



Basic Documentation & Training Subcommittee

Vicki Rodgers

The Basic Documentation and Training subcommittee is continuing work on a documentation training manual that covers basic information and examples for trainers to use with clinical staff at their community mental health center.

Beyond examples of encounters for CPT codes, it will also include information like the definition of medical necessity; who can sign treatment plans; information about resiliency and recovery; and where to reference the regu-

lations that drive documentation decisions. The manual will be accompanied by train-the-trainer sessions in September and a series of slides that can be adapted to each center's needs.

The four CCQC Regional Kick-Off Trainings with Mary Thornton as the presenter have been completed. These trainings have helped to raise the awareness of the new heightened regulatory environment that exists for behavioral health providers. Attendees have been appreciative of

the fact that Mary Thornton understands the system here in Colorado. Participants are also feeling positive about the CCQC's work and not being alone in trying to implement change in this area. There are still unanswered questions that remain, such as, how is Colorado set up between rehabilitation and clinic options; who does the federal government allow to sign treatment plans; and, is there any flexibility in new requirements.

Basic Documentation & Training Subcommittee Members

Chayne Boutillette/SLVMHC
Heather Piernik/CR
Allen Brown/CWRMHC
Vicki Rodger/JCMH

Alex Hale/AP
Maureen Huff/NRMHC
Ann Fleming/ADMHC

Spencer Green/CMHC
Tracy Thayer/CR
Paul Baranek/VO

Coding Manual Workgroup

Barb Mettler & Karen Thompson

In 2009, HCPF released their Uniform Service Coding Standards manual. Depending on what you do in your agency this manual was either a very good or very bad thing! For those of us who don't work in billing, it seemed very helpful. For coders and billing personnel, it created a whole new set of problems.

The Coding Manual Group is tasked with reviewing each code. When looking at each code, we want to be able to determine how we can:

- Reduce paperwork
- Reduce complexity
- Increase clarity
- Increase quality of care

Once we have done this, we will send recommendations to the Steering Committee. The Steering Committee will determine which recommendations they would like to take to HCPF. If you have issues you would like addressed, please e-mail barbm@spmhc.org.

Coding Manual Workgroup Members

Alan Girard
Allen Brown/CWRMHC
Charlotte Yianakopoulos-Veatch/SPMHC
Claire Chadwell-Bell
Wesley Williams
Chris Beasley
Karen Thompson/NBHP
Mary Thornton/MT Assoc.

CBHC is dedicating a section on their website to CCQC. Check it out at cbhc.org. Click on the "CCQC" tab at the top of the homepage. Thank you to Brian Turner for his work on the website!

Compliance Program Development

Erica Arnold Miller

The Compliance Program Development Workgroup met on May 24, and the following topics were addressed:

- The group discussed CCQC content on the CBHC website. Charlotte Yianakopoulos-Veatch and Kari Snelson will be the points of contact for any CCQC content on the CBHC website.
- Mary Thornton walked through the CCQC portion of the CBHC website and showed the group the "Compliance Program Resources List." For the next meeting, the resource list will be reviewed by the workgroup to identify other items that could be added as resources.
- The group reviewed preliminary compliance survey results (17 organizations responded). The group recommended that the survey be redeployed in six months to see if there is any change in the 1) specific goals and 2) number of FTE assigned to compliance.
- Next compliance training topics - tentative schedule:
June: Measuring the Effectiveness of Your Compliance Program
July: Developing An Auditing and Monitoring Plan.
- Developing a board presentation is tentatively planned for discussion at the July Workgroup meeting. The need for a physician training was also discussed. Mary Thornton noted that the OIG website has some good physician information that could be revamped to be used for behavioral health physicians.

cians. The group also talked about evaluating the effectiveness of compliance programs. An idea was suggested to require providers to evaluate the effectiveness of their own compliance programs and have a high level staff person certify the results of the evaluation.

Compliance Committee Training

Mary Thornton conducted a detailed training with the group on the seven required elements of compliance programs. Training next month will be on the "eighth" element that's been recommended: Measuring the Effectiveness of your Compliance Program.

Participants also indicated interest in training on conducting an investigation, so this may be added as a future training.

June compliance training: Measuring the Effectiveness of your Compliance Program.

Resources

www.oig.hhs.gov

www.cms.gov

www.cms.gov/MedicaidIntegrityProgram/

www.cms.gov/medicaidracs/home.aspx

www.hhs.gov/ocr/privacy/

www.colorado.gov/cs/Satellite/HCPF/HCPF/1197969485906

Compliance Program Development Workgroup Members

Erica Arnold Miller/CHP VO

Brenda Mientka/CO Access

Charlotte Wollesen/MHP

Hazel Bond/FBHP

Julie Kellaway/NRBH

Karen Thompson/NBHP

T. Summers/BHI

Maggie Tilley/VO

Vickie Rodgers/JCMH

Mary Thornton/MT Assoc.

C. Yianakopoulos-Veatch/SPMHC

Audit Protocol Workgroup

Rob Bremer

The Audit Protocol Workgroup is working to develop tools that may be used statewide. Areas of focus have included reviewing and further defining the 411 audit tool, medical record documentation and contract compliance components. The goal is to have general audit tools developed and ready for review, addressing each area, by the end of July. The work group will present these tools to the Steering Committee for review. The overall goal of the group is to combine best practices and Federal Regulations into a useful tool to be used by the BHO's and CMHC's. Training will be offered at a future date. Audit Protocol Workgroup Members are:

Robert Brenner/CO Access	Teresa Summers/BHI
Rhonda Borders/VO	Maggie Tilley/VO
Carrie Bandell/CO Access	Charlotte Yianakopoulos-Veatch/SPMHC
Mary Thonton/MT Assoc.	Kari Snelson/WCMHC

High Risk Training

Julie Kellaway

The High Risk Training Subcommittee polished and finalized the materials for the June 23, 2011, case management training. The next high risk training will cover the topic of service planning. The service planning training may use a "stages of change" model as the foundation and this training will occur on August 26, 2011.

In recognition that the burden of travel and accommodation expenses for staff to attend the high risk trainings may disproportionately affect different community mental health centers, the service planning training will likely be held in Salida or Buena Vista. The subcommittee will continue to consider holding future high risk trainings in different cities across the state.

High Risk Training Subcommittee Members

Pam Craig/CMHC	Phyllis Benedetti-Sitzman/LCMH
Darla Gurry/JCMH	Debbie Keairnes/VO
Julie Kellaway/NRBH	Kay Martin/WCMHC
Mark White/AHS	

The CCQC Steering Committee

Charlotte Yianakopoulos-Veatch, Co-Chair; Robert Brenner, Co-Chair; Mary Thornton, Consultant.

Erica Arnold-Miller	VO/CHP	Robert Bremer	CO Access	George DelGrosso	CBHC
Rick Doucet	ACMHC	Julie Kellaway	NRBH	Maggie Tilley	VO/CHP
Barb Mettler	SPMHC	Vicki Rodgers	JCMH	Barbara Smith	FBHP
Kari Snelson	WCMHC	Teresa Summers	BHI	Karen Thompson	NBHP
Mary Thornton	MT Assoc.	Charlotte Yianakopoulos-Veatch	SPMHC		

If you have any questions, comments or concerns, please contact:

Charlotte Yianakopoulos-Veatch:
charlottey@spmhc.org
 or Kari Snelson:
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