**Department of Health and
Social Services (DHSS)**

Master Client Index (MCI)

MCI Overview/Requirements

Document Control Information

Document Information

Document Name	**MCI Overview/Requirements**
Project Name	Master Client Index
Client	Department of Health and Social Services (DHSS)
Document Author	DHSS DMS IRM M&O MCI
Document Version	1.0
Document Status	MCI Overview/Requirements
Date Released	Date 05-June-2019

Document Edit History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	05-June-2019	Creation of MCI Overview/Requirements	John Strobel

Document Review/Approval History

Date	Name	Organization/Title	Comments

Distribution of Final Document

The following people are designated recipients of the final version of this document:

Name	Organization/Title

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MCI Overview/Requirements

The Master Client Index (MCI) tracks unique clients in each of the programs within the Department of Health and Social Services (DHSS) and the Department of Services for Children, Youth and their Families (DSCYF).

• MCI goals include:
- o Facilitating interfaces between human service programs by providing a common unique client identifier (MCI Number).
- o Facilitating the coordination of services for clients between agencies.
- o Permitting agencies to share common client demographic information and allowing all programs to share access to changes in this information.
- o Providing the ability to identify the specific programs and cases in which each client is involved and to track the status of program and cases
- o Providing an accurate, unduplicated count of clients across programs.

• All systems tracking services to DHSS clients MUST integrate with MCI unless exempted DHSS Secretary. MCI integration is at a minimum:

- o Registering all new clients in MCI, which includes assignment of an MCI Number and linking that number to the client within the services tracking system.
- o Blocking registration of a client in MCI until after the standard MCI "Name Search" has been run, with user review of the results (to assure client is not already registered).
- o Coordination/synchronization of client information between MCI and the services tracking system, including
  - The updating of MCI with appropriate new data to reflect changes in a client's Date of Birth, Social Security Number, Race, Sex, and/or ("Real") Name (updates to maiden or alias names are optional).
  - Provision of a routine that can be called by DHSS to update a client's Date of Birth, Social Security Number, Race, Sex, and/or ("Real") Name with passed values corresponding to updated values within MCI.
  - Creation of an MCI Case History record for each client upon services enrollment, and on-going updating of that record to maintain active/inactive status information, as well as correct services start and end dates.

- Integration options that are currently available at DHSS include:
  - o MCI Web Services – for integration from internal or external systems that can consume a web service.
  - o MCI UI application – for integration with client/server (fat client) applications that cannot consume web services. MCI UI also provides stand-alone access to MCI.

- Synchronization options between MCI and calling systems:
  - o MCI Web Services can be called to sync data in MCI when the calling system data has been modified. Interfacing systems must provide a web service or mechanism for updates from MCI.

• **All MCI integration must be fully defined in the vendor proposals, including a Data Flow Diagram showing the interface to and from MCI. Approval of proposed integration must be obtained from DHSS/IRM and Project Division prior to contract signature. An architecture diagram demonstrating this may be required as well.**

• DHSS/IRM has the following technical MCI documents available. Please contact the RFP team to get copies of these documents.

      MCI Integration Guide Development details V1.3
      MCI Integration Guide design Details V1.3
      SDSH MCI ClearanceService DesignSpec
      SDSH MCI IndivAdditionalInformationService DesignSpec
      SDSH MCI IndivAlertManagementService DesignSpec
      SDSH MCI IndivCaseManagementService DesignSpec
      SDSH MCI IndivManagementService DesignSpec
      SDSH MCI ReferenceTableManagementService DesignSpec
      SDSH MCI SubscriberUpdate DesignSpec
      SDSH MCI SubscriberUpdateNotification DesignSpec
      MCI Database structure
      DHSS Reference tables used by MCI