IRIS BULLETIN

(Replaces IB-2017-001)

INTERPRETER, LEGAL COUNSEL SERVICES AND HIPAA-CDR REQUESTS

This bulletin provides instructions to Bureau of Fraud Investigation (BFI), Medicaid Provider Investigations and Audit (MPIA), and Bureau of Eligibility Verification (BEV) Real Property staff on the **Supportive Services** page, in IRIS, which is used to record interpreter services, legal services and HIPAA-CDR requests provided to clients during the course of an investigation. Investigators must indicate **whether or not** interpreter services, legal services and HIPAA-CDR requests have occurred prior to signing off on an investigation. If Investigators fail to update the Supportive Services page, the sign-off section will be grayed out, disallowing sign-off to be completed.

Follow the steps below to update the Supportive Services page:

• Select "SUPPORTIVE SERVICES" tab.

Investigative Re	porting Inform	nation Syste	m (IRIS)						
BFI Cases	Reports	Adminis	trator Tools		Help	p			
DEMOGRAPHIC		ALLEGATION	SUPPORTIVE SEP	RVICES	ASSIGNMENT	ACTIONS	COMPUTATIONS	DISPOSITIONS	SNAP-CR
Investigation Type: DIRECT	~	•	•		Case Status: Active	~			
Control Number:			Case Number:	Suffix:	1 LN: 1			Case Type:	A/FHP 🗸
Case Last Name:		•	Case First Name:		MED_COV:			Center Num:	
Client Last Name:			Client First Name:		DOB:			CIN:	
SSN Number:			Gender: M 🗸					LANGUAGE: ENGLISH	~
Rel. To Client: None	~		INDICATOR:	~					
Proj. Num.: Ext.:		~	OMF #:					Collater	al Information
Complainant:	~								
WMS/HOME ADDRESS									
Address:				1	Apt.:]			
City: NEW YORK				State:	Zip:				
	ADDRESS (USA)				Same As WMS A	laaress			
City:				State: NY	Zip:				
Phone:									
HOME ADDRESS (Foreign	Country)				USA Address				
Country:		Ĵ			ENTER	JID:			
SAVE ADD NEW L		CR	EDIT REPORT CANCEL		EDIT CASE #		EXI	-	

• Click "ADD NEW."

1 dub db	Reports	Administrator Tools		Help		
pportive rvices		ALLEGATION	DEMOGRAPHIC	ASSIGNMENT ACTIONS	COMPUTATIONS	DISPOSITIONS SNAP-C
ТҮРЕ	DATE	REQUIRED	NAME	SOURCE	USERNAME	NOTES
		Т	OTAL SELECTED REC	ORDS: 0		FVIF

• In the "SERVICE TYPE" dropdown field, select INTERPRETER, COUNSEL OR HIPAA-CDR.

NOTE: If more than one service is required, return to this page to select the additional Service Type options: **Interpreter, Counsel and HIPAA-CDR must be updated.**

Supportive Services	
SERVICE TYPE: SERVICE DATE:	NTERPRETER COUNSEL 1IPAA-COR /11/2018
SERVICE REQUIRED ?: [WAS CLIENT INTERVIEWED ?: [SOURCE: [Select Select Interpreter Counsel or HIPAA-CDR
SERVICE PROVIDER:	
NOTES:	÷
SAVE	CANCEL

- The "SERVICE DATE" field is automatically filled.
- In the "SERVICE REQUIRED?" dropdown field, select YES or NO.
- Click "SAVE" button.

NOTE: If more than one service is required, return to this page to select the additional Service Type options: **Interpreter, Counsel and HIPAA-CDR must be updated.**

BFI Cases	Reports	Administrator Tools	Help	
Supportive Services				
	SERV			
	SERVICE RE	QUIRED ?: YES or NO)	
		NO YES		
		SOURCE: NONE		
	SERVICE P	ROVIDER:		
		NOTES:	Q	
	SAVE		CANCEL	

• If "NO" is selected, the information is saved and appears in the screen below.

