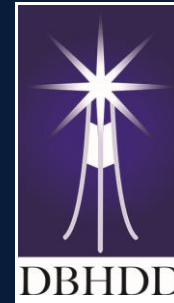


The Georgia  
Collaborative ASO



## Batch Provider Webinar

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July 23, 2015

# Introductions

- Department of Behavioral Health and Developmental Disabilities
  - Melissa Sperbeck, Deputy Chief of Staff
  - John Quesenberry, Director of Decision Support and Information Management
- Georgia Collaborative ASO
  - Jason Bearden, CEO, Georgia Collaborative ASO
  - David Newton, LPC, Director of Clinical Operations
  - Bari Blake,, GCAL
  - Casey Spencer, Supervisor, EDI Helpdesk
  - Brian Erdoes, Business System Analyst, EDI Helpdesk

# Agenda



- Introductions
- Testing Plan
- CSU Workflow Overview
- Frequently Asked Questions Review
- Questions & Answer Open Forum



# Testing Plan



# Provider Testing Process

- Provider Testing with Collaborative In August
  - Testing Workgroup created with representation from
    - Software Vendors
    - Provider Agencies to represent software product
  - Batch & Response File Testing
    - File format, data integrity, situational/conditional record logic
    - Batches
      - » 8/3 – 8/7: Claims & Response File (999/277CA) - Format & Compliance Check
      - » 8/10 – 8/21: Registration & Response Files
      - » 8/17 – 8/28: Authorization & Response Files
      - » 8/24 – 9/4: Discharge & Response Files



# **Crisis Stabilization Unit Authorization Request and Workflow**

# High Level Overview- Initial CSU Authorization

Admission to CSU tracked by Beds Inventory which also tracks census

GCAL assigns a temporary tracking number and submits information for authorization and for CID generation if needed

GCAL posts PA# and CID# on Beds Inventory within 24 hours

# High Level Overview- Concurrent Review, Discharge & Follow-Up

CSU will enter concurrent review and/or discharge review information into ProviderConnect or submit through the batch process

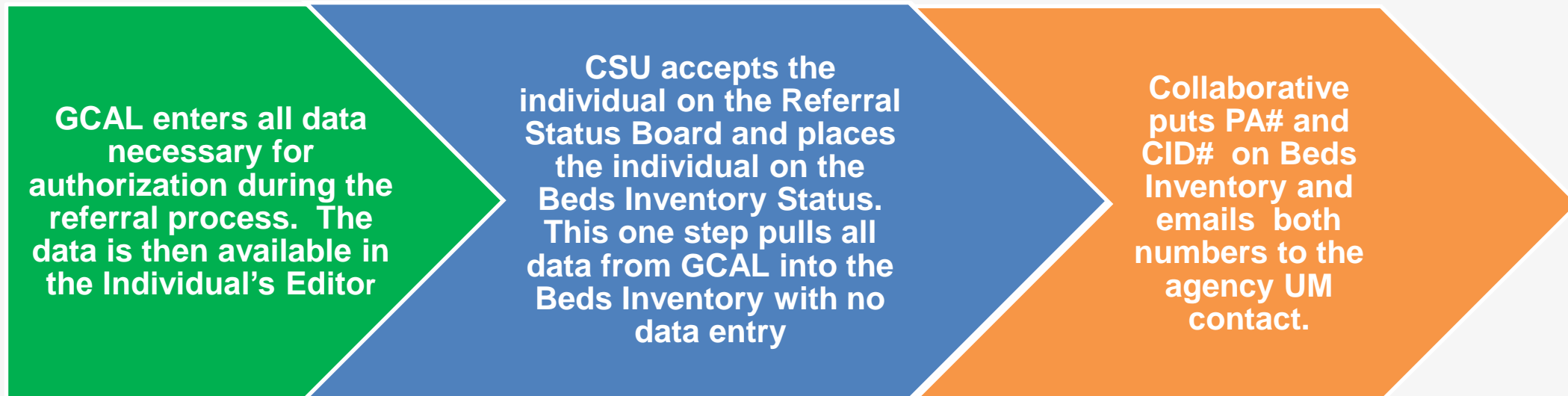
Aftercare follow-up will be submitted through the discharge process and the Collaborative will assist with aftercare follow-up



