

BUILDING EDITS & SCRUBBING THE DATA

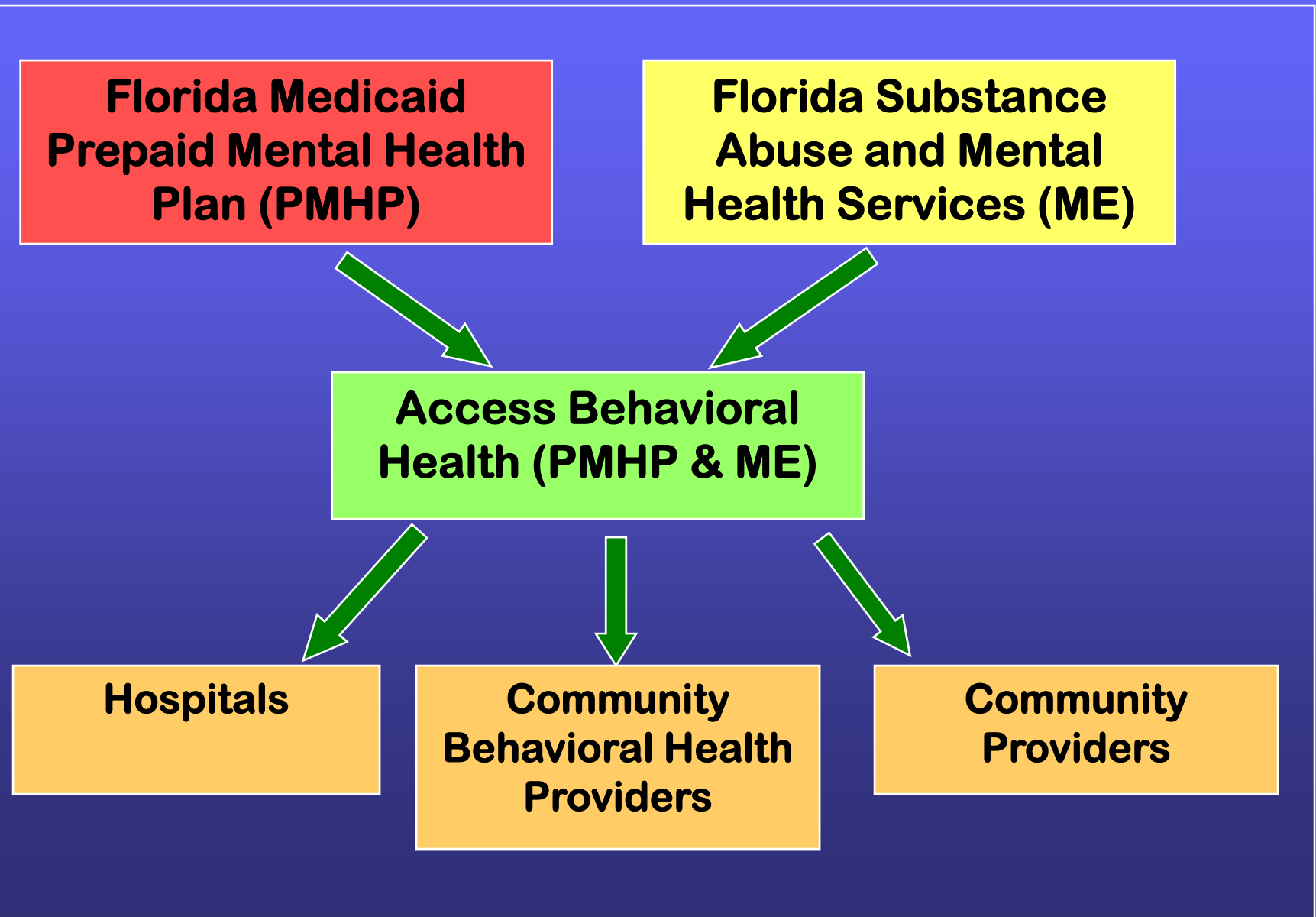
Technical Assistance
Workshop
Washington, DC
November 13 - 14 , 2008



