

IT Functionality

NC Council meeting 3/3/2010

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pbH Software Solution

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

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

CI - Finance

- Claims

- Analysis

- By Provider

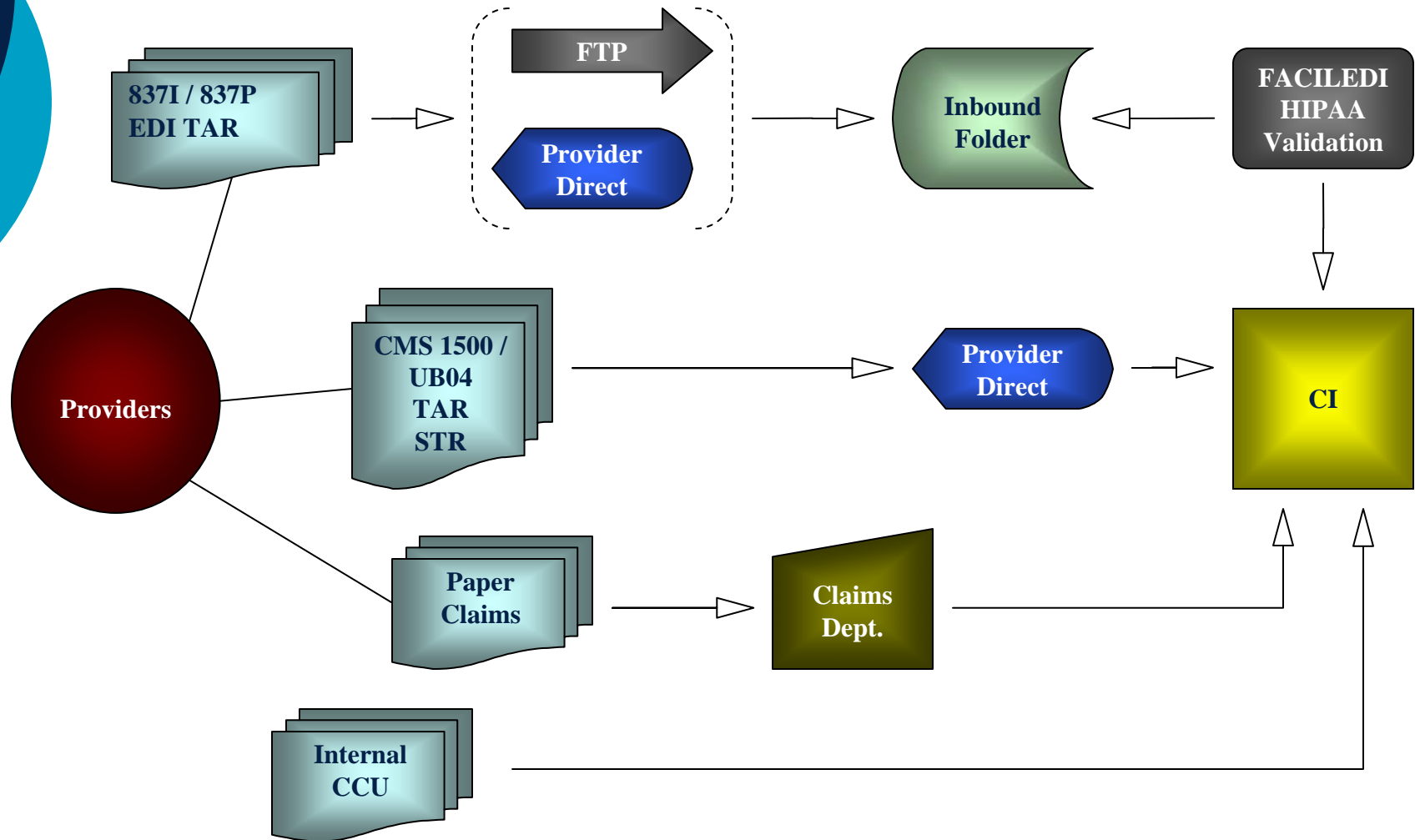
- By Service

- Enter new claims

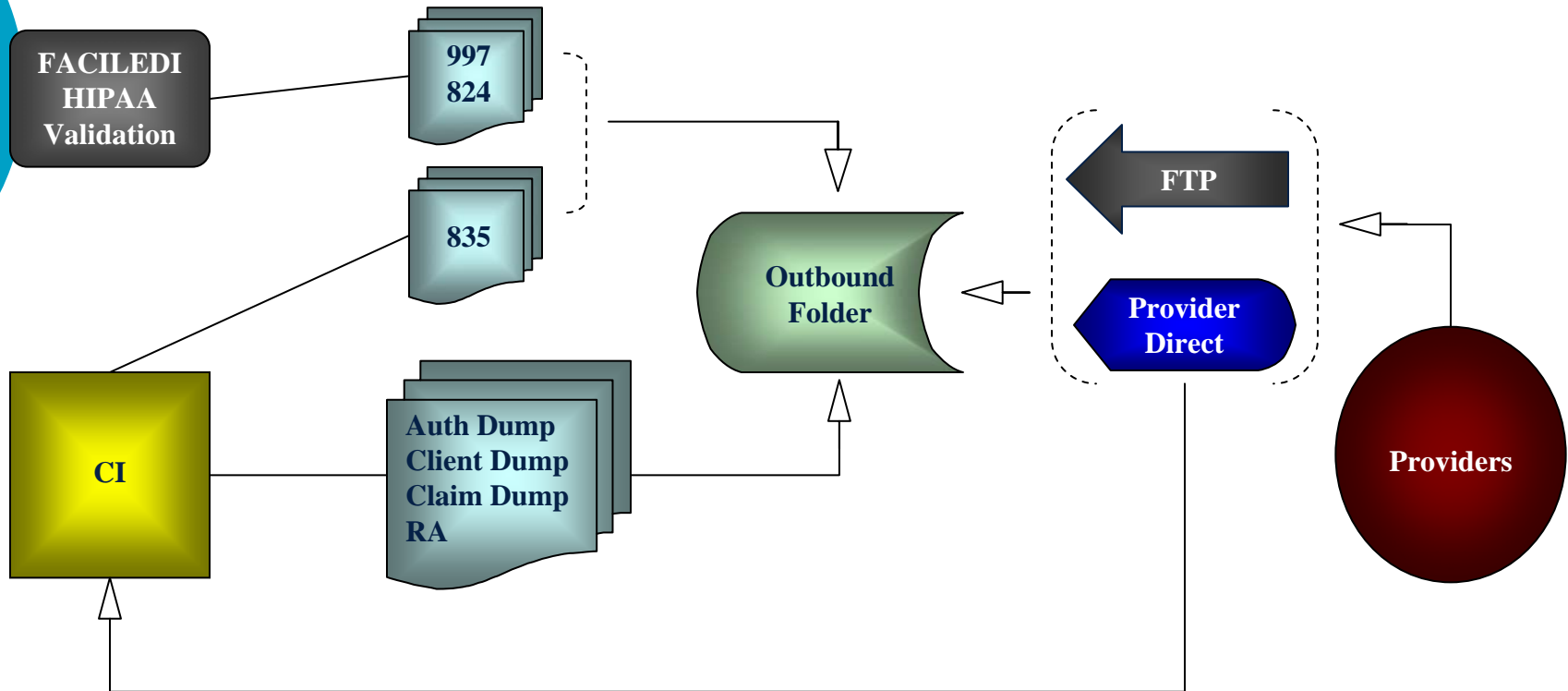
- Enter via DDE

- View claims entered via DDE

Claim Data Flow From Providers



Claim Data Flow to Providers



CI – Finance – Claims

- 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

