

Case Management – Data

Responses Received

From the CSC (Child Service Coordination)

The State gets our monthly units of service data, demographic data, etc. from our entries of I&R Forms and Status Report Forms, to HSIS. It is sent monthly in a "batch" since we do not have connection to the State HIS system. The State requests a roster of our current FTE staffing annually, and updates as we have staff changes.

From the MCC (Maternity Care Coordination)

the state gathers a lot of data from MCC,,, -pregnancy intake summaries and pregnancy outcome summaries (POS) on all patients opened to mcc- this is keyed on every woman open to mcc*
- we receive mcc non- Medicaid funds, we sent those numbers served to vienna barger each month.

Monthly reports to the CAP/DA office when they can get the same information from the AQUIP system. (At Risk)

What data do we collect in our specialty of MH (ex: to measure quality of service)?

Demographic information

Hospital recidivism

3-month, post discharge to gather info

Satisfaction

Focus groups

Track use of specific skill building interventions

Collect education / competency qualifications

Service record compliance

What data does your agency collect regarding the provision of case management services or activities that is helpful? (ex. trending, demographics of consumers, utilization, face to face vs. non face to face time, etc.)

- Cumberland CFAC: Trends, demographics, utilization
 - Paid claims
 - CDW data
 - Utilization data
 - We collect and maintain necessary information in the recipients' charts.
 - We provide recipient information to the TOPPS system and on ITRs to VO.
 - Within our agency, we maintain the following data for case management: Client identifiers, authorization dates and units, program type, date and units of service provided, professional title and name of service provider, face to face, and location of service. We use this data to provide reports on the percentage of contact with QPs and APs. (50% requirement). We also use this data to track our authorizations.
 - We maintain personnel and training history.
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Are we required to create unusable data? NCTOPPS – Need to increase the usefulness of the data by increasing the speed/access to the data