

 <p>Mississippi Department of Mental Health <i>Supporting a Better Tomorrow...One Person at a Time</i></p>	<p><b>Mississippi Department of Mental Health</b></p> <p><b>Provider Bulletin</b></p> <p><b>IO0173</b></p>
<p><b>Subject:</b> <i>Discontinuation of Exit Interviews, Record Review Procedures, and Record Guide Update</i></p>	<p><b>Issue Date:</b> October 10, 2025</p> <p><b>Effective Date:</b> October 10, 2025</p>

### **Scope**

All DMH-Certified Providers.

### **Purpose**

The purpose of this bulletin is to:

1. Inform providers that DMH will no longer conduct exit interviews as part of the Certification site visit process;
2. Notify providers of upcoming changes related to the record review procedures during Certification site visits; and
3. Update providers on the DMH Record Guide revisions.

### **Discontinuation of Exit Interviews**

Effective immediately, DMH will no longer conduct exit interviews as part of the Certification site review process. Exit interviews were originally implemented to provide immediate feedback at the conclusion of an on-site review. Over time, the process has proven duplicative, as findings are formally documented and communicated through written reports. Eliminating exit interviews allows review teams to dedicate more time to documentation and timely, consistent reporting.

Providers will continue to receive a comprehensive written report detailing findings, recommendations, and any required corrective actions following the Certification site review.

This change supports the goals outlined in **Provider Bulletin IO0163**, which emphasized DMH's effort to streamline review activities, minimize disruption for providers, and promote greater coordination between certification and programmatic staff.

### **Record Review Procedures – Site Visits**

DMH is exploring a more standardized and efficient approach to record review that promotes consistency, privacy, security, and operational flexibility. Under this approach, providers will have the option to allow DMH staff to conduct portions of the record review remotely by granting DMH staff secure access to required documentation via a secure portal or link. Additional details and technical instructions will be included in the site visit notification letter distributed seven (7) days prior to each scheduled visit. This option is designed to minimize scheduling conflicts and disruption during site visits.

If a provider opts to participate in remote record review:

- DMH staff will notify the provider at least seven (7) calendar days prior to their upcoming site visits of the specific records to be reviewed, along with secure submission instructions. The records requested for review will be identified in accordance with the same sampling and review procedures used during on-site visits. Providers must confirm that they have the capability to submit records securely before choosing this option.
- The provider must submit the requested records through a secure link or portal within two (2) business days of receiving notice. This link or portal must be provided by the provider. DMH will not provide a link to upload documents for review. **No PHI or PII should ever be sent via unencrypted email to DMH.** DMH will review the records solely for certification purposes and will not retain or assume ownership of provider records.
- If records are not received within that timeframe, DMH staff will conduct the review on-site as usual.
- DMH staff may request additional records as needed to complete the review. Additional records requested must be provided within a reasonable timeframe.

This method is optional and is intended to increase efficiency and flexibility for both DMH staff and providers, while maintaining the integrity and thoroughness of the Certification review process. Implementation of this record review option will begin with December 2025 site visits. Providers are receiving advanced notice and time to establish a secure record-sharing method should they wish to participate in this option. Providers should anticipate its inclusion during their next scheduled on-site review.

### **Record Guide Update**

The DMH Record Guide is currently being updated and is temporarily unavailable on the DMH website. DMH is reviewing and revising the document to align it with current *Operational Standards* and remove outdated requirements.

Providers should not rely on the previous version of the Record Guide at this time. Updated guidance will be released and posted to the DMH website once revisions are complete. In the meantime, providers with service-related questions or documentation needs should contact a programmatic team member for assistance.

### **Questions**

For questions regarding Certification site reviews, contact the DMH Division of Certification at [certification@dmh.ms.gov](mailto:certification@dmh.ms.gov).

***End of Provider Bulletin***