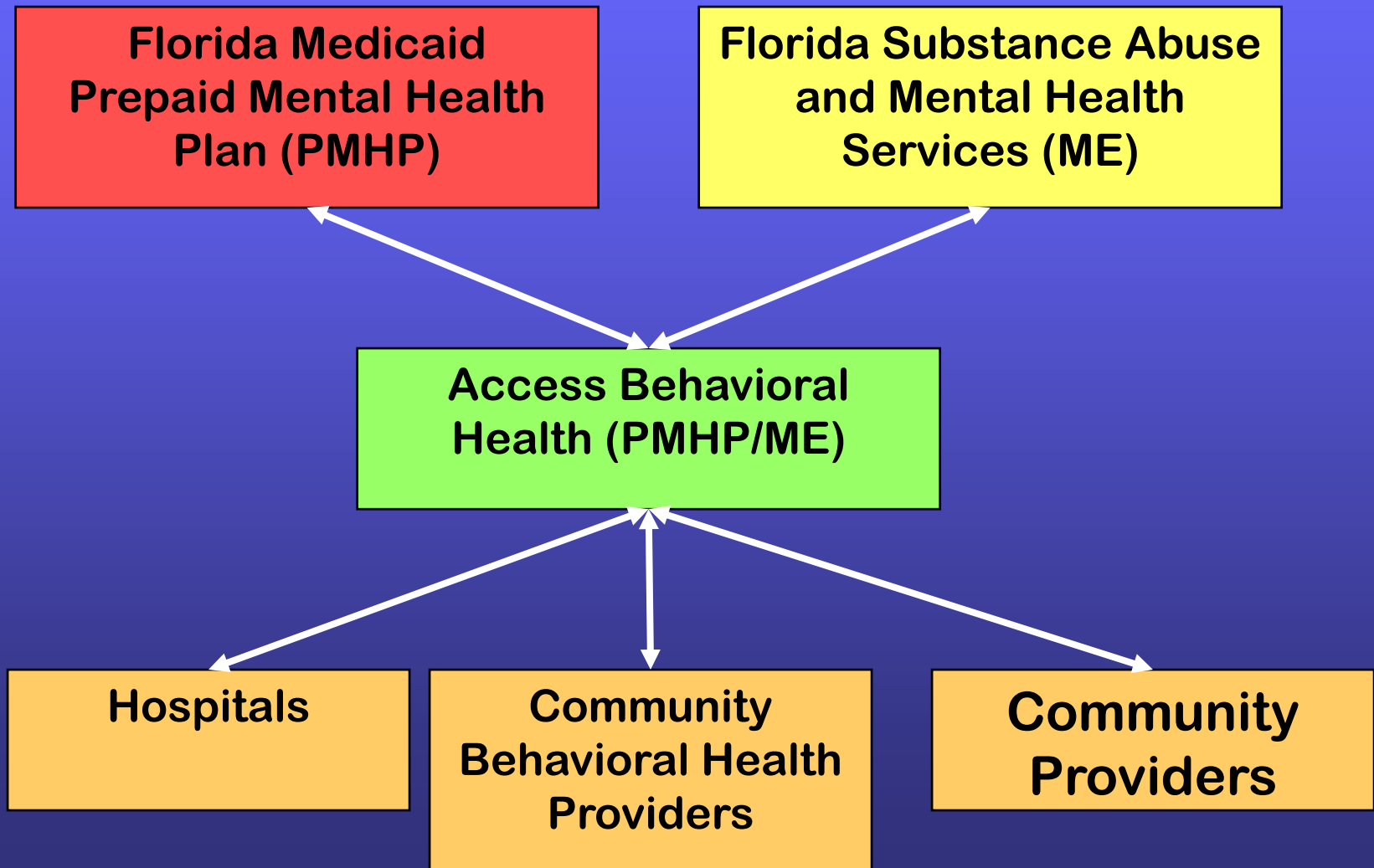
**Mike Potters, MFT,
Director, Network Management & Reporting**

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Director, Access Behavioral Health**

