



## SALISH BH-ASO POLICIES AND PROCEDURES

**Policy Name:** DATA SUBMISSION PROCEDURES      **Policy Number:** IS603

**Effective Date:** 1/1/2020

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**Executive Board Approval Dates:** 5/17/2019; 11/1/2019; 11/20/2020

### PURPOSE

To detail the process of how encounter and supplemental data is submitted to the HCA and Managed Care Organizations (MCOs) from the Salish Behavioral Health Administrative Services Organization (SBH-ASO) System.

### POLICY

SBH-ASO submits supplemental data to the HCA in accordance with the timelines established in the most current BHDS Data Guide.

SBH-ASO submits encounter data to the HCA and MCOs within 30 days from the close of the calendar month in which the encounter occurred.

### PROCEDURE

SBH-ASO uses an SFTP to upload data files to the HCA and MCOs on a weekly schedule, as described below:

#### Supplemental data

The supplemental data is exported weekly to the HCA in a tab-delimited text file.

- SFTP site is located at [sft.wa.gov](http://sft.wa.gov) and using the `hca-salish` username.
- The file is uploaded to `/NewBatch` folder
- The batch report is available the next day in the `/BatchReport` folder
- The batch report is reviewed for any errors. Errors are corrected and those records resubmitted in the next week's batch upload.

SBH-ASO will report any data related to ITA investigations and detentions under Chapter 71.05 and 71.34 RCW within twenty-four (24) hours of receipt.

### **Encounters/Claims**

The SBH-ASO submits and maintains accurate, timely, and complete data.

1. SBH-ASO will designate a dedicated person to work collaboratively with HCA on quality control and review of encounter data submitted to the HCA. SBH-ASO designates its IS Manager.
2. SBH-ASO will submit to HCA complete, accurate, and timely data for all services for which the SBH-ASO has incurred any financial liability, whether directly or through subcontracts or other arrangements in compliance with current encounter submission guidelines as published by HCA. The SBH-ASO submits encounter data using assigned program identifiers. The data adheres to the following quality standards:
  - A. Submitted encounters and encounter records shall have all fields required and found on standard healthcare claim billing forms or an electronic healthcare claim format to support proper adjudication of an encounter. The SBH-ASO shall submit to HCA, without alteration, omission, or splitting all available claim data in its entirety from the Provider's original claim submission to the SBH-ASO.
  - B. Submitted encounters and encounter records must pass all HCA ProviderOne system edits with a disposition of accept as listed in the Encounter Data Reporting Guide or sent out in communications from HCA to the SBH-ASO; and
  - C. Submitted encounters or encounter records must not be a duplicate of a previously submitted and accepted encounter or encounter record unless submitted as an adjustment or void per HIPAA Transaction Standards.
  - D. The data quality standards listed within the HCA BH-ASO Contract. The SBH-ASO will make changes or corrections to any systems, processes or data transmission formats as needed to comply with HCA's data quality standards as defined and subsequently amended.
  - E. The SBH-ASO certifies the accuracy and completeness of all data concurrently with each file upload. The certification must affirm that:
    - i. The SBH-ASO has reported to HCA for the month of (indicate month and year) all paid claims for all claim types; and
    - ii. The SBH-ASO has reviewed the claims data for the month of submission;

- iii. The SBH-ASO's Administrator has the authority and is the individual certifying the submission.
  - iv. The individual certifying must attest that based on the best knowledge, information, and belief as of the date indicated, all information submitted to HCA in the submission is accurate, complete, truthful, and no material fact has been omitted from the submission.
  - v. The certification must indicate if the Administrator is ultimately responsible for the encounter data submission.
3. HCA may change the Encounter Data Reporting Guide and SERI Guide with ninety (90) calendar days' written notice to the SBH-ASO.
  4. The Encounter Data Reporting Guide and SERI Guide may be changed with less than ninety (90) calendar days' notice by mutual agreement of the SBH-ASO and HCA.
  5. The SBH-ASO shall, upon receipt of such notice from HCA, provide notice of changes to subcontractors.
  6. The SBH-ASO shall ensure that final reporting of encounters for services provided under the HCA BH-ASO Contract shall occur no more than ninety (90) calendar days after the end of each fiscal year of the HCA BH-ASO Contract.

The SBH-ASO operationalizes the above requirements through the processes listed below.

Encounter/Claim data is sent to HCA or the MCOs on a weekly schedule. Files are sent in an 837P or 837I format with any alterations required by HCA and the separate MCOs.

- The SFTP for HCA files is <ftp.waproviderone.org> as user 105021001
- The files are uploaded to the /PROD/HIPAA\_Inbound folder.
- In general, within a few hours the acknowledgement files are available in the /PROD/HIPAA\_ACK folder.
- If any of the files received an error and did not import, the file is corrected and resent.
- MCO files are sent to their respective SFTPs. MCOs should provide acknowledgement files. Acknowledgement files are received to confirm successful submission of data. Any file errors are corrected and resent.

Any data records that had been submitted by the SBH-ASO that were rejected by the HCA and MCOs shall be investigated for the cause of rejection, data corrected, and marked as needing to be resubmitted. Depending on the cause of the rejection,

subcontracted providers may be notified of necessary data correction. All data errors shall be remedied within 30 days from the receipt of the batch report.

### Data Certification

To comply with 42 CFR 438.606, SBH-ASO certifies the accuracy and completeness of submitted encounter data or other required data submissions concurrently with each file upload.

The SBH-ASO IS Manager will email data certification to [encounterdata@hca.wa.gov](mailto:encounterdata@hca.wa.gov) per the Encounter Data Reporting Guide. A month-end certification form is signed by the SBH-ASO Administrator and emailed to [encounterdata@hca.wa.gov](mailto:encounterdata@hca.wa.gov).

A month-end certification form is signed by the SBH-ASO Administrator and emailed to the respective MCO by the SBH-ASO IS Manager on a monthly basis.