



North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2017-014

Date: August 18, 2017

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Michael Watson, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest
Claudia D'Allegri, Sea Mar
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager
Phil Smith, Volunteers of America
Desmond Skubi, Unity Care NW
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services
Beratta Gomillion, Center for Human Services
Corky Hundahl, Phoenix Recovery Services
Julie Lord, Pioneer Human Services
Linda Grant, Evergreen Recovery Services
Norman Johnson, Therapeutic Health Services
Mark Loes, Sundown M Ranch
Annette Klinefelter, Daybreak Youth Services
Beth Dannhart, Triumph Treatment Services
Christine Lynch, Olalla
Joe Foster, Lifeline Connections
John Taylor, American Behavioral Health Systems
Fariba Nikdel, New Horizon Care Centers, Inc.

From: Joe Valentine

Subject: Error Report Letter

Greetings Provider CEOs:

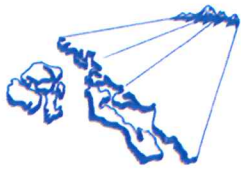
Please see attached letter regarding Error Report requirements per contract.

Please ensure all appropriate staff is notified of this letter and its requirements.

North Sound will be monitoring data error correction over 60 days from the date of the letter. If agencies fail to meet the requirements within the first 60 days, North Sound will continue to monitor those agencies whose correction rate remains the same or shows a trend in the increase will be placed in remedial action.

If you have any questions regarding issues, follow instructions within the letter.

cc: Cindy Ferraro, Bridgeways
Becky Olson-Hernandez, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Sandy Brown, Phoenix Recovery Services
Danae Bergman, Center for Human Services
Jackie Henderson, Island County Coordinator
Barbara LaBrash, San Juan County Coordinator
Rebecca Clark, Mental Health Program
Coordinator Skagit County
Anji Jorstad, Snohomish County Coordinator
Anne Deacon, Whatcom County Coordinator
Marsh Kellegrew, Evergreen Recovery Services
Robert Sullivan, Pioneer Human Services
Perry Mowery, Whatcom County
Marli Bricker, Therapeutic Health Services
Scott Munson, Sundown M Ranch
Contract File



North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

August 18, 2017

TO: North Sound BHO Provider CEOs

The North Sound BHO is in the process of evaluating its Information System and Information Technology (IS/IT) for areas of improvement. As you know, our BHO and Behavioral Health Agencies (BHAs) are partners in maintaining and improving the integrity of the data we all use to provide and manage services for individuals within our systems. While most of our shared systems work extremely well, the BHO is focusing efforts on data accuracy and completeness in the Consumer Information System (CIS) from both data files submitted via the Secure File Transfer Protocol (SFTP) Server and Substance Use Disorder (SUD) Web Portal.

An area of focus for accuracy and completeness is the correction of errors in data submissions. As the IS/IT Team reviewed the error reports for contracted BHAs it appears errors are not being resolved within the 10-day period as required by contract. Exhibit U of your contract describes the process on error resolution.

The North Sound BHO's plan is to monitor data error correction over 60-days from the date of this letter. At the end of the 60-day period, BHAs whose data error correction rate shows a trend in the decrease of outstanding data errors will continue to be monitored by the BHO each month. BHAs whose data error correction rate either remains the same or shows a trend in the increase of outstanding errors will be placed in remedial action. Each successive month, this same standard will be applied. This plan was initially announced at the CIS Providers meeting on July 26, with subsequent follow up email to each BHA data contact with their latest error correction report.

In addition, the BHO is currently performing internal vetting of an additional error correction report format that would provide all types of errors requiring correction for each unique record as a further means to assist in error resolution. BHA IT Staff may continue to connect with the BHO IT for equipment issues, such as issues the SFTP Server, at: IT_Support@northsoundbho.org.

For issues related to data, BHA IS Staff may continue to connect with the BHO IS at: cis@northsoundbho.org. Each of these email boxes are closely monitored accounts, where issues are tracked through to resolution.

Sincerely,

A handwritten signature in blue ink that reads "Joe Valentine".

Joe Valentine
Executive Director

cc: Contract File