

# Data Quality Monitoring Webinar

for County Behavioral Health Plans 274 Data  
(MHP and DMC-ODS)

# Introduction

Amy Peterson, MPA

Managed Care Data Support Section Chief

# Agenda

- » 274 Expansion to Behavioral Health Managed Care Delivery Systems: Mental Health Plan (MHP).
- » 274 Expansion to Behavioral Health Managed Care Delivery Systems: Drug Medi-Cal Organized Delivery System (DMC-ODS).
- » County Mental Health Plan (MHP) 274 Data Submission - Requirements & General Information.
- » Communication & Resources.

# DHCS Staff

## » Speakers

- Amy Peterson
- Ameera Kidane
- Sherri Garcia
- Jeff Jennings

## » Support

- Abiy Gebereselassie
- Mei Shan Ng
- Samantha Van
- Xiaoyan Ma
- Ema Anay Guerrero
- Soo Jung Kim

# Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx chat and please ensure that your questions are visible to all participants, because the host is not monitoring private chat to the host.
- » For **SPECIFIC** questions, please reach out to the appropriate Data Mailbox as will be instructed closer to the end of this presentation.

# 274 Expansion to County Behavioral Health Managed Care Delivery Systems: MHP

Ameera Kidane

Network Adequacy Oversight Section  
Quality and Network Adequacy Oversight Branch  
Medi-Cal Behavioral Health – Oversight and Monitoring Division (MCBHD)

# 274 Behavioral Health MHP Transition Status (1)

- » All 56 MHPs are approved to submit monthly 274 provider network data files to DHCS in production.
- » Any MHP that does not submit the 274 file within the submission deadline is subject a Corrective Action Plan (CAP) in accordance with the MHP 274 BHIN [22-032](#).

# 274 Behavioral Health MHP Annual Network Certification FY 24-25

- » DHCS is discontinuing the Network Adequacy Certification Tool (NACT).
- » July 2024 reporting month to validate for compliance with the following standards:
  - Provider to Member Ratios (Capacity and Composition)
  - Time or Distance Standards
  - Mandatory Provider Types

## 274 Behavioral Health MHP Transition Status (2)

- » DHCS is actively conducting monthly quality reviews on the MHP 274 data.
- » MHPs are required to correct any 274 data in error and resubmit the impacted files within the timeframes specified by DHCS.
- » DHCS will use the 274 data for the upcoming MHP 24/25 Annual Network Certifications.

# **274 Expansion to County Behavioral Health Managed Care Delivery Systems: DMC-ODS**

Sherrí Garcia

Health Program Specialist II

Network Adequacy Oversight Section

# 274 Behavioral Health DMC-ODS Transition Status (1)

- » As of June 2024:
  - 100% plans completed Phase1 (32)
  - 84% plans completed Phase2 (27)
  - 75% plans in Production (24)
- » DHCS is Reviewing Phase 2 Test Files from the DMC-ODS Plans

# 274 Behavioral Health DMC-ODS Transition Status (2)

- » DHCS will begin conducting monthly quality reviews on the DCM-ODS 274 data by the fall of 2024.
- » DMC-ODS Plans will be required to correct any 274 data in error and resubmit the impacted files within the timeframes specified by DHCS.
- » DHCS aims to use the 274 data for the DMC-ODS Plans by the Fiscal Year 2025/26 Annual Network Certifications.

# **County Mental Health Plan (MHP) 274 Data Submission/Response Guidelines**

Jeff Jennings

Data Exchange Validation Unit Chief

# Submission Rules

- » 274 provider network data must be submitted to DHCS between the 1st and the 10<sup>th</sup> of each month for the previous month's provider network.
- » MHPs must confirm via the Validation Response File (VRF) that the 274 file was successfully processed (File Status=Accepted). Validation Response Files are posted to the PACES Response folder upon completion of processing submitted 274 transactions.
- » MHPs must submit the Excel-based Production Data Submission Reconciliation Form (PDSRF) by the 15<sup>th</sup> of the month. This form contains meta information regarding the 274 file, such as the file name, contact information and distinct transaction counts.

# Major Submission Quality Issues

- » **Incorrect File Names:** PACES will not pick up or process a 274 file unless the filename strictly follows the naming convention specified in *Section 3.5 - Submitted Provider Network File Naming Conventions* of the 274 Behavioral Health Companion Guide.
- » **Invalid Interchange Receiver ID and Sender ID codes (ISA06/ISA08).** These values must match the values provided in *Section 3.8 - Interchange Control Header/Trailer (ISA/IEA)*
- » **Non-274 EDI submissions.** 274 files must be in the 274 EDI format and have the ".dat" extension. No other files or documents should be submitted to the 274 County SFTP folders.

# Examples of Common Quality Issues

- » Issue: 274 Files are not submitted by the 10th of each month. The PDSRF is submitted by the 15th.
- » Issue: Provider Full-time equivalent (FTE) percentage is greater than 100% (e.g., provider is working more than 40 hours/week across sites).
- » Issue: Large number of Licensure Types reported as 'OTH-Other Qualified Provider'. 'OTH' should only be reported if an existing Licensure Type is not applicable to the provider.
- » Issue: Incorrect reporting of Site Facility Types (for example, inpatient facilities are reported as outpatient)
- » Issue: Missing bed counts for inpatient/residential facilities.
- » Issue: Missing Site and Provider foreign language codes or Site Language Line not reported
- » Issue: Discrepancies between NACT data submission and 274 data submissions.

