

North Sound BHO CIS Committee

July 26, 2017

1:30 – 3:30

Chair: **Jennifer Whitson**, North Sound BHO
 Minutes by: **Rebecca Pate**

Members Present: *Jessica Rentas*, Unity Care NW; *Erika Hanson*, Compass; *Bobbi Bellusci*, Compass Health; *Brett Parker*, Phoenix Recovery; *Becky Beardsley*, Phoenix Recovery; *Darren Martin*, North Sound; *Jana Jeffs*, Catholic Community Services (CCS); *Karryn Dean*, Sunrise Services (SR); *Jessica Kincaid*, SR; *Lesa Gilbert*, CCS; *Cassie Shove*, Snohomish County ITA; *Sandy Whitcutt*, North Sound; *Dennis Regan* North Sound; *Seong Ja Garza*, Sea Mar; *Benjamin Jedd*, Center for Human Services (CHS); *Meredith Guich*, CHS; *Lynn Dollmeyer*, Bridgeways; *Aidra Frazier*, Bridgeways; *Steve Lyons*, North Sound BHO; *Eddie Wai*, North Sound BHO; *Michael McAuley*, North Sound; and *Lisa Grosso*, North Sound

Via Go to Meeting

Andrew Kreis, Pioneer Human Services (PHS); *Ann Marie*, Center for Human Services (CHS); *Diana Briggs*, PHS; *Eric Sieverling*, PHS; *Joy Collins*, PHS; *Kelby Willis*, PHS; *Martyna Madej*, Volunteers of America (VOA); and *Kathy Kain*, Evergreen Recovery Center

Agenda Item	Discussion	Action
1. Call for Additional Agenda Items	Jennifer convened the meeting at 1:30 and introductions were made. Jennifer asked for any additional agenda items and nothing was mentioned.	
2. Secure File Transfer Protocol (SFTP) (Reminder) – file pickup 9:30 a.m. a. Week end Processing	Dennis stated he experimented with including the Structured Query Language (SQL) code though was hesitant to do so since the Behavioral Health Organization (BHO) naming conventions are so vastly different. He said the best results work when he includes the SQL in the computation he sends out to the providers. Bobbi stated when management says an issue is with Crisis or Triage, they are not specific and this results in confusion, as she does not know exactly what data elements are in the calculation in order to review, compare and make corrections so data is captured properly. Dennis mentioned Triage information is difficult to provide data reports for because each facility puts the information in differently due to the elements they have at their facility. He added this is being remedied via contract so information can be properly captured – by county, age, beds, etc. The information will be added to the Data Dictionary. He said North Sound has a great database tool developed by Steve and he is going to do his best to incorporate his data into this database. Bobbi said if they could see the query, they can make sense of it and work with that to ensure the data is captured accurately. Bobbi said she realizes the 'Triages' are different (providing different services and differently). It was mentioned language use needs to be consistent. Dennis said if anyone has suggestions on what language to use for the data element names to make improvements across the system he is open to that information. Bobbi said they need to narrow it down to data elements used.	

	<p>Jennifer acknowledged file pickup cutoff is 9:30 a.m. for North Sound to have ready. She requested providers not request the status until after 9:30 a.m. She stated if you do not have your report by 9:30, you can call or email (cis@northsoundbho.org) to inquire about when they might be ready.</p> <p>In regards to the new SFTP server, Steve said if providers can get together and come up with common name structure to use that would help. He asked providers to get the information to him and he can make it work.</p> <p>Lisa spoke about the emails that have been sent out regarding the transition to an Interim Secure File Transfer Protocol (SFTP) server. She will be sending another email update out on 9/27 to the same Behavioral Health Agency (BHA) distribution groups to provide the “go-live” date and instructions, including the new Internet Protocol (IP) address. Go live for the interim SFTP server is Saturday, 8/5. Between 7/27 and 8/3, BHAs are asked to test the system and report any issues to IT_Support@northsoundbho.org. A copy of the email was available as a handout to attendees. Lisa shared a long-term solution for the interim SFTP server has been researched and several solutions are being tested. She stated the reason for the interim SFTP server was the current SFTP server was failing and North Sound wanted to have the time to dully vet a long-term solution.</p> <p>Darren was asked about the file naming structure in the interim SFTP server and stated it is the same as in the current server.</p> <p>Jennifer asked what was the cutoff time for providers submissions. Eddie stated providers need to submit their data no later than 10:30 p.m. for it to be incorporated in North Sound’s report the next day by 9:30 a.m.</p> <p>Lisa mentioned North Sound is working hard to ensure protection of Protected Health Information (PHI), one of the reasons for researching a long-term solution for the secure server. Lisa mentioned the many advantages the long-term solution will provide is, including being able to transfer other files, including Steve’s reports and administrative files, using the long-term solution. This will provide better protection for the privacy and security of e-PHI.</p>	
<p>3. Data Correction Timelines – LisaG</p> <ul style="list-style-type: none"> a. Need to get Periodics & Other Records Per Contracts b. State Required – RSUBU possibly send episode type or RLGUID in transaction 	<p>Jennifer said her main job is to get data to the State. She said the State pointed out some holes in the date, which resulted in discussion occurring internally at North Sound. Lisa said data error reports will begin being sent out and the BHO will begin to look at the trends or correction of the data errors by the BHA. She added following a 60-day implementation period, the BHO will review trends and those BHAs making progress in error correction may continue to do so and those that remain the same or increase will result in remedial action. Lisa stated her intent is to have a system with sustainable and accurate data and a good working relationship in partnership with our providers. Lisa asked all to please communicate with North Sound if they encounter issues. She acknowledged North Sound has requirements to meet from the State and those must be passed down to BHA providers.</p>	
<p>4. ProviderOne (P1) Demographic Error</p>	<p>Jennifer stated PIC is a required Field in the 837p transaction and the Data Dictionary will be updated to reflect N/A as an action allowed and will work with the few providers that have submitted a few services with a missing PIC to get those updated. She stated the standing rule is “if there is no P1 ID use PN”.</p>	

