

Behavioral Health (Administrative)

Functionality Brief



The Administrative functionality in MEDITECH's Behavioral Health solution helps organizations manage both the quality and cost of care provided in behavioral health environments. This fully integrated, client-focused system supports a continuum of mental healthcare, ranging from emergency crisis intervention, to acute and long-term hospitalization, short-term episodic outpatient treatment services, and longer-term rehabilitative outpatient mental health services.

Highlights:

- Create, maintain, and store timely and complete client medical records
- Manage client demographic, contact, insurance, and LOA information
- Code encounters using ICD-9 diagnoses and DSM-IV Axis designation
- Optimize reimbursement via claim checks and collector/denial desktops
- Track client trust accounts to assist with personal finance management
- Reduce your organization's risk of legal liability and financial loss
- Collect and manage client guardianship, legal, and forensic data

The Behavioral Health Solution Enables Administrative Staff to: **Easily Access and Maintain Accurate Client Medical Records**

Medical Records functionality enables staff to create, maintain, and store timely and complete client medical records. Staff can easily:

- Retrieve and revise client records
- Detect incomplete records and ensure follow-up on deficiencies
- Track record location and correspondence, including Release of Information
- Share information seamlessly across the MEDITECH EHR
- Identify patients across the continuum through a unique ID number.

Manage Client Administrative Data and Bed Assignments

Registration functionality enables behavioral health staff to collect and update demographic information, family contact data, insurance coverage, diagnostic codes, and leave of absence/hold days. Staff can also directly enroll clients into outpatient programs and services, as well as obtain corresponding attendance statistics. Staff can:

- Assign visit-specific account numbers and unique medical record numbers
- Record multiple diagnoses upon registration, differentiated and stored by DSM-IV Axis groups and managed according to their effective dates
- Track referrals and inquiries
- Capture daily room and bed charges
- Monitor leave of absence/hold days
- Capture all Oryx-required data elements outlined by The Joint Commission.

In addition, a Registration Desktop enables staff to quickly and efficiently manage beds, including the ability to reserve a room; check occupancy; track temporary versus permanent beds; capture Medicare, Medicaid, and dual bed certification; or discharge a client. Staff can also check for bed assignment errors while assigning clients to rooms and beds, as well as waitlist a pre-admission or existing client for a bed.

Code Visits and Facilitate Timely and Accurate Abstracts

Abstracting functionality enables staff to instantly identify patients whose charges are approaching established limits to DRG reimbursement or length of stay. Staff can also collect and report client information, including Peer Review Organization (PRO) data, as well as data for state and federal reporting requirements. Behavioral health staff has the ability to:

- Code on-line using ICD-9, CPT-4, and DSM-IV diagnosis codes and modifiers
- Interface with third-party encoding systems
- Complete client abstracts in a timely manner
- Electronically submit state abstract files
- Facilitate accurate DRG calculation
- Create and analyze organization-defined case mix reports enterprise-wide
- Monitor performance and outcome measurements (NASMHPD).

Reduce AR Days and Ensure Optimal Reimbursement

Billing/Accounts Receivable functionality supports both inpatient and outpatient billing scenarios by centralizing access to client account data, including demographic data, charges, insurances, and bill statements. Support for both centralized and decentralized billing—along with conflict checking, denial management, and integrated charge capture—all help to reduce AR days and ensure optimal reimbursement. Billing staff can:

- Access all billing account information from centralized desktops
- Utilize interim bills and print statements
- Electronically submit claims and record remittances via ANSI 837/835
- Change billing information retroactively
- Pre-bill room and bed charges or client liability based on established insurance contracts
- Utilize effective date-driven insurance contracts to accommodate various services and multiple payors
- Perform multiple up-front claim checks to prevent denials
- Track and follow up on denied claims and outstanding dollars through Collector and Denial Management Desktops
- Access exhaustive benefits tracking features to calculate and update "days remaining" information for co-insurance and lifetime reserve days.

Manage Client Financial Transactions via Trust Accounts

Client Trust Accounting functionality enables staff to track deposits and withdrawals, as well as generate statements and reports. Integration with the accounts receivable portion of the client's account supports tracking of income and entitlements. Direct deposits to the trust fund can be automatically transferred to the client's account as well. Staff can:

- Record deposits, such as social security and cash, as well as withdrawals for services, such as barber and beauty appointments
- Track fiduciary data (demographics, expenses, assets, and income sources)
- Decrease manual entry of monthly sources of income via auto batching
- Post and automatically disperse interest across accounts based on client's average daily balance
- Generate statements/reports showing account activity in summary or detail
- Transfer funds from client trust account to client's self-pay balance.

Identify Risk Factors and Alerts to Reduce Legal Liability and Financial Loss

Risk Management functionality enables staff to document, track, and report on incidents as they occur, as well as monitor such client-specific risk factors as: incidents, behaviors, stress contributors, and supports. Staff can also track non-client-related events and provide a follow-up review to ensure appropriate notifications are performed. The treatment team, case manager, and supervisory personnel can receive user-defined automatic alerts on any critical items requiring intervention. Alerts can be based on a single event or a series of events. Staff can also generate reports to monitor any mandatory review policies, and electronically submit these files to outside agencies.

Track Legal Data and Commitments

A Legal Tracking tool provides functionality to support quick and accurate collection and maintenance of guardianship, legal, and forensic (court commitments) information, enabling staff to:

- Track court-ordered data, such as medications, treatments, restraining orders, and privileges, as well as notification information for guardianship, court contacts, and duty-to-protect contacts
- Capture and maintain legal assignments, including legal status, criminal charges, and guardianship type
- Monitor court appearance dates, reviews, and renewals.

Integration with MEDITECH's Risk Management functionality ensures appropriate individuals are aware of any restrictions or policies before taking action.

Reap the Benefits of Integration

Integration enables behavioral health staff to seamlessly communicate across the spectrum of care within your organization, and share information across administrative, financial, and clinical departments. Based on site-defined access, providers throughout your organization can access a client's psychiatric and medical conditions from wherever care is required. This integration helps your organization function more effectively by enabling your staff to:

- Obtain program location information from Community-Wide Scheduling to assign the client to the appropriate program
- Link authorizations and referrals to scheduled programs within Scheduling and Referral Management to auto-decrement sessions upon attendance
- Automatically update authorization information when a patient no-shows or cancels an appointment
- Facilitate reimbursement for clinical procedures and medications via integration with MEDITECH's Behavioral Health Clinical and ancillary solutions
- View client-specific risk factors, along with related user-defined automatic alerts within Registration and the Electronic Health Record
- Access legal restrictions or policies associated with clients within the Electronic Health Record to ensure awareness of any limitations or guidelines before they take action.

For more information about us, contact a MEDITECH Marketing Consultant.

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