



### CSI Data Quality Improvement

#### Webinar #20: Suspended records and restrictive of faulty error rules

**Summary:** When records held in suspension are not addressed, after a period of time, an EHR may no longer flag and try to send the records. For some EHRs the record expires and can no longer be reported after one year. If a record held in suspension is never fixed and sent to CSI, once expired, it should be captured as an unresolved error for that submitting entity. Currently these unresolved errors for suspended records expire silently without report, and DHCS has no documentation of how much information is being lost due to this approach to reporting. Some counties have varying processes, reports and tools for CSI record validation prior to CSI file submission which allows for the identification of errors prior to submission. Not all counties perform a pre-submission check.

#### Specific counties who may benefit:

Alameda	El Dorado	Kings	Mono	San Benito	Santa Barbara	Stanislaus
Amador	Fresno	Los Angeles	Monterey	San Bernardino	Santa Clara	Sutter Yuba
Butte	Glenn	Madera	Napa	San Diego	Santa Cruz	Tehama
Calaveras	Humboldt	Mariposa	Orange	San Francisco	Shasta	Tri City
Colusa	Imperial	Mendocino	Placer	San Joaquin	Siskiyou	Tuolumne
Contra Costa	Inyo	Merced	Plumas	San Luis Obispo	Solano	Ventura
Del Norte	Kern	Modoc	Riverside	San Mateo	Sonoma	Yolo

#### Who should attend?

- Clinicians
- Administration
- Data analyst
- IT
- Billing/accounting staff
- Quality assurance

#### Topics to discuss:

- Suspended records
- Unresolved errors
- Bundling corrections for submission
- CSI record validation
- Errors with the switch to ICD-10
- SSN for undocumented
- Portuguese
- Lagging client records
- "relational"



**Thursday, June 14<sup>th</sup> 1-3pm**

**Presenters from MHDATA and DHCS**