State of California—Health and Human Services Agency
Department of Health Care Services

DHCS

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DIRECTOR

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DATE: June 25, 2019

MHSUDS INFORMATION NOTICE NO.: 19-021

TO: COUNTY BEHAVIORAL HEALTH DIRECTORS
             COUNTY DRUG & ALCOHOL ADMINISTRATORS
             COUNTY BEHAVIORAL HEALTH DIRECTORS ASSOCIATION OF
             CALIFORNIA
             CALIFORNIA COUNCIL OF COMMUNITY BEHAVIORAL HEALTH
             AGENCIES
             COALITION OF ALCOHOL AND DRUG ASSOCIATIONS
             CALIFORNIA ASSOCIATION OF ALCOHOL & DRUG PROGRAM
             EXECUTIVES, INC.
             CALIFORNIA ALLIANCE OF CHILD AND FAMILY SERVICES
             CALIFORNIA OPIOID MAINTENANCE PROVIDERS
             CALIFORNIA STATE ASSOCIATION OF COUNTIES
             CALIFORNIA CONSORTIUM OF ADDICTION PROGRAMS AND
             PROFESSIONALS

SUBJECT: REWRITE OF THE ONLINE PROVIDER SYSTEM (OPS)

The purpose of this Information Notice is to inform the County Mental Health Plans
(MHPs) of the following:

- The Online Provider System (OPS) is being updated and migrated to a new
  system platform.
- Steps the Department of Health Care Services (DHCS) will take to prepare for
  the migration.
- Steps that MHPs must take to prepare for the "OPS Rewrite."

The migration to the new system platform is referred to as the "OPS Rewrite" and is
estimated to occur after the webinar. Once the new system is updated and migrated to
the new platform the new provider enrollment system will be called the Provider
Information Management System (PIMS).

Background

The migration of the OPS system was mandated with the passage of Assembly Bill (AB) 102 (Chapter 29, Statutes of 2011) and AB 106 (Chapter 32, Statutes of 2011). Both bills required the transfer of functions from the former Department of Mental Health (DMH) and the former Department of Alcohol and Drug Programs (ADP) to DHCS.

Both laws also required the transfer of all relevant information technology (IT) systems from DMH and ADP to DHCS without any significant disruption to the stakeholders. Due to the aggressive timeframe established by the legislature for the IT systems migration, the effort needed to be executed in two phases:

1. Phase 1 comprised of 'lifting and shifting' the IT systems from DMH and ADP to DHCS, which was successfully completed on July 1, 2013.
2. Phase 2 comprised of the re-engineering of the system to ensure functions can be provided by the system to meet DHCS security, architectural, and programming standards. The "OPS Rewrite" will mark the completion of Phase 2 for OPS.

Summary of DHCS' "OPS Rewrite" Process

DHCS will migrate the OPS from the existing platform to the new platform. The provider enrollment system for the Specialty Mental Health Services program will be called the 'Provider Information Management System' (PIMS). As a result, access to the new PIMS system will transition from the existing system portal, the Information Technology Web Services (ITWS), to the new system portal called the Behavioral Health Information System (BHIS).

DHCS completed User Acceptance Testing (UAT) of PIMS data in the new platform during the last week of October 2018. Before the PIMS application goes live, DHCS will transfer existing OPS data into the new platform environment, which will take up to two weeks. PIMS will not be available to users in this 2-week timeframe while it is being transferred to the new platform environment.

PIMS will "Go Live" in the new platform environment when the transfer has been completed. Once PIMS "goes live" in the new platform environment, users will not be able to access the OPS through ITWS and will only be able to access PIMS through the BHIS portal. This planned change only affects PIMS. ITWS will continue to be the access portal for other systems.

Platform Transition Steps for MHPs

In order to access PIMS through BHIS, all current users of the OPS must re-enroll. Each county must follow the steps described below to re-enroll to use PIMS through the BHIS portal:

1. The County Behavioral Health Director (County Director) must complete the [Provider Information Management System County Approver Certification and Vendor Appointment Form](#) to identify the County Approvers and Vendor (if applicable) for their respective county.
2. The completed form must be signed by the County Director and must be e-mailed from the County Director's email account to DHCS at MHSData@dhcs.ca.gov.
3. Once DHCS receives the form with the County Approvers' details, and PIMS has been deployed to Production, accounts will be created for the County Approvers, which will take approximately three business days.
4. Once the County Approvers' accounts are established, DHCS will e-mail the designated County Approvers to inform them that their accounts have been created and they will then be able to logon to the BHIS portal and register the end user(s) for their county and vendor (if applicable).
5. The designated County Approvers will receive an e-mail from DHCS providing instructions on how to register Users for PIMS access. The end users will be able to use PIMS in approximately 3-5 business days after the County Approver has registered the user for accessing PIMS via BHIS.
6. Once end user accounts have been created, they will be able to access PIMS through BHIS and view their respective county's provider enrollment information for Specialty Mental Health Services.

Webinar and User Acceptance Testing (UAT) for Counties

DHCS is currently asking Counties and their respective users to attend the PIMS webinar before it goes into production. The webinar will include the UAT for Counties, and is tentatively scheduled to occur approximately two weeks after this IN is published. DHCS will send out an invitation to the Counties in order to register for this webinar.

Sequencing of Events

The DHCS Program UAT completed during the last week of October 2018. To assist with the preparation for all county users to transition from OPS to PIMS, the following sequence of events will occur.

1. The PIMS webinar and County UAT is tentatively scheduled to occur approximately two weeks after this IN is published.
2. Transfer to new platform is scheduled to occur three weeks after the webinar is conducted. OPS and PIMS will not be available to users while the system is being transferred to the new platform and environment.
3. 'Go Live' is scheduled for one month after the webinar.

If you have any questions related to the content of this information notice, please send an e-mail to the Medi-Cal County Claims Customer Services Section of the Mental Health Services Division of DHCS at: MHSData@dhcs.ca.gov or to ProviderFile@dhcs.ca.gov.

Sincerely,

Original signed by

Brenda Grealish, Acting Deputy Director
Mental Health & Substance Use Disorder Services