**Provider Update 06/17/22**

**CSN Go-Live Date – 07/01/22**

**POLK MIS**

**Billing – Correction from Provider update 06/13/22**

If you are able please have June and prior to June claims entered/uploaded in Polk MIS by June 21st. If not continue with your current billing process.

We do not want to interrupt the regular flow of invoice processing/payment however with the end of the year and transition to CSN we want to get as much processed out of Polk MIS for FY22 as we can.

All FY22 claims will be billed and processed through PolkMIS.

**CSN Training Follow Up**

Thank you for attending the initial trainings. Once the video recordings are available we will share those links.

We are in the process of getting additional trainings set up and will send invites to the appropriate participants. If you are wanting additional training, please e-mail Stephanie stating what area you would like training on. Trainings we are in the process of setting up include Provider Billing, TCM providers, and SC/IHH role as a region in CSN.
CSN Registration for Live/Production

All staff are “on hold” for CSN Live/production system until we go live July 1st with CSN. This is due to data migration occurring between Polk MIS and CSN.

Integrated Health Home Coordinators and Service Coordinators will have both a provider and a region CSN account. In the process of getting a training set up to address this in more details.

Registering a New Account

1. Enter the following web address into the web browser: [www.iacsn.org](http://www.iacsn.org)
2. Select the ‘Register’ tab and complete the required fields indicated by red colored field names
3. You must have the access code to create an account for security purposes.
4. This access code is: 99Counties
5. Check Your Email: After the user has successfully filled out the required fields and clicked the ‘Register’ button, a verification email will be sent to the email address entered during registration. The user must log into their email account and follow the link to verify that an appropriate email was used when the account was created for CSN. If you do not receive the email, check your junk mail and ask your IT department to add “iowacounties.org” to the white list.
6. Request Access: Once a user’s account has been verified, please submit a ticket using the “Need Support” link and ask for Entity and roles. You cannot fully log into CSN without these roles.

**Please note we are still establishing roles so your registration will pause here at this time. **

Outcomes

With the MCOs expanding their outcome program we are going to pause on certain programs and outcomes for the FY 22-23 year. We are actively working with the MCOs on how we can best collaborate to ensure that providers are not doing duplicate collection of outcomes. We anticipate collection will begin again July 1, 2023 for all programs.

Below outlines by program outcomes that will be collected for FY 22-23.

- ISA/FACT/KEY
  - All Outcomes
  - All Client
  - All Administrative Outcomes
  - Contract Thresholds
- CBE
  - All Outcomes
• IHH/CL
  o Participant Satisfaction
  o Concerned Other Satisfaction
  o Quality of Life
  o ER Visits
• SC
  o Participant Satisfaction
  o Concerned Other Satisfaction
  o Quality of Life
  o ER Visits
  o Participant Empowerment (File Reviews)
  o Annual F:F Contact
• SC-Triage
  o None

Below outlines data entry that will be completed by Polk County into CSN
• ISA/FACT/KEY
  o Enrollment
  o Housing
• CBE
  o Enrollment (employment prep, job development, employed)
  o Barriers to Employment
  o Wages & Hours for reporting weeks Jan-Mar & Apr-Jun

Below outlines data entry that will need to be completed by the provider
  o ISA and CBE – will need to enter data not entered by Polk
  o CBE - will need to review & update data with employer for the 2 reporting periods.

We are here to support you both through the transition and after
• Contact BHDSsupport@polkcountyiowa.gov with your CSN platform questions.
• All other questions about the transition please send to Stephanie.Schmidt@polkcountyiowa.gov
• CSN tab on our webpage – you will find all provider updates, CSN user set up guide, CSN User Manual, and POLKMIS to CSN Interface Cross Walk
  https://www.polkcountyiowa.gov/behavioral-health-disability-services/