

Managed Care Data Quality Monitoring Webinar

Behavioral Health Short Doyle

Introduction

Amy Peterson, MPA

Managed Care Data Support Section Chief

DHCS Staff

» Speakers

- Amy Peterson
- Sara Rivera
- Tony Nguyen
- Carla Porter
- Eleazer Munoz
- Jeff Jennings

» Support

- Atif Habib
- Samantha Van
- Abiy Gebereselassie
- Mei Shan Ng
- Briana Saelee
- Soo Jung Kim

Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx Q & A message box and please ensure that your questions are visible to all participants, as opposed to sending a private chat to the host.
- » For **SPECIFIC** questions, please reach out to your Data Mailbox as will be instructed.

Agenda

- » Data Quality Monitoring Standards and Objectives
- » Behavioral Health Data Submission Requirements
- » Short Doyle Data Process & Submission Standards
- » DHCS documentation center
- » Communication
- » Next Steps

C.A.R.T. Dimensions

Quality Dimension	Description
Completeness	Checks for missing, surplus, or duplicate data For instance, the site data should report all the essential details like valid city, county code, Site OSHPD IDs, etc.
Accuracy	Checks for typos and questionable records For example, site email addresses that use forbidden characters, dummy addressees, multiple and misspelled addresses are flagged
Reasonability	Checks if the data is valid and plausible For example, the number of distinct organization names reported in the 274 must be exactly 1 (one) and must correspond to the MCP submitting the file, not any of its subnetworks
Timeliness	Checks for timely submission of data The submission date and time is taken from the most recent submission that was accepted before midnight on the submission day

C.A.R.T. Dimensions

- » The reports consider the submission timeliness of the 274 file in addition to several types of data quality measures related to reasonability, completeness, and accuracy of the 274 data.
- » Each check has an identifier in the format "MDCxxx", where xxx is a three-digit number.
- » The first digit of the number reflects what type of calculation determines the score.

Behavioral Health (MHP and DMC-ODS) Data Submission Requirements

BH Data Submission Requirements

- » Here, we will explain the overall BH data submission requirements information.
 - BH 274 (MHP and DMC-ODS)
 - BH Managed Care Program Annual Report (MCPAR)
 - BH 1915(b) Quarterly Appeals and Grievance Report
 - BH Network Adequacy
- » We will discuss Behavioral Health Short Doyle data in more detail in Topic 2.

BH 274 (MHP and DMC-ODS)

Sara Rivera

274 Behavioral Health Project Manager

BH 274 (MHP and DMC-ODS)

- » 274 provider network data must be submitted to DHCS between the 1st and the 10th of each month for the previous month's provider network for MHP and DMC-ODS plans authorized to submit in production.
- » Plans must confirm via the Validation Response File (VRF) that the 274 file was successfully processed (File Status=Accepted)
- » Plans must submit the Excel-based Production Data Submission Reconciliation Form (PDSRF) by the 15th of the month. This form contains information about the 274 file such as the file name, contact information and distinct transaction counts.

BH 274 (MHP and DMC-ODS) cont.

- » Monthly data quality checks are in development to report data issues to the plans for resolution.
- » MHPs are submitting 274 files for their provider network per [BHIN 22-032](#). DMC-ODS plans are expected to be in production by March 2024 per [BHIN 23-042](#).
- » DHCS is conducting requirements gathering for counties participating in the CalAIM Behavioral Health Administrative Integration program starting in 2025.

BH Network Adequacy

Carla Porter

Network Adequacy and Oversight Section Chief

BH Network Adequacy

- » 274's Business Use: Network Adequacy
 - Annual Network Certification
 - Capacity and Composition
 - Time or Distance Standards
- » Other Required Data Submissions
 - TADT = Timely Access Data Tool
- » Timeline
 - MHP-Monthly submissions
 - DMC-ODS – Point-in-Time

BH Managed Care Program Annual Report / Appeals and Grievance Report

Tony Nguyen

County/Provider Oversight and Operations Support Section Chief

BH Managed Care Program Annual Report (MCPAR)

- » Annually, MHP and DMC-ODS counties shall submit MCPAR data to DHCS. The reporting period is from July 1st to June 30th.
- » MCPAR reports shall be submitted to DHCS by the first business day of September following the end of the reporting period. Plans are to complete separate reports for each delivery system using DHCS' reporting template. The reports are to be emailed to MCBHOMDMonitoring@dhcs.ca.gov.
- » For additional information regarding MCPAR, please refer to [BHIN-22-036](#).
- » Any questions regarding BH MCPAR email CountySupport@dhcs.ca.gov.

