US: "NO"
 - Born in CA: Will be grayed out
 - Place of birth COUNTY: Will be grayed out
 - Place of birth STATE: Will be grayed out
 - Place of birth COUNTRY: 99 = Unknown Country
- Place of Birth Scenario 2 – Know born in US but nothing else
 - Born in US: "Yes"
 - Born in CA: "No"
 - Place of birth COUNTY: Will be grayed out
 - Place of birth STATE: UN = Unknown State
 - Place of birth COUNTRY: US = United States
- Place of Birth Scenario 3 – Know born in US and CA but nothing else
 - Born in US: "Yes"
 - Born in CA: "Yes"
 - Place of birth COUNTY: 99 = Unknown
 - Place of birth STATE: CA = California
 - Place of birth COUNTRY: US = United States

✓ **Error: Invalid Race Combination**

There cannot be a true value in conjunction with “Unknown/Not Reported.”

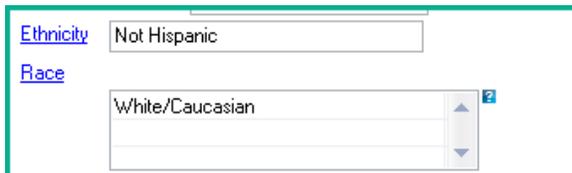
Example of illogical selection:



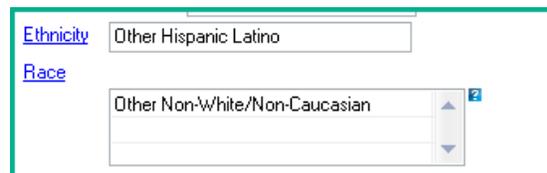
The screenshot shows a form with two fields: 'Ethnicity' and 'Race'. The 'Ethnicity' field is a text box containing the word 'Unknown'. The 'Race' field is a dropdown menu with 'Other Non-White/Non-Caucasian' selected. A small blue question mark icon is visible to the right of the dropdown menu.

✓ **Correction: Add a new Demographic Form dated today’s date. If there are both an unknown value and a true value, delete the “Unknown/Not Reported.”**

Examples of logical selections:



The screenshot shows a form with two fields: 'Ethnicity' and 'Race'. The 'Ethnicity' field is a text box containing 'Not Hispanic'. The 'Race' field is a dropdown menu with 'White/Caucasian' selected. A small blue question mark icon is visible to the right of the dropdown menu.



The screenshot shows a form with two fields: 'Ethnicity' and 'Race'. The 'Ethnicity' field is a text box containing 'Other Hispanic Latino'. The 'Race' field is a dropdown menu with 'Other Non-White/Non-Caucasian' selected. A small blue question mark icon is visible to the right of the dropdown menu.

- ✓ **Error: Mother's name contains non-alpha characters**

Mother's name should not have any non-alpha characters. This includes apostrophes, hyphens, spaces, non-English letters, and parentheses.

Example of a wrong name:

Mother's First Name	LISA (BIO) - LYNN (FOSTER) 
Alias(es)	
Last	

- ✓ **Correction: Add a new Demographic Form, dated today's date, and update the name removing any non-alpha characters.**

Examples of correct names:

Mother's First Name	TRISHA 
Alias(es)	
Last	

Mother's First Name	UNKNOWN 
Alias(es)	
Last	

- ✓ **Error:** Invalid Legal Consent, Client is >17/Invalid Legal Consent, Client is >25

The client's legal consent/conservatorship status MUST align with their current age.

Examples of invalid legal consent:

The image contains two side-by-side screenshots of a 'LEGAL INFORMATION' form. Both forms have a yellow arrow pointing to the 'Legal Consent' dropdown menu with the text 'Hint: Look @ Clt age'.
The left form shows 'Legal Consent' set to 'Probate Conservator of Person' and 'Client's age today' as 8. The right form shows 'Legal Consent' set to 'Minor-Juv Cit Ward Juv Off' and 'Client's age today' as 37.

- ✓ **Correction:** Add a new Demographic Form, dated today's date, and update the legal consent field to be consistent with the client's age.

