



# North Sound Behavioral Health Organization, LLC

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North Sound BHO Contract Memorandum 2018-023-1

Date: November 5, 2018

To: Tom Sebastian, Compass Health and Compass Whatcom  
Donna Konicki, Bridgeways  
Jenny Billings, Lake Whatcom RTC  
Will Rice, Catholic Community Services Northwest  
Claudia D'Allegrì, Sea Mar  
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager  
Phil Smith, Volunteers of America  
Shanon Hardie, 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 Centers  
Marli Bricker, Therapeutic Health Services  
Jane Jisun Kim, Asian Counseling Treatment Services  
Tony Prentice, American Behavioral Health Services  
Annette Klinefelter, Daybreak Youth Services  
Joe Foster, Lifeline Connections  
Art Jacobs, New Horizon  
Christine Lynch, Olalla Recovery Centers  
Melissa Laws, Prosperity Wellness  
Mark Loes, Sundown M Ranch

From: Joe Valentine, Executive Director

Subject: Revised Exhibit U – Management Information System

Greetings BHA Providers:

This revised Numbered Memorandum (NM) 2018-023-1 is to replace the Exhibit U previously sent with NM 2018-023. Please replace the attached Exhibit U for the one attached to NM 2018-023.

Please ensure all appropriate staff receives this information.

cc: Cindy Ferraro, Bridgeways  
Becky Olson-Hernandez, Compass Health  
Pat Morris, Volunteers of America  
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  
Marsh Kellegrew, Evergreen Recovery Services  
Anne Deacon, Whatcom County Coordinator  
Rowell Dela Cruz, Pioneer Human Services  
Perry Mowery, Whatcom County

Elizabeth Maldonado, New Horizon  
Zay McShane, Lake Whatcom Center  
Anji Jorstad, Snohomish County Coordinator  
Contract File

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# Management Information Systems

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Contractor shall ensure the existence and operation of an information system within their organization. It shall have the ability to be used internally, and to collect and report data as required by North Sound Behavioral Health Organization (North Sound BHO). This data shall be useable as management data for audit purposes and contain sufficient information to track termination from North Sound BHO services. (42 CFR 434.53)

Contractor shall notify North Sound BHO of any change to their information system, at the time planning begins for implementation that will have any effect on the data submitted to or otherwise required to be collected by North Sound BHO. Prior to implementing changes to production systems, Contractor shall conduct testing as noted below.

Contractor shall participate in the North Sound BHO Consumer Information System (CIS) Workgroup and information systems policy groups when requested by North Sound BHO.

Contractor shall comply with North Sound BHO policies and procedures regarding quality, accuracy, and data reporting.

Periodically, North Sound BHO may receive requests for information from Centers for Medicare and Medicaid Services (CMS), the legislature, Division of Behavioral Health and Recovery (DBHR), etc., that may not be readily available in the North Sound BHO CIS and require collection of this information from Contractor. Contractor shall ensure that requested information is received in a manner that will allow North Sound BHO to make a timely response to these inquiries.

## **North Sound BHO CIS Data Dictionary**

### **North Sound BHO CIS Data Dictionary**

The North Sound BHO CIS Data Dictionary can be found online at: <http://northsoundbho.org/DataDict/>. This set of documents describes the data, format, and content that is to be electronically submitted to North Sound BHO.

- Contractor shall provide all applicable data as described in the North Sound BHO CIS Data Dictionary.
- Contractor shall participate in North Sound BHO decisions related to North Sound BHO CIS Data Dictionary changes.
- Contractor shall implement changes made to the North Sound BHO CIS Data Dictionary in the timeframe required by North Sound BHO. In the event that short timelines for implementation of changes are required or necessitated by Health Care Authority or either a court order and/or agreement resulting from a lawsuit and/or legislative action North Sound BHO will provide as much notice as possible of the impending changes and provide specifications for the changes as

soon as they are available. Contractor will implement the changes required by the timeline established in the court order, legal agreement, or legislative action.

- Contractor shall implement changes to the content of national standard code sets (such as Current Procedural Terminology [CPT] Codes, Healthcare Common Procedural Coding System [HCPCS], Place of Service code sets) per the instructions and implementation schedule or deadline from the issuing organization.

## Testing

Prior to the implementation of any change which has an effect on the data submitted to North Sound BHO – regardless of whether as a result of North Sound BHO CIS Data Dictionary changes or Contractor data quality improvement activities – testing must be conducted and successfully completed.

- Prior to moving changes into production systems, Contractor shall submit test batches of the changes to the North Sound BHO CIS Test System.
- Test batches must be generated from Contractor test system and contain a variety of different scenarios related to the changes.
- Depending on the testing being done North Sound BHO will provide a standard batch report and/or detailed analysis of the test batch identifying issues, if any, to Contractor.
- Once North Sound BHO approves testing of batches, Contractor will be allowed to move changes into production systems. North Sound BHO approval will be given after a test batch produces no errors or other mutually agreed upon amount of specific errors.

