



## PENINSULA RSN

### MANAGEMENT INFORMATION SERVICES POLICIES AND PROCEDURES

**Policy Name:** IS PROCESSING PROCEDURES

**Policy Number:** 4.03

**Reference:** WAC 388-865-0275

**Effective Date:** 4/2004

**Revision Date(s):** 3/2006

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) contracts with Kitsap Mental Health Services (KMHS) to operate its Information Services (IS) in accordance with the PRSN's contract with the Mental Health Division (MHD) and the state-issued Data Dictionary.

All providers within the PRSN are connected to KMHS via frame relay, and have a partitioned drive assigned to them. Each provider's data is transferred to the PRSN's data sector monthly. These procedures describe the internal procedures run by KMHS to transfer data between each provider's data base and that of the PRSN in preparation of transmitting data to the state.

#### PROCEDURE

PROVIDER and RSN Event Export Monthly Procedures (by day of month)

**16<sup>th</sup> or 17<sup>th</sup>:** log into each provider MIS and update the event export parameter files using function **2.11**. Type in the start and end dates for the previous month. The file names are:

- **WEOEREXP** for West End Outreach
- **PMHEREXP** for Peninsula Mental Health
- **JCCEREXP** for Jefferson Mental Health
- **KMHEREXP** for Kitsap Mental Health

Also edit the following parameter files for export of late services. Change the start/end dates to two months ago.

- **WEOELATE** for West End Outreach
- **PMHELATE** for Peninsula Mental Health
- **JMHELATE** for Jefferson Mental Health
- **KMHELATE** for Kitsap Mental Health

**18<sup>th</sup>**: At 8:30 p.m. the ISN exception report runs at Jefferson, Peninsula, and West End. ISNs are created for all events for the last two months.

At 9:15 p.m. an AGS report runs in CRON at all providers to find late services (prior to previous month). Report is looking at ISN creation date compared to ISN service date. If the CRON fails, run the report manually using function **14.13**. Spec. name is "LATESVCS".

At 10:00 p.m. the events export in CRON from the provider systems to RSN system, except KMHS which runs at 7:45 p.m.

At 10:15 p.m. the event import runs in CRON at the RSN. It brings in the events for all four providers one after the other. (Actually this process runs every day but only finds events on the 18<sup>th</sup> or when corrections are manually exported.) The parameter file is **RSNERIMP**.

**19<sup>th</sup>**: check the run log in the provider print queues. If the CRON process failed, run it manually using function **15.3**. (Also run event import in the RSN as described in next section).

Check the event export reports in the provider print queues. It's a one page report showing the total number of events exported and the number of errors. If errors are listed contact the systems analyst for assistance.

Copy the provider export files to /c9/cdata.

Find the AGS reports of late services from the 18<sup>th</sup>. Print to the providers' printer and call them with notification of printing. Provider staff will sign the report indicating which services should be submitted to RSN/MHD and fax it to you.

Remove the ISN Exception Report from the provider print queue.

Log into the RSN and check the run log to make sure the four files were imported. If the CRON process fails, there should be something in the run log to help determine the cause of the failure. If caused by power outage or hardware failure, log in as MISADM and look for the event files. If files are there, import them manually using function **15.8**. If files are not found, contact the systems analyst for help.

Copy the RSN import files to /c9/cdata.

**20<sup>th</sup>**: An AGS edit report runs in CRON at 8:30 a.m. in the provider MIŞs and at the RSN.

If the CRON fails, run the report manually using function **14.6**. Spec. name is "EVENTEVR."

Print the reports (called EVENT TO RSN COMPARE). The reports are used to verify that all the events that exported from the providers match the number of events imported to the RSN. Compare each provider summary to the appropriate RSN summary. The reports count number of services and total service hours by RSN category of service.

Investigate and correct errors where any category is more than 1% or in error. To print the detail of services by category, use function **14.7** in both provider and RSN systems; select the category of service; compare line by line to find the errors.

Refer to Event Import /Correction Procedure for details on getting the missing events to the RSN.

**21<sup>st</sup>**: Use late service reports returned by providers to determine if any need to be exported. If all listed on the report are to be sent, log into the appropriate MIS and run function **15.13**.

