



What is CCQC?

The Colorado BHOs and the MHCs are working together with CBHC and national consultant, Mary Thornton, on a series of new products designed to make Medicaid coding, documentation, and compliance easier and more transparent.

The project is called the CCQC or the Colorado Committee for Quality and Compliance. This newsletter will be produced monthly to share the work and information.

The kick-off event for the project is a one-day workshop with Mary Thornton. Senior management is encouraged to attend. Register at CBHC.org.

Dates for the one day kick off:

- 5/12/2011: Greeley
- 5/13/2011: Denver
- 5/26/2011: Pueblo
- 6/10/2011: Grand Junction

CCQC is reviewing five key areas with the consultation of Mary Thornton. 1) Revision of the Coding Manual 2) Basic Training on Coding and Documentation 3) High Risk Trainings 4) Compliance Program Design, and 5) Compliance Audit Protocol.

Each committee is meeting monthly and brief summaries of the work are included in this newsletter.

Basic Documentation & Training Committee

Lead: Vicki Rogers,
Jefferson Center of Mental Health

The Basic Documentation and Training Committee has been hard at work developing training projects/processes that will best use the skills of Mary Thornton as our consultant and provide resources that can be used statewide for the coming years.

Regional Trainings have been announced for the senior management teams of the BHOs and community mental health centers. At these trainings, Mary Thornton will bring us up-to-date on the compliance landscape. She will also increase our urgency and understanding

about the importance of creating high quality, compliant documentation.

A two day Train-the-Trainer event on statewide expectations for documentation and encounter coding will be held in Colorado Springs on September 13, and 14, 2011. This training is designed for two trainers from each center and BHO to gain the knowledge and skills needed to disseminate compliant "how-to" information to staff at their sites.

A documentation manual is being developed that includes an over-

Basic Documentation continued...

view of the various regulations and elements required for documentation and encounter coding that can be used statewide by trainers. This will be completed for the Train-the-Trainer event.

A set of slides for the trainer (which can be modified to meet each CMHC or BHO needs and EHR) is being developed to further describe the details about required elements and examples for the assessment, treatment plan, and progress-to-date forms. This will be completed for the Train-the-Trainer event.

Mary Thornton MBA, BSRN

Mary Thornton, MBA, BSRN, has extensive experience working with corporate compliance, billing, coding, documentation, strategic planning and organizational effectiveness.

Mary is a national trainer on corporate compliance, reimbursement and documentation in healthcare.

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

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Compliance Program Development

Lead: Erica Arnold Miller

Goal for this committee is to be a long-term resource for CMHC and BHO compliance officers (a community of practice). The first six (approximately, depending on needs of committee) meetings will center around training with Mary Thornton on various compliance topics. It is the goal that this meeting will become a permanent meeting statewide for CMCH and BHO Compliance Officers.

Current activities include: A survey for compliance officers was drafted. The goal of the survey is to obtain information on the current status of compliance programs across the state and assist in identifying training needs for the group. Mary Thornton will then plan monthly trainings accordingly. The sur-

vey will be administered through Survey Monkey. The results are confidential, therefore survey respondents will not be identifiable. The draft survey was reviewed by the CCQC Steering Committee on March 30, revisions were suggested, and the survey was approved based on incorporating the recommended revisions. More information will be sent to executive directors and an email with the link will be sent to the compliance officers by the end of April.

Permanent resource materials will be gathered and developed. A document library will be made available through the CBHC website. As new materials are developed through the Compliance Committee they will

be added to the web page. Examples of materials include: Compliance Program Descriptions, policies, ethics statements, a tool to assist in determining the effectiveness of a compliance program, training materials, auditing plan, regulatory references, etc.

Basic compliance training for Boards will be developed by the workgroup and will be customizable for any organization using the training.

Trainings will be provided. The first training was held April 14. The next training for compliance officers will be held May 24, subject matter TBD.

Compliance Audit Protocol

Lead: Rob Bremer

The audit protocol workgroup held its first meeting on April 14. We began to define risk areas on which our audits will need to focus. We will complete this work via email and phone conference in advance of our next meeting on May 24. The group's work will focus on four key tasks:

- Developing a common audit tool that will address organizations' compliance programs, record documentation and claims validation.
- A template or recommendations for BHO and CMHC audit protocols. This template will inform the BHO's and CMHC's in their own audit policies and procedures.
- Allow each BHO to undertake audits to test the new tools and protocols. This will occur sometime this summer and should align with the BHO's correct schedule.
- A final revision of the tool by the end of 2011.

High Risk Training

Lead: Julie Kellaway

The High Risk committee is planning a Train the Trainer model training on June 23, 2011. The focus will be on case management for the first training. It is anticipated that each center will send two to three people. Further information will be provided. Future trainings will address service planning, rehab services and B-3 services.

Revision of Coding Manual

Lead: Barb Smith & Karen Thompson

The Code Manual Revision workgroup has met five times since the CCQC began work. Membership includes Mary Thornton, as consultant, staff from six community mental health centers and four BHO's. The focus of our work has been:

- Reviewing and making final recommendations regarding Uniform Service Coding Standards Manual (USCSM) revisions from last year's USCSM review. These final recommendations were submitted to the BHO Executive Directors for approval before sending to Health Care Policy and Financing (HCPF) for approval and
- Developing a work plan for addressing specific components of the USCSM that, because of inaccurate incomplete or inadequate descriptions, place the BHO and providers at risk for potential corporate compliance issues.
- Prioritizing and beginning initial draft USCSM procedure code revisions for 2011. The Code Manual Workgroup is scheduled to meet through December 2011, and has set out an ambitious agenda.

hopefully to complete these revisions to the USCMS by May, 2011.

The CCQC Steering Committee

The committee is chaired by Charlotte Yianakopolus-Veatch and Rob Bremer in consultation with Mary Thornton. The following are members:

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| Erica Arnold-Miller | VO/CHP |
| Barb Smith | FBHP |
| Karen Thompson | NBHP |
| Julie Kellaway | NBHP |
| Teresa Summers | BHI |
| Maggie Tilley | VO/CHP |
| Vicki Rogers | JCMH |
| Wendy Kidd | BHI |
| Rick Doucet | Community Reach |
| Kari Snelson | WCMHC |

Scheduled Training:

- COMPLIANCE:
MAY 24, 2-4 PM
- HIGH RISK:
JUNE 23
- BASIC TRAINING
CODING &
DOCUMENTATION
SEPT. 13-14
- MORE DETAILS TO
COME...

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

Charlotte Yianakopolus-Veatch:
charlottey@spmhc.org
or Kari Snelson:
karis@wcmhc.org.