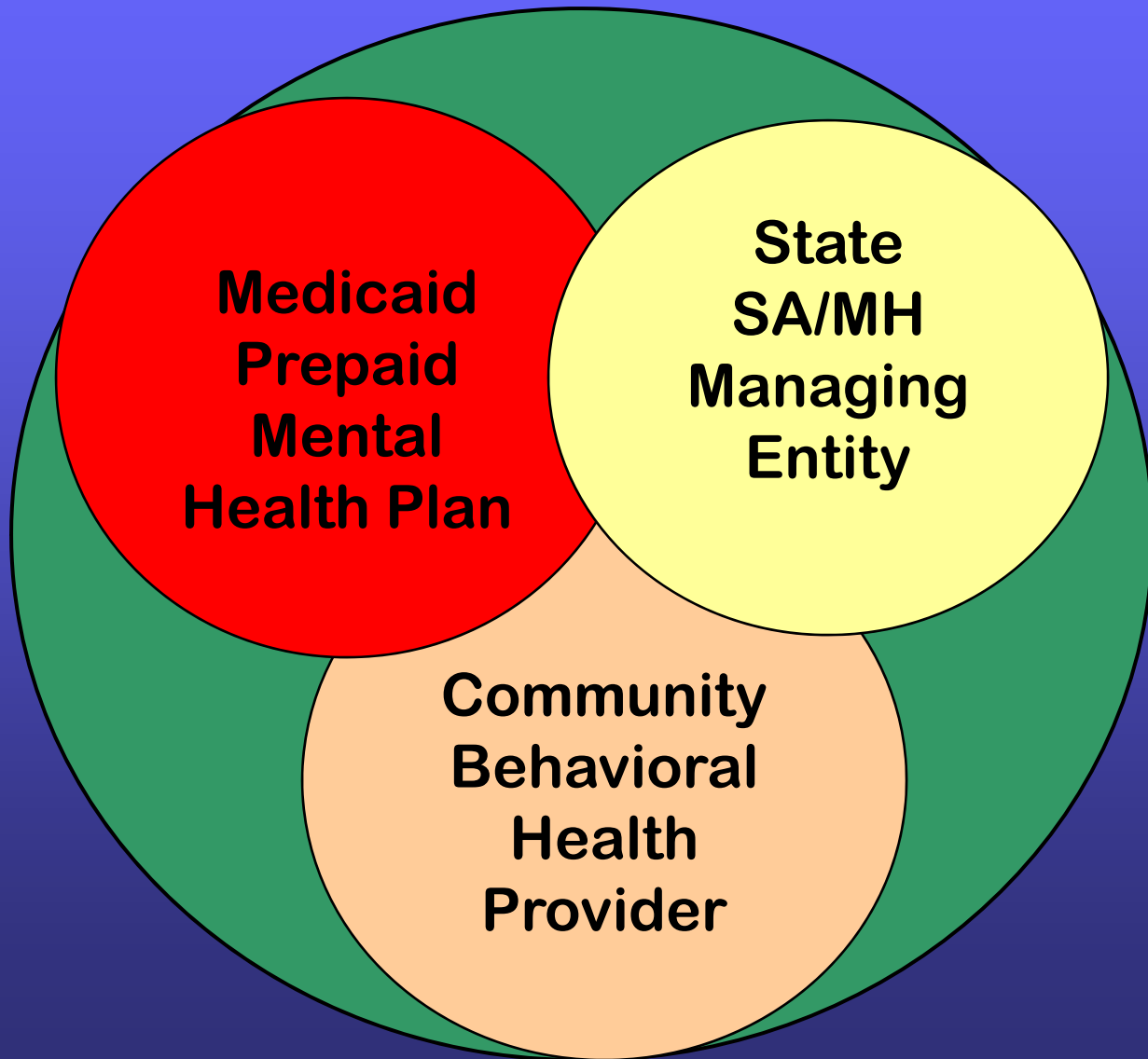
ABH Contracting and Funding