If only certain clients are to be exported, use function 11.6 to create a saved list of the clients. Edit the parameter file using 2.11 and place the list name on the line beneath the end date. Remove the comment. Then run the export (15.13)

Services will import to the RSN the same night they were exported.

**22<sup>nd</sup>**: AGS reports run in CRON at 6:15 p.m. in the provider systems. If the CRON fails, run the reports manually using **11.7**. Spec name is RSNOEXPT.

Print reports the next day from the print queue (called RSN Svcs Not Export RSN) on provider printer. The report list clients who are Send Register=No with RSN services. The provider can investigate and correct the Send Register flag for the following month. This doesn't affect the month you're working on; it's FYI to the provider.

Make copy of HIPAA monthly checklist and follow all steps to completion. Begin PRSN event preparation work on the 22<sup>nd</sup>.

**23<sup>rd</sup> – 27<sup>th</sup>**: make sure consumer periodics were sent to MHD and corrections made.

PRSN Information Services Contractor Service/Event Processing Calendar

<p><b>15</b>  <b>CRON: AGS MCS2RSN.</b>  <b>PRSN: Find missing data - enter UNK/NR, send info to providers &amp; PRSN. Providers to enter correct data before the 17<sup>th</sup> of month.</b></p>	<p><b>16</b></p>	<p><b>17</b>  <b>CRON: Populate T19 indicator at providers &amp; PRSN.</b>   <b>PRSN: Update provider event export parameter files.</b></p>	<p><b>18</b>  <b>CRON: Uscript "mhdtyp60" writes MHD type to events.</b>   <b>CRON: Export events from Provider to PRSN.</b>   <b>CRON: Import events from Provider to PRSN.</b></p>	<p><b>19</b>  <b>PRSN: Cleanup event import errors.</b></p>	<p><b>20</b>  <b>CRON: AGS EVENTEVR compares provider to PRSN event data.</b>   <b>PRSN: investigate/ correct any discrepancies.</b></p>	<p><b>21</b>  <b>CRON: AGS MCSRSN edit.</b>   <b>PRSN: correct any errors.</b></p>
<p><b>22</b>  <b>CRON: AGS RSNOEXPT Finds Send Reg No clients w/RSN Svcs/Rus.</b>   <b>Begin HIPAA event prep work in PRSN.</b></p>	<p><b>23</b>  <b>CRON: Create Consumer Periodics record.</b>   <b>CRON: AGS MCSSUMM to review CPR record – resolve any errors before sending to MHD.</b>   <b>Export CPR records from PRSN to MHD.</b></p>	<p><b>24</b>  <b>PRSN: Investigate and correct any CPR errors on exception report.</b></p>	<p><b>25</b>  <b>PRSN: CPR exception export from PRSN to MHD.</b></p>	<p><b>26</b>  <b>PRSN: Investigate and fix any CPR errors from corrections sent.</b></p>	<p><b>27</b>  <b>Export events from PRSN to MHD. See Event Export Procedure for instructions</b></p>	<p><b>28</b></p>
<p><b>01</b>  <b>CRON: Write county stat info to PRSN database 53-all providers.</b></p>	<p><b>Dates from EOM to 3<sup>rd</sup> of following month used by PRSN to correct any event errors and to adjust for weekends/ holidays as needed.</b></p>	<p><b>03</b></p>	<p><b>04</b></p>	<p><b>05</b>  <b>PRSN: Prepare County Stat reports for each provider and unduplicated for PRSN.</b></p>		

## Evaluation & Treatment Episode Procedures - Prepare Inpatient Services for HIPAA Transactions

Make sure all events arrived at the RSN database.

Check with Analysts to make sure the Medicaid eligibility process is complete in the RSN. We need the most up-to-date eligibility information we can get.

Make sure outpatient service process is complete (837P). The preparation steps in that procedure affect the inpatient services also.

Run AGS "ETLIST" to create client save list of all clients discharged from the E&T that month. Call it ET**mmmy** where "**mmmy**" is the month/year of services. This list is used throughout the process.

