



COMPREHENSIVE REHABILITATION SERVICES

DATA REPORTING SYSTEM USER GUIDE

Updated September 2019

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Chapter 1. Overview

The Comprehensive Rehabilitation Services (CRS) Program works in partnership with contracted providers to provide rehabilitation services to people who have a Traumatic Brain Injury (TBI) and/or Traumatic Spinal Cord Injury. This handbook is a guide that provides the user with instructions on how to use the CRS Data Reporting System.

The CRS Data Reporting System is designed for use by Post-Acute Rehabilitation Service (PARS) providers of residential and non-residential services. The CRS Data Reporting System tracks daily services provided to each person supported by CRS. The data collected is used by to analyze and assess services provided to individuals receiving PARS. The CRS Data Reporting System is the mechanism providers use to report the Mayo Portland Adaptability Inventory-4 (MPAI). MPAI data will consist primarily of MPAI T-scaled scores with one exception, the MPAI Pre-Existing Condition raw score.

1.1 Website Location

The CRS Data Reporting System can be accessed at the following URL:
<https://crs.hhsc.state.tx.us/>

1.2 Helpful Tips

Provider Webinar

Providers can access a recorded webinar that provides instructional information on how to access and use the Data Reporting System. The webinar can be found at <https://hsc.adobeconnect.com/p5x76um1tw7n/>

System Timeout

The system times out after 20 minutes of no activity.

System Lockout

The system will lock a user's account after five unsuccessful attempts to log in to the system. If this occurs, selecting reset password will allow the user to reset their password and access the system. If this process is unsuccessful, the user can email the CRS Program to have their account be unlocked.

Constraints

The information available in the CRS Data Reporting System is limited to service records and MPAI date. No individual data is pre-populated in this system for PARS providers. Accurate data entry of key data elements, such as case identification numbers and service authorization numbers, are critical as the Data Reporting System does not link directly with the CRS case management system.

Confidentiality

All information contained in the CRS Data Reporting System is confidential and parameters pertaining to confidential information apply to all users of this system.

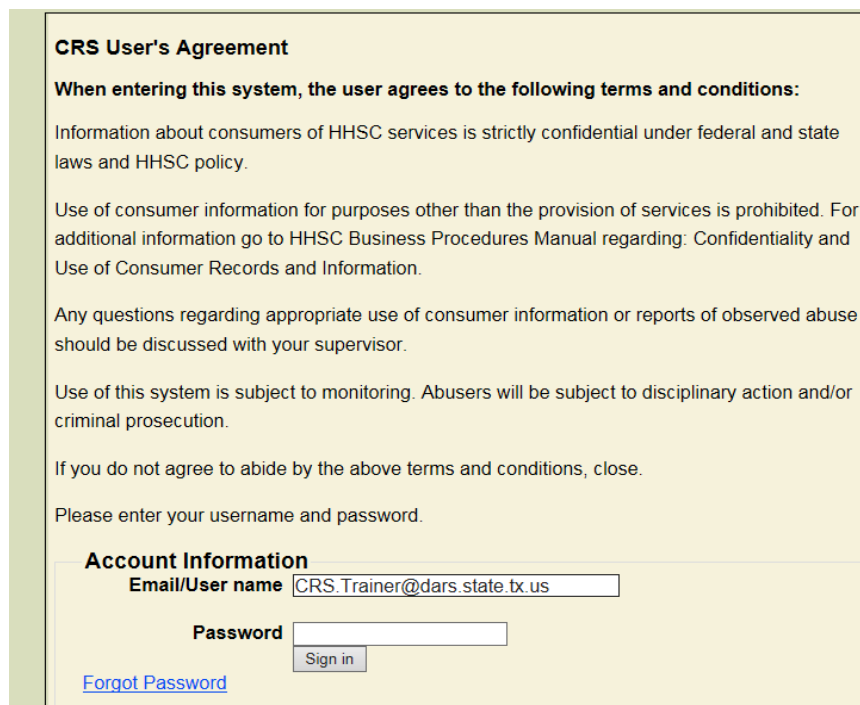
Chapter 2. Accessing the System

2.1 User Agreement and Log In

When entering the system, the user agrees to the terms and conditions on this user agreement. The user logs in to the system by entering their user name and password and selecting sign in. If the user does not agree to the terms and conditions, the user may close the screen to exit the system. If the user needs to reset their password, select "forgot password" on the login screen.