BH 1915(b) Quarterly Appeals and Grievance Report

- » Quarterly, MHP and DMC-ODS counties shall submit appeals and grievance data to DHCS.
- » Quarterly appeals and grievance data shall be submitted to DHCS within 10 business days following the end of the reporting period.
 - Quarter 1: July 1 – September 30
 - Quarter 2: October 1 – December 31
 - Quarter 3: January 1 – March 31
 - Quarter 4: April 1 – June 30
- » Plans are to complete separate reports for each delivery system using DHCS' reporting template and submit via the secure managed file transfer system utilized by DHCS.
- » For additional information, please refer to [BHIN-23-062](#).
- » Any questions regarding the BH 1915(b) quarterly report email CountySupport@dhcs.ca.gov.

Short Doyle Data Submission Standards

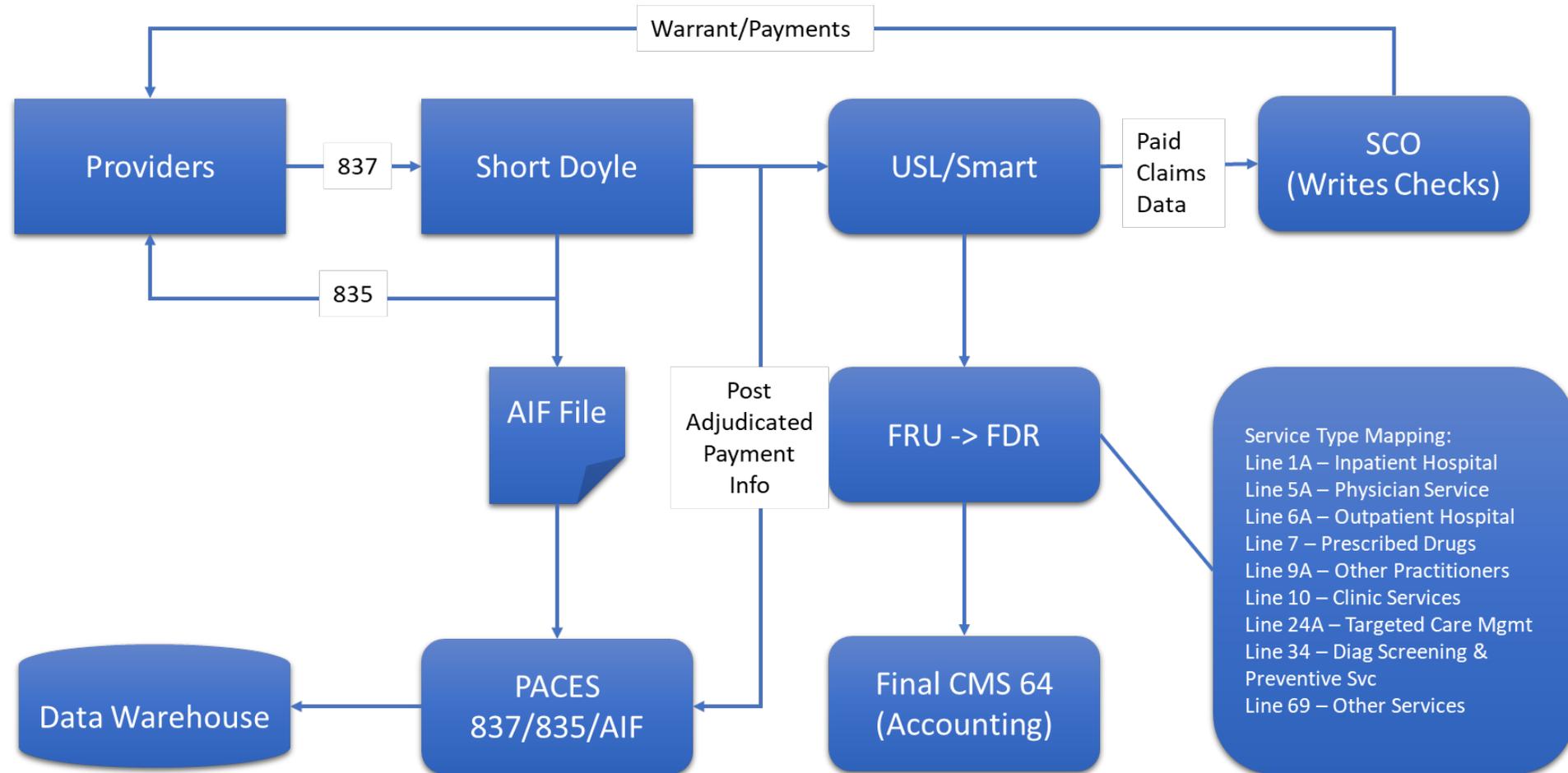
Eleazer Munoz

Short Doyle Medi-Cal Unit Chief

Short Doyle (Claims) Data

- » Phases: Submission, Processing, Adjudication and Payment
 - The DHCS Application Portal is a collection of web applications that allows counties and trading partners to access information securely over the Internet
 - Short Doyle Medi-Cal Adjudication System
 - Payment Systems - SMART and USL
- » Edits in the various systems
- » Frequent submission mistakes
- » Short-Doyle Medi-Cal Resources

Short Doyle Data Process



DHCS Application Portal

- » The portal where counties and trading partner uploads their 837P and 837i Transaction Files. Receive claims related communication back in a HIPAA compliant format.
- » File Transfer – Upload/Download County Folders
- » Edifecs application
 - includes library of prebuilt standards such as X12, EDIFACT, HIPAA, and lots more.
- » Transaction Sets Used in SDMC
 - 837P (Professional) and 837i (inpatient) -
 - TA1 - Interchange Acknowledgment -
 - 999 - Functional Acknowledgment
 - SR Report - An error report that helps decipher the 999.
