Washington State Co-Occurring Disorders Treatment Conference:
How Do I Submit Behavioral Health Supplemental Data?
Panel Discussion
October 7, 2019

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North Sound Behavioral Health Administrative Services Organization

- Will North Sound BH ASO collect SBHD effective January 1?
- Will NS BH ASO assist providers in getting ready?
- Can we apply the lessons learned from MH-SUD integration?
- Are other BH-ASOs assisting providers?

HOW?
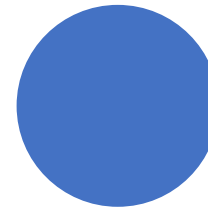
Key Messages

Regardless of whatever assistance is given from BH ASOs/MCOs – its ultimately going to fall on the providers to be ready

There are too many different IS/IT systems and levels of readiness for one solution to work for everyone

The key to making a successful transition is using a vigorous project management plan – including "project managing" the IS/IT vendor

- Many SUD providers did not have an adequate IT systems platform to meet managed care requirements

- Some IS/IT vendors were not up to the task or willing to commit the necessary resources

- In desperation, some providers switched IS/IT vendors during the transition leading to even longer delays in being able to send data

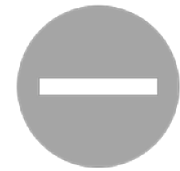# Behavioral Health Integration: Lessons Learned
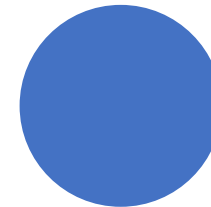
Behavioral Health Integration: Lessons Learned

SUD provider staff had insufficient training and experience with how precisely data fields had to be filled out to be considered accurate and complete

Internal controls over data accuracy and completeness were not sufficiently developed to meet the new managed care requirements, leading to

Prolonged loops of data being submitted then returned for correction, and in some cases delays in being paid

Behavioral Health Integration: Lessons Learned: Common Errors

- ✔ Duplicate data submission
- ✘ Incomplete transaction sets – all fields not completed
- 👤 Wrong NPI or Sender ID number
- 🚫 Wrong Transaction Code or modifier
- 📊 Untimely data reporting

How did the North Sound BHO help SUD Providers?

Data Dictionary and Data Companion Guides published on BHO website

Training Webinars

"BHO Provider Assistance Team" – individualized technical assistance to struggling providers

Daily Error reports

Transition to Integrated Managed Care: How did North Sound BHO and MCOs help providers?

Creation of MCO/BHO "Technical Workgroup" – worked on trying to standardize data reporting requirements

Procured financial assistance from North Sound Accountable Community Health and passed it on to providers based on individualized assessments and plans

Contracted with Technical Consulting Firm, XPIO to assist with provider readiness

XPIO:

Conducted an on-site inventory of each provider's level of readiness

Helped the providers estimate total hardware, software and project management costs

Helped providers develop individual project management plans

Provided on-going project management assistance as required

Transition to Integrated Managed Care: How did
North Sound BHO and MCOs help providers?

How will North Sound BH ASO Collect BHSD effective January 1?

Continue	Continue use of the existing ASO process for submission of BHS data
Update	Update Data Dictionary and Companion Guide on North Sound web site – based on the previous BHO data tables
Provide	Provide daily "response" files identifying corrections needed
Begin	Begin accepting test batches in January

North Sound BH ASO Data Dictionary

- **Transactions**

Demographic

Field Description	Allow NULL	Data Type	Length	
Transaction ID	N	Alphanumeric	6	020.05
Action Code	N	Alphanumeric	1	Code Table: Action Code
BH-ASO Report Unit	N	Alphanumeric	9	105020903
Agency Reporting Unit ID	N	Alphanumeric	10	
Unique Identifier	N	Alphanumeric	11	
Client Number	N	Alphanumeric	11	
Last Name / Surname	N	Alphanumeric	30	
First Name / Given Name	N	Alphanumeric	40	
Middle Initial	Y	Alphanumeric	30	
Gender	Y	Alphanumeric	1	Code Table: Gender
Date of Birth	N	Alphanumeric	10	YYYY-MM-DD
Race	Y	Alphanumeric		Table Race
Ethnicity 1	Y	Alphanumeric	3	Code Table: Ethnicity
Ethnicity 2	Y	Alphanumeric	3	Code Table: Ethnicity
Ethnicity 3	Y	Alphanumeric	3	Code Table: Ethnicity
Hispanic Origin	Y	Alphanumeric	3	Code Table: Hispanic Origin
Preferred Language	Y	Alphanumeric	2	Table: Preferred Language
Social Security Number	Y	Alphanumeric	11	999999999
Sexual Orientation	Y	Alphanumeric	1	Code Table: Sexual Orientation
Provider One Client ID	Y	Alphanumeric	11	E.g. 123456789WA or match to Client Number. Include P1ID when it exists not dependent on current status
Alternative Last Name	Y	Alphanumeric	30	
Military Service	Y	Alphanumeric	1	Table: Military Service

How Will North Sound BH ASO Help Providers Get Ready for BHSD Submittal?

Continue using the existing BH ASO process for receiving supplemental data [same as BHO process]

Statewide MCO/BHO/ASO workgroup exploring common solutions and data reporting standardization

Explore partnering with individual MCOs to establish a common process and standards

Ensure there is adequate time for testing

Provide response files to test batches

How Will North Sound BH ASO Help Providers Get Ready for BHSD Submittal?

Identify need for additional financial assistance and seek support: ACH? MCOs?

Two Training webinars – one before and one after January 1 for ASO contractors

Ongoing Technical Assistance

Activity	Greater Columbia BH	Great Rivers	King	North Sound	Salish	Spokane	Thurston Mason
Use Existing Portal	Yes	Yes – will updated existing system	Yes-receive data thru batch upload	Yes		Yes	
Develop new portal	Some modification				New portal based on North Sound		
Use 3d party portal							
Only collect state required data	Some additional			Some additional, e.g., county		Yes	

How are other BHOs/ASOs Assisting

Activity	Greater Columbia BH	Great Rivers	King	North Sound	Salish	Spokane	Thurston Mason
Working with MCOs on common Portal	In negotiation	Yes-hope to work with MCOS to develop a common portal		In negotiation			
Working with MCOs to standardize data and format **	In negotiation	Yes – participating in state workgroup**		Yes	Yes-workgroup	Yes-workgroup	Yes-workgroup
Can provide financial assistance	No	Provided some financial assistance as a BHO	No change for provider	May ask the ACH			
** MCOs and ASOs have tentatively agreed to use the same HCA EDI format							

How are other BHOs/ASOs Assisting

Take-Aways

- Adopt a rigorous project management plan

- Project manage the IS/IT vendor

- Allow plenty of time for testing

- Don't switch IS/IT vendors if there won't be time to fully test

- Establish frequent lines of communication with MCO and ASO staff

Take-Aways

⚠️ Track the most common errors and address them first

🚨 Beware of the serious consequences for the payers:

These are likely to get passed onto you.

There will be less of a "grace" period than there was with the BHOs

Questions ???

For More Information:

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