



## QQ<sup>®</sup> Measures and QQ Analyst<sup>®</sup>

*June 20, 2018*

### **Utah Division of Substance Abuse and Mental Health Mandate**

The tools available through QQ<sup>®</sup> Measures allow providers to use Practice Based Evidence to assess the effectiveness of treatment in reducing a consumer’s distress over time. Clinicians can use this valuable information to make appropriate adjustments to treatment to assist the consumer on their path of recovery. The Utah Division of Substance Abuse and Mental Health (DSAMH) has mandated the questionnaires and data reports be used for treatment planning. A minimum of two administrations of the same tool are required to assess the consumer’s progress in treatment, using the algorithms. All consumers over the age of 5, or their parents, must be offered a questionnaire by QQ<sup>®</sup> Measures on the following prescribed schedule.

- **Admission**
- **Every 30 days or whenever you see the client, if more than 30 days between appointments**
- **Discharge**

Although many different tools are offered on the QQ<sup>®</sup> Analyst, the following tools may be used to fulfill the mandate.

Instruments	Number of Items	Completed By	Subscales
QQ <sup>®</sup> 45.2 – adult outcome measure (ages 18+)	45	Self	3
QQ <sup>®</sup> 30.2 – adult outcome measure (ages 18+)	30	Self	0
S-QQ <sup>®</sup> 2.0 – outcome measure for clients with serious mental illness (SMI or SPMI)	45	Self or Clinician	2
Y-QQ <sup>®</sup> 2.01 – youth outcome measure (ages 4-17)	64	Parent	6
Y-QQ <sup>®</sup> 2.0 SR – youth outcome measure (ages 12-18)	64	Self	6
Y-QQ <sup>®</sup> 30.2 – omni-form youth outcome measure (ages 4-17)	30	Parent	0
Y-QQ <sup>®</sup> 30.2 SR – omni-form youth outcome measure (ages 12-18)	30	Self	0

QQ<sup>®</sup> known as QQ (Outcome Questionnaire) or Y-QQ<sup>®</sup> (Youth Outcome Questionnaire) and can be accessed through the Optum SLC<sup>o</sup> Account on the QQ Analyst website.

<https://utdsamh.oqanalyst.com/OQA/Default.aspx?T=62856353>

**All questionnaires must be completed in the QQ Analyst<sup>®</sup> or completed on paper and manually entered into the system.**

### **OQ Analyst® Employee Profiles**

Each staff member accessing the system must have their own employee profile, which includes a unique user name and password. Since the information within the OQ Analyst® contains Protected Health Information (PHI), it is necessary for you to manage access to consumer data. The directions for creating and editing profiles are located in the OQ® Analyst Quick Start User Guide on page 8. By September 1<sup>st</sup>, please be sure to create or update all employee profiles.

If you need a password reset, contact the system administrator for your agency. They are responsible for resetting your password. If you are a system administrator and need a password reset and there is no other system administrator for your clinic, please email [slcoquality@optum.com](mailto:slcoquality@optum.com) to request a password reset. The new password will be sent via encrypted email.

In addition, when an employee with OQ Analyst® access leaves your organization or no longer needs access to consumer PHI, please “Lockout” the employee inside their employee profile.

Password:

Password is temporary: only valid for 24 hours

Require password to be changed at next logon

Lockout - prevent employee from logging on

### **OQ Analyst® Client Profiles**

Each Optum Salt Lake County Medicaid consumer must have their own client profile for your agency within OQ Analyst®. The directions for creating and editing profiles are located in the OQ® Analyst Quick Start User Guide on page 8. Please follow the directions below when creating or updating a Client Profile in the OQ Analyst®.

1. Use the consumer’s name as printed on their Medicaid Card. While the consumer may prefer to be called Sue rather than Susan, the name entered into the OQ Analyst® system must be linked to the claims data you submit for the consumer.
2. Medical Record Number (MRN): You will see OPT in front of the data field for the MRN. DSAMH uses this to match your claim to the consumer listed. You must follow the formula below when creating and updating MRNs. \*All MRNs must be updated by September 1, 2018.

**(OQ Analyst Clinic ID#)\_(Optum Consumer ID#)**

**Example: 111111\_12345**

Your OQ Analyst® Clinic ID# can be found by clicking on the “Preferences” tab in the OQ Analyst®. You will see your Personal Information as listed in your Employee Profile. The last field on this list is “Assigned Clinics”. Use the number assigned to your agency listed here.

The Optum Consumer ID# is the number used to identify the consumer on the claim.

3. Gender: DSAMH uses the gender as listed on the consumer’s Medicaid account to match to the gender listed in this profile.
4. Diagnosis: This data is not collected for Optum SLCo Medicaid consumers.
5. Clinician: The clinician within your agency who is the primary provider. This will be used when you run reports to review data by clinician. You can allow others access to the data if necessary in the “Secondary Clinician Assignment” section below.
6. Default Instrument: It is important the same tool is used throughout a consumer’s episode of care to measure changes during treatment. By selecting a specific instrument here, it will automatically be selected when a consumer uses the kiosk method of administration.

7. **Default Setting of Care:** Select which setting corresponds to the level of care the consumer is first completing an OQ® questionnaire. Future questionnaires will default to this setting, however it can be changed to reflect the consumer's current circumstances.
8. **Do Not Send to State:** This checkbox is not for use by Optum SLCo Providers. Only information for consumers with Optum Salt Lake County eligibility should be entered into the OQ Analyst®. This would exclude consumers who have TAM, DCFS, K code Medicaid, Medicare only, Block Grant funding or private insurance.

### **Discharging an Episode**

As you may recall from OQ® Trainings, consumer progress in treatment is determined using the final/discharge score. Therefore, it is important to discharge a consumer from an episode of care in the OQ Analyst®, when you discharge them from treatment or a level of care. Please add this step to your internal workflows related to discharging consumers from treatment. A step-by-step guide is available in the OQ® Analyst User Manual on page 26. If you do not complete a discharge and enter the appropriate reason, the OQ Analyst® will automatically discharge the consumer after no questionnaires have been entered in the system for 7 months. If you do not discharge the consumer, the last administration date will be listed as the discharge date, and the reason will be “automated discharge” rather than the true reason for discharge. Therefore, please discharge consumers timely and list the accurate reason for the consumer leaving treatment.

### **Resources**

At the bottom of the Home Page of the OQ Analyst®, you will find a section titled “Documentation and Support Links”. These guides are user friendly and should be reviewed to best understand how to utilize the website and the tools. Many of your questions can be answered within these resources as well. If after reviewing these materials, you need further assistance, please send an email to [slcoquality@optum.com](mailto:slcoquality@optum.com) with your specific clinical and technical questions.