![Multnomah County logo]

Program #40067 - Medical Records for Behavioral Health Division   7/24/2020

Department:	Health Department	**Program Contact:**	Jennifer Gulzow
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 Behavioral Health Division's (BHD) clinical records and Multnomah Mental Health records required by Oregon Administrative Rules. In support of the Division's programs, Medical Records indexed close to 40,000 documents into the electronic health record (EHR) in the last fiscal year.

Program Summary

The Behavioral Health Division's 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; utilization review support; archiving and retrieval; forms design and management; authorization/release of information; direct messaging support; legal requests for records; notary services; and health information management expertise to county staff.

As the Local Mental Health Authority, the Division is responsible for programs such as involuntary commitment, commitment monitoring, trial visit and residential services which require maintenance of individual records. The Behavioral Health Division programs where services are provided by county staff are expected to serve more than 27,000 individuals, each requiring a medical record.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Count of record items processed annually plus scanned document count	136,921	115,786	135,796	135,000
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules [1]	100%	100%	100%	100%

Performance Measures Descriptions

[1] Health Information Techs 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 BHD audit plans.

The following guidelines are utilized in monitoring the BHDs 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 Admin. 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.

Revenue/Expense Detail

Program Expenses	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
	2020	**2020**	**2021**	**2021**
Personnel	$226,328	$551,280	$190,640	$362,737
Materials & Supplies	$0	$25,149	$0	$5,000
Internal Services	$0	$177,257	$24,744	$151,265
Total GF/non-GF	**$226,328**	**$753,686**	**$215,384**	**$519,002**
Program Total:	**$980,014**		**$734,386**	
Program FTE	2.46	5.84	2.00	4.00

Program Revenues				
Intergovernmental	$0	$753,686	$0	$255,537
Beginning Working Capital	$0	$0	$0	$263,465
Total Revenue	**$0**	**$753,686**	**$0**	**$519,002**

Explanation of Revenues

This program generates $31,590 in indirect revenues.
$ 140,938 - State Mental Health Grant: LA 01 System Management and Coordination
$ 100,601 - Beginning working Capital
$ 263,224 - Unrestricted Medicaid fund through CareOregon

Significant Program Changes

Last Year this program was: FY 2020: 40067-20 Medical Records for MHASD