Iowa Behavioral Health Reporting System
Provider Agency Onboarding and Certification Guide

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Iowa Behavioral Health Reporting System (IBHRS)

Contents

Version Control

Date	Version	Author(s)	Brief Description of Change
1/27/2021	1.0	Shelby Maloney	Initial Draft
9/30/2021	2.0	Shelby Maloney	Removed dominic.lavorato@idph.iowa.gov and replaced with sapgdata@idph.iowa.gov.

1   Introduction

The Iowa Behavioral Health Reporting System (IBHRS) **Provider Agency Onboarding and Certification Guide** outlines the activities necessary for provider agencies to onboard and be certified to report to IBHRS.

2   IBHRS Onboarding Plan

This work will include a set of webinars, documents, and reference materials to ensure that provider agencies have the training and resources necessary to populate IBHRS consistently with accurate data. This onboarding plan has been designed to facilitate a rapid and efficient implementation of IBHRS.

2.1   Submission Guides

All submission guide documentation will be found at the IBHRS Documentation Page at: https://idph.iowa.gov/Bureau-of-Substance-Abuse/Substance-Use-and-Problem-Gambling-Data-Reporting/Iowa-Behavioral-Health-Reporting-System/IBHRS-Documentation. These resources include:

1. **IBHRS Provider Submission Guide**. This guide will document the technical requirements for submitting data into IBHRS, including information on file processing and formatting, the submission process, and technical details of the fields, forms, and business and validation rules of IBHRS. This Submission Guide will be finalized once the Department has granted final approval to the data structures of IBHRS. In addition to the Submission Guide, FEI will provide an XSD file that describes its fields and structures – a technical template for validating an XML file, and example XML files that provider agencies can reference as they work with their EHR systems to develop their own XML files. The Submission Guide may be found here: https://idph.iowa.gov/Bureau-of-Substance-Abuse/Substance-Use-and-Problem-Gambling-Data-Reporting/Iowa-Behavioral-Health-Reporting-System/IBHRS-Documentation

2. **IPN H837 Companion Guide**. FEI will provide the H837 Companion Guide to those provider agencies who need to submit claim information to IBHRS from their own EHR system. The Companion Guide includes the format and specifications applicable to the accepted IBHRS version of the H837 file. The H837 Companion Guide may be found here: https://idph.iowa.gov/Bureau-of-Substance-Abuse/Substance-Use-and-Problem-Gambling-Data-Reporting/Iowa-Behavioral-Health-Reporting-System/IBHRS-Documentation

2.2   User Documentation

All user documentation will be found at the IBHRS Resource Page at: https://idph.iowa.gov/Bureau-of-Substance-Abuse/Substance-Use-and-Problem-Gambling-Data-Reporting/Iowa-Behavioral-Health-Reporting-System/IBHRS-Documentation. These resources include:

1. **IBHRS End User Guide**. The End User Guide will contain step-by-step instructions that inform users of the specific actions and workflows within each IBHRS module. This includes technical system requirements for the end user. The End User Guide may also be split into separate stand-alone documents, focused on each subject area of the system.

2. **Frequently Asked Questions**. An FAQ will be developed and maintained by the IDPH and FEI. This FAQ will collect all questions/answers that occur during the technical assistance webinars.

2.3 Onboarding Activities

The following table outlines the onboarding activities that FEI will facilitate.

