

# IT Functionality

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NC Council meeting 3/3/2010

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# pbH Software Solution

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pbH operates utilizing software developed in-house called Cardinal Innovations (CI). The majority of CI was developed based on process mapping of pbH operations.

# CI – Internal - Client Information

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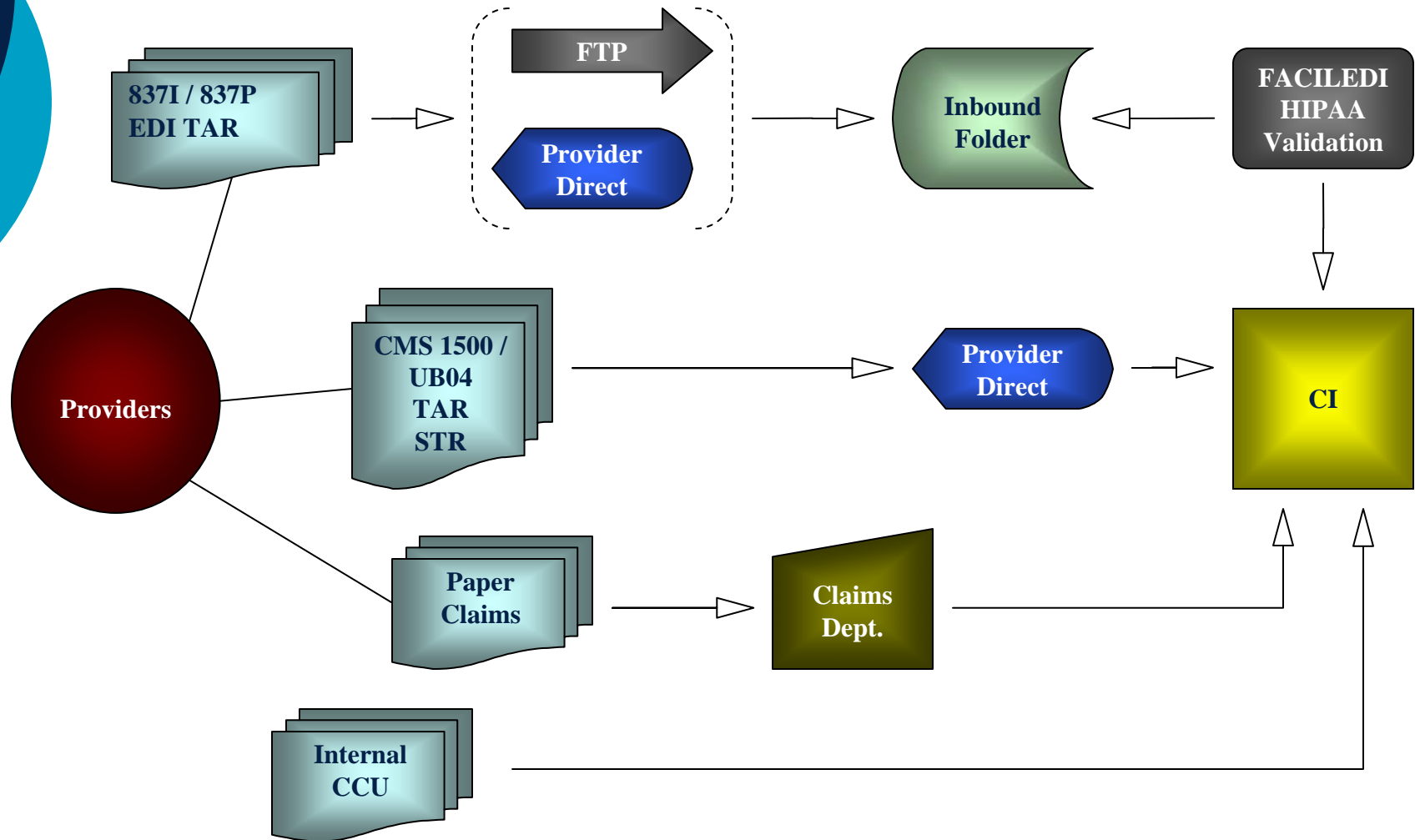
- Edit demographic information
- Edit clinical information
- View insurance
- View claims
- View crisis plans
- View clinical documents

