Manual
for <u>Mental Health</u> Service Providers

Mental Health
CPMS

Department of Human Services

Office of Mental Health and Addiction Services
500 Summer Street NE E86
Salem, Oregon   97301-1118

September 2004

DHS
oregon department
of human services

If you need this publication in an
alternate format

Please call (503) 945-5763 (voice)
or TTY (503) 945-5893

Manual
for <u>Mental Health</u> Service Providers

Department of Human Services
Office of Mental Health and Addiction Services
500 Summer Street NE E86
Salem, Oregon   97301-1118

Robert Nikkel
Administrator

Prepared by
The CPMS Data Team

TABLE OF CONTENTS

PART THREE: REPORTS

PART FOUR: GLOSSARY

PART FIVE: APPENDICES

ABOUT THIS MANUAL

Subject   This manual provides information for the Client Process Monitoring System (CPMS).

♦ **Part One, Introduction to CPMS,** provides an overview of the CPMS system and instructions for completing mental health CPMS reporting forms.

♦ **Part Two** provides box-by-box codes in numerical order for the mental health CPMS forms.

♦ **Part Three** describes **MMRs -** Monthly Management Reports generated by the CPMS system - and provides instructions for their use.

♦ **Part Four** contains a **Glossary**.

♦ **Part Five** provides various **Appendices**.

Audience   This manual is for anyone who will be completing or reviewing mental health CPMS forms or reports. It may also prove helpful to those analyzing the CPMS data. It provides instructions to users of the CPMS who provide mental health services.

Purpose   The purpose of this manual is to provide current reporting instructions and common CPMS item definitions for state and local mental health CPMS users. The manual is most readily used as a reference book, although it is recommended that anyone completing CPMS forms begin by scanning the entire manual.

This is a comprehensive manual, which includes instructions for *all* service modalities. Therefore, some boxes may not directly apply to your program.

A table of contents is located in the front of this page to help locate the desired box.

Updates   Updates to this manual will be communicated through numbered and dated CPMS mental health manual replacement pages from OMHAS. It is recommended that you keep this manual in a binder so that replacement pages are easily inserted.

Introduction to CPMS

The Client Process Monitoring System

The State Office of Mental Health and Addiction Services (OMHAS) implemented the Client Process Monitoring System (CPMS) during the 1981-83 Biennium. CPMS is a vital management tool which provides:

- ✓ Documentation that services are being delivered by community providers supported by OMHAS funds in compliance with the Legislatively approved budget and statutory mandates;

- ✓ Data on the performance of community programs used by state and local management to advocate for services and funding;

- ✓ Basic data for program evaluation, trend analyses, and community mental health research;

- ✓ Data for determining reimbursable service days for various Mental Health programs;

- ✓ Data for determining offsetting revenue sources in various Mental Health programs;

- ✓ Data for determining expanded commitment criteria; and

- ✓ Gun control verification.

The Client Process Monitoring System consists of several parts:

1. Enrollment and Termination - In all cases, the client is enrolled with a service provider under a service element. In Pre-Commitment Services and Evaluation Services, both enrollment and termination take place on the same form. For Basic and Residential Services, enrollments and terminations are reported on the separate "Basic or Residential Services" form.

2. Monthly Management Report - The MMR is a monthly listing of all persons who were enrolled and/or terminated during the specified month in Mental Health services. It is for informational purposes only and no action is required by the provider. The purpose of the MMR is to let the service provider know what persons have been enrolled into and terminated from the CPMS database. Please review and verify that all clients served during the month are reported on the MMR.

We All Benefit From CPMS Data, because CPMS…

A. Provides Accountability for Funds Spent by:

1) monitoring providers' <u>utilization rates</u> (number of clients actually served compared with contracted minimum number of clients). Over-utilization rates help to create a better case for funding from the legislature; and

2) calculating measures for performance reports (outcome measures of clients). Measures are calculated for clients terminated during each quarter (such as "employment rates" and "improved level of functioning").

B. Generates More Funds for Treatment and Prevention by:

1) documenting services provided to clients;

2) documenting the need for federal & state funding to the Legislature;

3) providing information to legislators and others for planning -- Oregon data is reported to federal oversight agencies through Block Grant reports;

4) documenting expenditures in reports to funding agencies.

Importance of Accurate Data

It is important that your CPMS client data accurately reflect your program, because the data...

- ✓ affect performance reports, utilization, and other reports;
- ✓ are used as part of a site review and may reflect a program's overall performance;
- ✓ are used for outcome studies, i.e. to show that treatment works;
- ✓ are used as a basis for future funding requests;
- ✓ can enable a program to evaluate their own performance and progress;
- ✓ can assist in the management of the program; and
- ✓ can assist the county mental health treatment authority in making decisions regarding subcontracting services (performance reports).