Activity	Description	Date(s) / Time(s)	Audience
IBHRS Data Portal Usage and Data Entry Screen Trainings	FEI will provide up to eight webinar trainings, organized by IBHRS job function. These trainings will provide guidance, instruction, and documentation for provider agency and vendor personnel who will be using the IBHRS Data Portal. Webinars will also instruct provider agencies on how to enter data directly into IBHRS using the Data Entry Screens. FEI will provide webinar recordings focused on each module of IBHRS, which may be saved within the IBHRS Help Resources module for users to view as needed.	4/1/21 – 6/30/21	Providers
Introductory/Kickoff Webinar	The introductory/kickoff webinar will introduce provider agencies to IBHRS and give providers an opportunity to ask any initial questions they may have about the technologies involved. During this webinar, FEI will also review the onboarding plan and timeline. Topics will include history of the IBHRS project, description of IBHRS and its capabilities, introduction to the user interface of the IBHRS Data Portal, and review of the Onboarding Plan.	1/6/2021 1:30-3:00 PM Central Time	Providers EHR Vendors
Introduction to IBHRS Technology	This is a technical webinar designed to introduce technical resources from providers and vendors to the technologies used by IBHRS and some of the ways in which we use those technologies. This webinar is intended for providers that plan on uploading files to IBHRS.	1/13/2021 1:30-3:00 PM Central Time	Providers EHR Vendors
Recurring Technical Assistance Webinars	General Introduction to IBHRS & IBHRS Onboarding Plan Review	1/27/21 1:30-3:00 PM Central Time	Providers EHR Vendors
	Provider Client Dataset	2/10/21 1:30-3:00 PM Central Time	Providers EHR Vendors
	Treatment Episode Dataset	2/24/21 1:30-4:30 PM Central Time	Providers EHR Vendors
	Service Event Dataset	3/10/21 1:30-3:00 PM Central Time	Providers EHR Vendors
	Treatment Episode Dataset – Follow-up #1	3/24/21 1:30-3:00 PM Central Time	Providers EHR Vendors

Activity	Description	Date(s) / Time(s)	Audience
	IPN H837 Claim Item Submission	4/7/21 1:30-3:00 PM Central Time	IPN Providers IPN EHR Vendors
	Treatment Episode Dataset Part 3 Care Statuses	4/21/21 1:30-3:00 PM Central Time	Providers EHR Vendors
	Vendor Specific Breakout Session	5/5/21 1:30-3:00 PM Central Time	EHR Vendors
	Vendor Specific Breakout Session	5/19/21 1:30-3:00 PM Central Time	EHR Vendors
	Vendor Specific Breakout Session	6/2/21 1:30-3:00 PM Central Time	EHR Vendors
	Vendor Specific Breakout Session	6/16/21 1:30-3:00 PM Central Time	EHR Vendors
	Vendor Specific Breakout Session	6/30/21 1:30-3:00 PM Central Time	EHR Vendors
	Vendor Specific Breakout Session	7/14/21 1:30-3:00 PM Central Time	EHR Vendors

2.4   Provider Question Submissions

Please submit any questions to SAPGData@idph.iowa.gov. FAQs will be posted on the IBHRS Resource Page at: https://idph.iowa.gov/Bureau-of-Substance-Abuse/Substance-Use-and-Problem-Gambling-Data-Reporting/IBHRS-FAQ.

3 IBHRS Certification Process

The IBHRS Provider Certification Standards will allow certification/approval of provider agencies who wish to submit the Integrated Treatment (SUD/PG) dataset directly to IBHRS. The Certification process will ensure that provider agencies are prepared to submit and update accurate and error-free data on a timely basis. FEI will certify provider agencies by working with **one lead staff member within each provider agency (called the "IBHRS Provider Administrator")**. Upon certification of the IBHRS Provider Administrator, that individual may create/enable staff accounts within IBHRS for others within their agency.

FEI will work with provider agencies to complete certification activities by **June 30, 2021**. Any agencies who on-board after go live will work directly with IDPH to complete certification activities.

3.1 IBHRS Basic Certification Form

This certification is a prerequisite that must be completed before the IBHRS Provider Administrator can receive a UAT login to IBHRS. The IBHRS Provider Administrator must certify that they have read the Submission Guides for Client, Treatment Episode, and Service Event datasets as well as the H837 Companion Guide (if an IPN Provider).

IBHRS Provider Administrators will complete a survey available at this link: https://surveyhero.com/c/IBHRSBasicCertificationForm.

