

NSMHA CIS WORKGROUP
NSMHA Conference Room
September 16, 2008
1:00 P.M.

MINUTES

Present: *Michael White, NSMHA; Dennis Regan, NSMHA; Barbara Browning, bridgeways; Jennifer Whitson, WCPC; Tera Boonstra, Compass Health; Natalya Prokopchik, Sunrise Services; Marsha Murray, Sound Data and Rebecca Pate, NSMHA*

1. Open the Meeting

Michael opened the meeting and welcomed everyone. He asked if there were any changes or additions to the minutes; it was requested to clarify 8c on page 2 last sentence to read “Once the coupons are gone and replaced by the cards, providers will not be able to back-bill DMA using old PIC number, instead use new Provider One number.” Michael said if any other changes were discovered to let either Rebecca or he know and they would be done.

2. Call for additional agenda items

Michael asked for any additional agenda items. Draft transaction piece for offers, meeting time and transmission of GAIN Scores was added.

Tera stated if the meeting time could be changed to earlier in the day that would be helpful to her. It was agreed that Tuesday AM is good but not too early. Michael said he would send out an email query for input and get feedback to the group.

3. Draft Transaction

Michael said the draft has not been finalized. Michael said he would get word out when the document can be viewed.

4. Group Email

Tera mentioned the utilization of a group email and Michael said he was hesitant to do this. He acknowledged he is looking at alternatives. Tera said she would just like an easier way to communicate with authorization personnel without having to send multiple emails. Marsha asked if a secure account could be set up on the NSMHA site. Michael said this could be an alternative. He mentioned that encryption does not work but said the group email could work as a group interface.

5. Transmission of GAIN Scores

Michael said transmission appears to need a transaction number for GAIN scores. He said it is done differently within organizations so the transaction number would be the better way to proceed.

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6. Jet Computer Review

Michael mentioned that NSMHA has received two draft reports. He said there will be a meeting between NSMHA, Jet Computer and Sound Data on Thursday. Afterwards, components will be put in a report to go to the NSMHA Planning Committee October 3rd. Michael said the report is not entirely negative and some praise is included but he would like to have seen more positive included in the report and Marsha agreed. He mentioned the report contained narrative about what was available in the region before and what we have now. Tera said the interviews gave an opportunity to explain reasoning. Marsha said old/outdated information was included that had been resolved. Michael said there were things he did not agree with but everyone that has seen the report agree overall it was a good report. Jennifer asked when providers would be able to see the report. Michael said probably after the draft is reviewed by NSMHA, Jet Computer and Sound Data it can probably be posted on the website. Marsha said the report indicated agencies should have more open communication and that was revealed in the report. Discussion followed.

Michael stated it will be interesting to see what feedback is received once the report is available to all.

7. Global Alerts

Tera said Global Alerts and agency alerts used to be two different types of alerts; however, now that APN no longer exists, Global Alerts appear to be watered down. She requested this be discussed at deciding meetings. Marsha said problem involved the display screen at Volunteers of America (VOA) because a column was cut off that provided valuable information. Michael asked Tera to email him Global Alert criteria. Tera suggested, if changes are going to be made, this group might want to review and make some recommendations. Marsha said now is the time to change it because a lot of time is required to provide requested information. Michael said he would put this on the agenda for next month. Tera made it clear that changes to the Global Alert were not a Compass Health decision.

8. High Fidelity Wraparound

Michael said this program is operating only in Skagit County. He explained the “062+CHIP +29 = 15” code to the group. He mentioned this code is used to transmit data up to the state.

9. County of Residence

Michael said this is used for Skagit kids only and the correct code to use is 98284. Michael said one case is showing up as a Snohomish County resident. Marsha said mailing and residential addresses are not always the same and this might be something to review. Michael agreed that sometimes some consumers may live in one county and receive services in another county.

Michael reviewed the auth requests and most recent state periodic table with the group. Marsha, Jennifer and Tera said the periodic is put in before auth; therefore, the stats on the table appear to be significantly erroneous. Tera suggested that Dennis run the stats again backing up the dates by 5-7 days to see if the data is different. Jennifer suggested looking at the assessment date. The group agreed that a chunk of data does not appear to be showing

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up in the table. Michael said input to improve the report is appreciated and that is why no one has seen it outside this group.

Michael said as things move forward some address tweaks may need to be done. Michael mentioned a standard address is what is present and subscriber physical address may need to be incorporated. Discussion followed.

Michael said a subscriber NPI is one route that could be used and Marsha said that is hard to set up but works very well once established.

The group requested Dennis rung the report again with a seven day window and send out for review.

Marsha mentioned it might be a good idea to have policies available when reviewing for clarification.

10. Readmits

Michael said this is a difficult process and an in-house staff meeting is going to take place to clear up this process. Michael acknowledged that several outliers exist that need to be clarified.

11. Data Clean up Reports

Michael said there have been five days of no reports but they will be starting up again next week. Michael said he wants to review the incorporated changes first but the process is getting close to completion.

12. NSMHA Data Dictionary – Discussion of what would make it useful for Providers and Relationship

- a. Michael reviewed the Data Dictionary via overhead with the group. He said one reason for the review is for the group to identify things that appear to be missing/need to be added. Marsha said it would be useful to have access for downloading Data Elements and Code Tables. Michael revealed that any number below 800 is a state transaction number. Jennifer said notes inserted in key locations for the non-technical person would be useful. Michael mentioned at one time there used to be codes for Providers, NSMHA and Sound Data but he never received any feedback of whether it was useful to anyone but him. Marsha said defining codes/words would be helpful so everyone will use it uniformly. Michael stated the state choosing not to use ISDEC has resulted in some problems. Michael added he wanted the Data Dictionary to be as useful for everyone as possible.

Marsha mentioned that transactions should be used by programmers and not by end users. She said perhaps adding a disclaimer to it might be helpful. Marsha said a crosswalk would be useful and needs to exist. Marsha also added it would be helpful to be able to view this in other ways besides just online.

- b. Relationships

Michael said it is not identified that the consumer demographic must be attached for a transaction but Marsha said this could be very different from their side because of vendor need. Michael said from the customer service perspective it does not refer to

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how it is viewed from NSMHA side. He said knowing how this works would be helpful for him to answer questions. Marsha acknowledged she is not sure she has the resources available to maintain updated source on Sound Data side.

Michael said there appears to be a knowledge gap on how to enter data.

Michael said one report revealed the Data Dictionary may not be user friendly and his objective is to make it useful.

Tera suggested a place to start might be to conduct a meeting for all involved and discuss it.

13. Next Meeting

The meeting was adjourned at 2:50. The next meeting will be October 14th from 1-3.