



SERVICE INTENSITY REPORT USER GUIDE

DMHAS-Billing

Introduction

This guide covers 2 components;

- 1) How to run the Service Intensity report & definitions of the columns
- 2) How to calculate TCM CSP Benchmark data
- 3) DMHAS Contact Info.

Purpose of Service Intensity TCM Report

This report looks at all TCM services submitted by the provider. This report does not limit services by duration, diagnosis, or for any other reason. It can be run by any timeframe needed by the provider. The TCM Service Intensity Report provides data in a summary form and by client level detail. This report includes all TCM service codes, TCM01, TCM02, TCM03 and TCM04, the duration in minutes, and enrolled clients in the program during the timeframe the report is run for (this report will only display programs that have been deemed TCM billable programs). Agencies are advised to run this report on a regular basis and use it as a supervision and quality improvement tool.

Steps to Run Service Intensity TCM Report

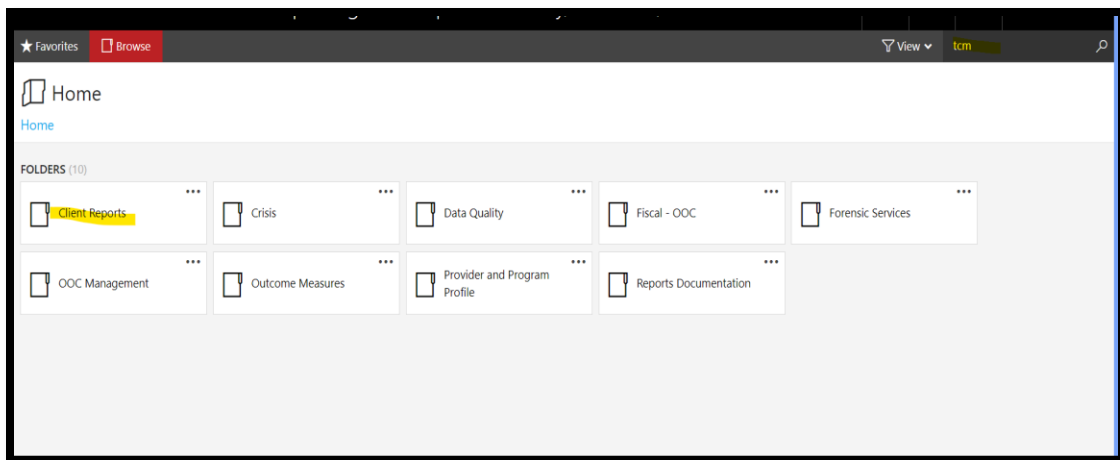
It is important to remember that TCM is a weekly billable service, when we run the Service Intensity report, we have to remember that week starts from Sunday and ends on Saturday.

Report is located in the **Enterprise Data Warehouse (EDW)** portal
<http://mhavqdbcv134/reports/browse/>

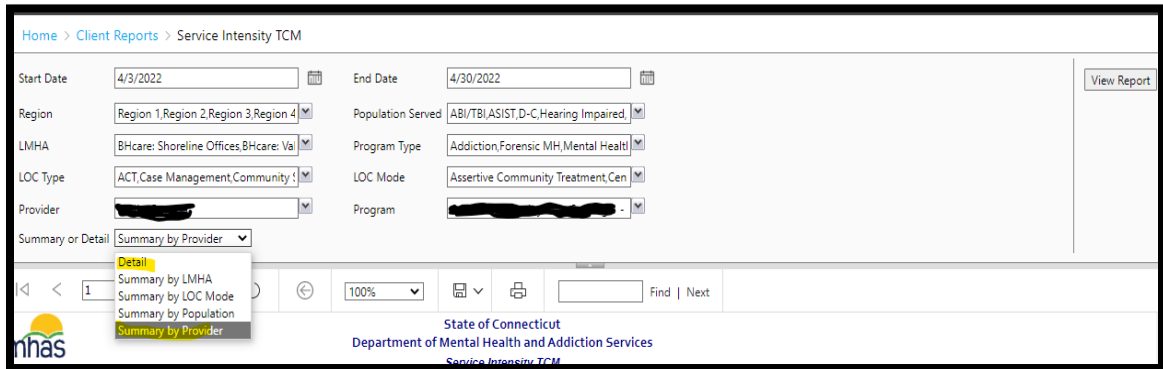
1. Once in the EDW portal , enter TCM in the top right search box next to the magnifying glass, then hit enter



