CENTRAL FLORIDA Cares

behavioral health managing entity

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.

Central Florida Cares is a managing entity contracted with the Department of Children and Families.

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EXCEPTION REPORTS:

1. Admissions without Services

File Name	*ProviderName*_**AdmitWithoutServices.csv**
Description	The Admissions Without Services exception report includes clients who have been admitted but have no reported services in the data system.
Data Elements Included in Report	Provider, Client Name, SSN, Client SRI, Admission Date, Program, Admission SRI, Site ID
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	*ProviderName*_**CFARSDue.csv**
Description	The CFARS Due exception report includes clients who have a CFARS evaluation 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. Any clients who have a CFARS due between February 1 and 31 days later will appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Date, and Days Since Last Evaluation, Client SRI, Treatment Episode SRI, Evaluation SRI
Follow-Up Actions	Submit required CFARS record(s) to cfchsdata.org

3. CFARS Overdue

File Name	*ProviderName*_**CFARS_Overdue.csv**
Description	The CFARS Overdue exception report includes clients who have not had a CFARS evaluation for 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. Any client who had a CFARS due prior to February 1, 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 Date, and Days Since Last Evaluation, Client SRI, Treatment Episode SRI, Evaluation SRI
Follow-Up Actions	Submit required CFARS record(s) to cfchsdata.org

4. Duplicate Services

File Name	*ProviderName*_**DuplicateServices.csv**
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.
Data Elements Included in Report	Provider, Client Name, Date of Birth, SSN, Client SRI, Service Date, Start Time, Expenditure OCA from each service, Covered Service for each service, HCPCS for each service, Units for each service, SRIs for each service
Follow-Up Actions	Delete incorrect services from cfchsdata.org and correct reporting errors, such as incorrect start times.

5. FARS Due

File Name	*ProviderName*_**FARSDue.csv**
Description	The FARS Due exception report includes clients who have a FARS evaluation 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. Any clients who have a FARS due between February 1 and 31 days later will appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Last Evaluation Date, and Days Since Last Evaluation, Client SRI, Treatment Episode SRI, Evaluation SRI
Follow-Up Actions	Submit required FARS record(s) to cfchsdata.org

6. FARS Overdue

File Name	*ProviderName*_**FARSOverdue.csv**
Description	The FARS Overdue exception report includes clients who have not had a FARS evaluation for 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. Any client who had a FARS due prior to February 1, 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 Date, and Days Since Last Evaluation, Client SRI, Treatment Episode SRI, Evaluation SRI
Follow-Up Actions	Submit required FARS record(s) to cfchsdata.org

7. High Unit Totals

File Name	*ProviderName*_**HighUnitTotal.csv**
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. Covered Services included into the report are: Assessment, Case Management, In Home/On Site, Intensive Case Management, Intervention, Medical Services, Outpatient, Respite, Supported Employment, Supported Housing/Living, TASC, Aftercare, Outpatient Group, Intervention Group, Aftercare Group, CCST, CCST Group, Recovery Support, Recovery Support Group
Data Elements Included in Report	Provider, Client Name, SSN, Staff ID, Service County, Service Date, Start Time, Covered Service, Units of service, Total units for the day, Site ID, Service SRI
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.

8. High Unit Totals Non-Client Services

File Name	*ProviderName*_**HighUnitTotalNCE.csv**
Description	The High Unit Totals exception report identifies non-client services with higher than expected unit totals for a staff ID on a given date of service. For Outreach, the threshold is 5.25 hours. For Crisis Support/Emergency, Information and Referral, and Clubhouse, the threshold is 10 hours.

Data Elements Included in Report	Provider, Staff ID, Service County, Service Date, Start Time, Covered Service, Units of service, Total units for the day, Site ID, Service SRI
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.

9. IDP HCPCS

File Name	*ProviderName*_**IDP_HCPCS.csv**
Description	The IDP HCPCS report returns services billed to OCA MH076 that use a HCPCS code other than IE100 or IE101, which are the two valid HCPCS for IDP services.
Data Elements Included in Report	Provider, Service Date, Start Time, Service SRI, HCPCS, Staff Identifier
Follow-Up Actions	Update the HCPCS on the service to an appropriate IDP code.

10. Incidental Code

File Name	*ProviderName*_**IncidentalCode.csv**
Description	The Incidental Code report identifies services that use the generic incidental expense code IE001. It is important to use the appropriate incidental expense listed in Appendix 1 of PAM 155-2 to enable proper categorization of incidental expenses.
Data Elements Included in Report	Provider, Client Name, SSN, Service Date, Covered Service, Start Time, Expenditure OCA, HCPCS Code, Unit, Service SRI
Follow-Up Actions	Update incidental expense code in data system. If there is not an appropriate code, contact data@cfchs.org to describe the expense.