Search ISN file for staff id. 036, service code 500 and date range to ensure all clients in above list have an ISN for the discharge day. Screen print and compare to client list.

Update 837 parameter file with the client saved list name. Change the lines to indicate we are doing a test. We will run all batches as a test for the first few months before going live. Refer to sample page for list of lines to change. The parameter file name is:

- ET837I

Prepare test file for the month. Submit test file to EDIFECS web site for validation. Correct errors found. Remember this is to test 837I (inpatient).

Update the parameter file to production mode. Refer to sample page for list of lines to change.

Update the parameter file called "ISASEQ" with the last batch number sent.

Prepare production file in /c1/transfers/hipaa.

Each time you run the program two files are produced in the print queue. Print the report called "ANSI 837I Event Rpt". Copy the report to /c9/cdata and call it ET837I.xxx where "xxx" is the batch number.

Print the last page of the reports called 837I-ET REPORT". Delete from print queue after printing; don't copy this one.

Use JSB file transfer or FTP to transfer batches to your workstation.

Follow instructions to transfer HIPAA batches to MHD and retrieve error reports.

**Evaluation and Treatment Services Checklist**

FUNCTION	DESCRIPTION OF TASK	SAVED LIST	PARAM OR SPEC	NOTES		DATE COMPL.
	Ensure all events arrived at the RSN					
	Ensure Medicaid eligibility complete-RSN?					
5.15.7	AGS - create client saved list - ET????		ETLIST	Print		
5.16.2	Srch ISN-provider 036 / date range / svc code 500			Screen print		
2.11	Update start/end dates, client list		ET837I	Test files to PQ	2.11 - T	
15.4.9	Create test files		ET837I	Use screen prints		
IE	Submit test file to HIPAA-Desk at EDIFECS			Web site		
	Correct errors found					
PQ	Remove all test files from print queue					
2.11	Update test flag to production		RMH837P	ISA		
2.11	Check/update last batch number sent		ISASEQ	See HIPAA log		
15.4.9	Create 837I production file		ET837I			
PQ	ANSI 837I Event Rpt-print last two pages			Copy to /c9/cdata		
PQ	837I ET RPT-print last page					
misadm	Rename batch file to .txt extension			/c1/transfers/hipaa		
FTP	Copy 837I file to workstation					
SSH	Send file to MHD			Secure Shell		
email	Email to Anders: send data certification form			inform date range		

## **Peninsula RSN – Monthly Outpatient Event Procedures Prepare Events for HIPAA Transactions**

Use date range of previous two months throughout process unless otherwise noted.

Make sure all events arrived at the RSN database.

Check with Help Desk to make sure the Medicaid eligibility process is complete in the RSN. We need the most up-to-date eligibility information we can get.

Run AGS “EVNTLIST” to create client save list of all clients served in previous 2 months. Call it SVD**mmmy** where “**mmmy**” is the month/year of services. This list is used throughout the process.

Recompute events for reporting months using client saved list.

Run ERS “FSCHECK” for reporting months. Make sure all services are in fund source 1 or 2.

Run AGS “EVNOTYPE” to make sure all events have an MHD type. If any listed, log into provider MIS and look up events in 5.1. If MHD type is found, make note on report. Return to RSN system and update events using function 5.1, update item 17. If MHD type is missing from provider, contact systems analyst.

Run Usript “DUPEVENT” to change any events with a duplicate start time. NOTE: just run previous month. Anything older will be found in ISN audit.

Edit parameter file “EVNTOISN” – put in correct start date, end date, client list.

Run lattice export to create ISN file. Make sure number of events matches total from ERS above. Note totals in print queue.

Run lattice import to bring ISNs in from the export file. Make sure total matches ERS.

Run Usript “hicpic” to update ISNs with the CPT/HCSPCS.

Build the database search file for the ISN file, DB 09. This is faster than waiting for the DXPOST to update the existing file with all the new ISNs.

Search ISN file with date range of reporting months. Number of registers found should match the total from the import file in the print queue and the number of events from “FSCHECK”.

