

November 05, 2010

OSS Advisory Newsletter



VOLUME — FY 2010—11

*** MANDATORY ***

Electronic Remittance Advice Package and Bulletins

The South Carolina Department of Health and Human Services no longer distributes hardcopy remittance advice packages and related edit correct forms through the mail. Distributing remittance advices and associated edit correction forms through the online Web Tool is a more secure and cost effective manner for providers to receive this information.

Please contact the EDI Support Center at 1-888-289-0709.

The EDI Support Center will be able to assist you by sending you a Trading Partner Agreement (TPA) for completion that outlines the requirements for electronic transfer of Protected Health Information (PHI) between SCDHHS and your facility. The TPA is also available at:

<http://www.scdhhs.gov/hipaa/Forms.asp>

Thank you for your continued willingness to provide quality care and services to the beneficiaries of the South Carolina Optional State Supplementation Program and the Medicaid Program. If you have any questions about the TPA, training opportunities for this new feature, user ID's or passwords, please contact the EDI Support Center at the above number.

To sign up and receive electronic bulletins, you must go to:

<http://bulletin.scdhhs.gov>

And subscribe to the Provider listserv.

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2010 OSS.IPC COST REPORT INFORMATION - CHECKS/EFTs WITHHELD

Beginning November 2010, payments are being withheld for all OSS/CRCF facilities that have not submitted their required RCF.IPC Cost Report. Checks will be released on Fridays of each week for Cost Reports that are received through Thursdays of each week. Checks are mailed to the facilities by the Bureau of Fiscal Affairs and **CANNOT BE PICKED UP AT SCDHHS**. Reinstating your electronic funds transfer (EFT) could take several weeks.

NON-MEDICAL ABSENCES FROM THE FACILITY

Residents participating in the OSS Program MAY NOT be absent from the facility for non-medical reasons for more than 10 consecutive days nor more than 10 total days per calendar month unless approved by a physician for therapeutic leave. Therapeutic leave may not exceed 30 consecutive days. All Physician approved leave must be submitted to the OSS Program Manager following the same procedures used for a 30 day Bed Hold for an approved medical absence.



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TIPS ON REDUCING STRESS IN YOUR FACILITY AND AT HOME

Stress is such a big part of our daily lives that, at times, we may not even recognize its presence. Subtle stressors, such as ambient noise, can increase anxiety levels. There are a few things that you can do at home and at work to reduce stress and, in turn, improve your health and/or the health of your residents!

Reduce noise – A residential care facility can be a noisy place with telephones ringing, fax machines buzzing, people talking, and intercoms blaring. To reduce background noise, you could try using headphones and listening to calming music such as smooth jazz or sounds of nature. To help reduce stress in residents, it may be helpful to reduce the volume of your facility’s intercom and/or keep announcements to a minimum. At home, you could try reducing the volume on all phones, televisions, and radios, as well as asking others in the house to do the same.

Improve lighting – Assure that your home and facility has appropriate lighting to assure that you and your residents are not straining your eyes. Good lighting can also boost your mood. If you have a window in your office, open the blinds to let in natural light. Do the same in your home.

Reduce clutter – Organize your facility, as well as your home, in a way that makes you and your residents feel relaxed and comfortable. At home, create a space that is clutter free and has a peaceful ambience.

Take a break – At some point during the day, take a break beyond grabbing lunch on the go. Step outside for some fresh air, practice deep breathing for a few minutes at your desk, chat with a co-worker, or engage in some quiet meditation. These tips may also come in handy at home in addition to taking a walk or doing some light exercises.

Manage your time – If tasks appear to pile up at home and/or at work, this may be a sign of poor time-management and can result in stress. Try creating a weekly “To Do List” in which you outline all of the major tasks you need to complete in a given week, along with a timeframe for which you would like to complete each task. With a more purposeful schedule, you will be more prepared to handle life’s inevitable surprises!