The following error message will appear when a user does not have access rights, has been inactive or typed in an incorrect user name and/or password: "Login was unsuccessful. Please correct the errors and try again. ERROR: The user name or password provided is incorrect."

Screen Shot 1: User's Agreement



CRS User's Agreement

When entering this system, the user agrees to the following terms and conditions:

Information about consumers of HHSC services is strictly confidential under federal and state laws and HHSC policy.

Use of consumer information for purposes other than the provision of services is prohibited. For additional information go to HHSC Business Procedures Manual regarding: Confidentiality and Use of Consumer Records and Information.

Any questions regarding appropriate use of consumer information or reports of observed abuse should be discussed with your supervisor.

Use of this system is subject to monitoring. Abusers will be subject to disciplinary action and/or criminal prosecution.

If you do not agree to abide by the above terms and conditions, close.

Please enter your username and password.

Account Information

Email/User name

Password

[Forgot Password](#)

Chapter 3. Navigating the System

3.1 Static Options

In the top left corner of each screen in the System, there are several static options to assist with system accessibility, which includes Skip to Content, Zoom Layout, Short Cut Keys and Welcome. The **Welcome** field displays the name of the user currently logged in. The user name will appear next to the blue navigation box. Selecting **Zoom Layout** will zoom into the content on the screen. When the user selects the **Accessibility** option, the application opens the **Short Cut Keys** page.

Screen Shot 2: Accessibility/Short Cut Keys

Buttons	Short Cut Keys
Close Page; Close; Cancel; No	Alt + C
New	Alt + I
OK; Yes; I Agree; Authorize	Alt + O
Print	Alt + P
Print Preview	Alt + P
Reset	Alt + R
Save	Alt + S
Search	Alt + L
Zoom Layout	Alt + Y and Enter

Close Page

3.2 Top Navigation

The top navigation menu can be found within the blue box. Specific roles have access to certain tabs.

	Case Search	My Account	Provider Admin
Provider Administrators	X	X	X
Case Management	X	X	
Service Provider	X	X	
Provider (Upload Only)		X	X

Screen Shot 3: Provider Administrator Options

Case Search My Account Provider Admin User Name: Trainer 1

Case Search

Case Search

Case ID

Local Case Number

CRS Case Number

First Name

Last Name

Chapter 4. Provider Roles

The System has four user roles: Provider Administrator, Case Management, Service Provider and Provider (Upload Only). Users can only have one assigned role. All users have access to the **My Account** tab which allows them to change their password. Provider Administrators can also prompt user password resets.

4.1 Provider Administrator

Provider administrators are designated by a facility and have user rights to add, modify or inactivate their employees' access to the System. Provider Administrators can create a new case, run reports and upload, edit, manually enter or cancel service records and MPAI data.

4.1.1 User Maintenance

Provider Administrators can perform User Maintenance for their assigned facilities. Provider Administrators can assign user roles to and inactivate access of employees in their facilities. Provider Administrators are responsible for maintaining the status of all employee users.

To enter a new user:

1. Navigate to the **User Maintenance** page under **Provider Admin**
2. Scroll to the bottom of the **User Maintenance** page and click the **New** button
3. Enter the users first and last name, email address, phone, phone type, user name (same as email address) and select the type of role
4. Select **Save and Email New User** to create the user and send a system email to them to create a password

To change a user's status or update contact information, select the users last name in blue on the **User Maintenance** page. To inactivate a user, enter an inactive date and select **Save**.

Screen Shot 4: Provider Administrator User Maintenance Screen



The screenshot displays a web application interface for user maintenance. At the top, there is a navigation bar with tabs for 'Case Search', 'My Account', and 'Provider Admin'. The 'Provider Admin' tab is selected, and the page title is 'User Name: CRS Trainer'. On the left side, there is a sidebar menu with options: 'User Maintenance' (highlighted in blue), 'Upload File', and 'Uploaded Files'. The main content area is titled 'User' and contains a form with the following fields:

- Provider Name:** Training
- First Name:** CRS
- Last Name:** Trainer
- Email:** CRS.Trainer@dars.state.tx.us
- Phone:** (512) 555-5555
- Phone Type:** Work (selected from a dropdown menu)
- User name:** CRS.Trainer@dars.state.tx.us

4.2 Case Management

Case Management users can search for a case, create a new case, enter a service record or MPAAI data, and run reports. Case Management users cannot upload, edit or cancel a service record or MPAAI data.

4.3 Service Provider

Service Providers can search for a case and enter or cancel service records and MPAAI data. Service Providers are only able to view a service they provided.

4.4 Provider (Upload Only)

Provider (Upload Only) users can upload and view files under the **Provider Admin** tab.

Chapter 5. Cases and Service Records

5.1 Entering a New Case

To create a new case for a person CRS supports:

1. Select **New Case**
2. Enter Provider from the drop-down menu
3. Enter a local case number (if applicable), CRS case ID, first name, last name and date of birth
 - Names entered must be the individual's legal names. Users must not use nicknames when entering data into the CRS Data Reporting System.
4. Select **Save**

5.2 How to Search for a Case

Users can search for cases with a Case ID, Local Case Number, CRS Case Number or name.

Screen Shot 5: How to Search for a Case

The screenshot shows a web application interface for searching cases. At the top, there are navigation tabs for 'Case Search' and 'My Account', and a user profile indicator 'User Name: Trainer 1'. The main content area is titled 'Case Search' and contains several input fields: 'Case ID', 'Local Case Number', 'CRS Case Number', 'First Name', and 'Last Name'. Below these fields is a 'Provider Name' dropdown menu currently set to 'Training'. At the bottom of the form are three buttons: 'Search', 'Reset', and 'Export to Excel'.

5.3 Enter a Service Record

To enter a Service Record:

1. Search for the case
2. Select **Service Record**
3. Select **New Service Record**.

The following information must be entered for each service authorization:

- A. Service Authorization Number:** Every service authorized by CRS has a Service Authorization (SA) with an assigned number.

- B. Services Setting:** PARS services are provided in either a residential or non-residential setting.
- C. Base Service Type:** For residential service, **Base** or **Base Plus** should be selected as appropriate. Base and base plus can only be entered once per day for residential services. For non-residential, **Facility Base** or **Community Base** should be selected as appropriate. Facility and community base can be billed for each hour of services.
- D. Core Service Type:** Core service type must be documented as one of the following:
- Aquatic Therapy
 - Art Therapy
 - Behavior Management
 - Chemical Dependency Counseling/Treatment
 - Cognitive Rehabilitation Therapy (CRT)
 - Family Therapy
 - Massage Therapy
 - Mental Health Counseling
 - Music Therapy
 - Neuropsychiatric Services
 - Neuropsychological Services
 - Occupational Therapy
 - Physical Therapy
 - Recreational Therapy
 - Speech/Language Pathology (Speech Therapy)
 - Case Management (Non-Residential Only)
 - Community Independence Supports-Certified Brain Injury Specialist (CBIS)
 - Community Independence Supports-Paraprofessional
 - Medical Team Conference (with patient and/or family member present)
 - Medical Team Conference (with patient and/or family member not present)
- E. Modality:** Service modality must be documented as one of the following:
- Individual
 - Family
 - Group
 - Small Group
 - Team
- F. Number of Participants:** The number of individuals who participate in therapy, small group or group.
- For small group, participation size cannot exceed two.
 - For group, participation size cannot exceed ten.

