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Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH Central Office and its functions.
 - The requirements herein apply, verbatim, to GCBH and its network providers².
 - The requirements herein apply both to GCBH and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.
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PURPOSE: To specify the process for ensuring the latest information is available to Greater Columbia Behavioral Health (GCBH), which ensures GCBH data, and therefore the Mental Health Division (MHD) data is as current and error free as possible

DEFINITIONS

- I. None

POLICY

- A. After importing and before exporting the encounter data to (MHD) per the MHD Data Dictionary requirements (contained in the *MHD-CIS Data Dictionary* and the *Service Encounter Reporting Instructions*) these processes and procedures are completed to ensure quality and integrity of data. GCBH staff looks in numerous areas for many types of deficiencies and reports any findings to various GCBH sub-committees, as well as the GCBH Board of Directors

PROCEDURE

1. Monthly files are available from the MHD for enrollment, demographic, and eligibility information. These files are downloaded from MHD and processed through a program that merges the latest information into one database which is placed on the private side of the GCBH web site for subcontractors use in determining client status and eligibility.
 2. Downloaded MMIS files:
 - 2.1. Run elig_upd program FoxPro program which:
 - 2.1.1. Merges MMIS files.
 - 2.1.2. Ties MMIS files into GCBH master client file.
 - 2.1.3. Creates elig database.
 - 2.2. Copy elig database to GCBH web site for subcontractors use.
 - 2.3. Create ZIP file of MMIS information for BHO (Behavioral Health Options) use.
 3. Download Title V kids file when updated.
 4. Download MHD weekly report:
 - 4.1. Verify/cleanup duplicate RSN (Regional Support Network) client issues.
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- 4.2. Check/compare service hours.
- 4.3. Check error and warnings and print for GCBH committees
5. Run two internal duplicate client reports.
 - 5.1. Verify/cleanup duplicate RSN client issues.
 - 5.2. Send to agencies duplicate Provider client issues.
 - 5.3. Run mrd/fixdup programs as needed.
6. Work Provider & RSN reconciliation into Transfer Coefficients:
 - 6.1. Download agency reconciliation reports.
 - 6.2. Run GCBH trend reports and post to web site.
 - 6.3. Update transfer coefficient file and build graphs for monitoring of agencies.
7. Download MHD inpatient acceptance information.
8. Data comparison between the MHD and GCBH databases:
 - 8.1. Initiate MHD Virtual Private Network (VPN).
 - 8.2. Open Excel.
 - 8.3. Import external data (use same password as logging into MHD).
 - 8.4. Create new database query and download information.
 - 8.5. Bring in information from GCBH database and compare (client count, services, service hours, etc.)
9. Update GCBH monthly reports and post to web site.
10. Communicate with the Providers. any data anomalies, such as:
 - 10.1. All services in a month have single source service location.
 - 10.2. Abnormal number of missing information (social security number, ethnicity).
 - 10.3. Abnormal number of generic date of birth (01/01/XXXX).
 - 10.4. Count of over 10 dependents.
 - 10.5. Difference between agencies of same client, different gender.
 - 10.6. Different number scheme for same client in agency.
 - 10.7. Significant change in number of clients, or number of services reported at a provider site.
11. Communicate with GCBH UM Department any data concerns, such as:
 - 11.1. Services 30 or over per client, per month;
 - 11.2. Young child with multiple inpatient stays without much outpatient.
12. Verify inpatient discharge date with current hospital information:
 - 12.1. Update discharge date if empty and provide information to agency.
13. Provide GCBH UM Department with data for their verification and reporting.

- 14. Update, as needed, provider local code mapping to applicable state/federal codes.
- 15. Update Board/MIS/RAB (Regional Advisory Board) Reports

APPROVAL

William Wilson, DrPH
Director

03/13/08