



**Program #40067 - Medical Records for Behavioral Health Division** 4/21/2021

**Department:** Health Department **Program Contact:** Jennifer Gulzow  
**Program Offer Type:** Support **Program Offer Stage:** As Proposed  
**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 required by Oregon Revised Statutes, Oregon Administrative Rules and Coordinated Care Organizations.

**Program Summary**

The Behavioral Health Division's Medical Records Unit ensures that mental health, care coordination, protective services and alcohol and drug medical 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.

As the Local Mental Health Authority, BHD is also responsible for programs such as involuntary commitment, commitment monitoring, trial visit and residential services which require maintenance of an individual's medical records. BHD direct service programs are expected to serve more than 27,000 individuals, each requiring a medical record.

In response to COVID, Medical Records, QM and IT implemented the use of electronic signatures for our Consent for Services, Email Permission, Text Permission and Release of Information forms this year. The Division is using the Google Suite with add-ons to accomplish this at no additional technology cost. It does require a staff to maintain the forms and the process. All forms and process documents were translated to the top 7 languages used by Multnomah County clients. The translation of documents will ensure the same access and customer experience for all clients.

**Performance Measures**

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Count of record items processed annually plus scanned document count <sup>2</sup>	55,624	135,000	55,000	55,000
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules <sup>1</sup>	100	100	100	100

**Performance Measures Descriptions**

<sup>1</sup> 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.

<sup>2</sup>The methodology for counting scanned documents has changed to more accurately reflect the workload. This is detailed in the significant changes section of the Program Offer.

## Legal / Contractual Obligation

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 OARs, Oregon Revised Statutes related to medical records & client confidentiality, State Archiving rules, CFR 42 Public Health, Ch. 1 Pt. 2, Public Laws 94-142 & 99-57, State of Oregon Mandatory Child Abuse Reporting Laws, Oregon Health Plan, Mental Health Organization Contract.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2021</b>	<b>2021</b>	<b>2022</b>	<b>2022</b>
Personnel	\$190,640	\$362,737	\$200,453	\$389,735
Materials & Supplies	\$0	\$5,000	\$0	\$5,000
Internal Services	\$24,744	\$151,265	\$8,910	\$137,593
<b>Total GF/non-GF</b>	<b>\$215,384</b>	<b>\$519,002</b>	<b>\$209,363</b>	<b>\$532,328</b>
<b>Program Total:</b>	<b>\$734,386</b>		<b>\$741,691</b>	
<b>Program FTE</b>	2.00	4.00	2.00	4.00

<b>Program Revenues</b>				
Intergovernmental	\$0	\$255,537	\$0	\$427,967
Beginning Working Capital	\$0	\$263,465	\$0	\$104,361
<b>Total Revenue</b>	<b>\$0</b>	<b>\$519,002</b>	<b>\$0</b>	<b>\$532,328</b>

## Explanation of Revenues

This program generates \$39,040 in indirect revenues.

\$ 135,808 - State Mental Health Grant: LA 01 System Management and Coordination

\$ 292,159 - Unrestricted Medicaid fund through CareOregon

## Significant Program Changes

**Last Year this program was:** FY 2021: 40067 Medical Records for Behavioral Health Division

Changes in funding/positions are due to the following: CCO 2.0 in 2020 reduced funding for these programs when Medicaid was removed. Positions were covered with BWC last year. There are deficits in this program again this year. In previous years, the data for this program offer was gathered by a report in Evolv that pulled rows of scanned documents and multiplied that number by 10 to indicate the average number of images for a scanned document. This method would have reported the number for this year to be 170,720. To accurately reflect the workload, the team tracks the number of documents they upload daily and 55,624 is a true representation. The team has clear methods for determining what constitutes a "document" for uploading. The previous method has been discontinued.