# Authorization Process for GCAL Referrals to Crisis Stabilization Units



# Admissions Referred to CSUs by GCAL



# CSU REFERRAL STATUS BOARD

[Menu](#) Pending Referral Status   Region 6 Adult  View Notes

Last Refresh 6:50:30 AM

Page 1 of 1 (5 items)  **[1]**

Drag a column header here to group by that column

#	Wait Time	Ref Location Type	Age	Gender	Status	Status Detail	PDF Triage Status	Type of	Facility Name	Referral Source	Crisis County	Crisis Region
<a href="#">Edit</a>	05:51	Hospital ED	48	Male			Available	CSU		Medical Staff (Emergency Room/MCT) Piedmont Fayette Hospital	Fayette	6
<a href="#">Edit</a>	04:50	Hospital ED	28	Male			Available	CSU		Medical Staff (Emergency Room/MCT) West Georgia Health System Inc.	Troup	6
<a href="#">Edit</a>	04:48	Hospital ED	33	Male	Under Review	Continued Review	Available	CSU	Phoenix Center Behavioral Health Services Phoenix Pointe CSU	Medical Staff (Emergency Room/MCT) St. Francis Hospital	Muscogee	6
<a href="#">Edit</a>	02:54	Hospital ED	31	Male			Available	CSU		Medical Staff (Emergency Room) Tanner Medical Center/Carrollton	Carroll	6
<a href="#">Edit</a>	01:54	Hospital ED	50	Male			Available	CSU		Medical Staff (Emergency Room/MCT) St. Francis Hospital	Muscogee	6

# ACCEPTANCE OF GCAL REFERRALS ON THE REFERRAL STATUS BOARD

- CSU accepts individual on the Referral Status Board
- Then the CSU locates an available bed and clicks edit to assign the individual to a bed

The screenshot displays a web application interface for managing referrals. The top section is a form with the following fields:

- Gender: Female
- Status: Select from the drop down list. (A red arrow points to the 'Accepted for Evaluation' option in the dropdown menu.)
- Status Detail: Denial
- Denial Explanation: Divert
- Notes: Probate Order, Referral Timed Out, Under Review
- Facility Id: Reset/Blank

Below the form are buttons for 'Update' and 'Cancel'. The middle section contains a menu with 'Beds Census Inventory Status' and date filters for '7/12/2015' and '8/8/2015'. There are also buttons for 'Swap Beds', 'Export to XLS', 'Export to Xlsx', 'Export to PDF', 'Clear Sorting', 'Collapse All', and 'Expand All'. Below the menu are checkboxes for 'Display Notes', 'Under 18 Only', and 'Adult Only'. The bottom section is a table with the following columns: #, Fac Re, Facility Type, Agency Name, Facility Name, Bed Description, Bed Status, Bed Status Detail, Bed Gender, and Individuals Name. The table has two rows of data. A red arrow points to the 'Edit' button in the first row of the table.

#	Fac Re	Facility Type	Agency Name	Facility Name	Bed Description	Bed Status	Bed Status Detail	Bed Gender	Individuals Name
1		Adult CSU	Cobb/Douglas	Cobb/Douglas Crisis Stabilization Program	4b	Available	Not Applicable		
		Adult CSU	Cobb/Douglas	Cobb/Douglas Crisis Stabilization Program	3b	Available	Not Applicable		