# DHCS Documentation Center

Jeff Jennings

Data Exchange Validation Unit Chief

# Document Center General Information

- » The DHCS Documentation Center ([DHCS Documentation Center](#)) hosts Companion Guides (CGs), Technical Guides, JSON and xml schemas, other files/artifacts used by Managed Care Plans and other Trading Partners
- » Examples include 274 Companion Guides, ECM/CS & MCPD/PCPA Technical Guides, PACES 837 Companion Guides, Error Documents, Response and other file schemas, additional informational files and documents.
- » Most files hosted in the DHCS Documentation Center are related to Managed Care data, with some exceptions.

# Document Center General Information

- » Currently, the SDMC [Short-Doyle Medi-Cal] Companion Guides are hosted separately under the established Behavioral Health Information Services (BHIS) folders.
- » The 274 Behavioral Health MHP/ DMC-ODS Companion Guides are hosted in the DHCS Documentation Center
- » As DHCS continues integration efforts, additional Behavioral Health related documentation will be added to the DHCS Documentation Center
- » For access or assistance regarding the DHCS Documentation Center, please contact [DataExchange@dhcs.ca.gov](mailto:DataExchange@dhcs.ca.gov)

# Communication & Resources

# County Liaisons & Communication

- » DHCS Liaisons are currently not assigned to the counties for the 274 submissions.
- » DHCS hosts a monthly 274 workgroup for counties on the 4<sup>th</sup> Monday of each month from 2-3:30pm.
- » Send all questions regarding the Behavioral Health 274 Expansion and County workgroup participation to the 274 Expansion Mailbox: [274Expansion@dhcs.ca.gov](mailto:274Expansion@dhcs.ca.gov)

# MHPs Contact Guidelines

- » MHPs are limited to four plan contacts
  - Primary technical contact
  - Primary compliance contact
  - Do not include a contact that plans would not want to have access to certain information (CAPs, etc.)
- » MHPs should assign a liaison on their end
  - The liaison will distribute as needed internally

# Communication

## » Data group mailboxes

- 274 Medical (Physical Health): [MCQMDProviderData@dhcs.ca.gov](mailto:MCQMDProviderData@dhcs.ca.gov)
- 274 Behavioral Health Plans (MHP & DMC-ODS): [274Expansion@dhcs.ca.gov](mailto:274Expansion@dhcs.ca.gov)
- 274 Dental: [DMCdeliverables@dhcs.ca.gov](mailto:DMCdeliverables@dhcs.ca.gov)
- Encounter: [MMCDEncounterData@dhcs.ca.gov](mailto:MMCDEncounterData@dhcs.ca.gov)
- BH Short Doyle: [MEDCCC@dhcs.ca.gov](mailto:MEDCCC@dhcs.ca.gov)
- DHCS Documentation Center Access requests: [dataexchange@dhcs.ca.gov](mailto:dataexchange@dhcs.ca.gov)
- Technical questions, ECM/CS/CCM JSON: [EDIMDataSupport@dhcs.ca.gov](mailto:EDIMDataSupport@dhcs.ca.gov)
- MCDSS Webinar Support: [MCDSS@dhcs.ca.gov](mailto:MCDSS@dhcs.ca.gov)

» If the message is urgent, please mark [URGENT]

# Resources



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

## 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](mailto: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 [MCDOSS@dhcs.ca.gov](mailto:MCDOSS@dhcs.ca.gov) if you have questions about this webinar series.

**Next webinar: June 26, 2024 at 10 a.m.**

## 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](mailto: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	<a href="#">Semi Annual Data Checks</a>	1/31/2024	<a href="#">Presentation Slides</a>
February	<a href="#">Behavioral Health Short Doyle</a>	2/28/2024	<a href="#">Presentation Slides</a>
March	<a href="#">Excel Data Templates</a>	3/27/2024	<a href="#">Presentation Slides</a>
April	<a href="#">Annual Address</a>	4/24/2024	<a href="#">Presentation Slides</a>
May	<a href="#">Encounter Data Validation Testing</a>	5/29/2024	<a href="#">Presentation Slides</a>
June	274 Behavioral Health	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
December	MCPD/PCPA files and expansion	To be determined	Available January 2025

## » [Webinar Series Webpage](#)

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

## » [Frequently Asked Questions](#)

## » [Glossary](#)

# DHCS Data Collection Status

Data Transaction type	Status
Med-Cal Managed Care Plans 274 Provider Network data (274 MCP)	In production
County Mental Health Plans 274 Provider Network Data (274 MHP)	In production
County Drug Medi-Cal Organized Delivery Systems 274 Provider Network Data (274 DMC-ODS)	75% of DMC-ODS plans are in production
Dental Managed Care Plans 274 Provider Network Data (274 Dental)	In production
BH – Short Doyle	In production
Encounter data	In production
Excel Data Templates	In production
MCPD/PCPA JSON file expansion	In production

# Questions ?

**Thank you!**

