

2019 Treatment/Service Record Review (TRR) Changes

Prepared by:

Quality Department

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Agenda

- ✓ Brief review of TRR Process
- ✓ Overview of changes to tools
- ✓ References and Resources relevant to TRR

- As required by the HealthChoices program, Treatment/Service Record Reviews (TRRs) are completed in order to monitor adherence to record standards and to assist in improving the overall quality of clinical treatment.
- The TRR schedule is linked with the PerformCare credentialing cycle. This means that providers receive a review when re-credentialing with PerformCare is scheduled to occur.
- **Treatment Record Reviews are completed 2 months prior to a provider being credentialed, which means the TRRs for providers scheduled for January 2019 will be completed in November 2018, using the appropriate 2019 tool. Any delay in the scheduling or review process (such as submission of charts for a desk review) could impact the credentialing process.**
- In addition, there may be times that PerformCare will complete a review at the request of stakeholders, or when concerns arise.

- TRR tools are created by reviewing OMHSAS bulletins, state and federal regulations, PerformCare Policy & Procedures, PerformCare Provider Manual, Service Descriptions and best practice documents for each level of care.
- The performance goal for all levels of care is currently 80%, and will remain so for 2019.
- Following the completion of the TRR, the PerformCare reviewer will conduct an exit interview with the provider. During the exit interview, the provider is given the opportunity to ask questions, provide clarifications, or produce additional information.
- The final results of all reviews will be communicated to providers in writing within 30 days of the review being completed.
- Any additional follow up, such as a Quality Improvement Plan, will be requested in the results letter to Provider.

2019 Treatment/Service Record Review Tools

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- PerformCare updated the tools in 2019 to streamline the tools across levels of care.
 - All **treatment** levels of care tools are now the same for sections 1-9, allowing PerformCare to obtain a network average for each indicator and section.
 - All **service** levels of care tools are now the same for sections 1-9, also to obtain a network average for each indicator and section.
 - The BCC tool was renamed ‘Substance Use Recovery Services’ to allow it to be used for other SU Recovery Services.
 - For all tools, section 10 are items that are specific to that level of care, and might include items from the PA Code, CASSP guidelines, MA Bulletins, or service descriptions.
 - The crisis tool was also reviewed and updated for 2019.
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How do changes impact providers?

- Indicators were **removed**
 - *Please note that this could impact your score, if these were items for which you previously scored well*
 - *The 2018 tools will remain on the PerformCare website until at least January 2019 for providers to compare tools (a link to the tools is included on slide 10)*
- Indicators were **added**
 - *While the indicator may be new to some tools, almost all of the added indicators are taken from the Provider Manual, and were previously required (but not necessarily on your specific level of care tool)*
 - *For levels of care that require evaluations, PerformCare will credit items completed in the evaluation when scoring the intake section*
- Indicators may have **minor wording changes** as PerformCare streamlined the tools

How will Providers Recognize what has changed? PerformCARE®

PerformCare added color-coding to the left column to identify the change

Green indicates no change to the indicator:

3.5	Does the crisis plan contain contact numbers to be used in a crisis situation?	Recovery Principle
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Yellow Indicates a minor change to the wording of the indicator:

8.7	Was the reason for termination of treatment/closure of episode of care documented?	Perform Care Provider Manual Chapter VII Medical Records Standards
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Red indicates a significant change or new indicator:

7.4	Is there documentation of coordination with psychiatrist or other prescriber?	Perform Care Provider Manual Chapter VII Communication Requirements and Continuity of Care
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Other changes and reminders

- PerformCare reviewed all references on the tool, and updated the Provider Manual References to indicate the Chapter/Section Title
- Please note that due to the changes, especially the removal of some indicators, your overall score may be impacted. PerformCare strongly encourages Providers to complete internal reviews utilizing the tool.
- Any change to indicators, including removal of indicators, does not indicate that providers should change their clinical treatment or no longer adhere to the intent of the indicator. Modifications simply mean PerformCare is no longer monitoring adherence to this standard as part of the TRR process. Providers shall continue to follow all applicable PA Code regulations, MA Bulletins, and Best Practices for their levels of care. Additionally, providers are expected to continue to both monitor documentation and complete internal reviews to ensure ongoing compliance with PerformCare Provider Manual and all applicable state and federal regulations.

Other changes and reminders

- 2019 Tools will be used for service/treatment record reviews (TRRs) starting November 2018 for the 2019 Credentialing cycle.
- While the primary purpose of the TRR is a quality review, the PerformCare reviewer may identify Corporate Compliance concerns or Quality of Care concerns and will make internal referrals as needed. Please note that PerformCare is mandated to report any suspected fraud, waste or abuse. This includes the need for encounter forms for most levels of care. If you have questions related to encounter forms, please contact your assigned Account Executive.
- All TRR tools are available on the PerformCare website: <http://pa.performcare.org/providers/resources-information/forms-quality.aspx>.
- Please be sure to stay up to date with the current expectations by signing up for the PerformCare Network News on the PerformCare website at <https://pa.performcare.org/apps/icontact-networknews/>

Additional TRR references

- PerformCare Provider Manual:
 - <http://www.performcare.org/pdf/providers/resources-information/provider-manual.pdf>
- PA DHS Bulletins:
 - <http://www.dhs.pa.gov/provider/BulletinSearch/index.htm>
- DDAP Regulations:
 - http://www.ddap.pa.gov/Licensing/Pages/Licensing_Drug_and_Alcohol_Facilities.aspx
- PA Code:
 - <http://www.pacode.com/>
- SAMHSA Screening Tools:
 - <http://www.integration.samhsa.gov/clinical-practice/screening-tools>

Questions? Comments? Feedback?

Any questions or feedback related to the Treatment Record Review process or tools can be submitted to:

- Kristen Kennedy M.S., L.P.C. Quality Performance Specialist in the Capital region at kkennedy1@performcare.org
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