



CONDUCTING CHART REVIEW IN IBHIS

Chart Review Tool, Instructions for Chart Review and other key QA items

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Overview

- Chart Review in IBHIS is vital for ensuring our services are appropriately claimed to Medi-Cal
- Challenges may include:
 - Getting used to the system
 - Understanding policy changes (eg no cycle dates anymore)
 - Figuring out how to account for system changes (eg no more episodes)
 - Determining who is responsible for reviewing the chart if multiple Programs of Service are involved
- Do the best you can!!

Overview

- To account for the challenges we are/have:
 - Developing reports and widgets to identify information for you
 - Creating forms so Chart Reviews can be tracked in IBHIS and we can gather data
 - Relooking at policies to ensure consistency and operationalization
 - Revised the Chart Review Tool (as of today)
 - Developed instructions on how to identify each element on the tool (draft)

Key Points in Chart Review

- To identify charts to review, randomly select clients from the STATS report [Active Clients by Primary Program of Service]
 - In the future, a report will be developed to identify charts to review based off of new clients and clients with treatment plans coming due
 - On the Chart Review Tool, leave the field “Type of Review” blank
- Staff can conduct Chart Reviews from their desk
- Discuss findings in the QA Committee Meeting
- The Chart Review Tool highlights (in red) key elements that would result in a disallowance
 - We are now in the audit period
 - The next State Audit will most likely have extrapolation

Key Points in Chart Review

- Make sure all needed forms have been added to the Chart View/Form View
 - Client Consents/Acknowledgements
 - Admission (Outpatient)
 - Update Client Data
 - Mental Health Triage
 - ICARE/Child/Adult Full Assessment, Assessment Addendums, Substance Use, Mental Status, and Diagnosis
 - Outpatient Medication Review
 - DMH Client Treatment Plan

Key Points in Chart Review

- Chart Review Tool (handout)
 - Revised as of today (3/26/15)
 - Reworded #6
 - Changed order of #8 and #9
 - Added language to #15a
 - Added #27
 - Last page includes important requirements information to assist in reviewing charts
- **VERY ROUGH DRAFT Chart Review Instructions (handout)**
 - Provides the basis for each question
 - Identifies how to find the information in the chart
 - Does not account for documents that may be in the paper chart (be sure to always check the paper chart if data is not found in IBHIS)

Key Points in Chart Review

- Assessment
 - Recommendation: Get a Full Assessment in IBHIS for all active clients
 - Complete the Full Assessment instead of the Re-Assessment or Continuous Assessment
 - Will be developing a report to identify when a client's services were terminated in order to figure out assessment requirements related to Re-Assessment/Continuous Client Assessment
 - Utilize the last page of the Chart Review Tool to identify elements that are required on each type of assessment
 - All elements will not be on the Assessment form itself: must also review Mental Status form and Diagnosis form
 - Disallowance Areas:
 - No Included Diagnosis
 - No documented Impairments as a result of the sx/bx associated w/the mental disorder

Key Points in Chart Review

- Client Treatment Plan
 - It is VITAL that staff review any current treatment plans on file PRIOR to doing a treatment plan.
 - They will then know that one is currently in place.
 - There can only be ONE active tx plan at a time so staff must DEFAULT in the previous plan if there were objectives that are still active.
 - If they do not, then the other staff practitioner will lose their objectives.
 - Staff do not use the signature pad to sign; they use their electronic signature and can route to other staff to get their signature
 - All services must be under the direction of an AMHD
 - Disallowance Areas:
 - No Treatment Plan covering the treatment services
 - Objectives not related back to the assessment
 - No AMHD signature
 - No client/representative signature

Key Points in Chart Review

- Progress Notes
 - Make sure to utilize the Progress Notes Report (IBHIS), which is much faster now!
 - It will pull in all progress notes (no matter the form written on) and has all up to date/corrected information
 - Utilize the last page of the Chart Review Tool to identify the service components that Medi-Cal will reimburse for
 - Addresses #29 on the Chart Review Tool
 - We have been reading many notes that show no service component
 - H2015. Duration: 30 minutes. “CLIENT CAME IN FOR SERVICES HOWEVER SHE WAS A LITTLE EARLY AND WAS INFORMED HER DOCTOR WAS NOT IN YET. CLIENT WAS TOLD TO WAIT AND SHE WILL BE IN SOON: SHE AGREED.”
- Disallowance Areas:
 - No progress note
 - No intervention/No Service Component
 - Service not related back to the Treatment Plan