



## Information Officer Report – December 2020

### Summary:

#### 1. MCIS Software:

**EQI:** PCE Systems is working to implement the new Encounter Quality Initiative (EQI) financial summary reports. This effort includes creation of the new MDHHS/Milliman designed “Master Eligibility File” which is to be used as the base for merging with encounters to produce the EQI service summary. This is a very large work effort which is required to support MDHHS changes in the year end financial reporting process. The new MDHHS EQI will replace and consolidate several year-end financial reports including the Medicaid Utilization Net Cost Report (MUNC), the Sub-Element Cost Report (SECR), the Administrative Cost Report (ACR) and the General Fund Utilization Net Cost Report (GFUNC).

#### 2. Planned Data Exchanges with Beacon Health Options: These efforts continue moving forward:

- “Intelligence Connect” Logins are now being made available on the Beacon system for each CMH and for LRE as well.
- Additional data extract files requested by Beacon which are still on the project design board include: SIS data, LOCUS data, decision support tables, Eligibility 834/271 data, and PMPM payment details.

#### 3. FY20 data reporting to MDHHS:

**Encounter** reporting for FY20 is still showing significant data reporting lags. HealthWest made significant strides over the last period in submission of SUD encounters. Additionally, based on regular status meetings with HealthWest, they report that their Mental Health FY20 encounter submissions are expected to show great gains over the next few weeks. Ottawa CMH encounters have been lagging due to the impact of the MDHHS requirement for Direct Care Wage “Premium Pay” amounts be included in the cost of all impacted encounter lines. Over the last period Ottawa CMH has submitted May and June encounters, and indicates that they will be able to submit July and August services in December with September dates of service anticipated to be reported in January. Network180 has been submitting encounters timely, however the Direct Care Wage “Premium Pay” costs are not yet included in the cost on the Network180 encounters. Network180 reports that replacement encounters will be sent to adjust those costs prior to the year-end financial reporting cycle.

LRE continues to have regular status meetings individually with each CMH experiencing data reporting delays to support and monitor progress toward data submission completeness.

**BHTEDS:** A significant number of additional BHTEDS admissions were submitted over the last period. MDHHS will publish new completeness measures for FY20 very soon. We are anticipating some improvement, but also expecting greater gains over the next period as our CMHs continue to work toward FY20 BHTEDS completeness throughout December.

**4. FY21 Regional Customer Satisfaction Survey:**

The new and improved customer satisfaction survey form, designed and approved by the regional customer services workgroup, will very soon be released in digital format so that consumers will be able to complete a satisfaction survey on-line if desired. Customer responses will be recorded immediately in LRE's centralized data warehouse, and the survey data will be made available to each CMH as appropriate for their own internal review and analysis.

**5. Random Sampling efficiencies:**

Random data pulls are often needed to select statistically significant samples of data for Medicaid Event Verification Audit and other oversight activities. A recent enhancement to the LRE Fastlane system will allow automated selection of a random sample (based on appropriate program and sample size rules). This automated sampling will prevent the need for a manual data selection process performed by a statistician or data specialist. It will also allow for the subsequent automatic generation of the associated Medicaid Event Verification Audit forms *(which are used by the reviews to collect data during an audit)*, preventing the need for manual creation of each audit form.

**6. Microsoft TEAMS to replace Group Site file-sharing software for state-wide PIHP collaborations:**

The state-wide CIO Forum workgroup moved to Microsoft TEAMS one year ago and have been operating there in a pilot capacity to discover and document the functionality of the platform. In addition to file sharing (which is the primary function of Group Site), the Microsoft TEAMS platform also provides video meeting capabilities with conference bridge (call-in) options, as well as other team collaboration tools including chat and polling [and it does this at a competitive (lower) price point]. The remaining PIHP sponsored groups that are using Group Site will be transitioned over to TEAMS prior to March 2021, which is when the current Group Site account would otherwise be due for renewal. CIO Forum members will help to plan and assist in the migration process.