# CI - Finance

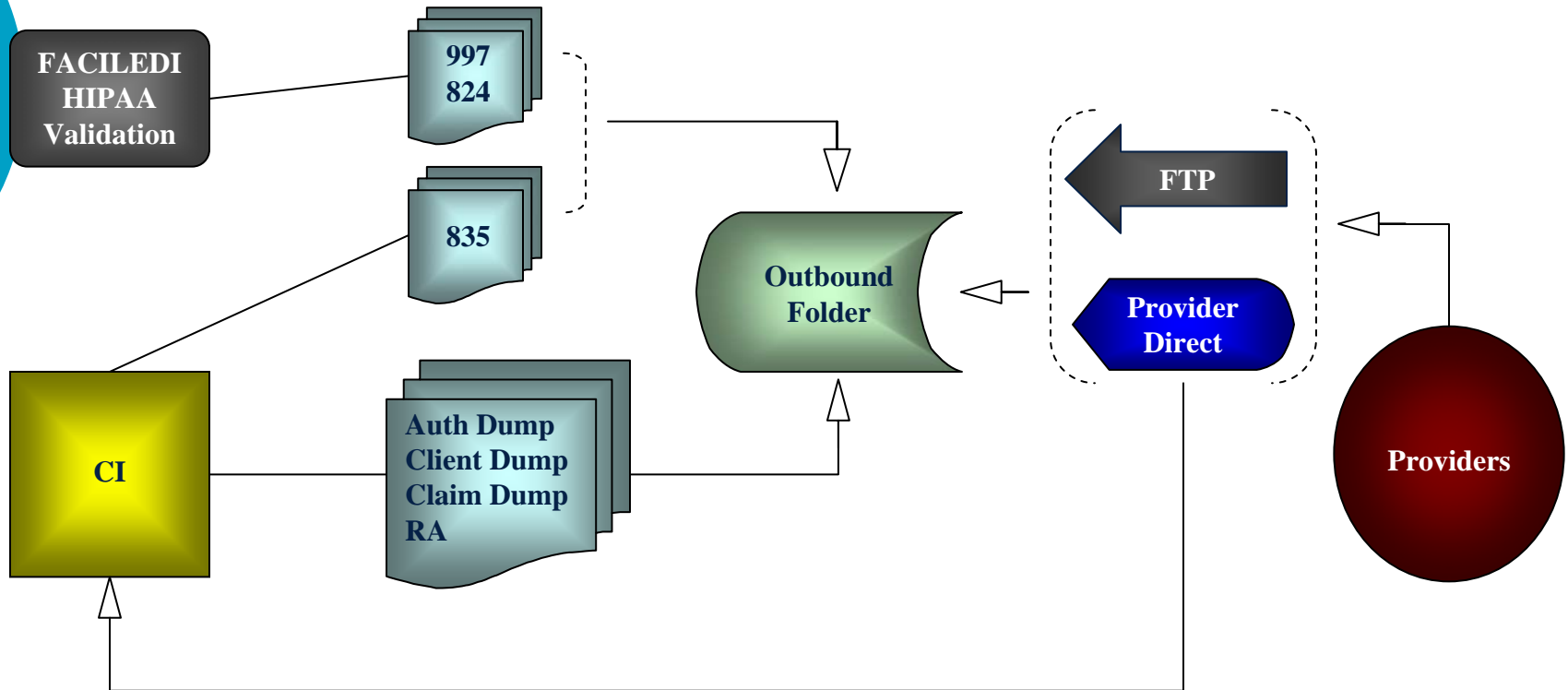
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- Claims
  - Analysis
    - By Provider
    - By Service
  - Enter new claims
    - Enter via DDE
    - View claims entered via DDE