2. This report is located in the "Client Reports" folder

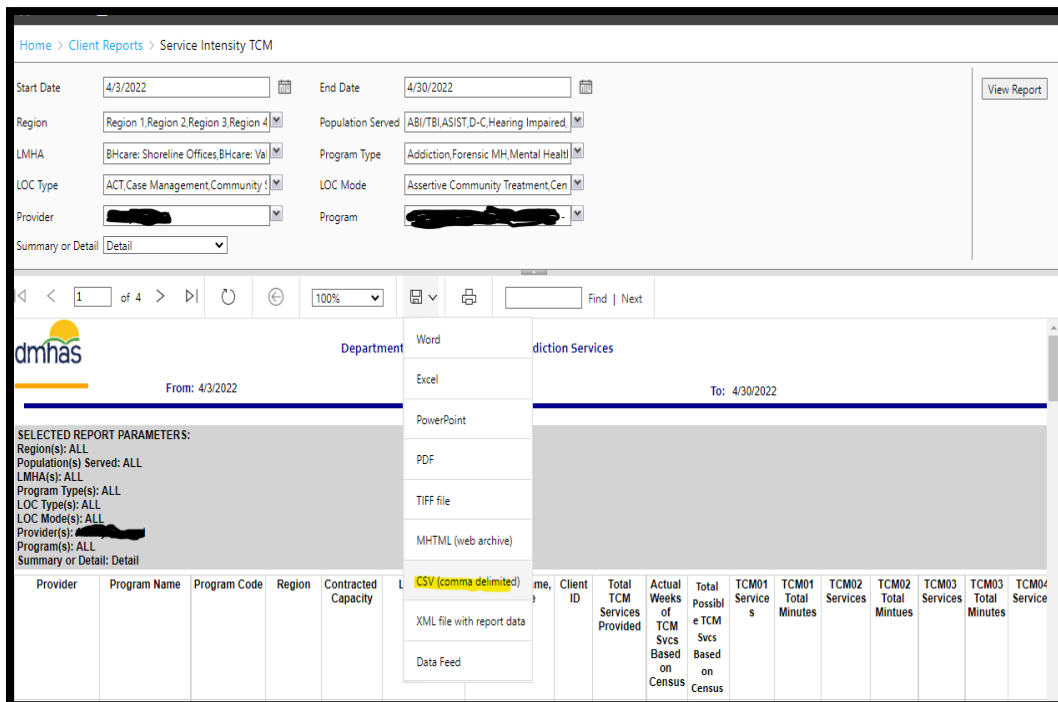


3. Click on "Service Intensity TCM" report



Once you are in the report, fill out all the parameters. The Start and End Date represent the Dates of Service.

4. Click on the "Start date". Choose a "Start Date" that falls on Sunday.
5. Click on the "End Date" box. Choose an "End Date" that falls on Saturday.
6. Choose the "Provider"
7. Choose Select All for "Program"
8. All the other fields will be auto populated once the "Provider" is selected.
9. Click on "Detail" to see client level data and "summary by Provider" for a summary report.
10. Click on "View Report".
11. Save it as CSV, PDF or Excel format. If you want to view the data you can save it as PDF or Excel. If you want to manipulate the data for reviewing purposes it's suggested to download it as CSV.



Service Intensity Report Columns Definitions

Provider	Program Name	Program Code	Region	Contracted Capacity	LOC Mode	Client Last Name, First Name	Client ID	Total TCM Services Provided	Actual Weeks of TCM Svcs Based on Census	Total Possible TCM Svcs Based on Census
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TCM01 Services	TCM01 Total Minutes	TCM02 Services	TCM02 Total Minutes	TCM03 Services	TCM03 Total Minutes	TCM04 Services	TCM04 Total Mins	Total TCM Minutes	% of TCM Services Provided Based on Census
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Provider: Name of an agency

LOC Mode: Level of care type

Program: Name of the program

Program Code: Documented code in your DMHAS contract.

Contracted Capacity: The capacity of the program based on DMHAS contract, this does not represent the census or actual enrolled clients.

Total TCM Services Provided: This column shows the total TCM services provided for whatever time frame the report is run for. For instance, if the report is run for a week in which, the client received 5 TCM services, this column will show 5 TCMs.

Actual Weeks of TCM Svcs Based on Census: This column unduplicates the number of services provided by how many weeks the report is run for. Remember that TCM is a weekly billable service and we bill 1 TCM in one week. For instance, if the report is run for a week in which the client received 5 TCM services, this column will show 1 TCM as we bill 1 TCM per week.

Total Possible TCM Svcs Based on Census: This column represents the total maximum TCM services by total enrolled/ active clients for the program for a time period in which the report is ran with an assumption that each client receives at least 1 service a week. Please remember that we bill one TCM service per week per client. For an example, if the report is run for a week and there are total 6 clients enrolled in that week, the total possible TCM svcs based on census will be 6 as each client is counted once per week.

