

## MEMORANDUM

**NOTICE #:070116-1-I-SWCBS**

**TO:** Area Agency on Aging (AAA) Executive Directors

**FROM:** Samuel P. Verghese, Secretary

**DATE:** July 1, 2016

**SUBJECT:** Notice of Policy Clarification: CIRTS Data Integrity

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The purpose of this memorandum is to provide clarification to NOI #031408-1-I-SWCBS and 032309-1-I-SWCBS, which address maintenance and integrity of client data in CIRTS. Specifically, the Notices 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 has improved the process to receive and load Death Certificate data into CIRTS. Since 2008, the Department has received quarterly updates to the Vital Statistics death certificate data. Beginning in June, 2016, the Department will receive updates and additions each night.

The following CIRTS reports are still available and should be run at least on a monthly basis, or with greater frequency as needed to ensure all protocols associated with this information are conducted accurately:

- 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.

The following protocols are still in place:

- 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).
- 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.
- 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](mailto:Ken_Jones@doh.state.fl.us).

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