	<p>Jennifer said the Data Dictionary is vague about some issues. She acknowledged those issues discovered that are fixable are being corrected in the Data Dictionary. Jennifer said she wants providers to let her know if they disagree with any information she sends them so they can be discussed and fixed. She mentioned she needs to work with the state to see which P1 ID number should be used when an individual is in the P1 system twice with two different numbers. Steve mentioned Eddie has developed a new 837p guide that provides information that lends to resolving some of these issues. Lisa asked a DRAFT copy of this guide information to be sent out to the BHA CIS provider distribution list so they could ensure their data is done correctly and provide feedback to improve the document and process.</p>	
5. Child & Family Teams (CFT) Meetings	<p>There have been ongoing questions around what “present” means in the context of a CFT meeting. Present, in this case, means in-person or on the phone. Jennifer said if all individuals involved in an episode/treatment of an individual are communicating equally at the same time it is considered “present”, whether by phone, or in-person, or a combination thereof.</p>	
6. RSTGD	<p>Jennifer stated providers need to Add Discharge_Date and Discharge_Time so information appears within the timeframe researched by North Sound. She said this will be added to the Data Dictionary.</p>	
7. RDMHP Transaction and Integrated Crisis Response System (ICRS) Contact Sheet Change	<p>Sandy mentioned the State changed some things in 2013/14 requiring hearing outcomes shown on the contact sheet. Things have been inconsistent due to some providers having court liaisons and others not. There is no field for Cause ID on the contact sheet and this will be added to the form so this requirement can be captured. Jennifer said the Cause ID will also be added to the transaction piece so it will be able to be reported. Sandy stated she will work with providers that have court liaisons to develop a way to obtain this information. Currently, North Sound is out of compliance, almost all BHOs across the State. Sandy said she wanted to present this update at this meeting so BHA IS/IT people were aware of this addition of a data element coming about. Once a way is developed to capture this information, providers will have 90 days to implement on their end. Discussion followed.</p> <p>Jennifer asked if there would be any other changes to the form. Sandy stated she will be meeting with Rebecca and let the BHO IS/IT know and thought there was one (1) small change that we not related to data captured.</p>	
8. Service Encounter Reporting Instructions (SERI) Changes	<p>Steve said within a date range the State has changed reporting to include substance use disorder (SUD) data. This requires a data entry for “ROEP” information, as well as, current information. Steve said the State has a 90-day architecture but he does not believe they realize this will not work long range. Bobbi clarified when a BHA provider sends in a transaction that Steve wants the provider to include what type of episode the transaction is attached. Jennifer said North Sound’s intent is to ensure what is being sent is what the provider intended to send. Steve stated the State has changed SUD and the easiest action to take would be to link the State table with the BHO provider table. He mentioned currently the reporting is very messy. Jennifer asked if providers were having the same issue with American Society of Addiction Medicine (ASAM) assessment and if so, would it be easier to add the same element to ASAM that is reported? Jennifer said the State said they are going to focus on SUD and they expect information to be present from the beginning of the SUD episode. Bobbi stated if an official requirement came from the BHO it would be easier for her to ensure the change is made by their software vendor because of it being a requirement. Jennifer stated, with Lisa’s help, this will be provided.</p>	

9. Open Discussion	<p>It was asked if the Data Dictionary could include a summary of changes done in the SERI for ease of providers knowing exactly what changes have been done and when.</p> <p>Jennifer stated she sends any changes to the distribution list and she has been doing her best to update the Consumer Information System (CIS) distribution list prior to this meeting.</p> <p>Bobbi said if a “summary of changes” could be sent out that would be very beneficial. Jennifer asked if she sent out the older version with the new version would that be helpful and the providers stated that would be good if labeled accordingly. Bobbi said receipt of a summary of changes would be beneficial as well. Jennifer asked Tom to input a column on the document so she could note changes and the date when they occurred so providers could readily see when changes were done. Jennifer said she just discovered a section for notes on the website that already exists and she will start using that and dating when the changes occur instead of creating something new.</p> <p>It was asked now that ICD-10 is being used does North Sound know when annual updates/changes will occur in the SERI? Jennifer said it did not come up in the July meeting with the State and the August meeting has been canceled. Jennifer asked Karryn Dean to send her the information desired and she will research it.</p> <p>Lisa mentioned North Sound might have delays in incorporating changes sometimes because of seeking clarification from the state and the delay in responses from the state. Jennifer said it appears changes are being done to make things more of a unique key versus using information such as the start date of an episode to create a unique ID for a transaction.</p>	
10. Next Meeting	<p>The meeting adjourned at 2:45 p.m.</p> <p>The next meeting will be October 25, 2017, from 1:30 – 3:30 p.m.</p>	