SERVICES INFORMATION SYSTEM (SIS)
USERS MANUAL - UPDATE

CHANGE NO. 03-14

DATE: July 24, 2014

TO: Adult Services and Child Welfare Services Staff

EFFECTIVE: August 1, 2014

This Change Notice is being issued to correct some of the changes covered in CN-SIS-02-14. Specifically, Change Notice CN-SIS-02-14 incorrectly stated that Program Code T – <u>Title XIX Medical Transportation</u> had been deleted from Service Codes 380 – <u>Case Management</u> and 381 – <u>Services Intake</u>. The statements below provide correct information about these codes

The Services Information System User's Manual has been revised to incorporate the following changes.

Program Code T - <u>Title XIX Medical Transportation</u> has been deleted from Service Code 380 - <u>Case Management</u>. This fund source is no longer valid with this service due to implementation of Medicaid Administrative Claiming. Activities performed by case managers (or paraprofessionals supporting the case manager) involving arranging for transportation to medical services should be reported on the DSS-4263 as **343 – <u>Arranging Transportation Services for Client to Access Medicaid Services</u>** with Program Code **MAC.** Activities performed by other staff responsible for handling requests for Medicaid Transportation, including certifying eligibility, scheduling rides and those activities associated with vendor billing should be reported on the DSS-4263 as **381 – <u>Services Intake</u>** with Program Code **T**.

Other Changes

The definition for Service Code 380 - <u>Case Management</u> has been edited to remove references to providing case management activities for Medicaid Transportation.

The definition for Service Code 381 - <u>Services Intake</u> has been edited to clarify when activities related to the provision of transportation to access medical services should be coded on the DSS-4263 as 381-T.

The SIS User's Manual has been updated with these changes and is available in PDF format (see below). This version is the same as the on-line version, which is the official version of the SIS User's Manual.

If you do not have access to the on-line manuals, you may obtain the PDF file on disk or via e-mail, or a hard copy (limit one per county) of the SIS User's Manual by contacting Performance Management/Reporting and Evaluation Management Section at 919-733-4530.

INSTRUCTIONS FOR MAINTAINING SIS USERS MANUAL

1. Go to the DSS On-Line Manuals website at
    http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/index.htm

2. Click on Change No. **03-14**

To maintain a "soft copy" of the SIS User's Manual:

3. Click on the "SIS Manual" link at the bottom of the page to download the revised manual and save it to disk, and

4. Click on the "DSS-5027" and "DSS-4263" links to download the replicas of the forms and save to disk.

To maintain your current hard copy of the SIS User's Manual:

5. Click on the "CN – 03-14" and "CN – 03-14 ATTACHMENTS" links at the bottom of the page to download the Change Notice and the attachment documents, and

6. Click on the "DSS-5027" and "DSS-4263" links to download the replicas of the forms.

7. Open the downloaded files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Or, if you do not currently have a hard copy:

8. Click on the "SIS Manual" link at the bottom of the page to download the revised manual, and

9. Click on the "DSS-5027" and "DSS-4263" links to download replicas of the forms.

10. Open the downloaded files using Adobe Acrobat Reader. Print the form and the entire manual.

Note: Adobe Acrobat Reader may be downloaded for free at http://www.adobe.com/

To update your current hardcopy of the manual:

REMOVE	INSERT
Table of Contents dated 07-01-2014	**Table of Contents** dated 08-01-2014
Appendix B	**Appendix B**
page B-6, dated 07-01-2014	page B-6, dated 08-01-2014
pages B-37 – B-38 dated 07-01-2014	pages B-37 – B-38 dated 08-01-2014

Hank Bowers, Chief
Performance Management/Reporting and
Evaluation Management Section

CN-03-14
CN-03-14 ATTACHMENTS
SIS Manual
DSS-5027
DSS-4263