11. Latest Employment Status

File Name	*ProviderName*_**LatestEmploymentStatus.csv**
Description	The Latest Employment Status report will show a list of individuals in services whose latest employment status reported in the POM is Terminated/Unemployed. Those who have been discharged are excluded from the report.
Data Elements Included in Report	Provider, Client Name, SSN, Program, Site ID, POM Date, Employment Status, Admission SRI, POM SRI
Follow-Up Actions	Provide employment services or refer to employment services, if appropriate. Review reported status to ensure the individual is part of the labor force and that Terminated/Unemployed is the appropriate employment status.

12. Latest Housing Status

File Name	*ProviderName*_**LatestHousingStatus.csv**
Description	The Latest Housing Status exception report identifies clients who are reported in unstable housing environments in the most recent POM data. This report excludes those who have been discharged.
Data Elements Included in Report	Provider, Client Name, SSN, Program Type, Site ID, POM Date, Living Arrangement Code, Admission SRI, POM SRI
Follow-Up Actions	Verify correct housing status has been reported. Provide or refer to housing services to help the individual find stable housing.

13. Missing SOR Modifier

File Name	*ProviderName*_**MissingSORModifier.csv**
Description	The Missing SOR Modifier exception report identifies client specific SOR services that do not have a CoveredServiceModifier value of S1-S12 indicating the medication that the individual is receiving for SOR funded services.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Service Date, Start Time, Expenditure OCA, Covered Service, Service SRI
Follow-Up Actions	Add Modifier code to service record indicating the appropriate medication (a list can be found in Appendix 1 of PAM 155-2)

14. No Recent POM

File Name	*ProviderName*_**NoRecentPOMs.csv**
Description	The No Recent POMs exception report identifies clients who have a service in the current fiscal year, but do not have a POM record within the last 120 days. This helps identify missing quarterly update POMs that are needed for determining target population and performance measures.
Data Elements Included in Report	Provider, Client Name, SSN, Client ID, Most Recent Service Date, Most Recent POM Evaluation Date, Site Identifier, Admission SRI,
Follow-Up Actions	Submit required POM record(s) to cfchsdata.org

15. No Recent Services

File Name	*ProviderName*_**NoRecentServices.csv**
Description	The No Recent Services exception report identifies clients who have an open admission, but do not have recent services. The threshold for inclusion is 90 days. 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. Any individual served whose most recent service was more than 90 days before February 1, who was also still open in the data system, would appear on this report.
Data Elements Included in Report	Provider, Client Name, SSN, Program, Days Since Last Service, Most Recent POM Date, Last Service Date, Admission SRI
Follow-Up Actions	Submit missing SERV record(s) or discharge episode to close client in the cfchsdata.org.

16. Out of County Services

File Name	*ProviderName*_**ServiceCounty.csv**
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 and PRTS services are excluded from this report.

Data Elements Included in Report	Provider, Client Name, SSN, Service Date, Covered Service, Begin Time, Service County, Site ID, Service SRI
Follow-Up Actions	Delete incorrect record and submit record with correct service county in cfchsdata.org

17. Overlapping Day Services

File Name	*ProviderName_***OverlapDay.csv**
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.
Data Elements Included in Report	Provider, Client Name, SSN, First Covered Service, Second Covered Service, Service Date, First Service SRI, Second Service SRI
Follow-Up Actions	Delete incorrect service record in cfchsdata.org

18. Same Begin Time, Same Staff ID

File Name	*ProviderName_***PossibleGroup.csv**
Description	The Same Begin Time, Same Staff ID report looks for multiple Intervention, Outpatient, Aftercare, or Recovery Support 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, Staff ID, Expenditure OCA, Service SRI, Site ID
Follow-Up Actions	Delete incorrect records and resubmit or re-enter correct records to cfchsdata.org

19. School Days

File Name	*ProviderName_***SchoolDays.csv**
Description	The School Days exception report looks for instances in which the reported values for School Days Attended exceeds the reported School Days Available. Records where Days Available is unknown are excluded from the report.
Data Elements Included in Report	Provider, Client Name, Client SRI, POM Date, School Days Attended, School Days Available, POM SRI
Follow-Up Actions	Correct reported Days Available and/or Days Attended values

20. Units of Service Equal Begin Time of Service

File Name	*ProviderName_***UnitEqualsBegin.csv**
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, Site Identifier

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