G. Provided by: The person who provided a service must be documented as one of the following:

- Board Certified Behavior Analyst
- Certified Music Therapist
- Certified Recreational Therapist
- Licensed Chemical Dependency Counselor
- Licensed Clinical Social Worker
- Licensed Clinical Social Worker-Art Therapist
- Licensed Psychiatrist
- Licensed Psychologist
- Licensed Marriage and Family Therapist
- Licensed Master Social Worker (supervision required)
- Licensed Professional Counselor
- Licensed Professional Counselor-Art Therapist
- Occupational Therapist
- Occupational Therapist Assistant
- Physical Therapist
- Physical Therapist Assistant
- Speech Language Pathologist
- Speech Language Pathologist Assistant
- Licensed Psychological Associate
- BA Social Work, Psychology, Health Related Field
- Certified Brain Injury Specialist (CBIS)
- Paraprofessional

H. Service Location: Service location documents where a service was provided and should be documented as one of the following:

- Facility - a contracted brick and mortar PARS location
- Community - A program or facility that provides services in the community at an individual's home, shopping center, movie theater, restaurant, etc.
- Other – Location must be specified

I. Start Date: The start date must be the date of service. Date ranges must be within the in the reporting calendar month. In a CSV or tab delimited file, the date must be recorded in an eight-digit format. For example, September 1, 2016 must be entered into this data field as 09/01/2016.

J. Number of Therapists: The number of therapists who provided the therapy. Only one therapist can bill for each 15-minute increment of service provided to an individual at a time. For example: An OT and PT work together with an individual for one hour. The OT can bill for the first half or the hour, the PT for the second half of the hour but both therapists cannot each bill for one hour of therapy service for the same individual.

K. Quantity: Quantity is the number of 15-minute billing increments of therapy services that were provided by each licensed therapist.

5.4 Data Requirements for Service Record Upload File

When uploading the service records, columns must be in the correct sequence from left to right: CRS Case Number, Service Authorization Number, PARS Setting, Base Service (if applicable), Core Service Type, Modality, Number of Participants, Provided by, Service Location, Service Location (Other), Start date, Number of Therapists, Quantity and File Name.

Chapter 6. Mayo Portland Adaptability Inventory (MPAI)

The Mayo Portland Adaptability Inventory (MPAI) – 4 assessment is required at admission, discharge and six months after discharge for individuals receiving PARS services. This data can be directly entered into the system or uploaded via a CSV file.

6.1 Entering a New MPAI

To enter MPAI scores:

1. Search for the case
2. Select **MPAI**
3. Select **New MPAI**.

The following information must be entered:

- **PARS Service Type** - Residential or non-residential setting must be specified.
- **PARS Admission Date** - The date that the person was admitted into PARS.
- **PARS Discharge Date**- The date that a person was discharged from PARS.
- **Evaluation Type**- Evaluation type specifies which assessment it is:
 - Assessment
 - Discharge
 - Post Discharge
 - Six Months Following Discharge
- **Evaluation Status**- The status of an evaluation should be documented as:
 - Evaluation Completed

- Evaluation Incomplete
 - No Evaluation (goals not met)
 - Refused to Participate
 - Could Not Locate (post discharge follow-up only).
- **Evaluation Date-** The date the MPAI assessment was completed by the provider or received by the provider from the consumer.
 - **MPAI T-Scores** - Responses in this section are tallied and the sum of these scores converted to T-scores with reference to either the National or the Mayo sample or both as specified in the MPAI-4 guidelines.
 - **Ability T-Score-** The Ability Scale assesses sensory, motor and cognitive abilities.
 - **Adjustment T-Score-** The Adjustment scale assesses mood and interpersonal interactions.
 - **Participation T-Score-** The Participation scale assesses contacts, initiation and money management activities.
 - **MPAI Total T-Score-** The Total T-Score is a sum of scores, minus specific items to achieve a total score for the MPAI and is converted into a T-score using the appropriate table.
 - **MPAI Pre-existing Condition Raw Score-** The MPAI pre-existing condition raw score is obtained from Part D, pre-existing and associated conditions subscale. This area of assessment does not contribute to the total score but are used to identify pre-injury/post-injury special needs and circumstances.

6.2 Data Requirements for MPAI Upload File

When uploading the service records, columns must be in the correct sequence from left to right: CRS ID, first name, last name, PARS service type, PARS admission date, PARS discharge date, evaluation type, evaluation status, MPAI Abilities T-score, MPAI Adjustment T-score, MPAI Participation T-Score, MPAI Total T-Score; MPAI Pre-existing condition raw score; and file name.

