GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health
Addiction Prevention and Recovery Administration

Technical Guidance Advisory

Date: February 2, 2011

To: Substance Abuse Treatment Providers

From: Roula K. Sweis M.A., Psy.D.

Deputy Director for Treatment and Recovery Support Services

RE: Technical Guidance on Clinical Documentation in DATA System

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Purpose

APRA has issued a policy indicating that all substance abuse treatment providers in the District of Columbia must utilize the District's Automated Treatment Accounting (DATA) system to accept client referrals, document clinical interventions, and bill APRA for reimbursement of services rendered. The purpose of this notification is to provide substance abuse treatment providers with technical guidance on the necessary steps that must be followed for every client record in the treatment system prior to the batching and submission of bills to APRA.

The technical guidance presented in this advisory is condensed to provide abbreviated action items only and is intended to be a desk reference for managers who are charged with ensuring the quality and completion of clinical documentation and for front line staff who must navigate the DATA system to input components of client records. Providers should continue to reference the complete DATA manuals for more in-depth guidance associated with each of the steps discussed herein.

APRA recommends that clinical and administrative leaders at respective provider programs review the instructions provided in this advisory and ensure that all personnel responsible for completing the various steps do so in specific accordance with this guidance. Following the instructions as described in this advisory will support providers with full implementation of the DATA system and will improve the quality and completeness of client records. Following these steps will also improve the efficiency and effectiveness of the billing process.

How to Use this Technical Guidance

The technical guidance included in this advisory is comprised of 10 steps that must be followed for each client as follows:

- Steps 1-8 (Accepting the referral through developing the initial treatment plan) must be performed on the first day that the client presents for treatment.

- Step 9 (Encounters) must be performed within 24-48 hours of *every* clinical service that is delivered to the client.

- Step 10 (Discharge) must occur when the client leaves or completes a program.

This guidance walks admission, intake, and clinical staff through the steps leading up to the batching of bills. The batching and submission of bills to APRA should be performed by billing staff and is not addressed in this advisory as it represents a different organizational step in the process of service delivery and DATA implementation.

For questions about this advisory please contact Roula K. Sweis, M.A., Psy.D., Deputy Director for Treatment and Recovery Support Services at Roula.sweis@dc.gov; 202-727-8940 (office); or 202-236-7129 (mobile). For questions related to the DATA system, please ensure that your facility's DATA System Administrator submits a DATA Support Ticket.

Guidance

(1) Place/accept the Referral:

a. After logging in, click on **Agency** which is located on the left side of the screen
b. To review new referrals, click on **Referrals**, then **Referrals In**
c. Under the box labeled **Referral Status Codes**, click on **Referral Created/Pending**, click on **>**, then click **Go**. This will allow user to review new referrals.
d. When client shows up for appointment, open the client's referral using the above steps. Once the client's referral is open, update the following yellow fields to accept a referral:
    - Input the appointment date and update the **Appointment Status**
    - change the status of the referral from **Referral Created/Pending** to **Referral Placed/Accepted**.
    - To reject a referral, open change the status of the referral from **Referral Created/Pending** to **Rejected by Program**.

(2) Update the Client's Profile:

a. Click on each of the following items listed under **Profile** which is located on the left side of the screen. Update or complete the information requested on each screen and click **Save** before moving on to the next screen:
    - Alternate Names
    - Additional Information
    - Contact Info
    - Collateral Contacts
    - Other Numbers

(3) Complete the Client Group Enrollment:

a. Click **Profile** on the left hand side of the screen.
b. Click **Client Group Enrollment** under **Profile**
c. Click **Add Government Contract Enrollment** (to tie the clients treatment to CHOICE)
d. Under **Plan**, click **CHOICE** *(this step will be different for services reimbursed by Medicaid)*
e. Under **Group**, click the appropriate group (e.g. General, Adult Women, Adult Men, etc.)

f. Under **Contract**, click the appropriate contract for your organization.

g. Enter **Start Date** (no need to enter end date)

(4) Initiate a new episode of care:

a. Click **Episode List** which is located on the left side of the screen

b. Then click **Start New Episode** which is located at the top right of the screen.

c. Then **complete every field** which appears on the screen and click **Finish.**

(5) Complete a Consent back to APRA:

a. Under **Activity List**, which is located on the left side of the screen, click on **Consent**

b. Click on **Add New Client Consent Record** which is located at the top right of the screen

c. For the field titled **Entities with Disclosure Agreements**, select **APRA Intake Agency**

d. In field titled **Purpose for Disclosure** type "*Consenting Clinical Information to APRA*".

e. Ensure that **Miscellaneous Notes** and the **Expiration Date** of the Consent are completed.

f. Click **Save.**

g. Click on the **Print Report** icon at the top of the screen to print a copy of the consent for the client.

h. Review the printed consent with the client and obtain the client's signature for the consent—keep a copy of the signed consent on file.

i. After client has signed the paper consent, change the field titled **Has the client signed the paper agreement form"** from **No** to **Yes.**

j. Click **Finish.**

(6) Complete a Client Admission:

a. Click on **Admission** which is located under **Activity List**, on the left side of the screen.

b. Click on each of the following items listed under **Admission** which is located on the left side of the screen. After clicking on each item, complete the information requested on each screen and click **Save** before moving on to the next screen:

- Profile (admission)
- Financial/Household
- Substance Abuse

- Legal
- ASAM
- Diagnosis *(Only qualified staff designated by the System's Administrator will be able to view or update this section.)*

(7) Enroll Client in Program:

a. After completing Step 6, the client's admission, the screen will automatically go to **Program Enrollment**.

b. Click on **Add Enrollment** located at the top right of the screen.

c. In yellow field labeled "**Program Name**" select the appropriate program in which the client will be enrolled.

d. In the yellow field labeled **Days on Wait List**, enter the appropriate number of days.

e. Do not complete the field labeled "End Date" as this will close out the client's record.

f. Click **Save**.

g. Click **Finish**.

(8) Treatment Plan:

a. Click on **TX Team** located under the **Activity List** on the left side of the screen.

b. Click on "**Add Team Member**" located in the middle, right side of the screen.

c. Complete all fields for each treatment team member and click **Save** after each addition.

d. Click on **Treatment** located under the **Activity List** on the left side of the screen.

e. Click on **Tx Plan** located under **Treatment** on the left side of the screen.

f. Click **Add New Treatment Plan Record** located at the top right of the screen.

g. Click on the following items listed under Treatment Plan on the left side of the screen to complete each component of the Treatment Plan. Click **Save** after each screen:

   - Profile
   - Overview
   - Diagnosis
   - Problems/Goals
   - Planned Services

h. When these items have been completed, click **Finish**.

i. Clicking **Finish** will automatically take you to the **Treatment Plan Profile Screen** for the client.

j. Click on **Sign Off** which is located in the center of the screen.
k. Click **Yes** to activate the treatment plan.

(9) Treatment Encounters (Billing):

a. To create an encounter, locate the client's record by searching for the client and retrieving his/her record.
b. Click on **Encounters** which is located under **Activity List** click on the left side of the screen
c. Click on **Add Encounter Record** located on the right side of the screen.
d. Complete **all fields** on the encounter screen for the client. Click **Save** and **Next**.
e. Complete **all fields** in the **Encounter Note Screen** by selecting the goals and objectives from the Treatment Plan and updating the progress for each goal and objective that was addressed during the intervention.
f. Click **Add Note**
g. In the text box, insert narrative to address each item requested in the text box. Also insert any additional information about the intervention in the record.
h. Click **Finish**
i. This will take you to a screen where you will find a field labeled "**Release these Notes**". Select **Yes**.
j. Click on **Sign Note** located at the bottom right of the screen.
k. Go back to the **Encounter Profile Screen** by clicking on the blue back arrow to get to the previous screen.
l. Click **Save**
m. Click **Release to Billing** located in the center of the screen toward to the bottom left.
n. On the next screen, confirm that the **Client Group Enrollment** and the **Plan** are correct.
o. Click **Finish**

(10) Discharging Clients:

a. Locate the client's record by searching for the client and retrieving his/her record.
b. Click **Activity List**, then **Admission**, and then **Program Enrollment** located on the left side of the screen.

c. Once in **Program Enrollment**, fill in the end date

d. In the field labeled "**Termination Reason**", choose the appropriate reason why the client is being disenrolled from the program.

e. Click **Save**.

f. Click "**Complete TEDS/NOMS Disenroll Status**" located at the bottom of the screen. This will take you to the **Discharge Screen**.

g. Complete all fields on the screen and click **Save**.

h. Click on **Discharge Client** located in the middle, left of the main screen.

i. Click on the following items listed on the left side of the screen to complete each component of the Discharge. Click **Save** after each screen:

- Profile
- Legal History
- Status Changes
- Substance Abuse
- Treatment Summary

j. Click **Diagnosis** on the left side of the screen and complete/update and **Save** the diagnosis.

k. Click **Intake** under the **Activity List** located on the left side of the screen.

l. Towards the bottom left of the screen, input the **date of when the case is closed**.

m. Click **Save.** This will close the case.