

**Department:** Health Department

**Program Contact:** Joan Rice

**Program Offer Type:** Support

**Program Offer Stage:** As Adopted

**Related Programs:** 40065, 40068

**Program Characteristics:**
**Executive Summary**

The Medical Records Program is responsible for the internal management of all of the Mental Health and Addiction Services Division's (MHASD) clinical records and Multnomah Mental Health records required by Oregon Administrative Rules. In support of MHASD programs, Medical Records indexed more than 40,000 documents into the electronic health record (EHR) in the last fiscal year.

**Program Summary**

MHASD Medical Records Unit ensures that mental health, alcohol and drug, and Multnomah Mental Health managed care records are maintained in compliance with federal and state laws and regulations, and county and departmental rules, policies and procedures.

Program staff provide multiple record services including: document indexing; quality assurance; billing and administrative rule compliance auditing; data entry for reporting; archiving and retrieval; forms design and management; authorization/release of information; legal requests for records; notary services; and health information management expertise to county staff.

As the Local Mental Health Authority, MHASD is responsible for programs such as involuntary commitment, commitment monitor, trial visit and residential services which require maintenance of individual records. The MHASD programs where services are provided by county staff are expected to serve more than 1,000 individuals, each requiring a medical record.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Count of record items processed annually plus scanned document count <sup>1</sup>	124,728	121,455	102,874	111,966
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules <sup>2</sup>	100%	100%	100%	100%

**Performance Measures Descriptions**

<sup>1</sup> Reduction due to change in reporting requirements in systems and Evolv form usage and improved performance eliminating duplicates in the system.

<sup>2</sup> Health Information Technicians audit representative sample sizes of all records each month to evaluate presence of required documentation for Medicaid Billing. Percent lower than 100% means inadequate compliance with MHASD audit plans.

## Legal / Contractual Obligation

The following guidelines are utilized in monitoring MHASD compliance to federal, state and county rules and audits regarding client confidentiality and release of clinical records, record retention, responding to subpoenas and court orders for confidential client records and standards for clinical documentation: HIPAA, DSM V "Diagnostics & Statistical Manual of Mental Disorders", Children's & Adult's State of Oregon Administrative Rules, Oregon Revised Statutes related to medical records & client confidentiality, State Archiving rules, CFR 42 Public Health, Chapter 1 Part 2, Public Law 94-142, Public Law 99-57, State of Oregon Mandatory Child Abuse Reporting Laws, Oregon Health Plan, Mental Health Organization Contract, Multnomah Mental Health HSO Policies & Procedures, Practice Guidelines of the American Health Information Management Association, and Centers for Medicare and Medicaid billing regulations.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$173,487	\$507,372	\$179,124	\$460,944
Materials & Supplies	\$0	\$4,576	\$0	\$7,862
Internal Services	\$0	\$188,563	\$0	\$165,111
<b>Total GF/non-GF</b>	<b>\$173,487</b>	<b>\$700,511</b>	<b>\$179,124</b>	<b>\$633,917</b>
<b>Program Total:</b>	<b>\$873,998</b>		<b>\$813,041</b>	
<b>Program FTE</b>	2.16	6.14	2.11	5.19

Program Revenues				
Indirect for Dept. Admin	\$38,634	\$0	\$34,879	\$0
Intergovernmental	\$0	\$700,511	\$0	\$633,917
<b>Total Revenue</b>	<b>\$38,634</b>	<b>\$700,511</b>	<b>\$34,879</b>	<b>\$633,917</b>

## Explanation of Revenues

\$499,769 - Health Share of Oregon (Medicaid): Based on FY17 Medicaid Rates.

\$134,148 - State Mental Health Grant: MHS Special Projects based on 2015-2017 IGA with State of Oregon.

## Significant Program Changes

Last Year this program was: FY 2017: 40067 Medical Records for MHASD