

**Community Mental Health Affiliation
of Mid-Michigan**

PROCEDURE #: 6.3	Page 1 of 3	SUBJECT: PIHP Software Standardization
Related Policy(ies) #: 6.0		SUBJECT: Information Services
Issuing Director: PIHP IS Director		Original Effective Date: 12/01/08

REVISED DATE

11/09/09

Review Date(s)

I. PURPOSE:

To ensure that CMHAMM Affiliates operate standardized software systems for the purpose of maximizing CMHAMM administrative efficiency, accuracy and contract/regulatory compliance.

II. STANDARDS:

Medicaid Managed Specialty Supports Services Concurrent 1915 (b)(c) Waiver Program Contract

III. DEFINITION: (if applicable)

The PIHP of CMHAMM shall ensure that all CMHAMM Affiliates are utilizing the same major software systems, and operating them in a standardized and consistent manner, to ensure that:

- Operation of the CMHAMM and PIHP Information Systems is efficient, accurate and compliant with contractual and regulatory requirements
- Overall combined CMHAMM and PIHP administrative operations are efficient, accurate and compliant with regulatory requirements
- All Affiliates are positioned to take advantage of opportunities to consolidate functions and responsibilities when such consolidation would improve administrative efficiency.

IV. PROCEDURES:

A. Determination by Affiliation Steering Committee. The Affiliation Steering Committee, delegating as necessary to functional workgroups, shall determine areas where software standardization brings the advantage of increased efficiency, accuracy or compliance. These changes may occur either within the Information System, or may be realized in other administrative or clinical areas due to the impact of standardization.

1. Once this determination has been made, the Affiliation Steering Committee shall determine which workgroup or workgroups are most appropriate charged with reviewing and selecting software, based on the following:
 - a) In the case of the Clinical Admin/Reimbursement System (i.e., Echo), the Clinical System, and/or the Filebound document Imaging System, the IS Workgroup shall assume this charge
 - b) In the case of the Financial (i.e., GL/payables) System, the Finance Workgroup shall assume this charge.
 - c) Other Systems shall be assigned on a case-by-case basis.

2. The assigned workgroup shall select a software package by consensus, basing its selection on:
 - a) The software's impact on Efficiency, and
 - b) The software's ability to fulfill requirements and,
 - c) The software's total cost for the Affiliation as a whole.
 3. The assigned workgroup shall build an implementation plan, including scheduled dates for various stages of the project. This plan shall be reviewed, modified and recommended by the Affiliation Steering Committee for approval by the PIHP through the Director of Affiliation Operations (DAO).
 4. The software shall be implemented in a standardized way using a consistent method. Differences in software setup and usage due to different local needs shall be acceptable. Differences in local preference shall not generally be an appropriate reason for setting up software differently.
 5. The assigned workgroup shall build a transition plan for parties not currently using the selected software to purchase and begin utilizing that software. This plan shall include scheduled dates for various stages of the transition.
 6. If the assigned workgroup is unable to obtain consensus during any of the steps outlined above, the Affiliation Steering Committee shall make the determination. If the Affiliation Steering Committee is unable to reach consensus, the determination shall be made by the PIHP.
 7. The PIHP, through the DAO, reserves the right to require a resetting of project schedules that fail to accomplish standardization within a reasonable time period. The PIHP may also review the final products to ensure that the software is set up and operated in a standard fashion.
 8. The PIHP, through the DAO, shall enforce this procedure as a contractual obligation.
- B. Determination by PIHP.** In addition to determinations made by the Affiliation Steering Committee, the PIHP shall also examine areas where standardization might be advantageous, and may determine that standardization is required in areas not already recommended by the Affiliation Steering Committee.
1. The PIHP shall, in such cases, make this determination based on one or more of the following:
 - a) Contractual requirements (PIHP/DCH, PIHP/Affiliates)
 - b) Compliance requirements (Federal, State, MDCH)
 - c) Significant increases in efficiencies by standardization. Such increases may occur over time, rather than being immediate, and may occur in the operation of the IT function or the Administrative Unit(s) that utilize the software.
 2. When the PIHP makes a determination that particular standardization is required, it shall communicate this decision through the DAO to the Affiliation Steering Committee. The steps in section IV-A, beginning with IV-A-1 shall then be implemented to select and implement a software system.
- C. Minimum Standardization.** Because of their level of importance, the Affiliation shall, at a minimum, standardize two major software systems:

- 1, **Clinical System.** The Clinical System shall consist of the following three systems, integrated with each other to share data as appropriate:
 - a) Echo Software System,
 - b) Major Clinical Forms as standardized by the CMHAMM Affiliation,
 - c) The Filebound document imaging

Additional details of clinical standardization shall be handled through the CMHAMM IS Workgroup, as outlined in IV-A above.

2. **Financial System.** The process described in IV-A above shall be used to standardize the Financial System Software (GL, Payables).

V. APPLICATION:

CMHA-CEI PIHP and all CMHSPs

VI. MONITOR AND REVIEW:

The PIHP Director of Information Services will monitor these functions and, along with the Director of Affiliation Operations, review this procedure annually.

VII. RELATED POLICIES AND PROCEDURES:

CMHAMM Policy	6.0	PIHP Requirements for Information Management
CMHAMM Procedure	6.1	BBA Compliance
CMHAMM Procedure	6.2	Data Validation