TCM01 Services: This column documents all TCM face to face (F/F) services received by the clients.

TCM01 Total Minutes: Total minutes of all TCM F/F services are documented under this column.

TCM02 Services: This column documents all TCM services by phone received by the clients.

TCM02 Total Minutes: Total minutes of all TCM by phone services are documented under this column.

TCM03 Services: This column documents all collateral TCM services received by the clients.

TCM03 Total Minutes: Total minutes of all TCM collateral services are documented under this column.

TCM04 Services: This column documents all TCM Audio & Visual (A/V) services received by the clients.

TCM04 Total Mins: Total minutes of all TCM A/V services are documented under this column.

Total TCM Minutes: Total of all TCM services (TCM01, TCM02, TCM03, TCM04) minutes.

% of TCM Services Provided Based on Census: This column provides percentage of TCMs services clients receive by week. It is calculated by dividing Actual Weeks of TCM Svcs Based on Census by Total Possible TCM Svcs Based on Census.

Viewing report by "Detail" example: If the report is run for 2 weeks and the client received 1 TCM in one week and 0 TCM in another week, it will be calculated as 50% of TCM services in 2 weeks.

Viewing report by "Summary" example: If the report is run for 1 week and 7 clients were enrolled during that week but only 6 of them received 1 or more than 1 TCM service in a week will be calculated as 86% of weeks of services received by clients in 1 week.

CSP Benchmark

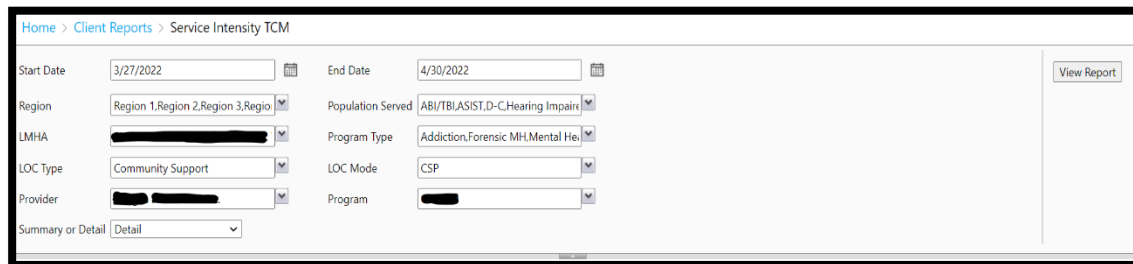
Introduction

Starting July 1st 2021, CSP Level of Care programs are expected to provide at least 1 TCM service per client for 80% of their total clients in a month. Each quarter DMHAS Billing and Revenue Enhancement Department shares benchmark data with CSP LOC programs. The benchmark % is extracted from the service intensity report.

Steps to Calculate the CSP Benchmark

To run the service intensity report, it is located in **Enterprise Data Warehouse (EDW)**
<http://mhavgdbcv134/reports/browse/>

1. "Choose the 'Clients Report' folder on the home screen and then choose 'Service Intensity Report'
2. Once in the desired report, fill out all data elements



The screenshot shows the configuration interface for the 'Service Intensity TCM' report. The breadcrumb path is 'Home > Client Reports > Service Intensity TCM'. The interface includes several dropdown menus and date pickers:

- Start Date:** 3/27/2022
- End Date:** 4/30/2022
- Region:** Region 1, Region 2, Region 3, Region 4
- LMHA:** [Redacted]
- LOC Type:** Community Support
- Provider:** [Redacted]
- Population Served:** ABI/TBI/ASIST, D-C, Hearing Impaired
- Program Type:** Addiction, Forensic MH, Mental Health
- LOC Mode:** CSP
- Program:** [Redacted]

A 'View Report' button is located on the right side of the form. At the bottom left, there is a 'Summary or Detail' dropdown menu set to 'Detail'.

3. Start Date and End Date represent the date of the service. If you are running this for a month, use this field as your date parameters for the date of services that you want to see. Remember: 'Start Date' has to fall on Sunday & 'End Date' has to fall on Saturday.
4. Choose Community Support for **LOC Type**
5. Choose CSP for **LOC Mode**
6. Choose your agency for **Provider**
7. Click 'View Report' to run the report
8. You can download the report in different formats. If it is downloaded as 'CSV' please remember you will have to clean the data before manipulating it. (In CSV format, column 'Client Last Name, First Name' is called 'clientname' while 'Total TCM Services Provided' is called 'tottcmvisits'. Also, you will remove tables at the bottom which is not needed for calculation to clean the data* see screenshots at the end of the document)

