



Program #40067 - Medical Records for Behavioral Health Division FY 2024 Adopted

Department: Health Department **Program Contact:** Jennifer Gulzow
Program Offer Type: Support **Program Offer Stage:** 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 required by Oregon Revised Statutes, Oregon Administrative Rules and Coordinated Care Organizations. BHD staff provides services to over 20,000 enrolled clients annually, all with a clinical medical/mental health record in the Evolv system. Additionally, the Call Center serves over 22,000 people, all with crisis response notes in the Evolv system, that are managed and maintained by the Records and Evolv teams.

Program Description

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. On October 6, 2022, the scope of the 21st Century Cures Act Information Blocking Rule expanded to prohibit health care providers from blocking or interfering with client access to any electronic information in a "designated record set," as the term is defined under HIPAA. To ensure compliance with this expanded rule, the Records Supervisor began tracking client access to records and an outcome has been added to this program offer to monitor compliance.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Count of record items processed annually plus scanned document count ²	35,814	41,000	32,314	35,000
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules ¹	100	100	100	N/A
Outcome	Percent of client records requests that are provided to requestor within allowable timelines	NEW	NEW	100	100

Performance Measures Descriptions

¹ This outcome is being deactivated. It has been 100% consistently since it started being measured.
²The Records team had vacancies that impacted work completion. These numbers reflect that, not a reduction in workload. We expect an increase in workload as new programs are initiated in BHD.

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	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$133,147	\$343,814	\$193,925	\$322,967
Contractual Services	\$0	\$19,541	\$0	\$0
Materials & Supplies	\$4,774	\$5,000	\$0	\$3,119
Internal Services	\$36,614	\$106,273	\$49,505	\$88,641
Total GF/non-GF	\$174,535	\$474,628	\$243,430	\$414,727
Program Total:	\$649,163		\$658,157	
Program FTE	1.25	3.50	1.75	3.00

Program Revenues				
Intergovernmental	\$0	\$408,632	\$0	\$414,727
Beginning Working Capital	\$0	\$65,996	\$0	\$0
Total Revenue	\$0	\$474,628	\$0	\$414,727

Explanation of Revenues

This program generates \$30,585 in indirect revenues.
State: \$ 108,853 - MHS-01: Medical Records CY23
Federal: \$ 305,874 - CareOregon - Medical Records

Significant Program Changes

Last Year this program was: FY 2023: 40067 Medical Records for Behavioral Health Division