



Defense Health Agency (DHA) Uniform Business Office (UBO) Support MHS GENESIS Internal Controls

January 2022

Agenda

- NFR Overview
- CAP & Milestone Review
- Communication Plan
- Tracking Risks, Issues & Resolution
- Mitigation Guidance
- Education & Training
- Resources

NFR Overview

- NFR #2020-DHP FIN-071_Enterprise-31
- Cause:
 - PEO DHMS did not effectively communicate the interface control issues and the resulting impact to DHA UBO in a timely manner
 - DHA UBO, and the MTF UBOs, were therefore unprepared to respond and compensating control activities were not in place to effectively manage the interface issues between MHS GENESIS, ABACUS and CCE
- Effect:
 - Duplicate patient encounters from MHS GENESIS interfacing to ABACUS, resulting in duplicate medical AR, and manually
 - Inaccurate PATCAT codes interfacing from MHS GENESIS to ABACUS.
 - Third-party insurance claim denials

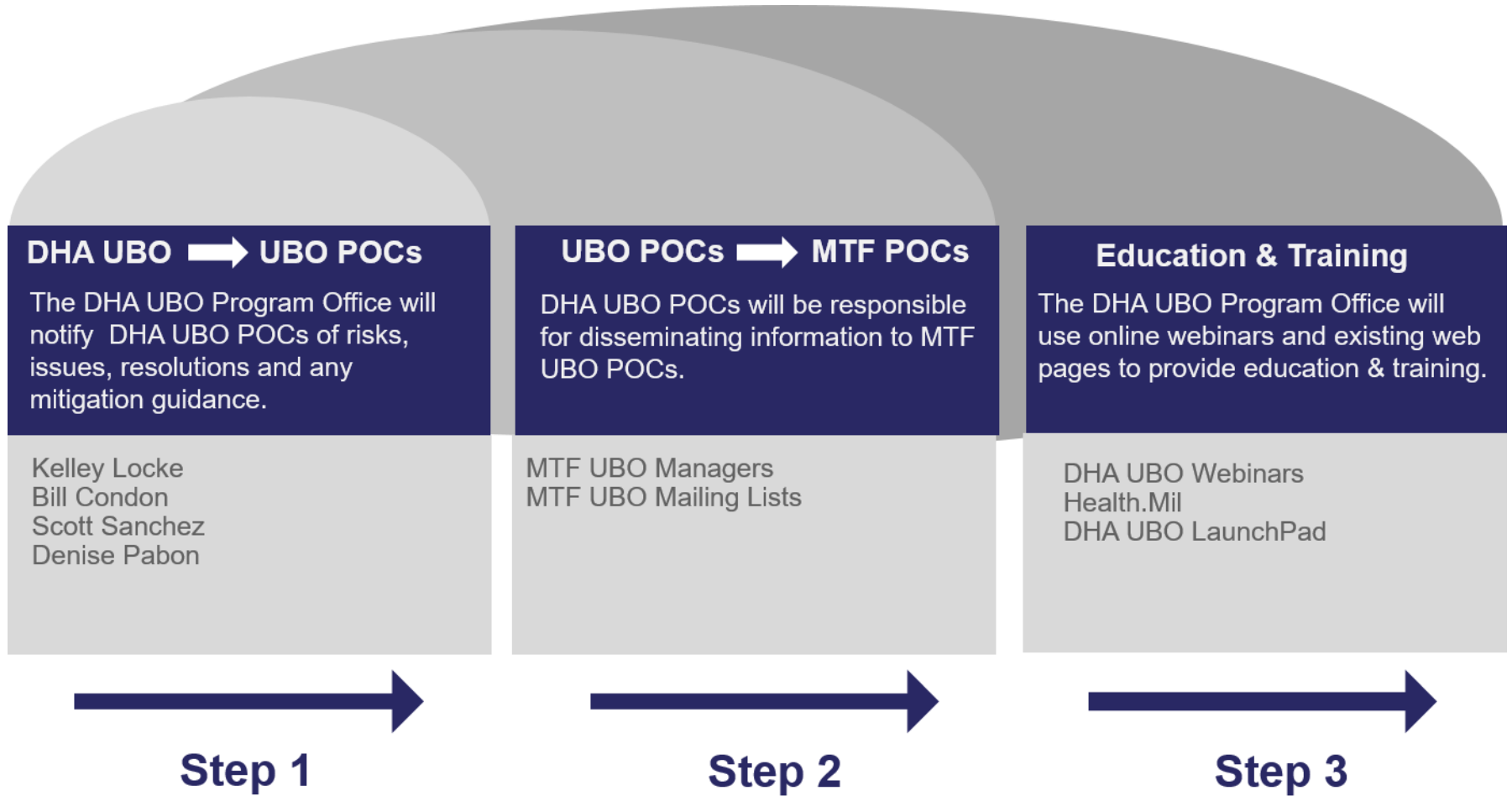
CAP & Milestone Review

- **Reference #:** NFR #2020-DHP FIN-071_D1
- **Description:** The goal of this CAP will be to develop a formal communication plan in order to properly communicate interface control issues to MTF UBOs. This will include developing a methodology for documenting risks, issues, and resolutions, guidance for mitigating negative affects, and education and training.
- **Owner:** DeLisa Prater, DHA UBO Program Manager

Milestone Review

- **Milestone 1.0:** Develop formal communication plan for ensuring MTF UBOs receive important information regarding interface control issues
- **Milestone 2.0:** Develop mechanism for tracking risks, issues, and resolutions for known interface control issues
- **Milestone 3.0:** Develop guidance for mitigating negative results that arise out of interface control issues between MHS GENESIS and legacy systems