Example of a valid legal consent:

The image shows a single screenshot of a 'LEGAL INFORMATION' form. A yellow arrow points to the 'Legal Consent' dropdown menu with the text 'Hint: Look @ Clt age'. The 'Legal Consent' field is set to 'Self/Not Applicable' and 'Client's age today' is 20.

- ✓ **Error:** Under 18 was not selected but client is under 18/Under 18 is selected but client is ≥ 18

The radio button asking if the client is under 18 MUST be answered correctly. The client's current age was recently added next to this question for ease of answering.

Example of incorrect selection:

PARENTAL SCHOOL INFORMATION	
IS CLIENT UNDER 18? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Client's age today <input type="text" value="12"/>

- ✓ **Correction:** Add a new Demographic Form, dated today's date, and update the radio button to be consistent with the client's age.

Example of a correct selection:

PARENTAL SCHOOL INFORMATION	
IS CLIENT UNDER 18? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Client's age today <input type="text" value="13"/>

✓ **Error: No principal MH Diagnosis**

There several reasons this error will appear:

- A. The date of the diagnosis form does not cover the actual date of service (DOS). Note: There has to be a diagnosis form with a form date on or before the DOS.
- B. The start date of the mental health diagnosis does not cover the actual DOS. Note: There has to be a mental health diagnosis in effect on the DOS.
- C. The diagnosis is not a mental health diagnosis. Note: The diagnosis covering the date of service MUST be mental health.

Error A: Example of the diagnosis FORM not covering the actual DOS:

The report states the DOS is 3/28/19:

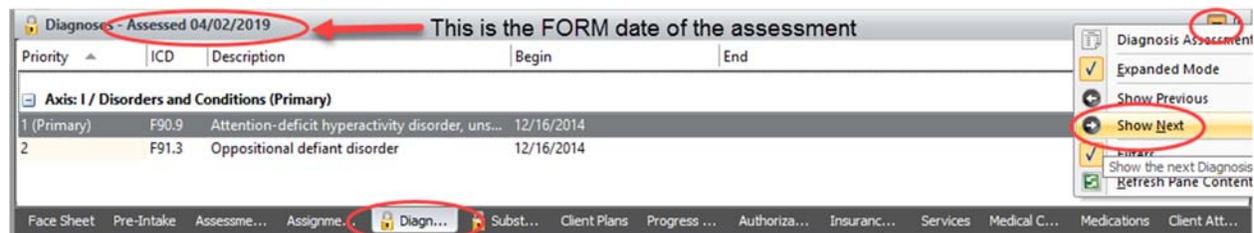
I	J	K	L	M
Record Type	Case	Client Name	DOS/ Form Da	Error Message
Service			3/28/2019	No Principal MH Diagnosis (Please enter a Mental Health diagnosis code in the Diagnosis form)

The client's chart reflects that the first diagnosis form entered was 4/2/19. **Reminder: change your filters if you are looking for an older DOS.**

Assessments	
Date	Description
03/28/2019	Demographics Form
03/28/2019	Client Plan Confirmation Page
03/28/2019	Eligibility for Pathways
04/02/2019	Psychiatric Assessment
04/02/2019	Diagnosis Form

Reminder: A diagnosis form can be embedded in other assessments, such as the Psychiatric Assessment. You may also check the diagnosis pane to see form dates of assessments that include diagnoses.

Hint: When using "Show Next," a blank diagnosis screen will display in-between the most recent diagnosis and the very first assessment entered.



✓ **Correction A:**

1. Add a new Diagnosis Form, dated the DOS.
2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.

3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today's date, and make the same changes to it as the back dated diagnosis form.

1. Add a new Diagnosis Form, dated the DOS.

Adding Assessment for

Assessment

Refresh Save Request Assessment Prospective Planning Tiers Progra

Refresh Actions Clinical

Click Save to confirm selections and add a new Asses

Assessment Type: Diagnosis Form

Date: 03/28/19

Confirmation

? [Name] has a more recent Diagnosis Form dated 10/31/2019 that contains a Diagnosis Review Page.

Continue with potential out of sequence addition of Diagnosis Form dated 03/28/2019?