Types of CPMS Enrollment and Termination Forms

There are three different enrollment forms. One of them has a corresponding termination form, and two include the termination portion on the same sheet. Each form is identified by a title appearing in the upper right corner and a color-coded upper left corner.

Note: Appendix B contains sample CPMS forms.

1) <u>Orange Corner</u>: The Mental Health Basic or Residential Enrollment Form (Form No: MHD-ADMS-0189) is to be used if the consumer is enrolled in outpatient or residential services. The vast majority of clients will be enrolled with this form.

   <u>Instructions</u>: This enrollment form needs to be completed and sent to OMHAS within 7 days of enrollment into your mental health program. The yellow copy is sent to OMHAS. The white copy goes in the client's file.

2) <u>Orange Corner</u>: The Mental Health Basic or Residential Termination Form (Form No: MHD-ADMS-0190) is to be used if the consumer is being terminated from outpatient or residential services. You no longer close out the client on the TSR. The TSR has been replaced by the Monthly Management Report (MMR).

   <u>Instructions</u>: The termination form needs to be completed and sent to OMHAS within **90 days** of the last face-to-face treatment contact. The yellow copy is sent to OMHAS. The white copy goes in the client's file.

3) <u>Red Corner</u>: The Mental Health Evaluation Services Enrollment and Termination Form (Form No: MHD-ADMS-0379) is to be used for evaluation, Preadmission Screening And Resident Review (PASSR), and crisis services.

   Crisis/Evaluation Criteria: A person may be enrolled in CPMS for Crisis/Evaluation Services only if the person meets <u>all</u> of the following criteria:

   1. Has been screened and is believed to have a mental disorder as defined in the latest edition of the Diagnostic and Statistical Manual for Mental Disorders;

2. Is likely to experience a severe negative consequence if **immediate intervention** is not provided; and

3. Has been formally evaluated as specified in OAR 309-32-525 to 309-32-605[1] resulting in a written plan of action and case record.

   Remember: Immediate intervention means that the person must be evaluated within a few hours and cannot wait until the next day for an appointment.

   Instructions: At the beginning of the episode, complete the enrollment portion, and place the form in the client's file. When the client's episode has ended, complete the termination portion, and send the yellow copy to OMHAS within 7 days of the last face-to-face treatment contact.

4) Green Corner: The Mental Health Pre-Commitment Services Enrollment and Termination Form (Form No: MHD-ADMS-0381) is to be used if a petition for civil commitment is filed.

   Instructions: At the beginning of the episode/investigation, complete the enrollment portion. As the investigation, and hearing and disposition occur, fill in the appropriate portion of the form. Once the disposition is complete, fill in the termination portion, and send the yellow copy to OMHAS within 7 days (i.e., hearing found to be unnecessary, consumer consents to voluntary treatment, or hearing completed).

Who Fills Out the Form?

It is very important that the counselor who assesses the client fills out the CPMS form.   Some portions of the form require clinical judgment and certain information is only gathered during the client assessment. The Data Coordinator or Office Manager, however, should review the forms before sending them to OMHAS.

Ordering Forms and Manuals

Please order additional forms or manuals from the CPMS Data Team. Your order will be processed as promptly as possible.

---

[1] Oregon Administrative Rules:
See http://arcweb.sos.state.or.us/rules/OARs_300/OAR_309/309_032.html

For details about ordering more forms, simply call the CPMS Data Team with the following information (refer to your CPMS Resource List in Appendix A) :

When calling the CPMS Data Team, have the following information readily available:

✐ CMHP & Provider Number

✐ Form Name or Number or Color

✐ Number of Forms Needed (for a six-month period)

✐ Mailing Address

✐ Your Name

How the CPMS Data is Processed

⇨ Enrollment

- ☺ <u>Basic or Residential Services Forms</u>: The provider sends the yellow copy of the enrollment form to OMHAS within seven (7) days. The white copy is placed in the client's file.

- ☺ The <u>Pre-Commitment</u> and <u>Evaluation Forms</u> contain both enrollment <u>and</u> termination data on the same sheet and should be retained by the provider until the client is terminated. Within seven (7) working days after the client terminates, the yellow copy should be mailed to OMHAS.

- ☺ CPMS Data Team staff at OMHAS enter the data into the mainframe computer for storage and processing.

- ☺ Forms that have failed to process because of invalid or missing information may be returned to the provider for correction or completion.