Home > Client Reports > Service Intensity TCM

dmhas

Department: Fiction Services

From: 12/26/2021 To: 4/2/2022

Word
Excel
PowerPoint
PDF
TIFF file
MHTML (web archive)

SELECTED REPORT PARAMETERS:
 Region(s): ALL
 Population(s) Served: ALL
 LMHA(s): ALL
 Program Type(s): ALL
 LOC Type(s): Community Support
 LOC Mode(s): ALL
 Provider(s): [REDACTED]
 Program(s): ALL
 Summary or Detail: Detail

Provider	Program Name	Program Code	Region	Contracted Capacity	Client Last Name	Client First Name	Client ID	Total TCM Services Provided	Actual Weeks of TCM Svcs Based on Census	Total Possible TCM Svcs Based on Census	TCM01 Services	TCM01 Total Minutes	TCM02 Services	TCM02 Total Minutes	TCM03 Services	TCM03 Total Minutes	TCM04 Services
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9. To calculate the benchmark data, it is extracted from 2 columns which are 'Client Last Name, First Name column' & 'Total TCM Services Provided'.

10. * screenshots of tables that need to be removed before manipulating data

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Parameters														
2	SELECTED REPORT PARAMETERS:														

program_lmha_desc1	ProviderN	program_	ProgramN	Program_	lmha_cap:	tottcmvisi	weeks_of_	prog_	week	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	
program_level_of_care_mode_desc1	ProviderN	ProgramN	Program_	LOCCapac	tottcmvisi	weeks_of_	prog_	week	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0
population_description	ProviderN	program_	ProgramN	Program_	PopCapac	tottcmvisi	weeks_of_	prog_	week	ptotTCM0	Textbox1E	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	
ProviderName3	program_	ProgramN	Program_	ProviderC:	tottcmvisi	weeks_of_	prog_	week	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0	pnumTCV	ptotTCM0

Some examples:

Example 1:

The report was run for a month, and 5 clients were enrolled in the CSP program during 4 weeks' time period. Three of them got one or more than 1 TCMs during that time frame. The CSP program provided 60% of at least 1 or more than 1 TCMs per client (3/5= 60%).

	A	B	C	D	E	F	G	H	I	J	K
	provider_name	Program_Name	Program_Cod	program_region_desc	capacit	program_level_of_care_mode_desc	clientname	MPI	tottcmvisi	weeks_of_service	weeks_enrolled
1	ABC	CSP	L00000000	Region 2	10	CSP	Cil, Lion	111111	0	0	4
2	ABC	CSP	L00000000	Region 2	10	CSP	Ki, Mickey	222222	2	2	4
3	ABC	CSP	L00000000	Region 2	10	CSP	Lee, Jojo	333333	1	1	4
4	ABC	CSP	L00000000	Region 2	10	CSP	Sun, Moon	444444	2	2	4
5	ABC	CSP	L00000000	Region 2	10	CSP	Green, yellow	333333	0	0	4

Example 2:

The report was run for a month, and 10 clients were enrolled in the CSP program during 4 weeks' time period. Eight of them got one or more than 1 TCMs during that time frame. The CSP program provided

80% of at least 1 or more than 1 TCMs per client (8/10= 80%). The CSP program reached the benchmark during that month.

A	B	C	D	E	F	G	H	I	J	K
provider_name	Program_Name	Program_Code	program_region_desc	capacity	program_level_of_care_mode_desc	clientname	MPI	tottcmvisit	weeks_of_service	weeks_enrolled
ABC	CSP	L00000000	Region 2	10	CSP	Cil, Lion	111111	0	0	4
ABC	CSP	L00000000	Region 2	10	CSP	Ki, Mickey	22222	2	2	4
ABC	CSP	L00000000	Region 2	10	CSP	Lee, Jojo	33333	1	1	4
ABC	CSP	L00000000	Region 2	10	CSP	Sun, Moon	44444	2	2	4
ABC	CSP	L00000000	Region 2	10	CSP	Green, yellow	33333	0	0	4
ABC	CSP	L00000000	Region 2	10	CSP	yel,meow	1122	1	1	4
ABC	CSP	L00000000	Region 2	10	CSP	cat,david	4444	1	1	4
ABC	CSP	L00000000	Region 2	10	CSP	blue,white	6666	3	3	4
ABC	CSP	L00000000	Region 2	10	CSP	red, Rice	7777	1	1	4
ABC	CSP	L00000000	Region 2	10	CSP	KIND, coffee	9999	1	1	4

DMHAS Contact Information

For any question related to this guide, contact Faaiza Manzoor (DMHAS- OOC Billing and Revenue Enhancement Unit) at Faaiza.Manzoora@ct.gov