Supportive Services		ALLEC	GATION DEM	IOGRAPHIC ASSIGNMENT	ACTIONS CON	IPUTATIONS DISPOSITION	S SNAP-CR
ТҮРЕ	DATE	REQUIRED	NAME	INTERVIEWED	SOURCE	USERNAME	NOTES
INTERPRETER	07/11/2018	NO		NO	NONE	THOMAS TOTH	
COUNSEL	07/11/2018	NO		NO	NONE	THOMAS TOTH	
HIPAA-CDR	07/11/2018	NO		YES	NONE	THOMAS TOTH	
			TOTAL SELEC	CTED RECORDS: 3			
ADD NEW				DELETE		EXIT	

- If "YES" is selected,
 - Select a source from the "SOURCE" dropdown field in screen below. The source options include:
 - PHONE (contracted interpreter services or attorney services via phone)
 - COMMUNITY ADVOCACY (client brings her/his own interpreter or attorney from a community advocacy organization or a family member who is not a minor)
 - OTHER Requires Reason (must specify reason for selecting OTHER in "NOTES")
 - BILINGUAL AGENCY STAFF (staff interprets for client)
 - ON-SITE INTERPRETER (professional on-site interpreter services)

BFI Cases	Reports	Administrator Tools	Help	
Supportive Services				
	SERV SERVI SERVICE RE SERVICE P	ICE TYPE: COUNSEL V ICE DATE: 2/7/2017 QUIRED ?: VES V SOURCE: HONE ROVIDER: Community Advocacy OTHER Requires Reason NOTES: On-Site Interpreter Enter	Notes	
			Unice	

• In the "SERVICE PROVIDER" field enter the name of the Interpreter or Legal Counsel. Enter any additional information in the 'NOTES" field. Click "SAVE" button.

BFI Cases	Reports	Administrator Tools	Help	
upportive Services				
	SERVI SERVICE REC	CE TYPE: INTERPRETER V CE DATE: 2/7/2017 QUIRED ?: VES V SOURCE: Community Advocacy		
	SERVICE PI	NOTICE Community Advocate interpreted.	~	

• The information is saved and appears in the screen below. Click "DISPOSITIONS" tab.

Supportive Se	rvices			ALLEGATION	DEMOGRAPHIC	ASSIGNMENT	ACTIONS	COMPUTATIONS	DISPOSITIONS	SNAP-CR
ТҮРЕ	DATE	REQUIRED	NAME	INTERVIEWED	SOURCE	USERNAME		NOT	ES	
INTERPRETER	07/12/2018	YES	Amy Freeze - Hungarian	YES	PHONE	THOMAS TOTH				
COUNSEL	07/12/2018	YES	attorney Goodlaw & Goodlaw PC	YES	OTHER - Requires Reason	THOMAS TOTH			Click	
HIPAA-CDR	07/12/2018	YES	Attorney Goodlaw & Goodlaw PC	YES	Attorney	THOMAS TOTH	HIPPA-CDR req client	uest by attorney Goo	Dispositions	behalf of
	TOTAL SELECTED RECORDS: 3									
		A	DD NEW		D	ELETE			EAT	

• After the Dispositions tab is selected, the below screen will appear. Click on the INVESTIGATOR check box to complete sign-off on the case.

0	COMPUTATIONS SNAP-CR	^
	SIGNATURES	
	□ INVESTIGATOR	
	SUPERVISOR	
	ADMINISTRATOR	
	COMPLETED DATE:	
15	SIGNATURE HISTORY FINAL REPORT	

• If the Interpreter, Counsel and HIPAA-CDR fields are not updated, the Investigator signoff signature is grayed out and the reason, "No Supportive Services," is displayed. The Investigator cannot sign off on the case until a "YES" or "NO" is entered for Interpreter, Counsel Services and HIPAA-CDR requests.



Any questions regarding changes to IRIS reported in this bulletin should be referred to Cathy Silva at (929) 252-2698.