

To: BHS Providers

Date: August 5, 2020

From: AnnLouise Conlow, BHS Senior MIS Manager

Re: Cerner Community Behavioral Health (CCBH) Access to Services Journal – Expanded Data Collection

Update: The State DHCS has directed counties to begin collection of expanded data elements in the Access to Services Journal in order to conduct in-depth analysis of access times for clients.

The expanded data elements required by the state include 2nd and 3rd offered appointments, and treatment session dates. Capturing 2nd and 3rd available appointment offered dates measures a program's availability to serve clients regardless of patient preferences. Additionally, 2nd and 3rd available appointments measure overall scheduling availability and not just responsiveness to a single patient who needs to be seen quickly. The 3rd next available appointment specifically, is a better reflection of overall system availability because first and second available appointments are sometimes made available due to client cancellations, "working patients into the schedule", or other events.

Below are a few reminders to support our effort to collect the most optimal data for reports:

- First Offered Appointment Date must be on or after Contact Date.
- Second Offered Appointment Date must be after First Offered Appointment Date.
- Third Offered Appointment Date must be after Second Offered Appointment Date.
- Although the offered dates are not system required, all three dates are needed for reporting, even if the client accepts the first or second offered appointment date.
- DHCS analyzes client access in days to services rather than hours. First, Second and Third Offered Appointment Dates must be three different dates. This is the case even if multiple appointments are available within the same day. Only Contact Date and First Offered Appointment Date can occur on the same day.
- Offered dates for Treatment Services have the same requirements.

Additional updates to the Access to Services Journal include requiring Referral Source in all cases and Referral Destination in the event that a client does not accept an appointment. To better understand why a client does not schedule services with a program they contact, the Client Disposition options have been expanded.

Below are the new options for Client Disposition

- Made Appointment
- Declined Appointment (Specify)
- Referred Out - Location
- Referred Out - Required Other Services
- Referred Out - Wait Too Long
- Referred Out - Other (Specify)

If you have any questions, please contact the Optum Support Desk at 800-834-3792.