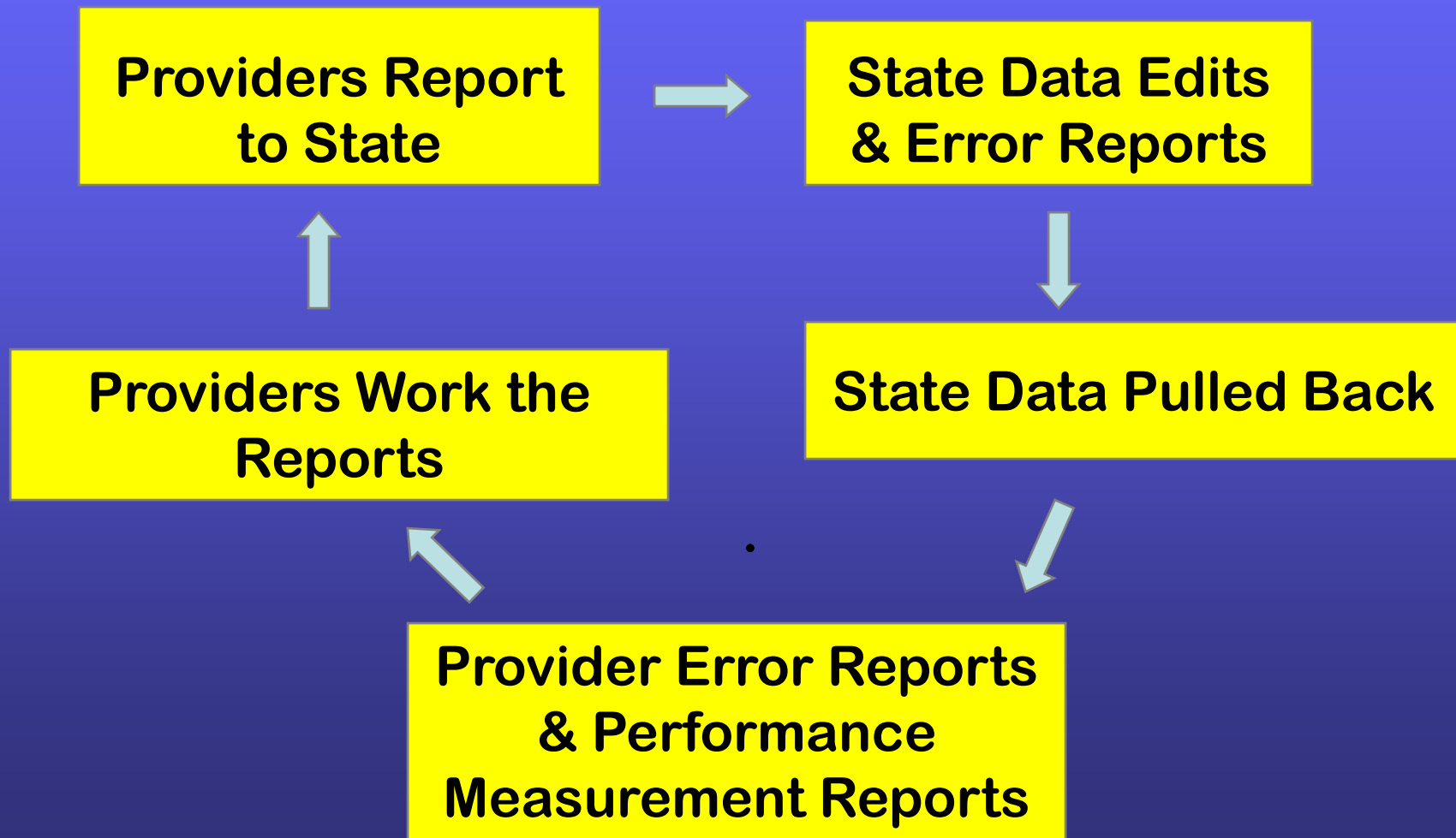
ABH Data Flows



