

Public~Private Solutions

Description of Services

Public~Private Solutions, PPS, is a consortium of three Alcohol Drug and Mental Health Boards representing five Ohio counties (population:465,482) that have leveraged their services by combining resources. Currently all major Information and Technology services are provided by PPS. We strive to produce professional IT services that meet or exceed customer expectations.

All of the participating PPS Boards have been certified in the *Culture of Quality* program that has been developed by the Ohio Association of County Behavioral Health Authorities (OACBHA), less than 50% of the Boards have passed the certification process, plus PPS is the *only* consortium that has reached 100% board certification.

<http://oacbha.org/programs/culture-of-quality/coq-certified-boards>

We currently provide many quality services to our customers. Some of the services offered by PPS include:

Claims Processing

MACSIS support

MACSIS reporting for enrollment, claim and finance

Secure Web site data transfer

Client Satisfaction Survey

Custom Surveys and automated data entry

E-Mail Services

24 hour Network monitoring & support

Network Design setup and support

Firewalls and intrusion prevention/detection

Telephony support

Personal Computer Support

Programming services

- Purchase Order Database

- Remittance Advice Utility

- Ad Hoc Reporting

- Client Satisfaction Database

- Mapping

- Programming at Provider's location

 - Xaktsoft modifications

 - RA Utility

 - Family Drug Court/IDATF

- Data Mining

 - Claims, Member, Outcomes, Behavioral Health, Patient Control System, Client Satisfaction, Purchase Orders, Remittance, etc.

Public~Private Solutions

Description of Services

Customers we have written and/or delivered custom applications for:

- Crawford/Marion ADAMH Board
- Delaware / Morrow Recovery Services Board
- Fairfield County ADAMH Board
- Paint Valley ADAMH Board
- Athens-Hocking-Vinton ADAMHS Board
- Family Drug Court of Fairfield County
- Scioto County Drug Court
- Shawnee State University
- Ohio Department of Mental Health
- Community Counseling Services, Inc.
- Marion Area Counseling Center
- Central Ohio Mental Health Center
- Recovery & Prevention Resources
- The Recovery Center
- New Horizons
- The Light House

In Addition, we provide technical support for:

- Family Adult & Children Services First Council of Fairfield County
- Information & Referral (soon to be 211) of Fairfield County
- Big Brothers Big Sisters of Fairfield County
- Fairfield Mental Health Consumer Group

The staff:

The PPS Hub Office and servers are located in Lancaster, Ohio under the auspices of the Fairfield County ADAMH Board.

Jim Averill, MIS Director, has over 30 years experience in the information technology field. Jim has experience in networking, LANs, security, servers, Microsoft products, telephone systems, systems analysis, hardware platforms, multiple operating systems and programming languages.

Robert Peare, Programmer Analyst, has over 15 years experience in the information technology field. He has extensive experience with SQL, Access, Visual Basic, Power Shell, web servers, data base design, data manipulation and reporting.

Our staff is highly skilled and able to develop new applications, ad-hoc report requests as well as maintain production systems. We have common systems at the consortium and board level, with some applications custom designed for individual boards. Plus, we have the expertise to help agencies with computing needs when required.

Public~Private Solutions

Description of Services

Automated Processes:

We maintain a secure Web site that allows our customers to upload and download confidential data with utmost security. When providers upload claim or other data, our Web site pre-scrubs the data to detect errors on the files. An email is immediately generated to let the customer know if the data was uploaded successfully and if it was error free.

As providers submit their claim files to our secure web site, we have a sophisticated automated process that handles these files. In addition to verifying file integrity, files are automatically uploaded and downloaded with the State every hour. We process all new files from the State and make these files available for the providers and board staff on an hourly basis. This allows our board staff and providers to have access to mission critical files within an hour of creation.

MACSIS (Multi-Agency Community Services Information System) is the application used by the Ohio Department of Mental Health (ODMH) and Ohio Department of Alcohol and Drug Addiction Services (ODADAS) for enrollments and claims processing. We enter and maintain Benefit Packages, Pricing and Contract Management with Diamond. We also help providers identify any enrollment or claim issues. Our staff works closely with providers to fix any errors and correct claims in a timely fashion, as the need arises.

The ODMH, ODADAS and CMS require their provider agencies to conduct client satisfaction surveys. Client satisfaction has been identified by boards, state and federal departments as an indicator of the effectiveness the services provided to consumers and their families. We have adapted a National Survey for adults (MHSIP) and kids (YSS-F) that 48 States (all but Ohio* & Massachusetts) use that we have locally deployed that allows us to compare local, State and National statistics. We provide comparative reports for the provider, board and state levels. Our methodologies and reports have gained quite a bit of attention. *ODMH used the MHSIP and YSS-F in 2010

PPS provides e-mail services to its entire member Boards. The e-mail system is run on a secure server with extensive virus and spam protection. We also closely monitor network connectivity with all boards on a 7 x 24 basis.

Data Mining and Decision Support Systems:

With various data sources we can use these to look at patterns and trends that help a decision support system. We can use single data sets or link multiple data sources to help with the decision making process. Whether you prefer reports, spreadsheets, maps or data sets all these tools are invaluable to help you plan and manage your business.

Ohio's publicly funded mental health and abuse systems are working to design a more efficient use of public resources in an environment of increasing demand and decreasing resources. PPS members have taken an active role and will continue to participate in the process of shaping policy of Ohio's future.