# Claim Data Flow From Providers



# Claim Data Flow to Providers



# CI – Finance – Claims

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- Claims Exception
  - Match claims to providers
  - Match claims to consumers
- Claims search
  - Search Provider Direct (PD) claims
  - View claims status
  - Re-adjudicate claims
  - Override claims

# CI – Finance – Claims

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- Claim batches
  - View Provider 837 batches
- Rate Schedule
  - Set base rates for all services by insurance type

## CI – Integration with Accounting

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- CI sends approved claim data to GP
- GP processes through AP
- GP processes the EFT
- GP returns paid claims data to CI
- CI generates RA's and 835 from the claims data

# CI - Medicaid

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- Process Medicaid 834 and 820
  - Eligibility and reconciliation
- Submit 270 files
  - Eligibility
- Receive and process 271
  - Eligibility verification
- Submit 837
- Receive and process 835

# CI - IPRS

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- Submit 834 Eligibility and Enrollment
- Submit 837 and process 835 & 277
- Process attending provider report
- Process RA status report
- Claims processing and resubmission
  - Edit IPRS outgoing claim information
- Client enrollment rejection
  - Uses IPRS Eligibility report and allows resending of the target population information
  - Resend target population information
- Provider /Clinician Matching
  - Uses IPRS attending provider report and allows matching of provider and clinicians in CI

# CI – Provider Network

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- Edit Provider Information
  - Edit provider base information
  - Edit specialties
  - Edit NPI numbers
  - Edit Medicaid number
  - View Clinician Associations
  - Add sites and associated services
  - Contract information
    - Manage services
    - Assign a funding source

# CI – Provider Network

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- Provider Applications
- Provider Monitoring
- Clinician Maintenance
  - Clinician base information
  - Degrees and licenses
  - Clinician to provider associations
  - NPI

# CI – Quality Management

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- Input and track:
  - Grievances
  - Restrictive Interventions
  - Critical Incidents
- Transfer to other staff
- Perform follow-ups

# CI - Reporting

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- Data Cross Functional Team
- Report Center – 200 plus
- Data Cubes
- Targit Software

# CI – Clinical Operations

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- Call Center
  - Call search
  - Create new call
  - Appointments
  - Create instant authorization
  - Enrollment requirements/referral (STR)

# CI – Clinical Operations

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- Registry of Unmet Needs
  - Vacancy search
- Utilization Management
  - Clinical update requests
  - Treatment authorization requests (TAR)
  - STR enrollments and approvals

# CI – PD – Web Portal

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- File upload
  - 837 P/I (can also utilize Secure FTP)
- File download
  - 997/824 response files
  - 835 files
  - Client data files
  - Auth data files
  - Claim data files
  - RA's
  - Appeal/Denial letters

# CI – PD – Web Portal

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- Treatment Authorization Requests (TAR)
  - Create/Copy existing
  - View Status
  - Correct Errors
  - Print Authorizations on demand
- Enrollment (STR)
- Registry of Unmet Needs
  - Enter openings
  - Search for Providers posted openings

# CI – PD – Web Portal

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- Update Client
- View/Add Crisis Plans
- Client Search
  - View client demographic information
  - View eligibility and COB information
  - View basic units
- Claims
  - Create new claims
  - Copy existing claims
  - View claims status

# EZCMS – Care Coordination

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- Client look-up
- Client Tracking
- Care Coordination dashboard
- Create/view progress notes and clinical information

# Future Functionality

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- View/create PCP/ISP (Mar 2010)
- QMM (Mar 2010)
  - Billing audits
  - Investigations
  - Develop Plans of Corrections
- Enterprise Content Management (ECM)
  - Provider Application (Mar 2010)
- QMM Performance Profile (Apr 2010)
  - Provider Self Audit
  - Performance Profile Review
  - Provider Plan of Correction
- SIS (Apr 2010)

