

Frequently Asked Question - #4

FAQ #4 – What happens if I get an “Invalid Treatment Location” message when I am attempting to enter service data in InSyst?

We are having InSyst technical issue that is not allowing the use of location codes that are (2) digits when SUD providers enter their services.

Problem:

A service entry screen restriction is preventing the entry of (2) digit value location codes. Users will get the message in yellow below “Invalid Treatment Location”, when entering services with a location code with a (2) digit value.

The screenshot displays the 'Single Service Entry' form in InSyst. The form is titled 'Single Service Entry' and contains the following fields and values:

- Client Number: 18880226
- Service Date: 08/01/2018
- RU: 010001
- Procedure: 19 (highlighted in yellow)
- Staff: 01000 Staff Duration: 24 Number in Group: 01
- Co-Staff: Co-Staff Duration: Location: 19 (highlighted in yellow)
- Billing Code: Modifier_1: Modifier_2:
- Client Pregnant: N Emergency: N
- Form Ok Y/N: Y Confidential Information USER: 010001

An error message 'Invalid Treatment Location.' is displayed in a yellow box at the bottom of the screen.

In accordance with the attached procedure code list we gave our providers, there are many procedures codes that are set-up to allow location codes that are (2) digits. However, this is primarily impacting our Residential programs as they were only given the option to enter location code 19 (Residential Treatment Facility) when entering Residential Day services. Our Information Systems (IS) Dept. We are working with the InSyst vendor to resolve the issue. In the interim, we have programed the system to allow the entry of location code 9 (Inpatient) for Residential Day codes in all Residential programs.

Temporary Solution:

Residential providers please use location code 9 (Inpatient) instead of location code 19 (Residential Treatment Facility) until we have this issue resolved.

All other providers, if you are using a two digit location code and encounter this error message, please contact System Support @ (510) 567-8181. System Support will log the issue and contact Provider Relations to resolve on a case by case basis.

We are hopeful that this issue will get resolved quickly and the impact will be minimal.

UPDATED on 082118