



Coding Manual Workgroup

Barb Mettler & Karen Thompson

The Coding Manual Group met on June 29. The group focused on CM; Outreach and Education; CPST; and Other Rehab Services codes. We put together a chart for three of the BHOs regarding usage of these codes. Business is being done very differently between the BHOs. It is our hope we can come to some consensus around the coding to create consistency. It is difficult to discern the differences amongst these codes. For example, if you were expected to pick one of these codes, how would you determine which one is the most accurate? As you can see, we have our work cut out for us.

Code 97535 REHAB SERVICES OTHER

Service Description

Direct one-on-one contact in which the provider instructs and trains a consumer in the performance of essential self-care and home management activities related to his/her ability to function in the community. Activities are designed to address the specific needs of the consumer, including but not limited to ADLs and compensatory training for impairments, meal preparation, safety procedures, and use of assistive technology devices/adaptive equipment.

Procedure Code Description

Self-care/home management training (e.g., activities of daily living (ADLs) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct one-on-one contact by provider, each 15 minutes.

CODE H2014 SKILLS TRAINING

Service Description

Therapeutic activities designed to reduce/resolve identified barriers and improve social functioning in areas essential to establishing and maintaining a consumer in the community (e.g., home, peer group, work/school). Activities address the specific needs of the consumer by promoting skill development and training, which reduces symptomology and promotes community integration and job readiness.

Examples

Development and maintenance of necessary community and daily living skills (i.e., grooming, personal hygiene, cooking, nutrition, health and MH education, money management and maintenance of living environment) Development of appropriate personal support networks to diminish tendencies towards isolation and withdrawal Development of basic language skills necessary to enable consumer to function independently Training in appropriate use of community services.



Announcements:

The CCQC Steering Committee has proposed the following items for BHO consideration:

Coding: Discontinuing the use of Intensive Case Management Code T1017 and utilizing Case Management T1016 has been submitted for consideration.

Service/treatment plans: The BHO's will identify who must be a signer on a treatment plan.

Service plan timeliness: BHO's will clarify regarding service provision and the ability to bill for routine services when the service plan is not complete or up to date.

Training Events!

August 26 : Service Planning Training, presented by Mary Thornton and the CCQC High Risk Committee.

Who should attend? Clinical supervisors and trainers. There is the capacity for 3 to 5 people per CMHC and BHO to attend this valuable workshop as seating is limited. The cost for this training is \$40 per person. A light breakfast and lunch will be provided. Register at: <http://www.cbhc.org/ccqc/training/>

September 13-14 : Train-the-Trainer, presented by Mary Thornton.

The Basic Documentation and Training Committee will provide a basic documentation guide and training materials to train new and existing staff.

Who should attend? Two trainers from each CMHC/BHO should be identified. You will be notified when registration is open for this training.

Please be attentive to who you are sending to the trainings to ensure you are sending the correct staff members who will be able to disseminate the information and/or provide on-going training.

Compliance Program Development

Erica Arnold Miller

The workgroup met with the Audit Tool Protocol Workgroup to review draft audit tools and recommendations for audit protocols, including self-certification by the mental health centers using the CO Medicaid Compliance Assessment Tool. Changes were made to the tool based on the group's input. Overall, workgroup members were in agreement with the audit tools, protocols and overall approach.

During their regular meeting, the Compliance Program Workgroup reviewed the Compliance Resource List and recommended several additions to the resource list, both materials and links, which will be added. The updated resource list will be posted to the CCQC page of the CBHC website.

The workgroup also discussed plans to develop a compliance presentation for boards a workgroup participant offered the presentation their mental health center uses for their board to assist in developing the presentation. Work on the presentation is scheduled to begin during the July meeting.

The workgroup and the Program Development Committee also met. Mary Thornton presented training on Measuring the Effectiveness of Your Compliance Program. Following the training, the group reviewed the results of the Compliance Survey and discussed areas of interest. The survey report will be distributed to executive directors and others. Individuals will be re-surveyed in De-

ember to see if there are changes in results.