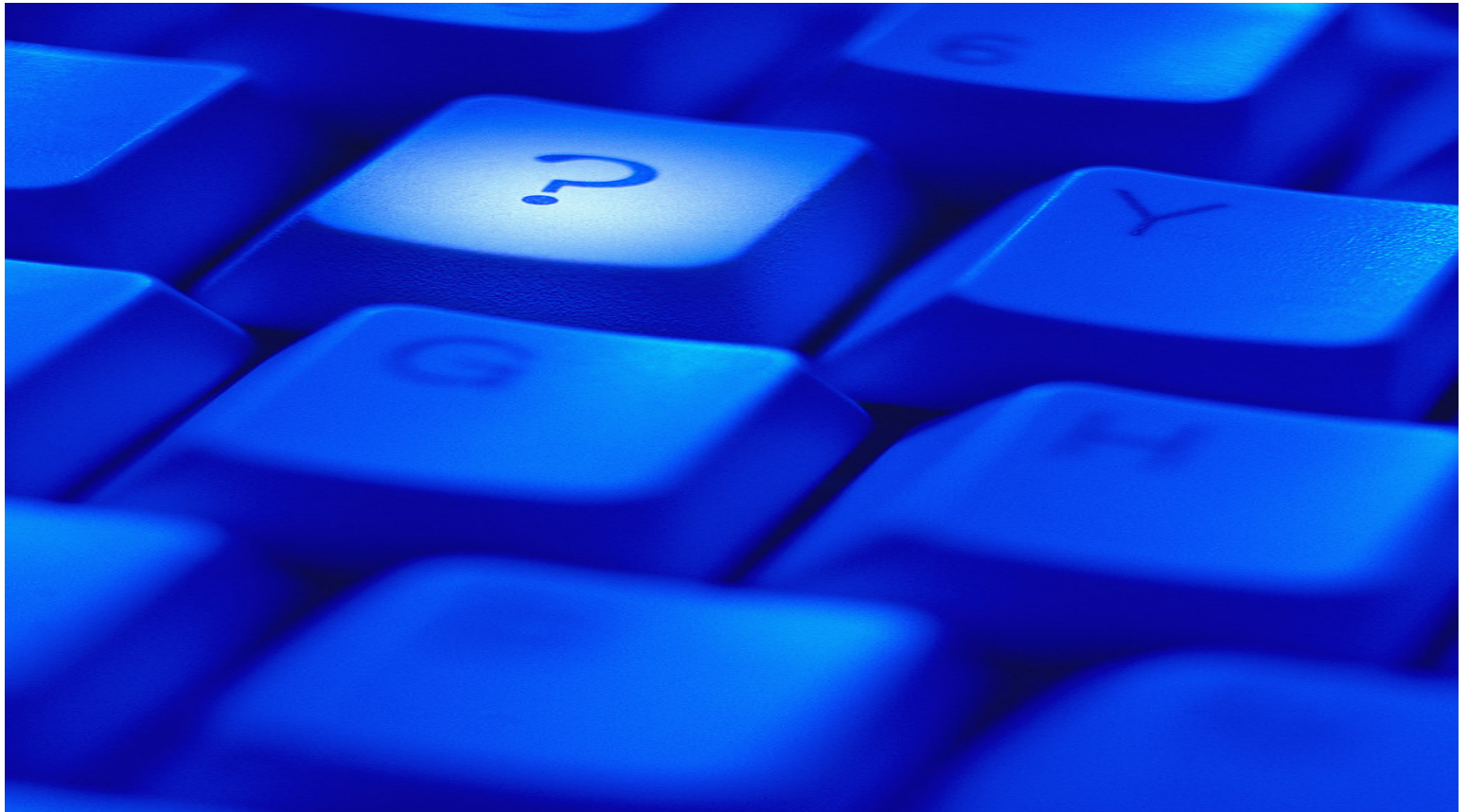
# What is your IT Functionality?

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- Determine what you have currently using a software evaluation tool.
  - Information Systems Capabilities Assessment (ISCA)
  - IS Functional Review Tool

# Questions?

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# Additional Information

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- For more information, please visit our website at [www.pbhsolutions.org](http://www.pbhsolutions.org)