

Behavioral Health Authority controls their content

Pinal Gila Behavioral Health Association (PGBHA) is a regional healthcare authority in the state of Arizona serving local communities in Pinal and Gila counties. PGBHA's provider network programs include a broad array of outpatient services ranging from crisis emergency, partial care, intake assessment, case management, individual/group/family therapy, and wrap around treatment. They also maintain regional contracts for a free-standing inpatient psychiatric health facility and detoxification program, as well as residential programs for seriously mentally ill and substance abusing adults and two group homes for children.

PGBHA had several challenges in maintaining and submitting data to the state. They needed a solution to:

- reduce amount of disparate data sources into a more manageable data warehouse,
- automate, validate and comply with State and HIPAA regulations and transactions,
- ability to submit electronic data interchange (EDI) transaction files to the State agencies,
- web accessibility to their 12 behavioral healthcare providers to track/manage/update their client files/forms,
- conduct time management and data integrity checks for auditing purposes, and
- control and manage access to all objects (i.e. documents, forms, content) based on security roles.

PGBHA selected Interaction Information Technology's (IIT) ContentDistributor™ Content Management portal solution to solve this dilemma. Furthermore, PGBHA had existing applications and data structure barriers that needed to be renovated, repaired and/or replaced at the same time. IIT was tasked to consolidate over 150 individual database structures into a single data warehouse, automate an existing claim structure and process flow, and comply with the state's eligibility data compliances.

ContentDistributor™ uses the .NET framework which allows PGBHA to leverage existing technologies and information by transitioning from static content to dynamic content for their provider network. Providers now have unified access to the healthcare authority's data repository to track, maintain and protect their client's confidential information effectively.

"Interaction Information Technology and their ContentDistributor solution portal have helped us significantly in reaching success, offering our organization the tools to manage content with collaborative capabilities to share, control and communicate information internally and externally" said Jeff Oakes (CFO of PGBHA).

The key component of ContentDistributor™ for PGBHA is the Provider Automated Client Enrollment (PACE) portlet which gathers, organizes, verifies, and manages online and batch patient/member/provider information. ContentDistributor™ and PACE controls and secures confidential vital data, records, forms and reports with HIPAA compliance regulations. ContentDistributor™ maintains detailed audit trails in regards to how information is accessed and by whom, and can systematically schedule retention requirements. Incorporated in PACE is a HIPAA X.12 EDI engine giving PGBHA the ability to receive, parse and validate enrollment eligibility data (i.e. referrals, intakes, assessments) from providers via HIPAA 834, 837, referral and demographic data files. This data in turn is available for EDI transmissions to the State of Arizona and AHCCCS.

Providers have the ability to log in to ContentDistributor's™ portal to view, validate, edit and assess their processed information (i.e. claims passed or rejected with reason codes, staging, reports, etc).

PGBHA has received numerous benefits through ContentDistributor™ and PACE:

- Reduction in lifecycle time when processing a transaction file to the state
- Upfront and batch file validations to eliminate errors both to the state and their provider network
- Workflow staging process for provider lookup and assessment to maintain accurate and clean data throughout the enrollment process
- Task assignment queue to manage error logs for effective resource utilization
- Error reason code search library capability for referral/intake/assessment



CASE STUDY



- Quality services and accountability to providers
- Ability to collaborate with their providers, such as:
 - Relay mandated compliance additions and changes from the state and AHCCCS
 - Policy changes by PGBHA
 - Frequently asked question and discussion forum
 - PGBHA personnel contact lists
 - Monthly meeting agenda items. Customers and Staff can make recommendation on topics
 - Policy and Procedures
 - Reports on status and compliance
- HIPAA validation process and state EDI transmission
- HIPAA online compliance and regulations knowledge base
- Publishing and posting documents/content for internal (i.e. HR documents/forms, Accounting reports, etc) and external (i.e. data mapping documents, etc) usages

“ContentDistributor has become an integral part to our aggregate information source and has extended our reach to our provider network” stated Jeff Oakes. “I highly recommend the ContentDistributor solution to any Behavioral Healthcare Authority and Provider” said Mr. Oakes.