



MIS INFO-LINE

SUBJECT: STANDARD FOR ENTERING UNITS OF SERVICE DATA
DIRECTED TO: ALL PROVIDERS

The purpose of this MIS Info-Line is to emphasize the Department's expectation of timeliness of data entry, and to establish a five-day standard for entering units of service data into the Mental Health Management Information System. Units of service should be entered in MIS within five days from the date of service. Client, episode and prescription data should be entered in MIS on the admission and/or prescription date.

Because MIS reports are processed on the 6th of each month, it has become standard operating procedure for most provider staff to enter service data between the first and the sixth of the month. Internal Service Department's (our data processing vendor) records of MIS daily terminal use, as well as conversations between MIS and provider staff have verified this fact. Also, audit reviews and discussions with provider staff reveal, that in most cases, service data is not entered timely because data entry staff do not receive service logs in a timely manner.

Some of the following situations may result when provider staff do not enter service data into the MIS timely:

1. Payment may be jeopardized, e.g., overpayments, underpayments.
2. If data entry from an inpatient facility is delayed, payment for outpatient units may be denied.
3. Reconciling units of service logs with MIS reports is difficult.
4. Correcting data entry errors becomes problematic.
5. No clear audit trail.
6. Unmet deadlines because data entry staff may be absent from work.
7. Backlogs of service data may be created.

We ask that all providers comply with the five-day standard for entering units of service data in the Department's Management Information System. If you have any questions, please call the Field Support Unit at (213) 738-4770.

