

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

Section 10.22 MIS Requirements

10.22.1 Introduction

NARBHA has developed MIS requirements to help eliminate or mitigate adverse system impacts and service disruptions when providers make a major change to a covered system(s) to ensure that data security and interoperability remains top priority while maintaining minimal impact to NARBHA systems.

10.22.2 Definitions:

Definitions for terms are located online at the NARBHA website at <http://www.narbha.org/providers/provider-resources/provider-policy-manual/definitions/>

[Covered systems](#)

[Integral component](#)

[Interoperability](#)

[Major change/upgrade](#)

10.22.3 Scope:

To establish a process to ensure that major changes to an integral component of a covered system is pre-approved by NARBHA prior to implementation in order to minimize system impact problems.

10.22.4 Procedures:

1. NARBHA will establish and maintain a pre-approval process for major changes to a covered system.
2. NARBHA providers must submit to NARBHA's MIS department a written pre-approval request prior to making major changes to a covered system.
3. The request for pre-approval must include a project plan that includes the following:
 - a) An overview of the project objective
 - b) A detailed description of the proposed change(s)
 - c) An impact assessment
 - d) A comprehensive testing plan for pre-deployment and post-deployment
 - e) A communication plan
 - f) Proof of successful pre-deployment testing, if applicable
 - g) An Implementation plan and procedures including roll back planning
 - h) A scheduling plan that would account for the least impact on systems
 - i) Contact information

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
NARBHA Edition**

4. Providers shall ensure that a written pre-approval request for a planned major change or major upgrades that affects a covered system is submitted to NARBHA prior to the planned implementation date. Contacting NARBHA during the planning phase is strongly recommended.
5. Providers shall ensure that an unplanned major change or major upgrade that affects a covered system is communicated to NARBHA's MIS department prior to implementation. NARBHA's CIO, Director of Infrastructure, or Director of IT Development must provide a written acknowledgement before proceeding with the unplanned implementation
6. If a change is made to the implementation date, NARBHA's MIS department is to be notified immediately.
7. Any change to an approved project plan must be immediately communicated to NARBHA's MIS department.

REFERENCES:

None

FORMS/ATTACHMENTS:

None