

Department: Health Department **Program Contact:** Sara Simmers
Program Offer Type: Administration **Program Offer Stage:** Proposed
Related Programs: 40065, 40068
Program Characteristics:

Program Description

As the Community Mental Health Program (CMHP), The Behavioral Health Division is responsible for maintaining client records per Oregon Administrative Rule (OAR) 309-014. The Medical Records Program is responsible for the legally required, internal management of all of the Behavioral Health Division's (BHD) clinical records. BHD staff provide services to over 20,000 clients annually. Each client has a clinical health record in the Electronic Health Record (EHR) system. The Records Team reviews all documents submitted to the EHR. This reduces the risk of privacy incidents and ensures accurate incorporation in the EHR for each of these clients.

This unit ensures that mental health, care coordination, protective services, commitment services, and alcohol and drug medical records are maintained in compliance with federal and state laws and regulations, as well as county and departmental rules, policies and procedures.

Program staff provide multiple record services including: document indexing, processing and release of records requests and subpoenas to clients and community partners, quality assurance, billing and administrative rule compliance auditing, data entry for reporting, archiving and retrieval of client records, forms design and management, notary services, maintaining the integrity of the EHR, reviewing requests for corrections or deletions in the EHR, privacy incident review and support, and health information management expertise. The team works collaboratively with the Evolv Support team and the Billing Team to maintain proper and correct client records in our EHR.

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 division began tracking client access to records. An outcome measure is listed in this program offer to monitor compliance. The Records team now also complies with a new HIPAA privacy rule passed in 2024. This rule ensures that Reproductive Healthcare records are fully protected and cannot be released in certain circumstances.

Records staff also provide training and support to BHD Clinicians with regards to all records needs, assist with locating documents in the client record, and review documents for needed corrections. Records works closely with the County Privacy Team to assist with the review of privacy incidents and support staff with necessary EHR cleanup to maintain the integrity of our health record.

Performance Measures

| Measure Type | Performance Measure | FY24 Actual | FY25 Budgeted | FY25 Estimate | FY26 Target |
|--------------|---|-------------|---------------|---------------|-------------|
| Output | Count of record items processed annually plus scanned document count | 65,809 | 51,000 | 60,000 | 60,000 |
| Outcome | Percent of client records requests provided to requestor within allowable timelines | 100% | 100% | 100% | 100% |

Performance Measures Descriptions

The Records team continues to receive more work each year due to the growing Behavioral Health Division and its Records needs.

Legal / Contractual Obligation

The BHD uses the following guidelines 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", OARs, Oregon Revised Statutes, State Archiving rules, CFR 42 Public Health, Ch. 1 Pt. 2, Public Laws 94-142 & 99-57, State of Oregon

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-------------------------|------------------------|--------------------------|-------------------------|
| Program Expenses | 2025 | 2025 | 2026 | 2026 |
| Personnel | \$202,691 | \$517,051 | \$279,054 | \$489,164 |
| Materials & Supplies | \$0 | \$5,549 | \$0 | \$87 |
| Internal Services | \$54,359 | \$132,639 | \$53,054 | \$146,653 |
| Total GF/non-GF | \$257,050 | \$655,239 | \$332,108 | \$635,904 |
| Program Total: | \$912,289 | | \$968,012 | |
| Program FTE | 1.75 | 4.00 | 1.75 | 4.00 |

| Program Revenues | | | | |
|---------------------------|------------|------------------|------------|------------------|
| Intergovernmental | \$0 | \$451,771 | \$0 | \$489,856 |
| Beginning Working Capital | \$0 | \$203,468 | \$0 | \$146,048 |
| Total Revenue | \$0 | \$655,239 | \$0 | \$635,904 |

Explanation of Revenues

This program generates \$58,427 in indirect revenues.

State:

\$ 120,977 - MHS-01: Medical Records CY25

\$ 368,879 - CareOregon - Medical Records

\$ 146,048 - Med Records BWC

Significant Program Changes

Last Year this program was: FY 2025: 40067 Medical Records for Behavioral Health Division