



## Information Officer Report – April 2020

### Summary:

1. **MCIS Software** – PCE Systems continues to work with MDHHS staff to identify and decode changes in the MDHHS generated 834 enrollment data and 820 payment details. MDHHS is using work-around methods to force payments out until the CHAMPS system can be released with permanent patches this coming summer.
2. **Planned Data Exchanges with Beacon Health Options:** These efforts continue moving forward:
  - **Authorizations and Paid claims details** (CMHSP to Beacon, to inform UM analyses): Implementation of these data feeds is moving through the final testing stages and is nearing completion.
  - **Encounters and BH-TEDS:** The initial BHTEDS data extract has been completed by LRE and forwarded to Beacon for their testing and feedback. Work on the Encounters extract will begin in late April.
  - **Provider Data:** CMH IT and contract management staff have submitted additional information to LRE for use in generating the provider directory. LRE continues with analysis and feedback to highlight needed refinements prior to the creation of a DRAFT regional provider directory.
3. **FY19 & FY20 data reporting to MDHHS:**

**Encounter** reporting for FY20 shows services on pace with prior years: As illustrated in the attached graphs (pages 5 and 6) there is a noticeable data reporting lag from HealthWest following the implementation of their new Cx360 EMR system (SUD services in December 2019 and Mental Health services in February 2020). Testing has been ongoing, and conversion activities are in progress now to allow Cx360 to interface it's SUD data reporting transactions to the LRE LIDS system.

**FY19 BH-TEDS completeness** remains above the compliance threshold (> **95.0 %**) for both Mental Health and SUD BHTEDS. CMH staff continue to submit additional BHTEDS data, where able, to further improve data completeness prior to the FY21 rate setting cycle (which should begin in early May).

**FY20 BH-TEDS dashboards will be built over the coming period:** MDHHS has not released initial FY20 BHTEDS completeness measures yet. We anticipate that those will be coming out soon.
4. **Encounter Data Integrity:** The Beacon Health Options **Data Analytics and Reporting (DAR)** Team has created many helpful reports to measure and guide the improvement of BHTEDS and Encounters beyond the basic completeness metrics. Outlier lists are discussed regularly and reviewed with all CMHs, providing opportunities for monitoring of improvements. Some examples include: Visibility to where BHTEDS episodes of care are (or are not) correctly dated and properly discharged when the consumer leaves care, identifying encounters which do not conform to MDHHS code chart rules so that they can be corrected or voided, and performing standard fraud-waste-abuse detection analytics with routing for follow-up where appropriate.
5. **COVID-19, remote workers and telehealth:** Over the past month, many MDHHS policy changes have been released in response to the COVID-19 pandemic. These changes have affected our system of care

in some truly amazing ways, from the marshaling of technology resources to enable clinically relevant remote services, to the temporary revamping of billing and documentation rules to match the realities of new service delivery models, to the dynamic cross-functional teams that have been pulled together to identify (quickly) the best methods and procedures to support clinical teams and continue service delivery.

Additional COVID-19 resources and links are available at:

- Lakeshore Regional Entity website: <http://www.lsre.org/corona-virus-disease-2019>
- Community Mental Health Assn of Michigan: <https://cmham.org/resources/covid-19-resources/>
- State of Michigan: <https://www.michigan.gov/coronavirus>
- MDHHS Medicaid Policy Bulletins: [https://www.michigan.gov/mdhhs/0,5885,7-339-71551\\_2945\\_5100-87513--,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_5100-87513--,00.html)
- BHDDA Reporting Requirements including COVID-19 Encounter Code Chart: [https://www.michigan.gov/mdhhs/0,5885,7-339-71551\\_2945\\_5100-87513--,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_5100-87513--,00.html)
- Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- SAMHSA <https://www.samhsa.gov/coronavirus>
- SAM HSA Technology Transfer Centers (TTC): <https://www.samhsa.gov/technology-transfer-centers-ttc>

**Please remember to also visit the LRE on-line dashboards at:** <http://www.lsre.org/board-dashboard>