

Effective Date: 12/5/2008; 6/14/2005
Revised Date: 9/11/2017
Review Date: 9/11/2017

North Sound Behavioral Health Organization

Section 4000 – CIS: Verification of Accuracy of Data

Authorizing Source: PIHP & BHSC Contracts

Cancels:

See Also:

Providers must comply with this policy and may develop
Individualized implementation guidelines as needed

Responsible Staff: IS Specialist

Approved by: Executive Director

Signature:

Date: 10/3/2017

POLICY #4015.00

SUBJECT: VERIFICATION OF ACCURACY OF DATA

PURPOSE

To ensure North Sound Behavioral Health Organization (North Sound BHO) submits accurate data to the Department of Behavioral Health and Recovery (DBHR) to meet contractual requirements.

POLICY

Data accuracy of North Sound BHO's administrative systems and processes is critical to ensure encounter data submissions to DBHR are complete and accurate reflections of the care provided to Medicaid beneficiaries; instances where the editing process rejects data for data quality deficiencies are minimized; and report templates and quality measures accurately reflect the data is truly comparable across all Regional Support Networks (RSNs). The goal is to design an encounter data validation (EDV) process that ensures accuracy, completeness and integrity of encounter data by comparing encounter data with other administrative data.

PROCEDURE

1. Provider level: Providers will establish internal forms, policies and staff training that support the collection of accurate data. Provider staff will validate consumer demographic information at least monthly or at each visit if less than monthly.
2. North Sound BHO Macro level: North Sound BHO will test the entire encounter database; assess quantity, completeness and quality of encounter data; and, analyze the entire system, provider networks or individual providers. By identifying problems, North Sound BHO can ensure that data will be accurate when used to develop rates, project service needs, maintain fidelity to access criteria, assess performance indicators, etc.
3. North Sound BHO Micro level: Comparison of individual encounters to clinical records (encounter validation).

- a. Clinical chart reviews allow North Sound BHO to validate the service was performed and the correct information was collected. Chart reviews shall include verification of dates of encounters, diagnoses codes and ensure diagnoses codes are current and complete. Procedure codes will also be reviewed against system records. These reviews will identify over-reporting, under-reporting and inaccurate reporting.
- b. North Sound BHO will validate encounters using a sampling protocol, methodology, sample size and tool. North Sound BHO Information Systems (IS) staff will generate reports for Quality Management according to our defined sampling methodology for selection of medical records for individual record audits.
- c. Quality Management staff will do individual record audits. This will be combined with Utilization Review or other record review activities for efficiency.
- d. North Sound BHO will maintain aggregate data and a system of tracking the audits and validation process, provide feedback to DBHR and the provider on the results of an audit, provide technical assistance on how to improve deficiencies and determine the amount of under-reporting of encounters by using other data systems to cross validate and investigate reasons and causes of under-reporting. North Sound BHO shall educate providers on our mutual benefit of appropriate reimbursement and if necessary, consider corrective action, quality improvement, sanctions, or other remedies as needed and appropriate as warranted by the type and amount of inaccurate data.
- e. Staff from IS will complete the macro level functions, initial error checks, complete error analysis reports and notify providers of errors.

ATTACHMENTS

None