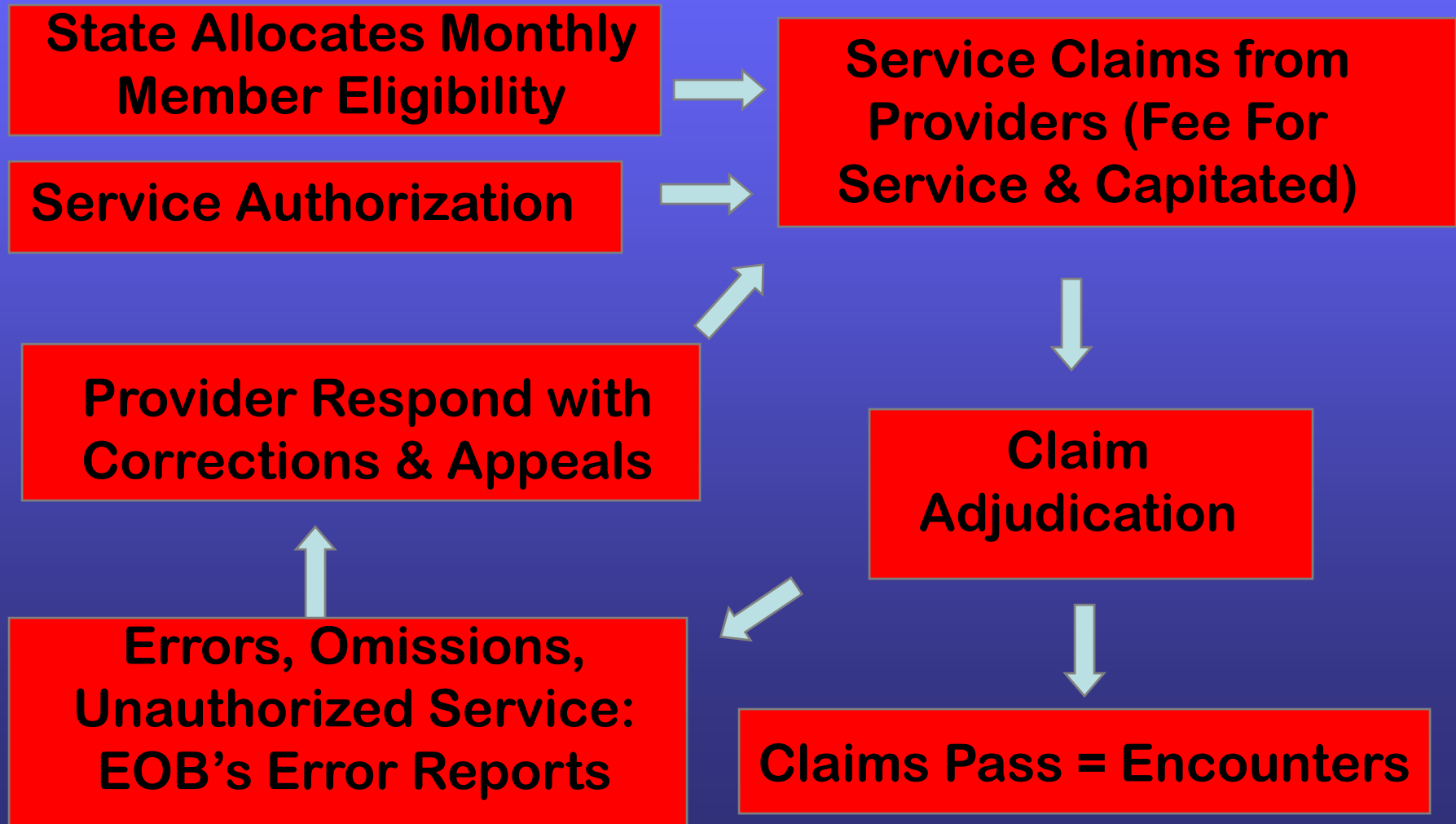
Access Behavioral Health / Lakeview Center