## North Sound BHO CIS Data Extract

The North Sound BHO CIS Data Dictionary can be found online at: <http://northsoundbho.org/DataDict/>. This set of documents describes the data, format, and content that is to be electronically submitted to North Sound BHO.

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- Contractor shall participate in North Sound BHO decisions related to North Sound BHO CIS Data Dictionary changes.
- Contractor shall implement changes made to the North Sound BHO CIS Data Dictionary in the timeframe required by North Sound BHO. In the event that short timelines for implementation of changes are required or necessitated by either a court order or agreement resulting from a lawsuit or legislative action North Sound BHO will provide as much notice as possible of the impending changes and provide specifications for the changes as soon as they are available. Contractor will implement the changes required by the timeline established in the court order, legal agreement, or legislative action.
- Contractor shall implement changes to the content of national standard code sets (such as Current Procedural Terminology [CPT] Codes, Healthcare Common Procedural Coding System [HCPCS], Place of Service code sets) per the instructions and implementation schedule or deadline from the issuing organization.

## **Timeliness**

At a minimum, Contractor shall transmit data to North Sound BHO CIS once per week except as noted below.

## **Emergency Services**

The provision of any emergency service shall be collected by the Contractor information system and submitted to the North Sound BHO CIS within twenty-four hours from the completion of that service. Emergency services are those that would be reported via the following transactions:

- County Designated Mental Health Professional (CDMHP) Investigation (160.02)
- Involuntary Treatment Act (ITA) Hearing (162.02)
- Outpatient Services (120.03) as related to a CDMHP Investigation or ITA Hearing.

## **Routine Data Submission**

Required data must be reported by the 5<sup>th</sup> calendar day of the close of each calendar month in which the event occurred. For example:

- An encounter that occurred in January shall be submitted by the 5<sup>th</sup> of February.
- An Authorization Request where the requested start date is in July must be submitted by the 5<sup>th</sup> of August.
- A change in a client's address that occurred in March must be reported by the 5<sup>th</sup> of April.

## **Error Resolution**

After North Sound BHO processes your submitted batches, a batch report will be generated that will show each record submitted per the North Sound BHO CIS Data Dictionary, if it successfully passed validation rules, and any errors that may be applicable to the record. Validation rules applied to submitted records can be found in the North Sound BHO CIS Data Dictionary. This batch report will be made available in Contractor 'Outbound' directory on the North Sound BHO SFTP site.

Certain errors may appear in your batch reports that are not able to be corrected. Corrections to non-correctable errors are not expected to be acted upon and will not show up in other error-related reports. Some of these errors include:

- Requesting to delete a record that does not exist in the North Sound BHO CIS.
- Submitting a service that is over one year old.

Contractor shall make corrections in their data system for any record that errors and submit the corrected data to North Sound BHO in a new batch within 10 calendar days of the batch report being generated. Contractor shall maintain the originally submitted record key when submitting corrections.

## *Outstanding Errors*

Contractor shall ensure sufficient resources are made available to Information System and/or Data Integrity staff to correct any errors that are present on the Outstanding Error report. The Outstanding

Error report will be generated daily and will be included in the Data\_Extract.zip file in the Contractor 'Outbound' directory on the North Sound BHO SFTP site. Errors on the Outstanding Error report that have been outstanding for more than 10 calendar days will be an indication, in part, of non-compliance with error resolution timelines.

### *Additional Data Cleanup Reports*

North Sound BHO will routinely generate additional data cleanup reports that will be provided to Contractor. Contractor shall go through said reports within 10 calendar days and do one of the following:

1. Make corrections in Community Mental Health Agency (CMHA) information system then submit corrected data to North Sound BHO CIS; or
2. Notify North Sound BHO IS/IT Administrator that the record(s) on the cleanup report is/are correct.

### **Business Continuity and Disaster Recovery**

Contractor shall create and maintain a business continuity and disaster recovery plan (BCDRP) that ensures timely reinstatement of the consumer information system following total loss of the primary system or a substantial loss of functionality. The plan must be in written format, have an identified update process (at least annually) and a copy must be stored off site.

Contractor BCDRP must address, at a minimum, the following:

- A mission or scope statement;
- An appointed Information Services Disaster Recovery Staff;
- Provisions for backup of key personnel, identified emergency procedures, and visibly listed emergency telephone numbers;
- Procedures for allowing effective communication, applications inventory and business recovery priority, and hardware and software vendor list;
- Confirmation of updated system and operations documentation;
- Process for frequent backup of systems and data;
- Off-site storage of system and data backups;
- Ability to recovery data and systems from backup files;
- Designated recovery options which may include use of a hot or cold site;
- Evidence that disaster recovery tests or drills have been performed.