Search ISNs again and print audit report to make sure they all have a valid CPT\HCSPCS. Search for “ERROR” in CPT and print any errors found. Correct the events and ISNs in the RSN. Correct the events in the provider MIS’s. Repeat until no errors are found.

Run ISN audit report to find any remaining duplicate start times (the Uscript is not perfect yet). Refer to the sample screen print and run exactly as shown. Print audit report in print queue and use to update the start time in each event and its matching ISN. Make sure they match; check the client duration and service code if in doubt.

Search ISN file by provider and date range to find no more than 2,000 events in date range. Screen print each one.

Update 837 parameter files with the client saved list name. Change the lines to indicate we are doing a test. We will run all batches as a test for the first few months before going live. Refer to sample page for list of lines to change. There are eight parameter files and the names are:

- PCMH837P
- WEOS837P
- JMHS837P
- KMHS837P
- BURW837P
- SECO837P
- RMH837P

Prepare test files using date ranges from your screen prints. Submit test files to EDIFECs web site for validation. Correct errors found. Ignore errors regarding location 21 or 51.

Update the parameter files to production mode. Refer to sample page for list of lines to change.

Check the parameter file called "ISASEQ" which contains the last batch number sent. This should match your HIPAA log. If not, update ISASEQ with the correct batch number.

Prepare production files which are stored in /c1/transfers/hipaa.

Each time you run the program two files are produced in the print queue. Print the last two pages of the reports called "ANSI 837 Event Rpt". Copy these reports to /c9/cdata and call them ???837P.xxx where ??? is the provider initials and "xxx" is the batch number.

Print the last page of the reports called "???? - 837P RPT" where ??? is the provider initials. Example: the report for Jefferson is called "JMHS - 837P RPT". Delete from print queue after printing; don't copy this one.

Log in as misadm and rename the batch files to have a ".txt" extension.

Use JSB file transfer or FTP to transfer batches to network "adminserver" in the coredata directory.

Follow instructions to transfer batches to MHD and retrieve error reports.

Send email to Anders for EVERY single batch prepared. He must send a data certification form to MHD.

After both outpatient and inpatient batches are complete, run EVENT BILL/POST FLAG RESET to set Post flags to "Yes". This is how we keep track of the late services and whether or not they have been submitted.

	<b>OUTPATIENT SERVICE CHECKLIST</b>	<b>HIPAA</b>				
FUNCTION	DESCRIPTION OF TASK	SAVED LST	PARAM OR SPEC	NOTES		DT COMPL
	Ensure all events arrived at the RSN					
	Help Desk: Medicaid eligibility complete-RSN?					
5.15.1	AGS - create client saved list SVD????		EVNTLIST	Print		
5.15.2	Recompute events					
5.15.3	ERS-all events are fund source 1 or 2		FSCHECK	Print		
5.15.4	AGS-all events have MHD type		EVNOTYPE	Print		
5.15.5	Uscript-change events w/duplicate start time		DUPEVENT			
2.11	Edit Parm, update start/end dates, client list		EVNTOISN			
5.16.4	Export events to create ISN's		EVNTOISN	Match to FSCHECK		
5.16.5	Import ISN's from above file		ISNIMPRT	Match to FSCHECK		
10.15	Build search file for DB 09		BUILD09			
5.16.6	Uscript-write CPT/HCSPCS to ISN		hicpic			
WAIT !	At least 5 minutes for DXPOST to update					
5.16.2	Search ISN file, verify # ISN registers			Match to FSCHECK		
5.16.2	Search ISN file, verify CPT/HCSPCS all there			No CPT missing		
5.16.2	Search by date range, print ISN's		ISNERRS	Search PQ-ERROR		
5.16.7	ISN Audit-find remaining duplicate start times			Update event & ISN	5.1 & 5.16.1	
5.16.2	Srch ISN-provider&date range not > 2000 svcs			Screen print all		
2.11	Update start/end dates, client list-Pt Angeles		PCMH837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-West End		WEOS837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-Jefferson		JMHS837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-Kitsap		KMHS837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-2nd St House		SECO837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-Burwell		BURW837P	Test files to PQ	2.11 - T	
2.11	Update start/end dates, client list-RMHS		RMH837P	Test files to PQ	2.11 - T	
15.4.1	Create test files - Pt Angeles		PCMH837P	Use screen prints		

