

San Mateo County Behavioral Health Services

Management Information System (MIS) – Outline of Access by Function

Administration and Support Staff

Ability to do inquiry and add/delete/change:

- services
- registration
- client treatment and urgent care plans
- payor financial
- state on-line Medi-Cal Eligibility System
- Soarian (hospital system) restricted to MIS Unit
- Pharmacy lookup (restricted users)

Note: deletes are verified by MIS units

Clinical Staff

Ability to do inquiry:

- services
- registration
- treatment plans
- Soarian (hospital) system
- Pharmacy lookup
- Health Plan and state Medi-Cal Eligibility File

Ability to add/change/delete:

Access Team

Ability to do inquiry:

- services
- registration
- treatment plans
- state on-line Medi-Cal Eligibility System
- Soarian (hospital) system
- Pharmacy lookup
- authorization lookup
- claims lookup
- search for providers
- run managed care reports

Additional specific menus for Administrative Support staff, Clinicians, Managed Care Administration, Managed Care (ACCESS Team) Clinical Staff, and the Research and Evaluation Unit are available on request to the Business Systems Manager.