



Mississippi Department of Mental Health
Provider Bulletin
Number IO0181

Subject: Clarification of Data
Validation Requirements / Provider
Responsibilities for Correcting
Submission Errors

Issue Date: October 20, 2026
Effective Date: Immediately

Scope

This bulletin applies to all DMH-Certified Providers responsible for reporting data to the Mississippi Department of Mental Health (DMH) via MS-WITS and/or The Data Warehouse (InfoBridge).

Purpose

The purpose of this bulletin is to inform DMH-Certified Providers of the requirement to proactively review, identify, and correct data discrepancies prior to submitting data to MS-WITS or InfoBridge (Data Warehouse).

DMH's goal is to ensure the highest level of data quality, accuracy, and completeness, as this data supports state and federal reporting, funding decisions, and program oversight.

Background

DMH-Certified Providers that are required to report data to DMH must ensure accurate and current data submission, in accordance with Rule 2.12 of the 2024 DMH Operational Standards.

A systematic review of provider data is conducted to confirm that all information is accurate, complete, and aligned with DMH reporting requirements. Providers are expected to remain in regular communication with the State Data Division throughout the validation process, especially when errors are identified or clarification is needed to ensure full compliance. This requirement includes taking necessary steps to resolve data validation errors identified during manual data entry, ad hoc report review, or during dataset file upload processing.

Providers may report required data through one of two systems:

- **MS-WITS (Mississippi's Web Infrastructure for Treatment Services):** Used for manual end-user entry of client treatment and service data, prevention plans and implemented strategies, SUPRT tool assessments, Mobile Crisis Emergency Response Team (MCERT) contacts, billable claim submissions, etc. Provider end-users may also run ad hoc and other SSRS reports to review their own data and identify/correct discrepancies.
- **InfoBridge (Data Warehouse):** Used by providers with internal EHR/EMR systems to upload client, treatment episode, and service event dataset files. Providers may run Data Warehouse ad hoc and SSRS reports to check for data validation errors and identify issues requiring correction.

Because providers may not immediately identify errors or duplicated data once discrepancies occur, DMH has long provided validation resources in both systems to help end-users identify issues and take corrective action. Providers are responsible for resolving data submission errors discovered through these reports and ensuring accurate data submission each month.

Subject

DMH is issuing this bulletin to reinforce the requirement that all DMH-Certified Providers must review and correct data errors prior to and following submission of data to MS-WITS and/or the Data Warehouse.

Provider Expectations

Providers are required to:

- Proactively review their data using available ad hoc and validation reports in MS-WITS and Data Warehouse upon submission.
- Avoid preventable data discrepancies if possible, including missing fields, duplications, inaccurate dates, invalid service codes, mismatched client information, and other end-user errors that may occur.
- Correct any identified data validation errors, whether discovered during manual entry, through ad hoc reporting, or after dataset file upload processing.
- Ensure ongoing data integrity during EHR transitions or technical issues. Interim manual processes may be required, and providers must maintain communication with the State Data Division to ensure compliance.
- Contact the Division of State Data immediately if technical support is required to correct data discrepancies.

For MS-WITS

MS-WITS end-users must:

- Review agency data using MS-WITS ad hoc reports to ensure all client, treatment episode, and service event (Encounter) information is accurate.
- Confirm that all data entries are complete and correct prior to submission.
- Edit and correct inaccurate or incomplete records within clients' treatment episodes / open cases as soon as a discrepancy is identified to ensure data reflects the actual services provided.

For Data Warehouse (InfoBridge)

Data Warehouse end-users must:

- Use available Data Warehouse ad hoc and SSRS validation reports to identify dataset issues, including XML file validation errors.
- Correct errors directly within their internal EHR/EMR software before re-generating dataset files for submission.
- Ensure that monthly dataset file submissions are accurate, complete, and free of duplications or conflicting client information.
- Work with their respective EHR/EMR software vendors to identify and correct internal mapping issues that contribute to data validation errors and contact the State Data Division for technical assistance as needed.

DMH will continue monitoring data quality across both reporting systems to ensure integrity of statewide reporting and funding processes.

Providers are strongly encouraged to use all available system tools and resources to uphold data integrity and ensure compliance with monthly reporting requirements.

Provider Impact

Accurate, complete, and timely data submission is essential to DMH's ability to meet state and federal reporting requirements, evaluate service delivery and outcomes, administer funding, and maintain the integrity of statewide behavioral health data. Providers are expected to routinely review submitted data, promptly address identified validation errors, and work with the Division of State Data when technical assistance is needed.

Failure to address identified data validation errors or repeated submission of inaccurate or incomplete data may result in:

- **Funding implications** – Inaccurate or incomplete data may affect DMH's ability to evaluate service delivery, performance, and other information used to inform current or future grant and funding decisions.
- **Compliance concerns** – Failure to meet applicable data-reporting requirements may result in non-compliance with Rule 2.12 of the 2024 DMH Operational Standards and may require corrective or administrative action, as outlined in the Operational Standards.
- **Delayed reimbursement** – Incomplete or inaccurate fee-for-service claim information may delay claims processing and reimbursement.
- **State and federal reporting discrepancies** – Data errors may affect required reports, audits, program evaluations, and other reporting obligations.
- **Inaccurate performance and outcome measurement** – Missing or inaccurate information may limit DMH's ability to accurately assess provider performance, service utilization, access, and outcomes.
- **Potential impact on funding opportunities** – Incomplete or inaccurate performance data may affect DMH's or a provider's ability to demonstrate performance or outcomes when seeking competitive grants or other funding opportunities.
- **Additional corrective work** – Unresolved errors may require resubmission of data files, correction of individual records, coordination with EHR/EMR vendors, or other remediation activities.

DMH encourages providers to identify and correct data issues as early as possible and to contact the Division of State Data when assistance is needed to resolve reporting or validation concerns.

Contact Information

For MS-WITS and/or Data Warehouse (InfoBridge) related questions and technical assistance, please send an email to EHRHelpdesk@dmh.ms.gov.

For additional inquiries regarding DMH data requirements, please email Ciji.Dixon@dmh.ms.gov, or call (601) 359-6222.

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