Document Type:[1]	___ Policy & Procedure	_X_ Process Guideline	Adopted:	01/01/19
	___ Plan	___ System Description	Last Reviewed:	~~3/3/2022~~6/3/2024
			Retired:	___

Revisions: 2/28/2020, 12/13/2021, 3/3/2022

Document Scope: (applies to Policy & Procedure only)

 – The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.

 X The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers[2].

 – The requirements herein apply both to GCBH BH-ASO and its network providers[2]. Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To specify the process for ensuring the latest information is available to the Greater Columbia Behavioral Health (GCBH BH-ASO) subcontractors, and to keep GCBH BH-ASO data, and therefore the Washington State Health Care Authority (HCA), Managed Care Organizations (MCOs) and ProviderOne data as current and error free as possible.

DEFINITIONS

I. **BHDS**: Behavioral Health Data System, software or database used to collect, manage, and store individual data as required by HCA and/or GCBH BH-ASO.

POLICY

 NONE

PROCEDURE

1. **Incoming Batch Process:**

    1.1. Batches are uploaded to the GCBH BH-ASO Raintree System through the Raintree Web Portal. Batches are ~~automatically~~ manually imported and processed on a daily basis.

    1.2. At both a transaction and field level, ~~encounter transactions~~claims, encounters, and supplemental data are processed through edits which generate alerts, warnings, or errors when applicable. These messages are reviewed by GCBH BH-ASO staff for verification of the information against GCBH BH-ASO, HCA, MCOs and ProviderOne error reports/835s. ~~If information is available from either GCBH BH-ASO, HCA, or ProviderOne databases that information, as well as the error and warning reports, is sent back to the appropriate provider agency for resolution and re-submittal per contract guidelines.~~GCBH BH-ASO and provider agencies are required to correct errors and resubmit within 30 days.

    1.3. A more in-depth view of this process can be found in the GCBH BH-ASO Data Importing Procedure.

2. **Interim Process:**

    2.1. After importing and before exporting the encounter data, per the BHDS Supplemental Data Guide requirements, processes and procedures are completed to ensure data quality and integrity. GCBH BH-ASO staff surveys numerous areas

[1]See definitions of document types in AD100, "Development, Approval & Review of Formal GCBH BH-ASO Documents"
[2]"Network Provider" – An organization with which GCBH BH-ASO is contracted for the provision of direct services.

for several types of deficiencies. ~~An example would be duplicate individual information which can be viewed from two angles - an individual within one agency can have two agency identifiers or an individual at GCBH BH-ASO can have two ASO identifiers.~~

2.2. GCBH BH-ASO staff also surveys data anomalies such as abnormal number of missing information (social security number, ethnicity)~~; difference between agencies of same individual, different gender; or different number scheme for same individual in agency~~.

2.3. ~~Reports to the p~~Provider agencies can run reports which include individual specific deficiencies requiring reconciliation are available ~~for providers to run~~ through the Raintree Systems Web Portal. GCBH BH-ASO reviews and monitors the Service Encounter Summary report and follows up with providers with claim anomalies, high rates of errors, and incomplete data.

~~2.4. IS Audits are conducted with our provider agencies annually. All errors, warnings, and any data concerns are included in the IS audit final report and delivered to the provider agency.~~

~~2.5.~~2.4. A more in-depth view of this process can be found in the GCBH BH-ASO Data Integrity Procedure.

3. **Outgoing Batch Process:**

3.1. The GCBH BH-ASO IS Manager is responsible to ensure that all data processing and data integrity processes are completed before the HCA export, and to inform the GCBH BH-ASO Co-Director or designee ~~that the data is ready for export and HCA certification~~if there is a processing delay or issue.

3.2. GCBH BH-ASO exports encounter data to HCA and ProviderOne, which utilizes the approved methods dictated in the BHDS Supplemental Data Guide or the SERI, ProviderOne Billing and Resource Guides (e.g. native transactions are sent in tab delimited text files, and EDI transactions are sent via the modified 837P or 837I standards).

3.3. Error and warning reports are generated through the HCA and MCO's 835 file import process and from importing Batch Reports from HCA (for Supplemental Data). GCBH BH-ASO retrieves 835s from HCA/MCOs weekly for review. 835 files are downloaded directly from the HCA or MCO SFTP site and imported once a week. Any errors are resolved and resubmitted ~~with the next data send~~within 30 days. GCBH BH-ASO IS staff downloads HCA Batch Reports (for supplemental data error information) and includes any errors and warnings received by GCBH BH-ASO. A more in-depth view of this process can be found in the GCBH BH-ASO Data Exporting Procedure.

APPROVAL

_____   _____
Karen Richardson or Sindi Saunders, Co-Directors   Date