- » 835 - (Remittance Advice) - Provides approval and denial information of claims

Short Doyle Data Submission rules

- » Adjudicate claims based on the business rules
 - Medi-Cal Member Eligibility – MEDS
 - Provider Validation – Provider Databases (PIMS and PRIME)
 - NPI Validation – NPPES
 - Lockout Validations
- » The Current Procedural Terminology (CPT) codes
 - The CPT code set contains many codes with a time basis for selection
 - which services a code encompasses
 - how to select a unit of a particular code and which providers can claim for a particular service
- » Generates Claim Summary File
 - Contains Approve and Denied Claims
 - Contains Funding Splits based on adjudicate aid codes

Payment Systems

- » Receives Claim Summary File from SDMCII
- » Certified Public Expenditure (CPE)
 - Reimbursement Form
- » Payment information sent to Accounting for processing
 - Payment file sent to State Controller's Office (SCO)
 - SCO generates warrant files
- » SMART/USL receives warrant file from SCO
 - SMART/USL creates Claim Payment File
- » Short-Doyle receives Claim Payment File
 - Short-Doyle creates 835 transaction file
 - Sends 835 transaction file to the DHCS Application Portal for counties to access

Frequent submission mistakes examples

- » Transactions are not in compliance with HIPAA formatting requirement
- » Claims submitted after 12 from date of service without a valid Delay Reason Code
- » Beneficiary is not eligible based on aid code
- » Provider NPI is not eligible to provide the billed service
- » Reference Guides
 - X12 Implementation Guide
 - The American Medical Association's (AMA) CPT codebooks
 - Billing Manuals
 - Companion Guides

Short Doyle Medi-Cal Resources

- » [MedCCC - Library \(ca.gov\)](#)
- » Short Doyle Medi-Cal Manuals, Short Doyle Medi-Cal References, Short Doyle Medi-Cal Aid Code Chart



County Claims Customer Services Library

[Back to MedCCC homepage](#)

