

OPTUMIST

Optum Provider Newsletter

V32. October 2021

Provider Services Manager's Message

Hello and welcome to the Fall 2021 edition of the OPTUMIST Newsletter. In this edition we are highlighting the Cultural Competency CEU requirement of four (4) hours a year. We are also introducing you to the new attestation process to support it.

Also included:

- State Required Information Needed from Providers
- Training Opportunities for FFS Providers
- Recent CPT Code Changes - FFS Medi-Cal
- OAR & Demographic Form Updates
- QI Corner - Best Practice for Assessment Documentation
- