

General Provider Communication

Maricopa County Regional Behavioral Health Authority
Magellan Health Services of Arizona, Inc.

Dear Provider,

We would like to remind you that there is now a fax-submission process for the Consumer Health Inventory (CHI) and the Consumer Health Inventory Child (CHI-C) tools. Please use the fax option when you are not able to administer outcomes tools on the Web (e.g., working off-site).

Providers are able to print a unique fax for the recipient of behavioral health services, or their caretaker, to be completed by hand and then faxed in by the provider. Please note: Teleform will scan the unique fax. Within 24 to 48 hours, the electronic report will be available to the provider to share at the next contact.

To learn more about the simple fax process and tips for successful administration, please click [HERE](#) to view the detail information Print Fax Tips sheet.

Fax error alert for submissions for CHI and CHI-C

Some CHIs and CHI-Cs faxed into the system are unable to be processed, as they are erroring out. A report of the errors is being sent to the *Outcomes360* Team regularly. The Team reviews the report, sorts the report by providers and sends the list of incorrect faxes to each applicable provider, including the date the tool was completed and the name of the service recipient.

To resolve an error you will need to resubmit the CHI or CHI-Cs that errored out.

To resubmit your CHI or CHI-C, use a copy of your errored fax to enter the service recipient's responses online or print out a new print fax form, and complete it correctly and fax in the form.

Tips to increasing the likelihood of successful processing of faxes *(see Print Fax Tips sheet hyperlinked above)*

- Only original print fax CHI or CHI-C forms from the system can be used. **Photocopies of print fax forms cannot be used.** Multiple copies of a print fax form have identical bar codes. The system will read them as duplicate submissions and cannot accept the data.
- During one login, you may print multiple faxes of the CHI or CHI-C for an individual service recipient. **Each time you click "print" the fax form will have an original bar code.**
- Out of Sequence Errors: The system calculates the recipient's progress by comparing scores going forward and displaying the results in the Member and Provider reports. The system cannot calculate improvement going forward if the

data is faxed with a completion date of, for example, 7/31/09 and then a second CHI or CHI-C is faxed in completed on 6/31/09. The forms must be faxed in the order they were administered or you will receive an "out of sequence" error.

- Ask recipients to use an "X". This provides a better target for the software that reads the response than a check mark or other symbol provides. The more ink inside the answer box the better.
- If a recipient begins to circle the answers, remind him/her of the correct way to complete the form. If he/she cannot complete the form correctly, either use their completed form to enter their answers online or print out a new print fax form and complete it correctly and then fax in the form.

Screen to check and resolve errors before faxing

Real life examples of errors in the completion of the CHI fax form are provided in the hyperlinks below:

- [Real life example 1](#)
- [Real life example 2](#)

If the answer is outside of the box or barely in the box, place an "X" clearly within the boundaries of the answer box.

Stray marks outside of an answer box are not a problem unless the marks go into another answer box. If the answer goes into another box, use a white-out product, so the marks do not show in the second answer box.

As a reminder, if Teleform detects more than one answer for a question they will treat the question as unanswered. Please ask the recipient completing the form which answer he/she wants to submit and use a white-out product to "erase" the other answer.

Questions from providers

Q: The intro statement to CHI question #22 parts a, b and c. says, "If you are currently in treatment/therapy, please answer the following questions:"

- a. I feel my provider is caring and has concern for me.
- b. I believe that I can better cope with my problems.
- c. The problem that I came in for is better.

We utilize the CHI at intake. How would a consumer answer these from a two and half (2.5) hour intake/screening/assessment?

A: The possible responses are:

- Strongly Agree
- Agree
- I am Neutral
- Disagree

- Strongly Disagree

Some recipients will have a response to the way they have been welcomed and to the interaction with staff during the intake session. They can select from the above responses. If the recipient indicates that it is too soon to answer the questions, please suggest that he/she respond, "I am neutral."

Q: Magellan recently distributed the Outcomes Online Fax Assessment Tips sheet to providers. **The tips sheet states, "If you make a mistake, carefully use a white-out product to make corrections."** My concern with this is that it may cause an issue with the clinical standard that corrections to clinical records may only be made by drawing a single line through the error, initialing and dating the entry made in error. At our agency, clinical and administrative staff are directed to make changes to any document that is filed in the recipient's chart in this manner. What should I do, if I need to make a correction?

A: You have two options. First, if a CHI or CHI-C needs to be cleaned up for submission, please document changes per your agency's policy and then enter the data online instead of faxing in the form, then place the form in the chart in compliance with your agency's policy.

Second, not all agencies place the original copy of the CHI or CHI-C in the file. Agencies may clean-up any problem forms with a white-out product and fax in the form. The original form is shredded once it is confirmed that the CHI or CHI-C report is available. The agency files various combinations of a copy of the Provider Report, Member Report, and a print out of the questions and answers to the CHI or CHI-C.

If you have questions, please contact the *Outcomes360* Team at Outcomes360AZ@MagellanHealth.com.