Future meetings: the workgroup is scheduled to meet in July and August, however there will be no further training scheduled until September. At that time there will be a longer training which will include developing an audit plan, compliance audit tools and protocols.

The group agreed with this approach. The next workgroup meeting (July 26) will address a process for reversal of encounters/claims, follow-up on questions regarding federal sub-recipients and work on the presentation for the Board.

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!

Audit Protocol Workgroup

Rob Bremer

The Audit Protocol Workgroup met on June 30. The group is working on four primary deliverables:

- A provider self assessment tool. This tool will gather information about our CMHC's and clinic providers compliance programs. Providers with robust compliance programs who demonstrate the ability to police themselves will not merit as much compliance oversight from the BHOs. This will allow the BHOs to focus resources on important high risk areas.
- A claims audit similar to the current "411" audit. This tool will add review of clinical elements, such as the treatment plan. A draft audit tool and more details about suggested procedures should be available next month.
- Claims audit for inpatient services. This will be a relatively brief audit tool, but will cover compliance areas that are currently addressed by the BHOs.
- A common BHO medical record documentation tool will be developed and presented to the BHOs for approval.

The workgroup is drafting recommendations to the BHOs that they share audit results to that all the CMHC's and many large providers will only be audited by on the BHOs.

Resources

www.oig.hhs.gov

www.cms.gov

www.cms.gov/MedicaidIntegrityProgram/

www.hhs.gov/ocr/privacy/

Basic Documentation & Training Subcommittee

Vicki Rodgers

A drum roll please...the evaluation results are in for the four Regional Trainings with Mary Thornton. It appears that these trainings hit their mark with the audiences.

There was over 95% agreement or strong agreement with the following statements:

- The presentation material was useful to me
- The presentation was well organized
- The presenter was well prepared
- I would recommend this presentation to others

Next on the agenda for this committee is to finish a Basic Training and Documentation Manual that can be used by CMHC's state-wide and adapted for their use. This should be completed by the end of August.

The manual will be reviewed by the CCQC Steering Committee and persons who have been chosen by the CMHC's to be their local trainers. We plan to use a Train-the-Trainer model state-wide to help provide consistency concerning the importance of highly accurate and compliant clinical documentation.

This has also been an opportunity to produce this document as a Colorado team rather than each center taking the time to research all of the questions, regulations, etc., that are involved with documentation.

This is new information! Please read! The Train-the-Trainer Sessions will take place in two full days on Tuesday and Wednesday, September 13 and 14, at the Embassy Suites in Colorado Springs. More infor-

mation will be coming in the next two weeks regarding registration. About the training:

- There will be two people from each CMHC who will be responsible for training their staff on this material after the Train-the Trainer sessions.
- Choose who will represent your Center by the end of July so they will be ready to register for this event.
- There will also be Power Point slides that the trainers can take back to their Centers and adapt for their use.
- The training at the Centers regarding this information should take place before January 1, 2012 in order to give staff ample opportunity to adjust any documentation concerns and be ready for mock audits at the beginning of 2012.

High Risk Training

Julie Kellaway

One hundred attendees from across the state attended the case management training last month. The train-the-trainer materials that were handed out at the case management training will be posted on the CBHC website this month. We want to extend our gratitude to the Community Reach Center for generously donating the use of their facilities and to send a very special thank you to Vicki Esposito and Diane Poleman for their assistance.

The next high risk training will cover service planning. This day-long training will be held in Salida, Colorado on August 26, 2011. Registration is currently underway. The registration link can be found on the CBHC website.

The High Risk Training Work Group is looking for subject matter experts with which to consult on training for the following areas: clubhouse services, peer specialist services, children's in-home services and psychiatric rehab services. Please contact Julie Kellaway if you, or someone you know, is willing to assist.

Looking for... Training Info? Registration Info? Compliance Resources? Calendar of Events?

Click on <http://www.cbhc.org/> and go to the **CCQC tab**.

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