ST PETER'S HEALTH PARTNERS	**Effective Date:** November 1, 2019

Category: J. Electronic Health Record

Title: 1. Netsmart CareManager

Applies to:

☐ St. Peter's Health Partners (SPHP)

☐ All SPHP Component Corporations **OR** ☐ Only the following Component Corporations: (Click here for a list)
☐ _____

☐ All SPHP Affiliates **OR** only the following Affiliates: (Click here for a list)
⊠ **All Capital Region Health Connections Care Management Agencies**

☐ St. Peter's Health Partners Medical Associates (SPHPMA)

Contents

PURPOSE

The purpose of this policy is to provide a standard set of expectations regarding the use of Capital Regions Health Connections electronic health record (EHR), Netsmart's CareManager.

POLICY STATEMENTS

As of April 3, 2017, Capital Region Health Connections utilizes Netsmart's CareManager as its electronic health record (EHR) platform. All care notes and supporting documentation must be

in CareManager to be considered part of the Candidate or Member's record. Should a Care Management Agency choose to keep records in a duplicate or backup electronic health record, those documents housed in the alternate or backup EHR platform will not be reviewed by CRHC or government auditors. Records housed in alternate platforms will only be reviewed when the documentation is prior to the implementation of CareManager (prior to April 3, 2017). The CareManager record is the one and only official record for any Health Home participants.

SCOPE OF AUTHORITY / COMPETENCY

All Care Management Agencies that comprise the Capital Region Health Connections Health Home program.

DEFINITIONS

Electronic Health Record (EHR): a digital record containing a Health Home Member or Candidate's history and all care coordination documentation

Health Home Candidate: An individual who is in active Client Search (Outreach) status, but who has not yet been enrolled in Health Home services

Health Home Member: An individual who is enrolled in Health Home services

Protected Health Information (PHI): Any information about health status, provision of health care, or payment for health care that can be linked to a specific individual; PHI includes:

- Name
- Gender
- Social Security Number
- Driver's License Number
- Medicaid Number (CIN)
- Explanation of Benefits
- Date of Birth
- Health Plan Number
- Status in the Program
- Diagnosis and procedure codes, or any other information that can be used to identify an individual

PROCEDURE

A. Staff Access to CareManager

1. Any changes to staff access to CareManager, including activations, de-activations and changes in permissions, must be communicated to the Lead Health Home via the Employee Change Form (Attachment A) which is sent to the general inbox for the Health Home, HealthHome@sphp.com.

B. CareManager Use

1. CareManager is CRHC's one and only EHR. All documentation pertaining to Candidate or Member coordination, contacts, or contact attempts are to be documented in CareManager within two business days of the activity (For more on the timeliness of documentation, see Policy C4. Care Coordination: Care Note Documentation).

2. All external documentation related to the Candidate or Member's care and case with CRHC must be scanned and uploaded to the Candidate's or Member's record in CareManager. This may include: community referrals, required Health Home forms, letters sent to Candidates or Members, provider notes or plans, discharge summaries and verification of Health Home eligibility.

3. CareManager serves as the record of truth for Candidate and Member coordination and care. Any documentation that is maintained outside of CareManager is not considered part of the Candidate or Member's record at CRHC and will not be reviewed during CRHC or governmental audits.

4. The only exception to B3 above is documentation prior to April 3, 2017 that did not transfer over to the Candidate or Member's chart at time of conversion to Netsmart's CareManager.

5. Any supervisory review tools or internal chart audit documentation used by Care Management Agencies may not be attached to the Candidate or Member record. These documents must be maintained outside of CareManager.

6. Similar to above, any Candidate or Member complaints, incidents reports or incident investigations must be maintained outside of CareManager. (See Policy D2. Critical Events and Incidents: Incidents and Complaints)

C. Privacy and Security

1. All Care Management Agency staff must follow 42 CFR Part 2 and 45 CFR Parts 160 and 164, which are the rules referred to as "HIPAA", (https://www.hhs.gov/hipaa/for-professionals/privacy/index.html) to maintain the confidentiality of the information contained in CareManager, particularly any protected health information.

2. All Care Management Agency staff must protect their workstation, which may include the following.
   a. Staff must lock their workstation when not at their desk

    b. Protect User IDs and Passwords CareManager and any other systems used to house PHI

    c. Use anti-virus software on all computers

    d. Never grant anyone else access to an account not belonging to them

For more information on safeguarding protected health information and maintaining confidentiality, see Policy G1.Confidentiality: Safeguarding Protected Health Information.

D. CareManager Documentation Accuracy

1. Any incorrect information entered into CareManager in error must be corrected so that only accurate information is maintained in the chart. Such incorrect information may include, but is not limited to the following.
   - Notes documented in the wrong Candidate or Member's chart
   - Notes documented with errors such as an incorrect date, name or service
   - Documents scanned and uploaded to the wrong Candidate or Member's chart
   - Incorrect note type assigned to a care note

2. In some instances, staff or supervisors at the CMA level may be able to correct the documentation entered in the chart in error. If the CMA cannot correct the information, the Lead Health Home must be contacted to have the information corrected.

3. It is not acceptable to correct documentation via a second note. For example, if the wrong contact date was assigned to a note, staff should not write a second note stating that the prior date is incorrect; rather staff should take the steps necessary to have the date corrected in the initial note.

References

New York State Department of Health (March 30, 2012). Guidance from NYS to Health Homes on Protecting Personal Health Information (PHI).
(https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/protect_personal_health_information.pdf)

Approving Official: Rachel Handler, MS CRC, LMHC		**Effective Date: November 1, 2019**
Key Sponsor: Janelle Shults, LMSW		
Reviewed By: Lindsay Homenick, MSW		**Original Date: April 16, 2018** **Reviewed/Revised Date:**
Search Terms:		***Reviewed, No Revisions** ****Revised without Full Review**
Replaces: Electronic Health Record: Netsmart CareManager (April 16, 2018)		

Attachment A: Health Home Employee Change Form
Please send completed form to HealthHome@sphp.com

Staff Name: Click or tap here to enter text.
Status: ☐ New Hire   ☐ Staff Resignation/Termination
Care Management Agency: Choose an item.

New Hire Information

Staff Information	
Staff Title:	Click or tap here to enter text.
Staff Email:	Click or tap here to enter text.
Staff Phone:	Click or tap here to enter text. ☐ Desk ☐ Cell
	Click or tap here to enter text. ☐ Desk ☐ Cell

Health Home Orientation	
Will staff be attending the next Health Home Orientation?	☐ Yes ☐ No
Orientation is held quarterly (January, April, July, October) the fourth Tuesday of month at 9am. Staff will receive a meeting invite if the "Yes" box is checked above.	

CareManager	
Needs CareManager Access?	☐ Yes ☐ No
Staff Role in CareManager	Choose an item.
Staff Permission in CareManager	Choose an item.

Hixny		*Millin Pro*	
Needs Provider Portal Access?	☐ Yes ☐ No	Needs MillinPro Access?	☐ Yes ☐ No

Resignation / Termination Information

Date of Resignation/ Termination: *Access to any platforms indicated below will be turned off as of this date*	Click or tap to enter a date.
Please indicate if staff member had access to the following platforms:	
CareManager	☐ Yes ☐ No
Hixny	☐ Yes ☐ No
MillinPro	☐ Yes ☐ No