Yes No

Hint: It may be helpful to change your view to view all active and inactive diagnoses to be able to determine if there is a mental health diagnosis covering the DOS.

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | Current Inactivations |

ID	Diagnosis	Priority	Beg Date	End Date
F33.1	Major depressive disorder, recurrent, moderate	1	10/31/2019	
F43.12	Post-traumatic stress disorder, chronic	2	04/15/2019	
F90.9	Attention-deficit hyperactivity disorder, unspecified type	3	12/16/2014	

General Medical Condition Summary Code:

Add New
 Edit
 Show
 Delete
 Active
 Active and Inactive
 Active and Current Inactivations (Display Active and Inactive records)

2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.

Due to the fact the DOS is currently covered by both F90.9 and F91.3, both mental health diagnoses, just sign and final approve the assessment.

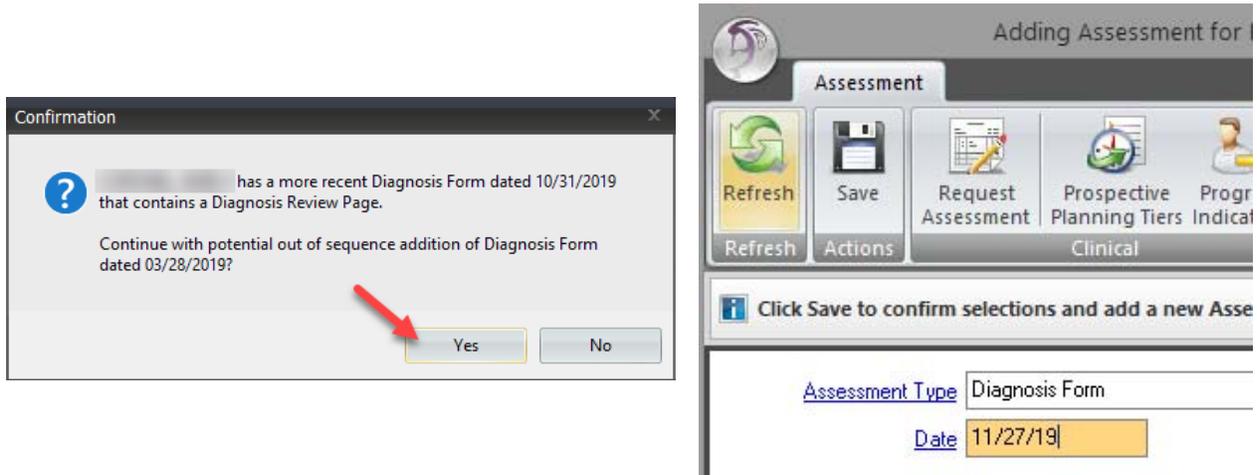
If there was not a mental health diagnosis to cover the DOS, either change the start date of an applicable diagnosis early enough to cover the DOS or enter in the deferred diagnosis. If a deferred diagnosis is used, both the begin and end date must be entered, as there are already valid diagnoses in this client's chart. [Reminder: NEVER change the start date to be a more recent date than what is already displaying].

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | Inactive |

ID	Diagnosis	Priority	Beg Date	End Date
F43.12	Post-traumatic stress disorder, chronic	2	04/15/2019	
F33.1	Major depressive disorder, recurrent, moderate	1	10/31/2019	
F90.9	Attention-deficit hyperactivity disorder, unspecified type	3	12/16/2014	
F91.3	Oppositional defiant disorder	Inactive	12/16/2014	10/24/2019

3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today's date, and make the same changes to it as the back dated diagnosis form.

When the back dated form was entered the notification displayed. Enter a new form dated today and make the same changes that were made in the back dated form.



No changes were made in the back dated form, as there was a mental health diagnosis that covered the DOS. Just sign and final approve the assessment.

Error B: Example of the diagnosis START DATE not covering the actual DOS:
The report states the DOS is 6/12/17

Record Type	Case Number	Client Name	DOS/ Form Da	Error Message
Service			6/12/2017	No Principal MH Diagnosis (Please enter a Mental Health diagnosis code in the Diagnosis form)

The client's chart reflects there is a diagnosis form covering that DOS, 6/12/17. **Reminder: change your filters if you are looking for an older DOS.**

Assessments	
Date	Description
05/17/2017	Demographics Form
06/03/2017	Diagnosis Form
06/03/2017	Diagnosis Form
06/12/2017	Diagnosis Form
07/10/2017	Demographics Form
07/10/2017	Diagnosis Form

Reminder: A diagnosis form can be embedded in other assessments, such as the Psychiatric Assessment. You may also check the diagnosis pane to see form dates of assessments that include diagnoses.

Hint: When using "Show Next," a blank diagnosis screen will display in-between the most recent diagnosis and the very first assessment entered. Although there is a FORM date covering the DOS, there are no mental health diagnoses covering the DOS.

✓ **Correction B:**

1. Add a new Diagnosis Form, dated the DOS.
2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.
3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today's date, and make the same changes to it as the back dated diagnosis form.

1. Add a new Diagnosis Form, dated the DOS.

Hint: It may be helpful to change the view to see all active and inactive diagnoses to be able to determine if there is a mental health diagnosis covering the DOS.

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | | Current Inactivations |

ID	Diagnosis	Priority	Beg Date	End Date
F43.20	Adjustment disorder, unspecified	1	07/10/2017	
T74.02XA	Child neglect or abandonment, confirmed, initial encounter	2	06/03/2017	

2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.

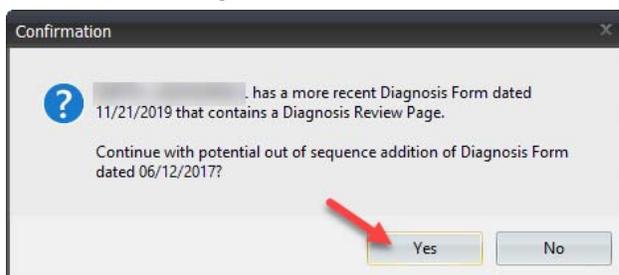
In this case, there was not a mental health diagnosis to cover the DOS. Either change the start date of an applicable diagnosis early enough to cover the DOS or enter in the deferred diagnosis. If a deferred diagnosis is used, both the begin and end date must be entered, as there are already valid diagnoses in this client’s chart. [Reminder: NEVER change the start date to be a more recent date than what is already displaying].

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | | Inactive |

ID	Diagnosis	Priority	Beg Date	End Date
F43.20	Adjustment disorder, unspecified	1	07/10/2017	
T74.02XA	Child neglect or abandonment, confirmed, initial encounter	2	06/03/2017	
R69	Illness, unspecified	Inactive	06/12/2017	06/12/2017

3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today’s date, and make the same changes to it as the back dated diagnosis form.

When the back dated form was entered the notification displayed. Enter a new form dated today and make the same changes that were made in the back dated form.



In the back dated form a deferred diagnosis was added to cover the DOS. Do the same in this assessment to cover the DOS. Then sign and final approve the assessment.

Error C: Example of a non-mental health diagnosis.
The report states the DOS is 4/23/19.

Record Type	Case Number	Client Name	DOS/ Form Da	Error Message
Service			4/23/2019	No Principal MH Diagnosis (Please enter a Mental Health diagnosis code in the Diagnosis form)

The client's chart reflects there is a diagnosis form covering that DOS, 4/23/19. **Reminder: change your filters if you are looking for an older DOS.**

Assessments	
Date	Description
04/23/2019	Demographics Form
04/23/2019	Diagnosis Form
06/10/2019	Demographics Form

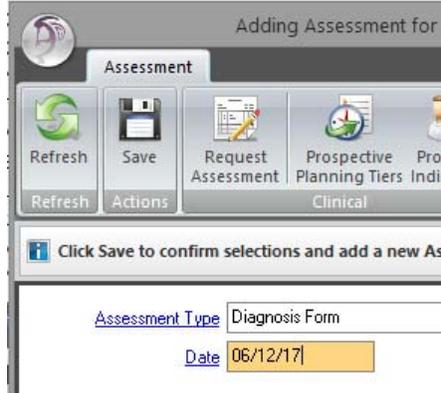
Reminder: A diagnosis form can be embedded in other assessments, such as the Psychiatric Assessment. You may also check the diagnosis pane to see form dates of assessments that include diagnoses.