Chapter 7. Upload, View and Edit Files

7.1 Preparing the File in Excel

Files should be saved as either a Comma-Separated Value (CSV) or tab delimited (.txt) file for service records and the MPAI files. To save an excel file in Comma-Separated Value (CSV) format, select **CSV (Comma Delimited) (*.csv)** from the **Save as Type** drop-down menu when saving. To save an excel file in Tab Delimited Format, select **Text (Tab delimited) (*.txt)** from the **Save as Type** drop-down menu when saving.

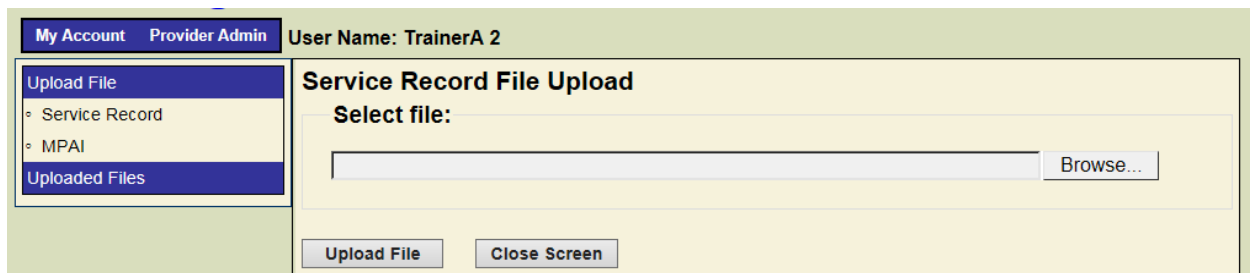
The file name entered into the last column of the workbook must match the file name uploaded into the CRS Provider Data Reporting System. File names can be saved using a CSV or tab delimited format. For example: MPAI_1.csv or MPAI_1.txt.

7.2 Uploading a Service Record or MPAI File

To upload a Service Record or MPAI file:

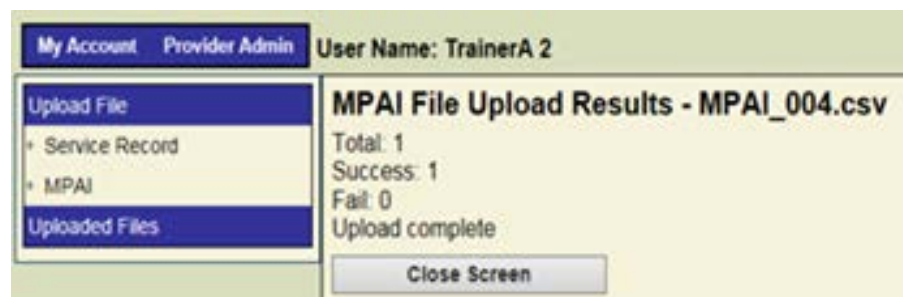
- Select the **Provider Administrator** tab
- Select **Upload File**
- Select the **Service Record** or **MPAI**
- Select the **Browse** button
- Select the file to be uploaded and click **Open**
- Select **Upload**

Screen Shot 6: Uploading a Service Record or MPAI file



When a service record or MPAI record has been successfully uploaded, the following screen is displayed.

Screen Shot 7: Notification of Successfully Uploaded File



7.3 Verify File Uploaded Successfully

To determine if a file has uploaded, users can check the information by:

- Select the **Uploaded Files** tab
- Select **Service Record** or **MPAI**
- All the files uploaded will be displayed
- Review **Status** column for **Successful** or **Validation Error**

Screen Shot 8: Status- Validation Error

Case Search My Account Provider Admin User Name: Trainer 1

User Maintenance
 Upload File
 Uploaded Files
 ◦ Service Record Uploaded Files
 ◦ MPAI Uploaded Files

