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Revised Date:

North Sound Behavioral Health Administrative Services Organization, LLC
Section 4200 - Information Systems: Verification of Accuracy of Data

Authorizing Source: HCA Contract
Approved by: Executive Director   Date: 7/30/2019   Signature:

POLICY #4210.00

SUBJECT: VERIFICATION OF ACCURACY OF DATA

PURPOSE
To ensure that the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) submits accurate data to the Health Care Authority (HCA) in order to meet contractual requirements.

POLICY
Data accuracy of North Sound BH-ASO's administrative systems and processes is critical to ensure that encounter data submissions to HCA are complete and accurate reflections of the care provided to our beneficiaries; instances where the editing process rejects data for data quality deficiencies are minimized; and, report templates and quality measures accurately reflect the data that are truly comparable across the region. The goal is to design an encounter data validation process that ensures the accuracy, completeness, and integrity of encounter data by comparing encounter data with other administrative data.

PROCEDURE
1. Provider level: Providers will establish internal forms, policies and staff training that support the collection of accurate data. Provider staff will validate consumer demographic information at least monthly or at each visit if less than monthly.
2. North Sound BH-ASO Macro level: North Sound BH-ASO will test the entire encounter database; assess quantity, completeness and quality of encounter data; and, analyze the entire system, provider networks or individual providers. By identifying problems, North Sound BH-ASO can ensure that data will be accurate when used to develop rates, project service needs, maintain fidelity to access criteria, assess performance indicators, etc.
3. North Sound BH-ASO Micro level: Comparison of individual encounters to clinical records (encounter validation).

   a. Clinical chart reviews allow North Sound BH-ASO to validate that the service was performed and that the correct information was collected. Chart reviews shall include verification of dates of encounters, diagnoses codes and ensure that diagnoses codes are current and complete. Procedure codes will also be reviewed against system records. These reviews will identify over-reporting, under-reporting and inaccurate reporting.
   b. North Sound BH-ASO will validate encounters using a sampling protocol, methodology, sample size, and tool. North Sound BH-ASO Information Systems (IS) staff will generate reports for Quality Management according to our defined sampling methodology for selection of medical records for individual record audits.
   c. Quality Management staff will do individual record audits. This will be combined with Utilization Review or other record review activities for efficiency.
   d. North Sound BH-ASO will maintain aggregate data and a system of tracking the audits and validation process, provide feedback to HCA and the provider on the results of an audit, provide technical

assistance and training on how to improve deficiencies, and determine the amount of under-reporting of encounters by using other data systems to cross validate and investigate reasons and causes of under-reporting. North Sound BH-ASO shall educate providers on our mutual benefit of appropriate reimbursement and if necessary, consider corrective action, quality improvement, sanctions or other remedies as needed and appropriate as warranted by the type and amount of inaccurate data.

    e. Staff from North Sound BH-ASO IS will complete the macro level functions, initial error checks, complete error analysis reports and notify providers of errors.

ATTACHMENTS
None