The survey will provide IDPH and FEI with the following information:

- Provider Agency Name
- Planned Method of Integrated Treatment (SUD/PG) Data Submission to IBHRS
  - o IBHRS XML File Upload
  - o IBHRS Data Entry Screens
- Is H837 Claim Submission access needed? (IPN Providers Only)
  - o Yes or No
- IBHRS Provider Administrator Contact Name (will be used for IBHRS User Account)
- IBHRS Provider Administrator Contact Email Address (will be used for IBHRS User Account)
- Have you Read the IBHRS Submission Guide for Client, Treatment Episode, and Service Event Data Sets?
  - o Yes or No
- Have you read the IBHRS 837 Companion Guide? (IPN Providers Only)
  - o Yes or No

3.2 IBHRS UAT User Account Creation

When the IBHRS Provider Administrator completes the Basic Certification Form, the FEI Onboarding Coordinator will be sent an email notification. The FEI Onboarding Coordinator will create credentials for IBHRS Provider Administrators within the IBHRS UAT Environment. **UAT Credentials for IBHRS Provider Administrators will be created starting April 1, 2021.**

3.3   Data Submission Certification

3.3.1   XML File Upload Certification

FEI will complete XML File Upload Certification for each provider agency that plans to upload XML files to the Production IBHRS environment. Provider agencies must have met the Basic Certification requirements plus provide evidence that they have successfully uploaded at least 6 XML files with no errors. Two of each data set (Client, Treatment Episode, Service Event) will need to be submitted with no errors. Each data set should include at least one week of data.

Providers should notify the FEI Onboarding Coordinator once they believe they've passed certification with the following email:

> To: IBHRSOnboarding@feisystems.com
> Cc: sapgdata@idph.iowa.gov
> Subject: IBHRS XML Certification Complete – <PROVIDER AGENCY NAME> Ready for Verification
>
> Hello,
>
> I am the IBHRS Provider Administrator at <PROVIDER AGENCY NAME> and I believe we have successfully completed the IBHRS XML Certification Steps. My six, error free XML files have the following file names:
>
> 1. ClientDataSet_FILENAME
> 2. ClientDataSet_FILENAME
> 3. TreatmentEpisodeDataSet_FILENAME
> 4. TreatmentEpisodeDataSet_FILENAME
> 5. ServiceEventDataSet_FILENAME
> 6. ServiceEventDataSet_FILENAME

After the FEI Onboarding Coordinator has verified the submitted XML files, they will respond to confirm verification or let the provider know which files were not error-free and how they should correct those errors and resubmit.

3.3.2   Data Entry Screen Certification

For those Provider agencies not submitting Integrated Treatment Data through XML file submissions, they may utilize the IBHRS Data Entry Screens. Within the IBHRS UAT environment, the IBHRS Provider Administrator within each provider agency must successfully create a Client, Treatment Episode, and Service Event.

Providers should notify the FEI Onboarding Coordinator once they believe they've passed certification with the following email:

> To: IBHRSOnboarding@feisystems.com
> Cc: sapgdata@idph.iowa.gov
> Subject: IBHRS Data Entry Screen Certification Complete – <PROVIDER AGENCY NAME> Ready for Verification
>
> Hello,
>
> I am the IBHRS Provider Administrator at <PROVIDER AGENCY NAME> and I believe we have successfully completed the IBHRS Data Entry Screen Certification Steps. My Client, Treatment Episode, and Service Event records have the following Source Record Identifiers:
>
> 1.   Client – <SRI>
> 2.   Treatment Episode – <SRI>
> 3.   Service Event – <SRI>

The FEI Onboarding Coordinator will check that the records exist within the IBHRS UAT environment, then respond to confirm if the certification was successful.

3.4   Acceptable Use Document

The Acceptable Use Document is used to capture the provider agency's attestation that all levels of applicable testing were completed and that the provider agency agrees to the security protocols for IBHRS.

This form will be sent by the FEI Onboarding Coordinator to the provider agency's IBHRS Provider Administrator after all certification milestones are complete. Once the IBHRS Provider Administrator completes the form, an email notification will be sent to the FEI Onboarding Coordinator. The FEI Onboarding Coordinator will then create the IBHRS Production environment account for the IBHRS Provider Administrator.

