



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 2017-019

Date: November 30, 2017

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Michael Watson, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest (CCSNW)
Claudia D'Allegrì, Sea Mar
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager
Phil Smith, Volunteers of America (VOA)
Desmond Skubi, Unity Care NW
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services (CHS)
Merideth Guich, Center for Human Services
Corky Hundahl, Phoenix Recovery Services
Julie Lord, Pioneer Human Services
Linda Grant, Evergreen Recovery Services
Norman Johnson, Therapeutic Health Services (THS)
Krystyna Simm, Everett Housing Authority
Mark Loes, Sundown M Ranch
Stephen McGraw, Senior Services of Snohomish County

From: Joe Valentine

Subject: Follow Up to Letter Dated August 18, 2017, and Numbered Memorandum (NM) 2017-014

Greetings Provider CEOs:

Please find attached the follow up letter regarding Information System/Information Technology (IS/IT) evaluation for areas of improvement.

This letter is specifically regarding accuracy and completeness in the correction of errors in data submissions.

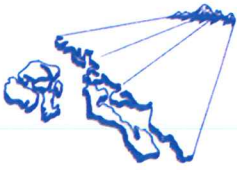
Please read the attached letter for actions to be taken and further instructions/information.

The NM has letter attachment included below for your convenience.

Please ensure all appropriate staff is notified of this NM.

Brian Austin, Snohomish County
Dean Lampman, Lake Whatcom RTC
Donna Wells, CCSNW
Greg Winter, Opportunity Council
Jan Olsen, VOA
Jennifer Paddock, PHS
Kathy McNaughton, CCSNW
Missy Judd, Compass Health

Sandy Brown, Phoenix Recovery Services
Suzanne Rubenstein, PHS
Contract File



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November 28, 2017

TO: North Sound BHO Provider CEOs

In follow up to the North Sound BHO letter of August 18, 2017, released by Numbered Memorandum 2017-014, the BHO has conducted further evaluation of its Information System and Information Technology (IS/IT) for areas of improvement. As before, 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.

The main area of focus in the last letter and this one is the accuracy and completeness in the correction of errors in data submissions. As shared previously, the IS/IT Team reviewed the error reports for contracted BHAs and shared that it appeared that errors were not being resolved within the 10 calendar day period as required by contract. Exhibit U of your contract describes the process on error resolution.

The North Sound BHO has monitored data error correction over 60-days from the date of the original letter. Now, at 90-days the BHO again reviewed reports and BHAs whose data error correction rate showed a trend in the decrease of outstanding data errors will continue to be monitored by the BHO each month. However, BHAs whose data error correction rate either remained the same or showed a trend in the increase of outstanding errors will be placed in remedial action by separate notification. Each successive month, this same initial standard will be applied.

Now, in addition to reviewing BHA reports monthly to determine if data error correction is showing a trend in the decrease of errors, the North Sound BHO's plan is to also monitor data error correction over 60-days from the date of this letter to determine if data error corrections are within 10 calendar days, as stipulated by contract. This provides BHA's 60-days to comply with the requirement for all data errors to be corrected within 10 calendar days – meaning no errors aged over 10 calendar days.

At the end of the 60-day period, BHAs whose data error corrections are within 10 calendar days will continue to be monitored by the BHO each month. BHAs whose data error corrections are not within 10 calendar days will be placed in remedial action. Following the initial 60-day period, each successive month, this additional standard will also be applied.

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