

Program #40067 - Medical Records for MHASD

2/21/2018

Department: Health Department Program Contact: Joan Rice

Program Offer Type: Support Program Offer Stage: As Requested

Related Programs: 40065, 40068 Program Characteristics: In Target

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 close to 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; 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, 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 27,000 individuals, each requiring a medical record.

Performance Measures								
Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer			
Output	Count of record items processed annually plus scanned document count ¹	129,162	111,966	136,033	139,284			
Outcome	Percent of representative sample audited for compliance with Medicaid billing rules ²	100%	100%	100%	100%			

Performance Measures Descriptions

¹ Increase in volume due to more frequent claims auditing and implementation of the direct messaging initiative. Offer increased to account for projected impact of health plan changes that begin in February 2018.

² 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	2018	2018	2019	2019	
Personnel	\$179,124	\$460,944	\$174,918	\$571,682	
Contractual Services	\$0	\$0	\$0	\$33,923	
Materials & Supplies	\$0	\$7,862	\$66	\$7,832	
Internal Services	\$0	\$165,111	\$3,801	\$181,933	
Total GF/non-GF	\$179,124	\$633,917	\$178,785	\$795,370	
Program Total:	\$813	\$813,041		\$974,155	
Program FTE	2.11	5.19	1.96	6.34	

Program Revenues								
Indirect for Dept. Admin	\$34,879	\$0	\$42,917	\$0				
Intergovernmental	\$0	\$633,917	\$0	\$795,370				
Total Revenue	\$34,879	\$633,917	\$42,917	\$795,370				

Explanation of Revenues

\$ 656,793 - Health Share of Oregon (Medicaid): Based on FY18 Medicaid Rates

\$ 138,577 - State Mental Health Grant: LA 01 System Management and Coordination

Significant Program Changes

Last Year this program was: FY 2018: 40068 Mental Health Quality Management & Protective Services