CalAIM References and Manuals Effective July 1, 2023

- Short Doyle Medi-Cal Manuals
 - [Specialty Mental Health](#) - Medi-Cal Billing Manual (Revised 1/2024)
 - [Drug Medi-Cal State Plan](#) - Medi-Cal Billing Manual (Revised 6/2023)
 - [Drug Medi-Cal ODS](#) - Medi-Cal Billing Manual (Revised 6/2023)
- Service Tables
 - [Specialty Mental Health Service Table](#) (Revised 1/2024)
- Short Doyle Medi-Cal References
 - [CalAIM Reference Guide for CPT Codes – Specialty Mental Health Services](#)
 - [CalAIM Reference Guide for CPT Codes – Drug Medi-Cal Counties](#)
 - [CalAIM Reference Guide for CPT Codes – Drug Medi-Cal Organized Delivery System](#)
- Short Doyle Medi-Cal References
 - [Drug Medi-Cal NDC List](#) Published 10/3/2023
 - IHCP NPI List
- Dual Eligible Beneficiaries Medicare and Medi-Cal (Medi/Medi)
 - [Medicare Advantage Plans](#)
- [BHIN 22-046: Technical Documents to Implement CalAIM](#)
- CalAIM CARC RARC
 - [DMC CARC RARC CalAIM](#)
 - [MH CARC RARC CalAIM](#)
- Medi-Cal Behavioral Health Fee Schedules
 - [Medi-Cal Behavioral Health Fee Schedules](#)

Short Doyle Medi-Cal Aid Code Chart

- [Aid Code Chart \(SDMC\)](#) - (Revised 4/4/2023)

References and Manuals

- Short Doyle Medi-Cal Manuals
 - [Drug Medi-Cal Billing Manual](#) (Rev. 1/23)
 - [Specialty Mental Health](#) Medi-Cal Billing Manual (Rev. 09/19)
 - [SDMC User Manual](#) DHCS Application Portal (Rev. 09/19)
 - [Mental Health CARC - RARC](#) Published 02/25/2022
 - [Drug Medi-Cal CARC - RARC](#) Published 02/25/2022

DHCS Documentation Center

Jeff Jennings

Data Exchange Validation Unit Chief

Document Center Access Request Procedure

- » The DHCS Documentation Center ([DHCS Documentation Center](#)) hosts Companion Guides, Technical Documentation and other files/artifacts
- » Examples include ECM/CS & MCPD/PCPA Technical Documentation, PACES 837, 274 Companion Guides, schemas, other files and docs

Document Center Access Request Procedure, (cont.)

- » Currently, most files hosted in the DHCS Documentation Center are related to Managed Care data submissions.
- » SDMC [Short-Doyle Medi-Cal] Companion Guides related files are hosted separately for County Behavioral Health Plans at this time.
- » Channels and documents are added on an ongoing basis
- » For Doc Center access or Technical assistance, contact DataExchange@dhcs.ca.gov

Communication

Amy Peterson, MPA

Managed Care Data Support Section Chief

Communication

- » Data group mailboxes
 - Documentation Center Access requests: DataExchange@dhcs.ca.gov
 - Webinar: MCDSS@dhcs.ca.gov
 - Behavioral Health 274 Expansion : 274Expansion@dhcs.ca.gov
 - BH MCPAR: MCBHOMDMonitoring@dhcs.ca.gov
 - BH 1915(b) Appeals and Grievance Report: CountySupport@dhcs.ca.gov
 - BH Network Adequacy: NAOS@dhcs.ca.gov
 - Short Doyle Data (Claims): MEDCCC@dhcs.ca.gov
- » If the message is urgent, please mark [URGENT] in subject

Next Steps

DHCS Data Collection Status

Data Transaction type	Status
Medi-Cal Managed Care Provider Network data (274 Medical MCP)	In production
County Mental Health Plan 274 Provider Network Data (274 MHP)	In production
274 Drug Medi-Cal Organized Delivery Systems data (274 DMC-ODS)	DHCS is in the testing phase with Counties
Dental Managed Care Plans 274 Provider Network Data (274 Dental)	In production
BH – Short Doyle	In production
Encounter data	In production
MCPD/PCPA JSON file expansion	In production

Resources



Quality Measures & Reporting

DHCS monitors the quality of care provided to its members in a number of ways. Below are links to different types of reports that have been developed to monitor DHCS programs and the quality of care provided to our members.

Quality Webinar Series

The resources below provide materials and webinar information related to the quality of managed care data.