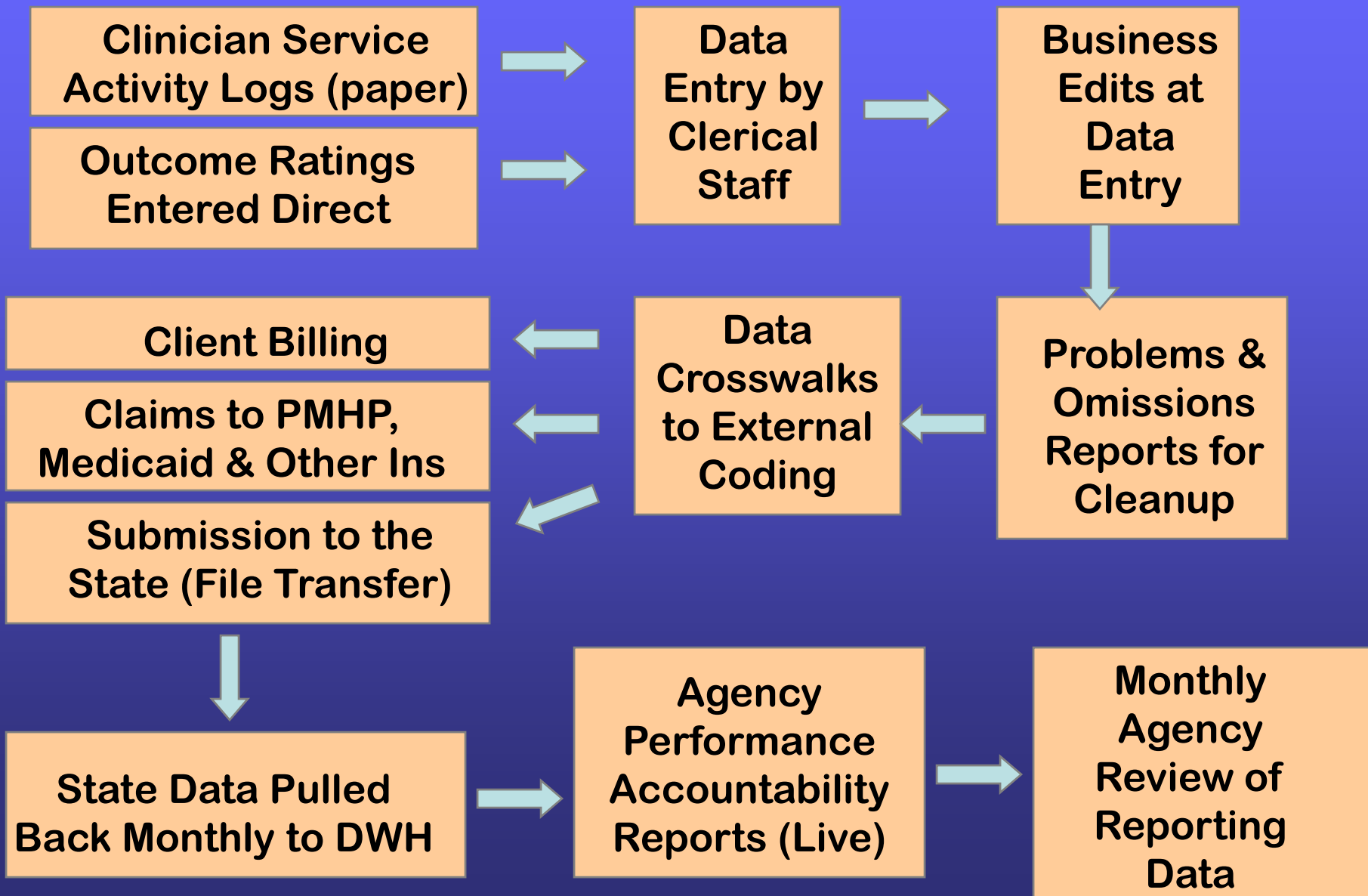
SA/MH MANAGING ENTITY



MEDICAID PMHP



PROVIDER



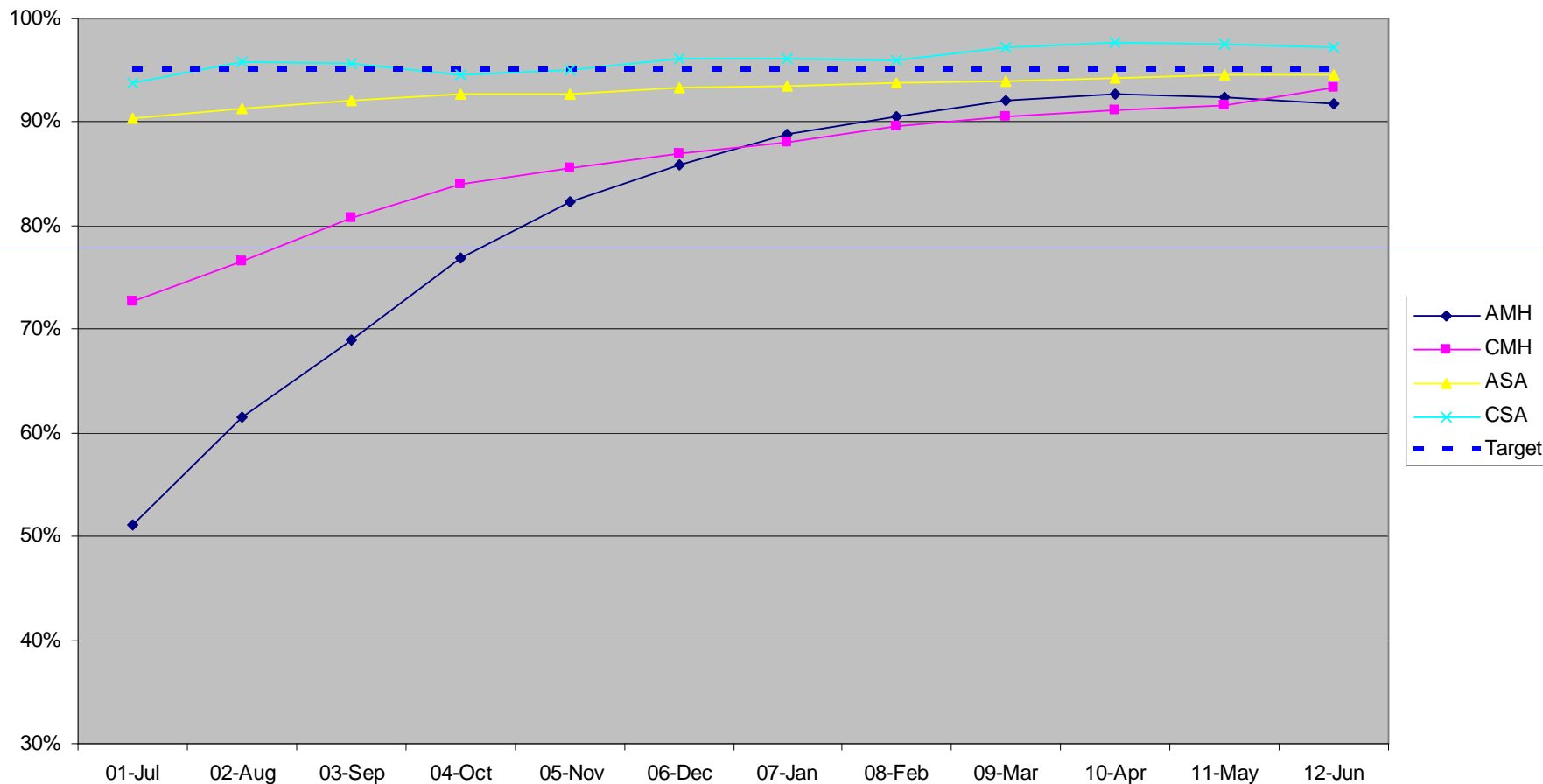
DATA EDITS

- **Managing Entity: (State Edits and FTP Reject Reasons)**
- **PMHP: EOB Edits**
- **Provider Internal Reporting:**
 - Limited Set of Data Entry Edits
 - Format
 - Invalid Codes
 - Few Basic Relational Edits
 - Let Data Get In With Some Inconsistencies

POST DATA ENTRY

- Robust Set Of Reports
 - Invalid Entries
 - Invalid Codes
- Trending for All Measures
- Testing for Invalid Relationships

Percent of Clients Served Who Have Outcomes Reported
Entire Contract



DETERMINE PROPER WAY TO FIX THE DATA

- What Needs to Be on the Error Report?
- Decoding Error Reporting for Some Providers
- Prioritize the Problems (“They’re All Important”)
- To Whom Do You Send the Report, in Order to Get the Problem Fixed?

ACCURACY

- Executive Level Must Demonstrate Willingness to Hear the Truth
- Data Quickly Becomes Inaccurate if Leaders Just Need to Look Good
- Must be No Severe Repercussions to the Messenger

CLEAN DATA

- Clearly Defined and Well Communicated Code Meanings
- Are People Picking the Right Codes?
- Limited Set of Data Entry Edits

TIMELINESS

- Timely Data Submission
- Rapid Reporting of Updated Data
- Realistically Calibrated Report Timing
 - Not Too Frequent (Opportunity to Act on the Information)
 - Not Too Late

Lakeview Center

BAPTIST HEALTH CARE

... helping people overcome life's challenges.