3.5   837 Certification

FEI will complete H837 File Upload Certification for Integrated Provider Network (IPN) providers who must submit claim information to IBHRS. FEI will validate, as part of the certification process, the provider has successfully submitted H837 files in the IBHRS UAT environment.

The following items apply to each testing cycle outlined below:

1. Generate an 837P.
2. Upload the 837P to the testing environment following the upload instructions included in the 837P Companion Guide. If there are submission errors, correct the file and resubmit.
3. Download the 999 transaction following the download instructions included in the 837P Companion Guide.
4. Downloads the 835 transaction following the download instructions included in the 837P Companion Guide.

Include the following information when contacting IBHRS Help Desk staff:

1. Provider agency name
2. Point of contact, including name, title, telephone number, and email address
3. 837P file name
4. Upload date
5. Error message (if applicable)

3.5.1   Cycle 1

The goal of this cycle is to successfully submit a simple 837P that meets syntax and formatting requirements. The 837P should contain a single claim for a single client.

In this cycle, provider agencies should become familiar with uploading the 837P, viewing and correcting submission errors, and downloading the 999 and 835.

> **If Successful**: After submission of the 837 file for Cycle 1, the IBHRS Provider Administrator should email IBHRSOnboarding@feisystems.com and sapgdata@idph.iowa.gov and report on the successful processing of the file. The FEI Onboarding Coordinator will respond with confirmation on a successful submission and then the provider agency may then move on to Cycle 2.

> **If Unsuccessful**: After submission of the 837 file for Cycle 1, the IBHRS Provider Administrator should email SAPGData@idph.iowa.gov with the subject "IBHRS 837 Testing" and report on the unsuccessful processing of the file, and include within the email the specific error messages received. IDPH and FEI will then provide guidance, if necessary, in order for the provider to correct the file for re-submission. The file must be successful before the provider may move to Cycle 2.

3.5.2   Cycle 2

The goal of this cycle is to successfully submit a more complex 837P. The 837P should include at least 5 clients, 25 claims, and 2 rendering providers (staff members).

If Successful: After submission of the 837 file for Cycle 2, the IBHRS Provider Administrator should email IBHRSOnboarding@feisystems.com and sapgdata@idph.iowa.gov and report on the successful processing of the file. The FEI Onboarding Coordinator will respond with confirmation on a successful submission and then the provider agency may then move on to Cycle 3.

If Unsuccessful: After submission of the 837 file for Cycle 2, the IBHRS Provider Administrator should email SAPGData@idph.iowa.gov with the subject "IBHRS 837 Testing" and report on the unsuccessful processing of the file, and include within the email the specific error messages received. IDPH and FEI will then provide guidance, if necessary, in order for the provider to correct the file for re-submission. The file must be successful before the provider may move to Cycle 3.

3.5.3   Cycle 3

The goal of this cycle is to successfully submit an 837P with adjustments and duplicate claims. The 837P should include a replacement of a claim that was adjudicated in a previous test cycle and a duplicate claim that was adjudicated in a previous test cycle.

If Successful: After submission of the 837 file for Cycle 3, the IBHRS Provider Administrator should email IBHRSOnboarding@feisystems.com and sapgdata@idph.iowa.gov and report on the successful processing of the file. The FEI Onboarding Coordinator will respond with confirmation on a successful submission. **This must occur before the IBHRS Provider Administrator is given the IBHRS 837 Submission role within the IBHRS Production Environment.**

If Unsuccessful: After submission of the 837 file for Cycle 3, the IBHRS Provider Administrator should email SAPGData@idph.iowa.gov with the subject "IBHRS 837 Testing" and report on the unsuccessful processing of the file, and include within the email the specific error messages received. IDPH and FEI will then provide guidance, if necessary, in order for the IBHRS Provider Administrator to correct the file for re-submission. The file must be successful before the full testing cycle is complete.