⇨ Monthly Service Reports

After the client's enrollment has successfully processed, the client's basic information will appear on the Monthly Management Report (MMR). These reports serve well as "open client" lists, because they list all clients open in your program for a given month. A report will be produced for *each* of your provider numbers. <u>Note</u>: Part Three of this manual contains MMR report details and instructions.

⇨ Termination

Upon discharge, the counselor must make a **re-assessment** of the client.

The Basic or Residential Termination Forms are to be completed and sent to OMHAS within 90 days of the last face-to-face client treatment contact unless a reason for leaving the case open is documented in the client file.

Do not leave a case open because fees have not been paid. If a client is no longer in "active treatment" please terminate the client on CPMS. You may use termination type code '70' – client placed in Recovery Support (see box 48 – Termination Type).

Timing and Consequences of Late Data

Send in the…

✎ **Enrollment forms** within 7 working days of the first face-to-face treatment contact (usually the initial assessment).

✎ **Termination forms** no later than 90 calendar days after the last face-to-face treatment contact.

✎ **Corrected MMRs** by the first working day of the month following your receipt of them. Note: If there are no mistakes on the MMR you do not need to mail it back to us.

Where to Send Completed Forms and Reports:

CPMS OASIS
DHS
500 Summer Street NE E 86
Salem, Oregon 97301-1118

Note: Forms may be faxed to OMHAS, if necessary, to meet the deadline. Print on forms must be dark enough to be faxed. See the CPMS Resource List in the Appendix A for more information.

Sample deadlines for clients enrolled or terminated during May:

June 6   (fourth working day of the following month) This is the last day that incoming CPMS mail (forms and reports) will be opened and processed <u>until after</u> the monthly CPMS deadline. Enrollment and termination information missing this deadline will be processed and appear on the following month's reports.

June 13   Monthly service reports are produced from the enrollment data and should arrive in your office on or about mid-month.

July 1   (1st of the following month). Corrections on forms or on the MMRs are to be received by OMHAS by this date in order to be processed in time to show up on the next MMR.

Remember: Keep the white copy of the form in the client file, and send OMHAS only the yellow copy.

THE IMPORTANCE OF TIMELY SUBMISSIONS
Delays in sending the forms or reports may result in your program not receiving credit for all of the clients you have served when we calculate your utilization rate. Late terminations may also affect the length of stay and performance reports.

ENROLLMENT: Who to Enroll in CPMS

Do Enroll

Anyone who receives any amount of Mental Health service covered by public funds. Public funds include Medicaid, Oregon Health Plan, Medicare, state and federal grants, etc.

For each client enrolled on CPMS, the provider agency must maintain a file that includes, but is not limited to, documentation of the primary diagnosis, a psychosocial work-up (which might include a family history, prior treatment information, etc.), and a treatment or training plan. Please refer to the Oregon Administrative Rules (OARs) appropriate to the service you are providing to the client.

Do Not Enroll

Friends, relatives, or other associates (collaterals) of the enrolled client who are contacted or otherwise involved during the course of the primary client's treatment.

Examples:

1. A man is seen by a counselor due to his <u>enrolled</u> sister's primary problem. This man should <u>not</u> be enrolled on CPMS.

2. A woman is seen by a counselor due to her husband's primary problem. She also has a mental health problem for which treatment is sought. She should be enrolled in CPMS as a separate case.

TERMINATION: When to Terminate a Client in CPMS

A client episode must be terminated on CPMS when a clinical decision is made to close the file; i.e., treatment is complete; or

A client must be terminated from CPMS if the client has not received face-to-face or telephone treatment contact at least once in a 90-day period, unless a plan for less frequent contact has been clearly specified in the client's treatment plan. If a client has not been seen for 90 days, the closing date would be the date of the last contact.

A crisis episode should last five days or less. Clients must then be terminated from crisis services and enrolled if needed in another type of service.

CONFIDENTIALITY

Client information reported to OMHAS through CPMS is confidential and protected by law and operating computer protocols. No person or agency other than authorized personnel can gain access to confidential client information in CPMS.

QUESTIONS?

Part Five of this manual (the Appendices) includes a *CPMS Resource List (See Appendix A)*. Key contact people are listed with their specific area of expertise. Use this list to expedite answers to your questions. A revised list will be issued periodically so that this information is as up-to-date as possible.

ELECTRONIC SUBMISSION OF CPMS DATA

You can submit your CPMS data to OMHAS electronically. Submitting data electronically reduces errors, lowers your mailing costs, and gets your data to OMHAS in a timely fashion. Please call the CPMS data team (see Appendix A for contact information) to find out how you can submit CPMS data electronically.