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MHP Provider Network Procedural Update #7

TO: MHP Provider Network

FROM: Mental Health Partners – Medical Records Department

RE: Consumer Data Warehouse (CDW) Data Clean Up through CMHC

NOTIFICATION DATE: July 14, 2010

EFFECTIVE DATE: July 14, 2010 and ongoing – information due to MHP by August 2, 2010

Please note there are several important data reports and **potential funding sources** that rely on the accuracy of the Consumer Data Warehouse (CDW) data.

Therefore, it is crucial that there is a cleanup of any inaccurate data. In an effort to do this, CDW has been running reports on consumers that are active in the system and have not had any activity in 365 days or more. To gather this data, they looked to see if a consumer had Medicaid or IPRS claims, NCTOPPS, etc. within the past 365 days.

In looking at MHP's system, there are lots of consumers showing active that have lapsed treatment plans. We need to know if these consumers are still being actively served.

MHP have set up a report for providers to show their list of consumers with lapsed plans. **EVERY PROVIDER** needs to run this report immediately and key the effective plan date if the consumer is still active OR discharge the consumer if they are no longer being served. If the discharge date is greater than 60 days in the past, you will need to fax the LME Consumer Admission & Discharge form, with the discharge section completed, to MHP's Medical Records Department with attn: Jeanene Srout @ 828-615-1240.

****All providers must fax a copy of their completed report to Jeanene no later than 8/2/2010. Please note by each consumer on the report what action was taken (i.e. updated or discharged). You will also need to note if you discharged from your program but the consumer was still active to another provider by indicating which provider the consumer is still active to.**

After this mass clean up, each provider is responsible for running this report on a monthly basis and updating or discharging as needed.

To access the report:

- Log into CMHC/MCO via Citrix
- Go to Medical Records Menu
- Go to Reports Menu
- Click on #1 – ACTIVE CLIENTS WITH LAPSED TRT PLAN

ACCESS TO CARE 1-877-327-2593 (TOLL FREE) 24/7/365

www.mentalhealthpartners.org



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The report will automatically generate. When it finishes running, you will need to click on the PQ in the bottom right hand corner of your screen. Click on the Lapsed Treatment Plan report to highlight it & choose SAVE TO PC. You will then need to format it to either Word or Excel – whichever you are most comfortable with.

Thank you for your attention to this important matter. If you have any further questions about this report, please contact Jeanene SROUT in Medical Records.