Scope

The Spokane County Community Services Department (CSD), the Spokane County Regional Behavioral Health (Administrative Services Organization) Division (SCRBH) and its network providers.

1. Policy

1.1. The CSD SCRBH properly merges consumer data when duplicate data records are found on one (1) individual.

2. Procedure for Merging Electronic Records

2.1. The CSD SCRBH Help Desk will become aware of a duplicate MIS system identification number (aka SCID) through one (1) of three (3) ways:

2.1.1. The provider agency/facility, or the CSD SCRBH will identify a possible duplicate and contact the CSD SCRBH Help Desk;

2.1.2. The CSD SCRBH Information Systems (IS) team or Help Desk staff will discover a possible duplicate while processing routine tasks; or

2.1.3. Possible duplicates are identified through a state report as well as CSD SCRBH internal reports.

2.2. The CSD SCRBH Help Desk staff member or Utilization Management (UM) Integrated Care Coordinator (ICC) researches the duplicate records within Raintree, lookups to the Washington State Health Care Authority (HCA) Provider One system, and possible discussions with provider agency staff.
2.2.1. Utilizing Raintree, a search of individual information is performed by first and/or last name (including aliases), social security number, or date of birth.

2.2.2. Utilizing Raintree, a comparison of addresses between the two (2) or more unique Raintree system identifiers (aka IDs) for the individuals is performed for determining potential duplicates.

2.2.3. Utilizing ProviderOne or other available methods, client identification is verified.

2.2.4. Determine the “Merge From” and “Merge To” IDs based on the creation date of the unique system identifiers for the individuals and the number of agencies that have used each of the duplicate IDs. Typically, SCRBH will merge the newer code into the older code to limit the number of records and provider agencies that will be affected.

2.3. If there is not clear evidence that the individual’s unique Raintree system record represents a “Duplicate,” the enrolled or active provider agency is contacted to obtain further information.

2.4. Upon successful completion of the duplicate record search, the CSD SCRBH Help Desk staff or UM ICC will do the following:

2.4.1. Make corrections to obvious spelling errors of name (original spelling saved as an alias), or typographical errors to Social Security number or date of birth; and

2.4.2. Initiate a merge in the CSD SCRBH Raintree system.

2.5. Upon completion of a merge in the CSD SCRBH Raintree system, the Help Desk staff will verify the merge completed successfully by doing the following:

2.5.1. Try to access the “Merge From” ID. If successfully merged, Raintree will display the individual information with a notification that the data has been merged with a “Merge To” ID;

2.5.2. Verify the date (Episode, Authorization, and Services (if any)) now display in the “Merge To” account; and

2.6. If the duplicate record request was made through a help desk request, the Help Desk staff will communicate to the requestor that the merger was complete.

3. **Monitoring**

3.1. If required, due to a HIPAA incident or breach, or General Compliance/Fraud, Waste, Abuse complaint, CSD SCRBH will monitor Subcontractors. This monitoring will include:

3.1.1. Desk check and/or on-site monitoring the providers’ corresponding policy(ies) and its implementation through the investigation process; and

3.1.2. Document any appropriate recommendations, findings, and/or corrective actions required.