Managed Care Services Report Card



Pillar	ID	Measure	Current FY Annual Goal	Previous FY Final Results	YTD Goal	YTD Actual	Data Current As of	Trend	Ref1	Ref2	Ref3
People	MCS110	Positive employee morale	n	4.4n	n	4.4n	9/30/2008				
People	MCS120	LCI Employee Retention		100.00%		100.00%	9/30/2008				
People	MCS140	60 Hours Training Per FTE	80%	77.78%	80%	33.33%	11/6/2008				
People	MCS150	Total Implemented Bright Ideas	0	50	0		11/6/2008				
People	MCS151	Bright Ideas Participation	80%	100.00%	13%	22.22%	11/6/2008				
Service	MCS210	Customer Satisfaction		4.03		4.03	9/30/2008				
Service	MCS221	Contracted Clients Served-AMH	12,100	16,156	3,591	9,016	9/30/2008	Trend Charts	Clients Served by Provider	NPP (Current Quarter)	
Service	MCS222	Contracted Clients Served-CMH	5,600	6,707	1,509	3,402	9/30/2008	Trend Charts	Clients Served by Provider		
Service	MCS223	Contracted Clients Served-ASA	4,200	4,686	1,582	1,961	9/30/2008	Trend Charts	Clients Served by Provider		
Service	MCS224	Contracted Clients Served-CSA	2,000	2,029	797	954	9/30/2008	Trend Charts	Clients Served by Provider		
Service	MCS226	Percent Clients Served with Outcomes-AMH	95%	91.81%	95%	49.09%	9/30/2008	Trend Charts			
Service	MCS227	Percent Clients Served with Outcomes-CMH	95%	93.35%	95%	64.73%	9/30/2008	Trend Charts			
Service	MCS228	Percent Clients Served with Outcomes-ASA	95%	94.57%	95%	81.95%	9/30/2008	Trend Charts			
Service	MCS229	Percent Clients Served with Outcomes-CSA	95%	97.27%	95%	79.98%	9/30/2008	Trend Charts			
Quality	MCS311	Annualized Average Days Spent in the Community-AMH SPMI	350	347.15	350	352.72	9/30/2008		MH Outcomes Measurement	DCF Dashboard	
Quality	MCS312	Annualized Average Days Spent in the Community-AMH Forensic	260	242.24	260	322.68	9/30/2008		MH Outcomes Measurement	DCF Dashboard	
Quality	MCS313	Annualized Average Days Spent in the Community-CMH SED	350	350.84	350	350.75	9/30/2008		MH Outcomes Measurement	DCF Dashboard	
Quality	MCS314	Annualized Average Days Spent in the Community-CMH ED	360	361.58	360	360.55	9/30/2008		MH Outcomes Measurement	DCF Dashboard	

PHYSICAL ARCHITECTURE

- Elimination of Erroneous Data
- Instant Edits – Invalid Code Feedback
 - The Vast Majority of Our Data Now Being Filled In on Paper Forms.
 - We Are Implementing a New System That Will Enable Live Entry of Services And Outcomes.

SYSTEMS EVOLVE OVER TIME

- System Initially Depends on Reports to Analyze Bad Data After the Fact
- Then Validations Added to Data Entry
- Only Then Can You Begin to Analyze Data for Consistency and Accuracy
- It Takes a Long Time Until You Are Able to Use the Data for the Reason You Wanted to Capture It to Begin With
- Motivate People to Improve (Money)

TROUBLESHOOTING

- Crosswalk
- Unit Maximums Were Too Rigid
- Daily Roll-up of Services With the Same Code
- Drops Due to Errors
- Service Unit Count Adjustment Issues - Resubmitted Claims

BEWARE MISSING LINKS

- Excellent Communication Between State Policy People and Developers
- State Must Provide Clear and Explicitly Defined Reporting Requirements
- Clear and Explicit Definitions of Algorithms

FEEDBACK LOOP BETWEEN STATE AND CONTRACTORS

- The State Has Approached ABH to Test Changes to the System and User Manual
- ABH is Providing Review and Sign-Off
- When Given Adequate Lead Time