Hint: When using "Show Next," a blank diagnosis screen will display in-between the most recent diagnosis and the very first assessment entered. Although there is a FORM date covering the DOS, there are no mental health diagnoses covering the DOS.

✓ **Correction C:**

1. Add a new Diagnosis Form, dated the DOS.
2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.
3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today's date, and make the same changes to it as the back dated diagnosis form.

1. Add a new Diagnosis Form, dated the DOS.



Hint: It may be helpful to change the view to see all active and inactive diagnoses to be able to determine if there is a mental health diagnosis covering the DOS.

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | Inactive |

ID	Diagnosis	Priority	Beg Date
Z03.6	Encntr for obs for susp toxic eff from ingest sub ruled out	1	04/23/2019

2. Ensure there is a mental health diagnosis covering the DOS and final approve the form.

In this case, there was not a mental health diagnosis to cover the DOS. Either change the start date of an applicable diagnosis early enough to cover the DOS or enter in the deferred diagnosis. If a deferred diagnosis is used, both the begin and end date must be entered, as there are already valid diagnoses in this client’s chart. [Reminder: NEVER change the start date to be a more recent date than what is already displaying].

Clinical Disorders/Conditions That May Be a Focus of Clinical Attention | Active | Inactive |

ID	Diagnosis	Priority	Beg Date	End Date
Z03.6	Encntr for obs for susp toxic eff from ingest sub ruled out	1	04/23/2019	
R69	Illness, unspecified	Inactive	06/12/2017	06/12/2017

3. If when a form is back dated a notification stating it was not the most recent diagnosis form appears, add a second diagnosis form, dated today’s date, and make the same changes to it as the back dated diagnosis form.

No notification was received when the form was back dated, making the back dated form the most recent form. No additional form is necessary.

✓ **Error: Invalid Service time**

Services should not have zero time indicated, unless it is also indicated that the service was cancelled by the program/client, or if the client was a no show. This error will also populate if it seems excessive time was entered in the service (EX: hours instead minutes).

Example of incorrect service time:

(Zero time without cancellation or no-show indicator)

Service	PSYCHOTHERAPY - INDIVIDUAL 30	30	Lab	
S Start	Duration	0:00	Stop	
T Start	Duration		Stop	
D Start	Duration	0:00	Stop	
Outside Facility			Provided To	Client
App. Type	Scheduled	1	Provided At	Office
Intensity Type	NOT APPLICABLE	N	Contact Type	Telehealth
			Billing Type	English

(Excessive time)

Service	REHAB-INDIVIDUAL 34	34	Lab	
S Start	Duration	18:00	Stop	
T Start	Duration	0:00	Stop	
D Start	Duration	17:00	Stop	
Outside Facility			Provided To	Client
App. Type	Unscheduled/Walk-in	2	Provided At	Office
Intensity Type	BILINGUAL PROGRAM STAFF	B	Contact Type	Telephone
			Billing Type	Spanish

✓ **Correction: Review the service and follow the progress note correction guide as applicable. Usually this involves contacting Optum Support Desk to void and replicate the note.**

Example of how zero service time should be entered:

Service	PSYCHOTHERAPY - INDIVIDUAL 30	30	Lab	
S Start	Duration	0:00	Stop	
T Start	Duration		Stop	
D Start	Duration	0:00	Stop	
Outside Facility			Provided To	Client
App. Type	No Show	5	Provided At	Telehealth
Intensity Type	NOT APPLICABLE	N	Contact Type	Telehealth
			Billing Type	English

✓ **Error: CIN Error**

The CIN number, or medi-cal ID number, was entered incorrectly. This error will populate if what is entered does not meet standard formatting guidelines.

- ✓ **Correction:** Correct the medi-cal policy number in the client's chart. If you are unsure how to do this, contact MHBU, and they will assist you.