DEPARTMENT OF
ELDER AFFAIRS
STATE OF FLORIDA

CHARLIE CRIST
GOVERNOR

E. DOUGLAS BEACH, PH.D.
SECRETARY

MEMORANDUM

TO: Area Agency on Aging Executive Directors **Notice #: 032309-1-I-SWCBS**

FROM: E. Douglas Beach, Secretary

DATE: March 23, 2009

SUBJECT: Notice of Clarification: CIRTS Data Integrity

The purpose of this memorandum is to provide clarification to NOI #031408-1-I-SWCBS, which addresses maintenance and integrity of client data in CIRTS. Specifically, the notice instructed AAAs to reconcile Vital Statistics death certificate data with CIRTS data and coordinate with lead agencies to correct open enrollments, assessment and services reported data.

The Department provided the following CIRTS reports in June 2008:

- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Open Enrollments Report
- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Assessments After DOD Report
- Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS -- Services More Than 2 Months After DOD Report

This memorandum provides clarification regarding the following protocols:

- Verify the client is deceased.

- Enter the client's date of death (DOD) on the CIRTS demographics screen.

- Terminate open enrollments in CIRTS for clients who have died. This includes APCL, APPL and ACTV enrollments. Enter the enrollment end date as the date of death and the termination code T_CD (client died).

  A recent CIRTS report indicates 2,048 enrollments statewide are still open for clients listed as deceased. Effective immediately, each AAA must make necessary corrections in CIRTS for clients on the DOD open enrollments report and provide explanations for any cases remaining open, including reasons the case records could not be adjusted. A report in Excel will be sent to your LAN administrator with the names of open enrollments in your PSA. Add a column to the Excel file for submitting a by-client status to your contract manager no later than **April 25, 2009.**

4040 ESPLANADE WAY
TALLAHASSEE
FLORIDA, 32399-7000

phone 850.414.2000
fax 850.414.2004
TDD 850.414.2001

http://elderaffairs.state.fl.us

- Regarding services reported after DOD, the data should be left in CIRTS if the Department paid for the service. The AAA should confirm that the client is no longer receiving services and determine why providers did not document DOD. For case management (CM) or case aide (CA), effective immediately, the AAA must ensure that a PSA code is entered in CIRTS. This code means "Case Closure-Billing" after date of death was appropriate and allowable in order to close the client record. Details will be provided to the LAN Administrators.

- For services other than CM or CA, reported beyond 60 days of the DOD, the AAA must obtain additional information from the service provider and document any reasons given, but NOT adjust CIRTS service records at this time.

- For assessments reported as occurring after DOD, the AAA must receive a written explanation from the assessing agency before removing any entries from CIRTS.

- If a social security number (SSN) error in CIRTS caused a client to be listed, then the AAA must verify accuracy of the SSN, correct CIRTS by moving all client records from the incorrect SSN to the correct SSN.

- If a Vital Statistics SSN error caused a client to be listed, then the AAA should report the error to the DOEA contract manager and direct the client to contact Ken Jones, Deputy State Registrar, Florida Department of Health, Office of Vital Statistics, Post Office Box 210, Jacksonville, FL 32231, (904) 359-6982, Fax (904) 359-6931, Ken_Jones@doh.state.fl.us.

Attached is a list of possible reasons for clients appearing on DOD reports. This information may be helpful in providing report explanations. Please add other causes you discover. The Department is developing exception codes that may be used for future DOD report occurrences, especially in cases for services other than CM or CA, reported beyond 60 days of the DOD and the AAA has obtained justifiable information. So, send in your explanations and findings. Instructions for these codes will be finalized after the aforementioned DOD report exceptions have been analyzed and corrected.

The AAA must maintain written documentation on site of DOD CIRTS adjustment activities and provide it to the Department upon request. The Department will be reviewing the timeliness and appropriateness of changes made to records of deceased clients, and will include DOD reports and corrections in the scope of the 2009 monitoring cycle.

Thank you very much for your cooperation. If you have any questions, please contact your contract manager.