- [Managed Care Data Quality Monitoring Webinar Series](#): DHCS is currently hosting a monthly webinar series to improve quality monitoring of Managed Care Data.
- [Frequently Asked Questions \(FAQ\)](#)
- [DHCS Documentation Center \(DDC\)](#): The DDC is our solution for sharing Companion Guides and other Managed Care docs and artifacts used by trading partners (MCPs). The PACES, CAPMAN, MCPD and PCPA Companion Guides and other docs and artifacts are posted here and are available to trading partner staff. Access to the DDC is available to trading partners upon request. Access requests can be sent to dataexchange@dhcs.ca.gov.

Quality Measures

The reports below provide quality measures based on administrative and clinical data such as the Healthcare Effectiveness Data and Information Set (HEDIS) measures and self-reported data such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys.

- [Dashboard Initiative](#): DHCS is developing a comprehensive dashboard initiative to strengthen public reporting practices throughout the department while improving transparency and accountability.

» DHCS Quality Webinar Series webpage

- Data & Statistics -> Reports -> Quality Measures and Reporting

Resources (cont.)



- Services
- Individuals
- Providers & Partners
- Laws & Regulations
- Data & Statistics
- Forms & Publications
- Search

Managed Care Data Quality Monitoring Webinar Series

This monthly webinar series will allow for continued discussion on the status of Managed Care Data Quality Monitoring, which is currently underway at DHCS. Additionally, it will allow for ongoing plan on the development of the necessary changes of the Managed Care Data Quality Monitoring. This discussion will include on the Quality Monitoring Process of 274 Physical Health Medi-Cal Managed Care Provider Data, Dental Data, Mental Health Plan Data, Drug Medi-Cal Organized Delivery System Data, Encounter Data, and Behavioral Health Short Doyle Data.

If you would like notifications regarding these and any upcoming webinars, [please click here](#) to Subscribe/Unsubscribe.

Please contact MCDS@dhcs.ca.gov if you have questions about this webinar series.

Next webinar: February 28, 2024 at 10 a.m. (Behavioral Health Short Doyle)

Additional Resources and Related Materials

- [DHCS Documentation Center \(DDC\)](#): The DDC is our solution for sharing Companion Guides and other Managed Care docs and artifacts used by trading partners (MCPs). The PACES, CAPMAN, MCPD and PCPA Companion Guides and other docs and artifacts are posted here and are available to trading partner staff. Access to the DDC is available to trading partners upon request. Access requests can be sent to dataexchange@dhcs.ca.gov.
- [DHCS Managed Care Data Quality Monitoring Frequently Asked Questions](#)
- [Managed Care Data Quality Webinar Glossary](#)

[Back to the Quality and Measures Reporting page](#)

2024 Webinar Schedule

Month	Topic	Webinar Date	Webinar Materials
January	Semi Annual Data Checks	1/31/2024	Presentation Slides
February	Behavioral Health Short Doyle	2/28/2024	Available March 2024
March	Qualitative Data Templates	3/27/2024	Available April 2024
April	Annual Address	4/24/2024	Available May 2024
May	274 Medical Managed Care Provider Data	5/29/2024	Available June 2024
June	274 Behavioral Health / Mental Health Program Data	6/26/2024	Available July 2024
July	Semi Annual Data Checks	7/31/2024	Available August 2024
August	Encounter Data	8/28/2024	Available September 2024
September	274 Dental Data	9/25/2024	Available October 2024
October	Monthly Data Checks	10/30/2024	Available November 2024
November	274 Behavioral Health / Drug Medi-Cal ODS	11/27/2024	Available December 2024

2023 Webinars

» [Webinar Series Webpage](#)

- Recording/script
- PPT slides deck
- Upcoming Webinar schedule
- Distribution List Subscription Link

» [Frequently Asked Questions](#)

» [Glossary](#)

Upcoming Webinar Schedule

Month	Focus on
February 2024	BH Short Doyle
March 2024	Qualitative Data Templates
April 2024	Annual Address
May 2024	274 Medical Managed Care Provider Data
June 2024	274 MHP
July 2024	Semi Annual Data checks

Upcoming Webinar Schedule, (cont.)

Month	Focus on
August 2024	Encounter Data
September 2024	274 Dental
October 2024	Monthly Data Checks
November 2024	274 DMC-ODS
December 2024	MCPD/PCPA Files and Expansion
January 2025	Semi Annual Data checks

Questions ?

Thank you!

