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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 the GCBH subcontractors, and to keep Greater Columbia Behavioral Health (GCBH) data, and therefore the Mental Health Division (MHD) data as current and error free as possible.

DEFINITIONS

- I. **CIS:** Consumer Information System, software or database used to collect, manage, and store consumer data as required by the MHD and/or GCBH.

POLICY

- A. 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

PROCEDURE**1. Incoming Batch Process:**

- 1.1. Receive encounter batch notification via email from providers and retrieve files from the GCBH Virtual Private Network (VPN) site on applicable directories. The encounter batches are sent to GCBH via a Cisco Solution VPN configuration which utilizes the approved methods dictated in the GCBH Data Dictionary (e.g. native transactions are sent in tab delimited text files, and EDI transactions are sent via the 837P standard).
- 1.2. At both a transaction and field level, encounter transactions are processed through data integrity programs which generate alerts, warnings, or errors when applicable. These messages are reviewed by GCBH staff for verification of the information against GCBH and MHD databases. If information is available from either GCBH or MHD databases that information, as well as the error and warning reports, is sent back to the appropriate provider agency for resolution and re-submittal per contract guidelines.
- 1.3. A more in-depth view of this process can be found in the GCBH Data Importing Procedure.

2. Interim Process:

- 2.1. After importing and before exporting the encounter data, per the MHD Data Dictionary requirements, processes and procedures are completed to ensure data quality and integrity. GCBH staff surveys numerous areas for several types of deficiencies. An example would be duplicate client information which can be viewed from two angles - a client within one agency can have two agency identifiers or a client at GCBH can have two RSN (Regional Support Network) identifiers.
- 2.2. GCBH staff also surveys data anomalies such as all services in a month have single source service location; abnormal number of missing information (social security number, ethnicity); abnormal number of generic date of birth (01/01/XXXX); count of over 10 dependents; difference between agencies of same client, different gender; or different number scheme for same client in agency.
- 2.3. GCBH posts reports on the public GCBH web site for provider agency use. Reports to the provider agencies which include client specific deficiencies requiring reconciliation are available in the agency's VPN folder on the GCBH network. GCBH staff emails a notice to the appropriate provider agency staff when reports from GCBH are available in the agency's VPN folder. Graphs and reports monitored by GCBH and stated as being sent by agencies reconciliation reports are: comparison of clients seen, periodic transactions, service encounters, and service hours received at GCBH.
- 2.4. Audit/Reviews are conducted at each provider agency. A sample of clinical charts is selected and primary verification of service encounter information is completed to ensure data in clinical chart, provider agency Client Information System (CIS), and GCBH CIS all agree. Additionally, an Information System (IS) audit is conducted. Each provider agency is reviewed and evaluated against contract and statutory requirements. All errors, warnings, and any data concerns are included in the IS audit final report and delivered to the provider agency.
- 2.5. A more in-depth view of this process can be found in the GCBH Data Integrity Procedure.

3. Outgoing Batch Process:

- 3.1. The GCBH IS Director is responsible to ensure that all data processing and data integrity processes are completed before the MHD export, and to inform the GCBH Director or designee that the data is ready for export and MHD certification.
- 3.2. GCBH exports outpatient and residential encounter data to the MHD, specified by the MHD, which utilizes the approved methods dictated in the MHD Data Dictionary (e.g. native transactions are sent in tab delimited text files, and EDI transactions are sent via the 837P standard).
- 3.3. Error and warning reports are generated through the MHD validation process. GCBH retrieves these reports from MHD for review. Any errors are resolved and resubmitted with the next data send. GCBH staff downloads MHD's status reports and includes any errors and warnings received by GCBH. These are presented to the various GCBH sub-committees and the GCBH Board of Directors.

3.4. A more in-depth view of this process can be found in the GCBH Data Exporting Procedure

APPROVAL

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03/13/08