# Data from GCAL referrals populates the Beds Inventory Status

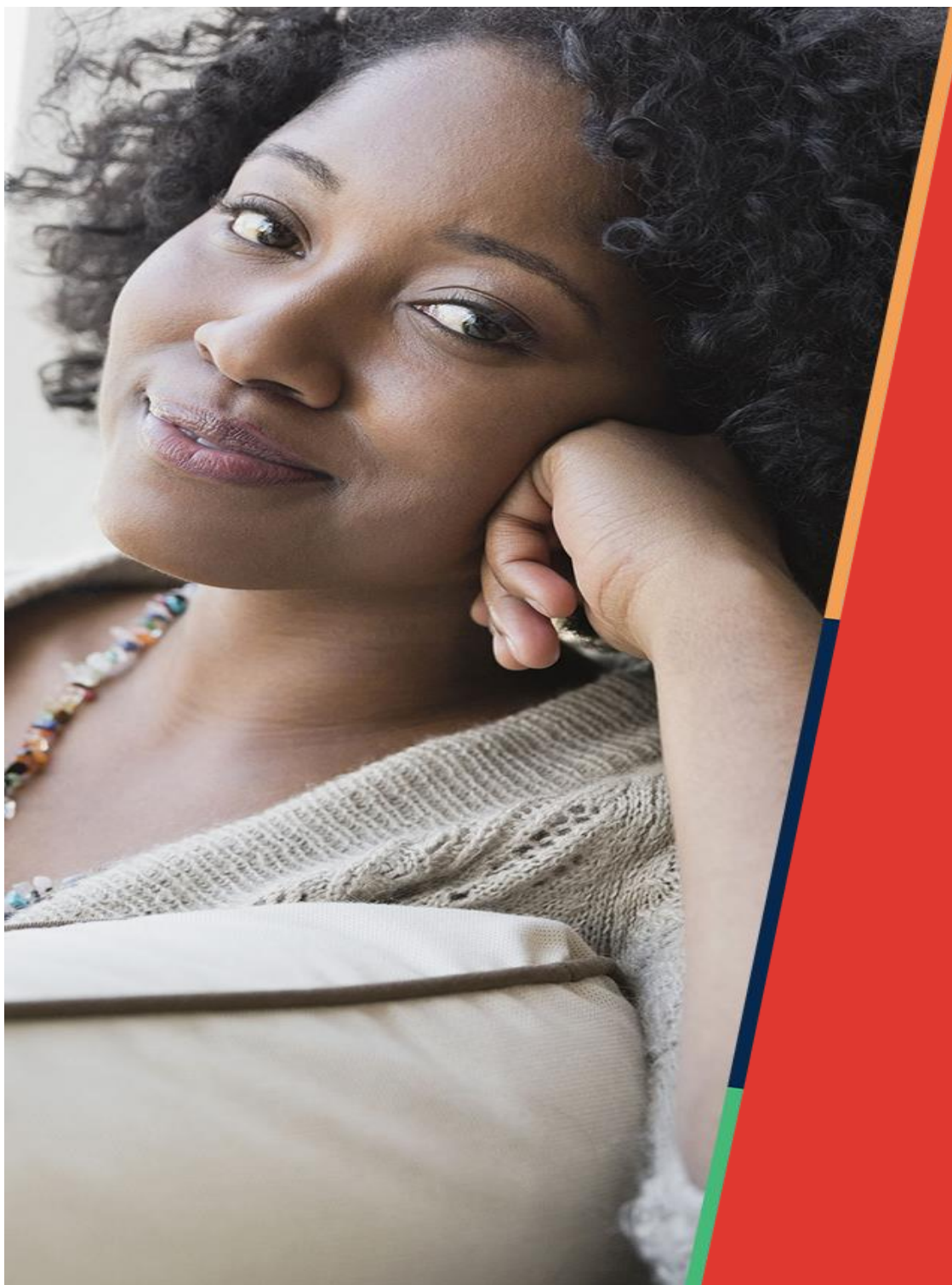
- The clinical and demographic information collected by GCAL is immediately available in the individual's editor
- When the CSU assigns the individual to a bed on the Beds Inventory Status by clicking on the individual's name, the pre-filled data from GCAL automatically populates the inventory

The screenshot shows a web application window titled "Edit Beds Inventory Status Record". The form contains several fields: "Bed Description" (text input with "4b"), "Bed Status" (dropdown menu with "Available"), "Bed Status Detail" (dropdown menu with "Not Applicable"), "Bed Gender" (dropdown menu), "Status Notes" (text area), and "Individuals Name" (dropdown menu). The "Individuals Name" dropdown is open, displaying a list of individuals with their names and associated data: "Wil", "Cat", "Ru:", "Sar", "Av:", "Ma:", "Ric", "DSMIV Axis1 Secondary", "DSMIV Axis2 Primary", "DSMIV Axis2 Secondary", "DSMIV Axis3", "Aftercare Status", "Aftercare Provider", "Aftercare Provider Other", and "Discharged Closed Date".