	<b>OUTPATIENT SERVICE CHECKLIST</b>	<b>HIPAA</b>				
15.4.2	Create test files - West End		WEOS837P	Use screen prints		
15.4.3	Create test files - Jefferson		JMHS837P	Use screen prints		
15.4.4	Create test files - Kitsap		KMHS837P	Use screen prints		
15.4.5	Create test files - 2nd Street House		SECO837P	Use screen prints		
15.4.6	Create test files - Burwell House		BURW837P	Use screen prints		
15.4.7	Create test files - RMH Services		RMH837P	Use screen prints		
XFJSB	Xfer test files from PQ to workstation					
	Submit test files to HIPAA-Desk (EDIFECS)			Web site		
	Correct errors found and repeat test			Ignore loc 21/51		
PQ	Remove all test files from print queue					
2.11	Update test flag to production		PCMH837P	ISA		
2.11	Update test flag to production		WEOS837P	ISA		
2.11	Update test flag to production		JMHS837P	ISA		
2.11	Update test flag to production		KMHS837P	ISA		
2.11	Update test flag to production		SECO837P	ISA		
2.11	Update test flag to production		BURW837P	ISA		
2.11	Update test flag to production		RMH837P	ISA		
2.11	Check/update last batch number sent		ISASEQ	See HIPAA log		
15.4.1	Create 837P files - Pt Angeles		PCMH837P			
15.4.2	Create 837P files - West End		WEOS837P			
15.4.3	Create 837P files - Jefferson		JMHS837P			
15.4.4	Create 837P files - Kitsap		KMHS837P			
15.4.5	Create 837P files - 2nd Street House		SECO837P			
15.4.6	Create 837P files - Burwell House		BURW837P			
15.4.7	Create 837P files - RMH Services		RMH837P			
PQ	ANSI 837 Event Rpt-print last two pages			Copy to /c9/cdata		
PQ	???? - 837P RPT-print last page			???? Is provider		

	<b>OUTPATIENT SERVICE CHECKLIST</b>	<b>HIPAA</b>				
misadm	Rename batch files to .txt extension			/c1/transfers/hipaa		
FTP	Copy 837P files to adminserver network					
SSH	Send files to MHD			Secure Shell		
Email	Email to Anders: send data certification form			inform date range		
1.10.4	Event Bill/Post Flag Reset			after Inpatient done !		

Late Service Entry Procedure

Providers need to strive to continue to submit service encounter data by the 18<sup>th</sup> of the month following the service month. It will be expected that 90% of all service data is completed by the standard above, however, the system will allow service entry up to 2 months after the date of service.

- ❑ Services will be entered into CMHC according to each provider’s standard operating plan. Provider can zero fees if services are covered by the Medicaid capitation, or bill according to their Standard Operating Procedures.
- ❑ Providers will ensure that MHD staff type and all other required items are input. I.S. will not run the full audits on late activity; it is the provider’s responsibility to ensure the accuracy of the services.
- ❑ A report of late services entered will be printed for each provider for review on the 19<sup>th</sup> of each month.
- ❑ Providers must review the report of late services, write on the form whether or not to send, sign and date the report, and fax the report to the Database Administrator in I.S. requesting him to export the services. I.S. must receive it back on the 20<sup>th</sup> (we realize this is a short turnaround but cannot delay the submission of services).
- ❑ The late services will arrive at the RSN on the 21<sup>st</sup> of the month and will be submitted to the Mental Health Division along with the services for the previous month.

HIPAA DATA TRANSMIT LOG

DATE MADE	BATCH NUMBER	INPATIENT SERVICES	OUTPATIENT SERVICES	DATE SENT	ACK. REC	EXCEPTION REPORT	
						REC'D	CLEAR

## **MONITORING**

This policy is mandated by contract.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review.
  - RSN will use a report generated by MHD titled “RSN Weekly Status Report“ that lists error statistics and total services received by MHD within 60 and 90 days of close of the month in which the service was provided to ensure timeliness is achieved.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy