



EXCEPTION REPORT GUIDE

The purpose of this guide is to assist providers in interpreting CFCHS Exception Reports, as well as to offer a guide to follow up actions required to fix the exceptions and ensure data validity and accuracy.

Table of Contents



.....	1
<i>The purpose of this guide is to assist providers in interpreting CFCHS Exception Reports, as well as to offer a guide to follow up actions required to fix the exceptions and ensure data validity and accuracy. ...</i>	1
EXCEPTION REPORTS:	4
1. Admissions without Services	4
2. CFARS Due.....	4
3. CFARS Overdue	4
4. Consecutive Mental Health Admissions	5
5. Consecutive Substance Abuse Admissions	5
6. Disabled Income Source vs. Employment Status.....	5
7. Discharge Frequency on SA Successfully Complete Discharges	5
8. Discharge Reason for Treatment Services	6
9. Duplicate Services	6
10. FARS Due	7
11. FARS Overdue	7
12. High Unit Totals.....	7
13. No Recent PERFs	8
14. No Recent Services.....	8
15. Out of County Services.....	8
16. Overlapping Day Services.....	9
17. Same Begin Time, Same Staff ID	9
18. Services after Mental Health Discharge.....	9

19.	Services after Substance Abuse Discharge	9
20.	Services without Admissions.....	10
21.	Units of Service Equal Begin Time of Service.....	10

EXCEPTION REPORTS:

1. Admissions without Services

File Name	<i>ProviderName_AdmitWithoutServices.csv</i>
Description	The Admissions Without Services exception report includes clients who have been admitted in the current fiscal year but have no reported services in the data system. If a client has an SA admission and MH services but no SA services (or vice versa), the SA Admission will be included in the report.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Admission Date, Program Type (MH or SA)
Follow-Up Actions	Ensure that no services are missing from the data system, submit missing services. If the client does not have CFCHS funded services, delete the admission record from cfchsdata.org

2. CFARS Due

File Name	<i>ProviderName_CFARSDue.csv</i>
Description	The CFARS Due exception report includes clients who have a CFARS update record due within the next 31 days from the first day of the month the report is run in. For example: for the February exception reports, the comparison date is February 1, 2015. Any clients who have a CFARS due between February 1, 2015 and 31 days later will appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Purpose, Last Evaluation Date, and Days Since Last Evaluation
Follow-Up Actions	Submit required CFARS record(s) to cfchsdata.org

3. CFARS Overdue

File Name	<i>ProviderName_CFARS_Overdue.csv</i>
Description	The CFARS Overdue exception report includes clients who have not had a CFARS update more than 180 days compared to the first day of the month the report is run in. For example: for the February exception reports, the comparison date is February 1, 2015. Any client who had a CFARS due prior to February 1, 2015, but the CFARS is not in cfchsata.org will be included on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Purpose, Last Evaluation Date, Days Since Last Evaluation
Follow-Up Actions	Submit required CFARS record(s) to cfchsdata.org

4. Consecutive Mental Health Admissions

File Name	<i>ProviderName_ConsecutiveMHAdmissions.csv</i>
Description	The Consecutive Mental Health Admissions report finds instances in the system of a client having 2 or more admissions without a discharge between them. The report also identifies situations in which a mental health update outcome is followed by an admission record. This may indicate a missing discharge record or an incorrect admission record.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, First Evaluation Purpose, Subsequent Evaluation Purpose, First Evaluation Date and Subsequent Evaluation Date.
Follow-Up Actions	Delete incorrect MH Outcomes (PERFs) from cfchsdata.org.

5. Consecutive Substance Abuse Admissions

File Name	<i>ProviderName_ConsecutiveSAAdmissions.csv</i>
Description	The Consecutive Substance Abuse Admissions report finds instances in the system of a client having 2 or more admissions without a discharge between them. The report will also identify situations in which an admission is followed by an Immediate Discharge record (Immediate Discharges are used for Assessment only services, and do not close an episode of care). This may indicate a missing discharge record or an incorrect admission record.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, First Evaluation Purpose, Subsequent Evaluation Purpose, First Evaluation Date and Subsequent Evaluation Date.
Follow-Up Actions	Delete incorrect SA Outcomes (OUTCA) from cfchsdata.org.

6. Disabled Income Source vs. Employment Status

File Name	<i>ProviderName_DisableEmplSource.csv</i>
Description	The Disabled Income Source vs. Employment status exception report identifies MH Outcome (PERF) records in which a client's primary income source is reported as Disability, but they have an employment status other than Disabled.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Evaluation Purpose, Evaluation Date, PrimaryIncomeSource, EmploymentStatus.
Follow-Up Actions	Update Primary Income Source or Employment Status.

7. Discharge Frequency on SA Successfully Complete Discharges

File Name	<i>ProviderName_DischargeFrequency.csv</i>
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Description	The Discharge Frequency on SA Successfully Complete Discharges identifies SA Discharges in which a client is reported as successfully completing treatment, but also reported as having Primary, Secondary or Tertiary substance use.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Discharge Date, Discharge Reason, Primary Frequency, Secondary Frequency, Tertiary Frequency
Follow-Up Actions	Correct Discharge Reason or Frequency of Use.

8. Discharge Reason for Treatment Services

File Name	<i>ProviderName_DischargeTreatment.csv</i>
Description	The Discharge Reason for Treatment Services report identifies situations in which a client has received a treatment service but is discharged with a non-treatment discharge reason.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Discharge Date, Discharge Reason
Follow-Up Actions	Update Discharge Reason

9. Duplicate Services

File Name	<i>ProviderName_DuplicateServices.csv</i>
Description	The Duplicate Services exception report attempts to identify possible reporting errors. The report looks for a client that has multiple services reported for the same date and time where the service setting, service county, program type, procedure code or cost center vary. This is needed because of the way service events are uniquely identified in DCF PAM 155-2 ¹ : ContractorID, ProviderID, SSN, Service Date, Begin Time, Setting, Service County, Program Type, Procedure Code, Cost Center. The only way to change one of these values on a service accepted to the data system is to delete the incorrect service and upload the correct service.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Service Date, Units from first service, Units from second service, Cost Center reported on first service, Cost Center reported on second service, whether the service setting is the same or the values if not, whether the service county is the same or the values if not, whether the program type is the same or the values if not, whether the procedure code is the same or the values if not, whether the cost center is the same or the values if not.
Follow-Up Actions	Delete incorrect services from cfchsdata.org.

¹ Department of Children and Families Data Pamphlet 155-2 available at <http://www.myflfamilies.com/service-programs/substance-abuse/pamphlet-155-2>

10. FARS Due

File Name	<i>ProviderName_FARSDue.csv</i>
Description	The FARS Due exception report includes clients who have a FARS update record due within the next 31 days from the first day of the month the report is run in. For example: for the February exception reports, the comparison date is February 1, 2015. Any clients who have a FARS due between February 1, 2015 and 31 days later will appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Purpose, Last Evaluation Date, and Days Since Last Evaluation
Follow-Up Actions	Submit required FARS record(s) to cfchsdata.org

11. FARS Overdue

File Name	<i>ProviderName_FARSOverdue.csv</i>
Description	The FARS Overdue exception report includes clients who have not had a FARS update more than 180 days compared to the first day of the month the report is run in. For example: for the February exception reports, the comparison date is February 1, 2015. Any client who had a FARS due prior to February 1, 2015, but the FARS is not in cfchsata.org will be included on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Purpose, Last Evaluation Date, Days Since Last Evaluation
Follow-Up Actions	Submit required FARS record(s) to cfchsdata.org

12. High Unit Totals

File Name	<i>ProviderName_HighUnitTotal.csv</i>
Description	The High Unit Totals exception report identifies clients who have 5.25 or more hours of ambulatory services in a single day. In many cases there has been a data entry issue that has created a very high unit total on a single service. Cost Centers factoring into the report are: Assessment, Case Management, Crisis Support/Emergency, In Home/On Site, Intensive Case Management, Intervention, Medical Services, Outpatient, Respite, Supported Employment, Supported Housing/Living, TASC, Aftercare, FACT, Outpatient Group, Intervention Group, Aftercare Group, CCST, CCST Group
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Service Date, Total Units
Follow-Up Actions	Review client services for the indicated day and correct any incorrect services in cfchsdata.org. If all of the data is correct, there is no further action required.

13. No Recent PERFs

File Name	<i>ProviderName_NoRecentPERFs.csv</i>
Description	The No Recent PERFs (MH Outcomes) exception report identifies clients who have a service in the current fiscal year, but do not have a PERF record within 120 days of a service. This helps identify missing quarterly update PERF that are needed for determining target population and performance measures.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, First Service Date, Most Recent PERF Evaluation Date
Follow-Up Actions	Submit required PERF record(s) to cfchsdata.org

14. No Recent Services

File Name	<i>ProviderName_NoRecentServices.csv</i>
Description	The No Recent Services exception report identifies clients who have an open admission, but do not have recent services. In Substance Abuse the threshold is 60 days, in Mental Health the threshold is 180. The dates used in the comparison are the most recent service date and the first day of the month the report is run in. For example: for the February exception reports, the comparison date is February 1, 2015. Any MH client who's most recent service was more than 180 before February 1, 2015, who was also still open in the data system, would appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Most Recent Evaluation Purpose, Program Type, Days Since Last Service
Follow-Up Actions	Submit missing SERV record(s) or missing discharge PERF record to close client in the cfchsdata.org.

15. Out of County Services

File Name	<i>ProviderName_ServiceCounty.csv</i>
Description	The Out of County Services exception report identifies services that were reported as having been provided outside of Brevard, Orange, Osceola or Seminole counties. CFCHS contracts for services within the above listed counties, services reported outside of this four county area are typically the result of data reporting issues. FACT services are excluded from this report.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Service Date, Cost Center, Begin Time, Service County
Follow-Up Actions	Delete incorrect record and submit record with correct service county in cfchsdata.org

16. Overlapping Day Services

File Name	<i>ProviderName_OverlapDay.csv</i>
Description	The Overlapping Day Services exception report identifies situations where a client is reported as having been in two cost centers measured in days on the same day. This measure will be retired following the fiscal year after a new validation to prevent submission of overlapping day services goes into effect in cfchsdata.org on March 1, 2015.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, First Service Cost Center, Second Service Cost Center, Service Date
Follow-Up Actions	Delete incorrect service record in cfchsdata.org

17. Same Begin Time, Same Staff ID

File Name	<i>ProviderName_PossibleGroup.csv</i>
Description	The Same Begin Time, Same Staff ID report looks for multiple Intervention, Outpatient or Aftercare services that start on the same day and same time with the same staff ID. This may indicate that group services are being incorrectly billed as individual services or that there is a data reporting problem.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Program Type, Covered Service, Service Date, Begin Time, Units, and Staff ID
Follow-Up Actions	Delete incorrect records and resubmit or re-enter correct records to cfchsdata.org

18. Services after Mental Health Discharge

File Name	<i>ProviderName_MHServicesAfterDischarge.csv</i>
Description	The Services after Substance Abuse Discharge report will show services that fall after a discharge when there is no subsequent admission record. All services must occur between an admission and discharge.
Data Elements Included in Report	Provider, Client Name, SSN, Service Date, Covered Service, Discharge Date, Purpose, Staff ID and Provider Information
Follow-Up Actions	Delete services or discharge or submit new admission record, if a new episode has begun, to cfchsdata.org.

19. Services after Substance Abuse Discharge

File Name	<i>ProviderName_SAServicesAfterDischarge.csv</i>
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Description	The Services after Substance Abuse Discharge report will show services that fall after a discharge when there is no subsequent admission record. All services must occur between an admission and discharge.
Data Elements Included in Report	Provider, Client Name, SSN, Service Date, Covered Service, Discharge Date, Purpose, Staff ID and Provider Information
Follow-Up Actions	Delete services or discharge or submit new admission record, if a new episode has begun, to cfchsdata.org.

20. Services without Admissions

File Name	<i>ProviderName_ServicesWithoutAdmit.csv</i>
Description	The Services Without Admissions exception report identifies clients who show services in cfchsdata.org who do not have a matching admission record.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Program Type, First Service Date, Last Service Date
Follow-Up Actions	Submit required admission record or delete incorrect service records in cfchsdata.org

21. Units of Service Equal Begin Time of Service

File Name	<i>ProviderName_UnitEqualsBegin.csv</i>
Description	The Unit Equals Begin Time exception report identifies service records that have the same unit and begin time reported. When this situation has occurred it has frequently been the result of a data reporting error. Cost centers reported as days are excluded from this exception report.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Service Date, Begin Time, Unit
Follow-Up Actions	If the unit is incorrect, submit an updated record with the correct unit total. If the Begin Time is incorrect, delete the existing record and submit a corrected record to cfchsdata.org