Individual Name	FacilityId	Waiting Time	Epi ID
Wil	4419	4648 mins	20150712013800397_barn
Cat	4419	4584 mins	20150712024200436_barn
Ru:	6102	4506 mins	20150712040002409_ERWA
Sar	6102	4488 mins	20150712041850396_TELA
Av:	4462	4431 mins	20150712045751590_cmay
Ma:	4491	4377 mins	20150712060927810_jesm
Ric	4462	4338 mins	20150712063049568_ashe

# GCAL submits the required information to Beacon to generate the CID# and PA#

- Upon CSU acceptance, GCAL enters the tracking number on the Bed Inventory and emails the tracking number to the UM contact for the CSU/Agency.
- GCAL submits clinical info to request a PA# and registration information to generate a CID# request to Beacon electronically
- Once the PA# and CID# have been returned from Beacon, GCAL places both numbers on the Beds Inventory and emails the PA# & CID# to the CSU/Agency UM contact.
- Provider uses internal process to enter the PA# into their system for internal tracking purposes
- The initial authorization period for CSU admissions will be 7 days (Timeframe to be evaluated over time. Current average length of stay – 6 – 6.5 days. )



# CSU Walk-in and Internal Referral Process



# Authorization Process for Walk-Ins and Internal Referrals

CSU will enter required authorization and registration elements into the Individual's Editor and place the individual into a bed on the Beds Inventory

The Collaborative will put the PA# and CID# on the Beds Inventory and email both numbers to the facility UM contact

# Walk ins and Internal Referrals

Walk in referrals and internal referrals to a CSU ( for example a CSB clinic sends an individual to the agency's CSU for admission) will also be tracked via the Beds Inventory and receive authorization from GCAL

## Process

- Individual presents directly to CSU for evaluation/admission or is referred internally
- CSU adds individual to the Beds Inventory via the Individual's Editor and GCAL assigns a tracking number and posts it on the Beds Inventory and emails the tracking number to the UM contact.
- CSU can call GCAL to have the individual added

# REQUIRED ELEMENTS FOR INITIAL AUTHORIZATION

This data is completed by GCAL for GCAL referrals to the CSUs  
 For Walk-ins/Internal Referrals- CSU will enter information into the Individuals  
 Editor

Individuals Editor			
First Name	Direct Entry	Last Name	Direct Entry
DOB	Date Drop Down or Direct Entry	SSN	Direct Entry
Crisis County	Drop Down	Residence County	Drop Down
Chief Complaint	Drop Down	Disability	Drop Down
Legal Status	Drop Down	Payor Source	Drop Down
Gender	Drop Down	Pregnant	Drop Down
Date Time of Arrival	Date/Time Drop Down or Direct Entry	Facility ID	Auto stamp for user's profile
Referral Source Type	Drop Down	Referral Source	Drop Down
Special Population	Drop Down	Modes of Communication	Drop Down
Preferred Mode of Communication	Drop Down	Social Elements Impacting Diagnosis	Drop Down
Referral Type	Drop Down	Admitting Physician	Drop Down from "Staff Making the Referral Decision"
Expected D/c Date	Date/Time Drop Down or Direct Entry	User who created the record	Auto Stamp from user that created the file
<b>Notes</b>			
<a href="#">Submit</a> <span style="float: right;"><a href="#">Cancel</a></span>			

# Authorization Process Continued

- GCAL submits clinical info to request a PA# and registration information to generate a CID# request to Beacon electronically
- GCAL emails the PA# to the UM contact for the CSU/Agency upon acceptance and posts CID# and PA# on the Beds Inventory.
- Provider uses internal process to enter the PA# into their system for internal tracking purposes
- Provider submits concurrent or discharge review via ProviderConnect or batch. ASO UM Team reaches out to CSU for concurrent review on last covered day and conducts this process until discharge.
- CSU Discharges the individual by changing status to Discharged on Beds Inventory and submits a discharge request to Beacon either via batch or ProviderConnect.



# Frequently Asked Questions



# CSU Authorization

- Q) If a discharge for a CSU authorization is submitted, will that end-date authorizations for other types of care?
- A) No, a discharge request for a CSU authorization will only end-date the CSU admission. All existing authorizations will remain in existence until a discharge is submitted for other types of care.

# Thank you

For Georgia Collaborative ASO general inquiry or questions please email:

[GACollaborative@beaconhealthoptions.com](mailto:GACollaborative@beaconhealthoptions.com)

