

In the News



IN NEXT MONTH'S NEWSLETTER:

1. New Reports

Help Desk Update

The HelpStar help desk software that SANDIS staff use to help track software change requests, errors, or other issues was recently upgraded to a newer version. The interface is easy to use and has new features such as "Quick Messages." We are currently working on ways to use the software to help us better serve you, our customers. A PDF/Assist Me document will be distributed in the near future that will cover all of the changes in detail.

POS Update – Multiple Services/POS Update

The SANDIS New POS Request Program is in full swing to handle multiple services. The POS Request/Authorization Bridge program has been modified to create authorizations in UFS with multiple service headers and is in the final testing process by staff at DDS. Once their testing is complete, the updated bridge program will be available for use. The bridge program includes an update to the POS Request Selection Screen used by accounting so they are aware of multiple service requests.

In the SANDIS POS Request system, many updates have recently occurred, including the ability to quickly view approvals for new POS requests or Auth Changes. Other recent changes include date edits on the service period (to avoid erroneous dates), the inclusion of the SC code on the Authorization Change Form that prints in large print, and restrictions on actions allowed at various levels. The new SANDIS T19 Auto Note is currently being tested in this program.

New Title 19 Report for Managers

A new report will soon be available on the Manager's Welcome Screen that will provide at-a-glance information about T19 documentation for their unit. The report is generated automatically for their unit, giving a month-to-date summary. Alerts are provided for any SC whose documentation seems high for any particular day, or for notes that have a high number of units. A monthly summary by type of unit for each SC is provided, as well as a week-to-week tally. The report will also be available as a menu option which allows selection of the case management unit and date range.

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Important Instructions on the SANDIS Website

Important installation instructions for SANDIS are posted on the SANDIS website. These include notes on the install process using MSI or .EXE methods, tips about user rights issues, and recommendations on using the MSI or .EXE versions (including warnings or notes about what to do if you plan to change installation methods). For example, to have the highest authority for software installations, you should push it out with Group Policies. If you're installing manually, follow the instructions we have outlined on page 6 of the installation documentation. For all users (Windows 7 or XP or 2008 R2) when you run "SiUpdt_MSI.msi" on a machine that already has SANDIS installed, you must include an additional parameter string. Over time, changes may occur in the installation/update process based on development of new operating systems or changes to SANDIS. It is our goal to keep these instructions up to date. Check out www.sandis.org for SANDIS updates, tutorials, and program information.

Service Provider Portal Update

The Service Provider Portal now includes new options for reports available to service providers. Certain reports now have a print option, and some even have the ability to email the data in Excel format to the service provider. In addition, automated emails are sent to the vendors to notify them that forms are available for download. Several centers are in various stages of implementing the portal, ranging from establishing the regional center policy for implementation to have vendors sign on and download forms or run reports. Contact the SANDIS Help Desk for more information.

Record Lock Relief

Several SANDIS programs were recently updated with the program feature that helps out when staff try to get into the same record in the system. This feature alerts the user that another staff person is on the same record. If they want, they can just proceed in "view mode," or they can contact the staff person who they are locked with (the program provides this information). This feature has already provided relief in the main consumer screen, CDER, and POS Bridge programs. In late August, this feature was added to the consumer health, guardianship, benefits, address, and relationships sections of SANDIS. Other programs will be updated with this feature in the near future.