- **Milestone 4.0:** Present developed guidance via DHA UBO webinar presentation
- **Milestone 5.0:** Utilize webinar attendance tracking mechanism to ensure distribution of information to relevant staff via attendance and present outcomes at standing quarterly UBO AWG meetings

Communications Plan



Tracking Risks, Issues & Resolutions

■ Risk & Issue Identification:

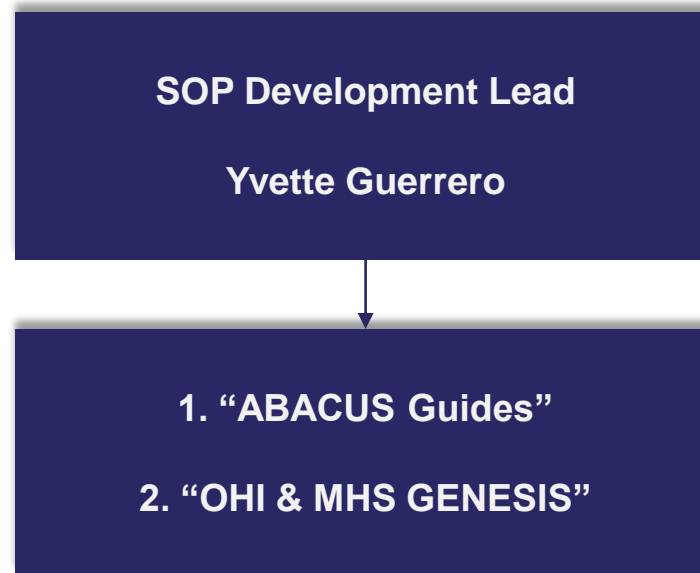
- Reports from UBO SMEs and ABACUS users from MTFs
- Risks & Issues reported to the DHA UBO Helpdesk
- Meetings & Discussions with DHMSM Program Office

■ Risk & Issue Tracking:

- Use existing ABACUS Risks & Issues Log
- Develop internal DHA UBO Risks & Issues Log
- Link issues to official DHA Remedy Tickets

Mitigation Guidance

- The DHA UBO Program Office developed Standard Operating Procedures (SOPs) for every known interface issue where MTF UBO can employ mitigation strategies
 - Documentation includes step-by-step instructions for workaround solutions
 - Documentation highlights common issues for MTF UBO staff to be aware of



Education & Training





- DHA UBO Websites

- Updated lists of known risk & issues and guidance documentation can be posted to existing DHA UBO websites for MTF UBO staff to access
- Health.Mil and/or DHA UBO LaunchPad

- DHA UBO Webinars

- DHA UBO Guides: MHS GENESIS OHI & ABACUS webinar was presented December 2021

Resources

Resource	File/Link
MHS GENESIS Internal Controls Webinar Recording – Health.Mil	https://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Learning-Center/Archived-Webinars
DHA UBO ABACUS Guides SOP	 Microsoft Word Document
DHA UBO OHI MHS GENESIS SOP	 Microsoft Word Document
Webinar Attendance – December 14	 Microsoft Excel Worksheet
Webinar Attendance – December 16	 Microsoft Excel Worksheet

Questions and Answers

Q&A



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