

## State of Maine TDS System

### Commonly Asked TDS questions – March 2008

**Q:** “I know I entered the admission form but when I try to pull up the record to do a discharge I can’t find the client- what should I do?”

**A:** First trying pulling up the client just using the DOB and the last four social security numbers; if that doesn’t work try just the DOB, if that doesn’t work try just the DOB, if that doesn’t work try just the last four social security numbers, if that still doesn’t work try a combo of your federal ID and the month of birth. If none of these works contact the TDS office, chances are the federal ID was entered incorrectly which would prevent you from pulling up the record. Agency federal ID’s are linked to the TDS user account so if it’s entered incorrectly you won’t be able to pull up the record.

**Q:** “How does the Date of First Treatment Session differ from the Date of First Face to Face Contact?”

**A:** The Date of First Face to Face Contact is the first time you see a client face to face; the date of the First Treatment Session is the first session the client has with their assigned clinician (after the initial assessment/intake and their modality of treatment decided).

**Q:** “What if a client calls to schedule an appointment and doesn’t show up but ends up rescheduling what date should we in “Date of First Phone Call”?”

**A:** In the case above you should use the date that they reschedule. For example, I called you on Friday June 22 for an appointment, you scheduled me for Monday, June 25 but I didn’t show, so you call me on June 25<sup>th</sup> to reschedule and I take an appointment- in this situation you would use June 25<sup>th</sup>- it is not OSA’s goal to punish the agencies for the clients’ behavior.

**Q:** “With the new incentive contracts how will my agency get credit for evaluation for clients if the incentives are only based on Outpatient and Intensive outpatient service settings?”

**A:** Reflect your evaluation units on your Outpatient Service Delivery Forms.