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

CI – Integration with Accounting

- 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

- 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

- 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

- 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

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

CI – Quality Management

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

CI - Reporting

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

CI – Clinical Operations

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

CI – Clinical Operations

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

CI – PD – Web Portal

- 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

- 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

- 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

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

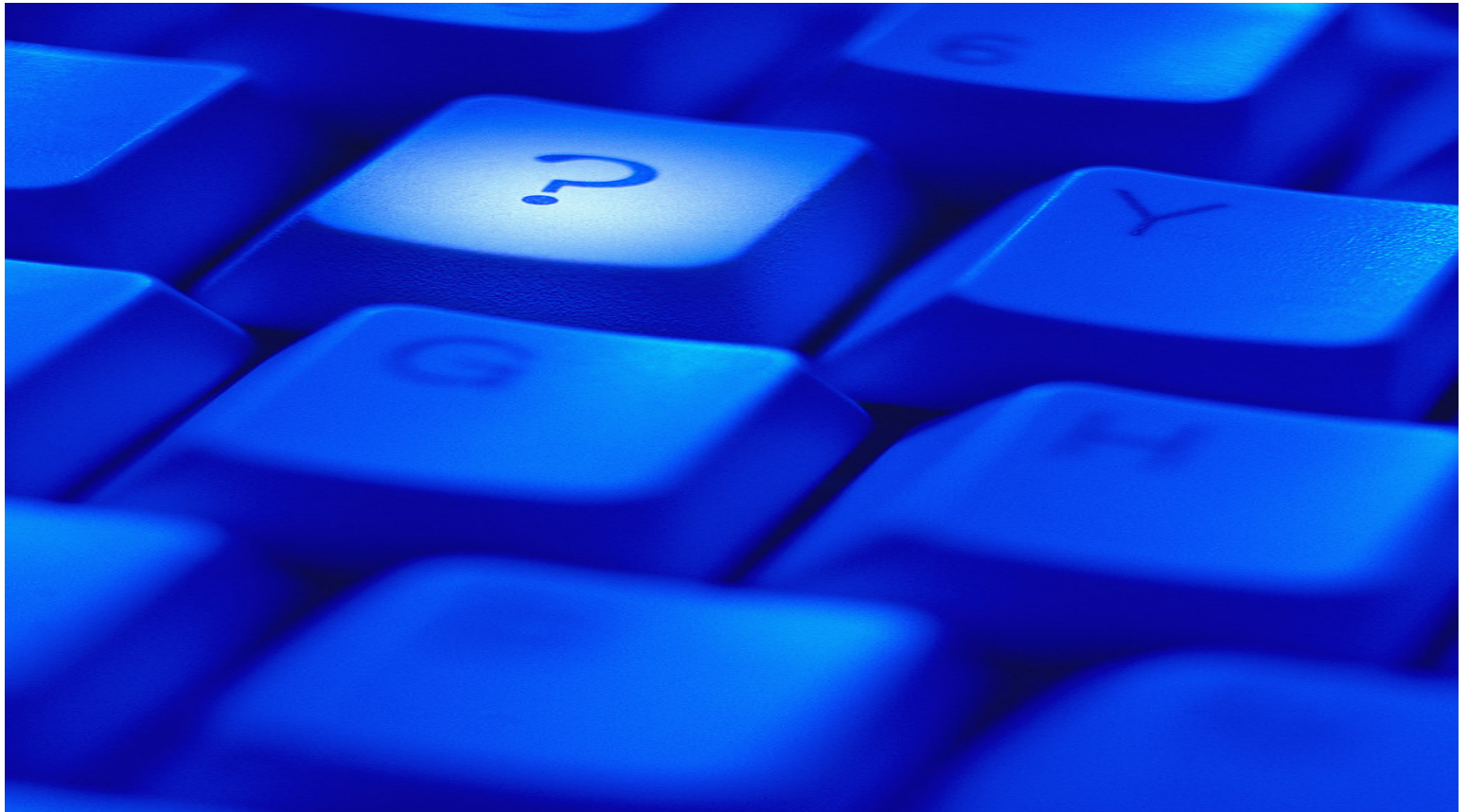
Future Functionality

- 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?

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

Questions?



Additional Information

- For more information, please visit our website at www.pbhsolutions.org