DMHAS-EQMI

MONTHLY PROVIDER DATA QUALITY NEWSLETTER

SEPTEMBER 2021

Clients with no services

This month's newsletter addresses the "active client that have not had services" and the need to review these active clients and discharge them if they are no longer active. In some instances, clients may not have received a service for over a year. DMHAS EQMI can only assume that these clients are no longer active and should then be discharged from the DDaP system on or shortly after the clients last service date. Not doing so has a negative affect when DMHAS is reporting on a variety of important statistical data. When not accurately reporting quality data it will have an effect on the following:

1) DMHAS EQMI is unable to calculate human service contract performance outcome measures for contract monitoring and provider quality reports purposes resulting in poor performance evaluations in these areas.

2) DMHAS Federal reporting requirements, for example, TEDS data reporting, is greatly affected and if the federal data quality standard of 90% or better is not attained then federal funding levels for programs could be negatively affected.

3) Established Freedom of Information Requests will be negatively affected when trying to accurately report aggregate performance outcome data.

4) Ongoing DMHAS System Analysis and Performance, including the DMHAS annual statistical report, that are designed to provide information about the extent our provider system is serving individuals can be negatively affected.

The following are DMHAS EDW reports, found in the DDaP data warehouse that will help you to monitor clients without services:

➢ **Clients Receiving Services Report**

➢ **Service Summary and Detail Report**

Please use these reports to identify those clients who are no longer receiving services and then take steps to discharge them. Whenever possible, it is advisable to use their last date of service as the discharge date.

As a reminder, some providers occasionally send e-mails to DMHAS staff that are not HIPPA compliant in that Patient Health Information is being provided in a non-protected way. Please be sure to encrypt and or provide a password protected file when sending PHI via e-mails.

Still have Questions? Please contact:

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