SERVICE RECORD File Upload List
 Records Returned: 6

Id	Vendor Name	Status	FileName	Created by	Created	Validate Document
301	Training	Validation Error	Smith_001.csv.txt		8/7/2016	Validate
300	Training	Validation Error	MPAI_001.csv	TrainerA 2	8/6/2016	Validate
299	Training	Validation Error	MPAI_001.csv	TrainerA 2	8/6/2016	Validate
298	Training	Validation Error	MPAI_001.csv	TrainerA 2	8/6/2016	Validate
297	Training	Success	SR1_797.csv	CRS Trainer	8/5/2016	Validate
296	Training	Validation Error	MPAI_1234.csv	CRS Trainer	8/5/2016	Validate

Close Screen Export to Excel

7.4 Validation Error

If a validation error occurs, select **Validate** to determine the error. This will display the error message but will not validate the upload. The issues must be corrected before the file can be uploaded successfully. The first line of the error message contains the error. The subsequent text in the error message notes how the data was entered in the workbook.

Screen Shot 8: Error Message(s)

No records were inserted into the database. Correct the errors and try again.

The first line of the file must be a header, either comma-delimited(.csv) or tab-delimited(.txt): vendor id;crs case number;local case number;first name;last name;service authorization number;pars setting;service type;cpt;hcpc;modifier;modality;number participants;provided by code;service location;service location other;start date;number therapists;quantity;filename;
 765535;846473;Joe;Public;96;1;5/2/2016;6/1/2016;2;1;1/1/2016;21;107;78;123;24;MPAI_1234.csv
 - Filename: Can't upload a file with exactly the same data as a previous month under a new file name.

7.5 Correcting Unsuccessful Uploads

Uploaded document can be viewed by selecting the Case ID in blue. Any changes made to the file must be saved to a local drive and re-uploaded into the system. Any changes made to the workbook while in the data reporting system will not automatically save in the system.

7.6 Edit Service Records or MPAI Files

Data can be edited after the file has been uploaded to the system. To edit information in a Service Record or MPAI:

1. Go to **Case Search** tab, find the associated case and select the **Case ID** in blue
2. Select **Service Records** or **MPAI**

3. Select the service record or MPAI file to be edited
4. All of the data for the consumer selected will be displayed and can be edited
5. Scroll down to the bottom of the screen
6. Select **Save**

7.7 Cancel a Service Record or MPAI File

To cancel a service record:

1. Go to **Case Search** tab, find the associated case and select the **Case ID** in blue
2. Select **Service Records** or **MPAI**
3. Select the service record or MPAI file to be edited
4. All of the data for the consumer selected will be displayed
5. Click on **Cancel** service record or MPAI file

Screen Shot 13: Canceling a Service Record or MPAI File

The screenshot shows a web form with the following fields and buttons:

- Provided By:** A dropdown menu with the selected value "Occupational Therapist Assistant".
- Service Location:** A dropdown menu with the selected value "Home".
- Service Location Other:** An empty text input field.
- Start Date:** A date input field containing "04/01/2016".
- Number of Therapists:** A text input field containing "2".
- Quantity:** A text input field containing "1".
- Buttons:**
 - "Cancel Service Record" (a button with a red border)
 - "Save" (a button)
 - "Close Screen" (a button)

Chapter 8. Reports

8.1 Reviewing Reports

To review reports, select the reports tab. The system creates reports for residential billable hours and non-residential billable hours. Reports should be utilized to validate and match claims that are submitted by the provider. Reports can be run for all services entered by a provider or on a specific. To run a report, the user must enter the date range for the report, enter the CRS case ID

or leave blank if to show all consumers, and session type. All values will display all services entered or you can select a specific discipline. All reports can be exported into an excel document.

8.1.1 Residential Billable Hours

There are three reports under residential billable hours, billable hours, tier count and daily tier count. The billable hours report will display all the services entered for the search range. The tier count report will calculate the total number of tiers that were provided for the date range and consumer(s) selected. The daily tier count will display a summary of the tier or base that was provided for the date range.

8.2 Non-Residential Billable Hours

There are two reports under non-residential billable hours, core billable hours and base billable hours. The core billable hours report will display all the core service entered for the search range. The base billable hours will display the total number of base hours entered for the search range.