



TO: Enhanced Care Clinics (ECCs) and Outpatient Hospitals

RE: Data Entry Errors for Enhanced Care Clinics under the Connecticut Behavioral Health Partnership

The purpose of this provider bulletin is to provide additional detail for data entry errors for emergent, urgent, and routine access to care for both quarterly and annual reporting.

In policy transmittal PB 2013-17, Change in Methodology for Measurement of Access Standards, it states that the volume of registrations for members triaged as emergent and urgent was quite low. This continues to be the case in 2018.

Enhanced Care Clinics (ECCs) that have a very low volume of emergent or urgent cases may fail to meet the annualized access standards when a single case misses the access timeframes. To accommodate for this and based on provider feedback, the Behavioral Health Partnership slightly eased the requirements by offering the ECC providers the opportunity to appeal when the missed urgent or emergent access timeframe was due to a data entry error.

If an ECC falls below the 95% access standard for either urgent or emergent cases due to a data entry error, the agency can submit the appropriate information to the Partnership for further review. Upon review, if the Partnership agrees that it was in fact a data entry error, the error will be corrected and the access measure percentage adjusted accordingly.

Since the low volume of visits does not apply to routine appointments, which far exceed the number of urgent and emergent cases, it is not as likely that a single data entry error would result in a clinic failing the annualized measure. Therefore, the process for appealing data entry errors is not applicable for routine appointments.

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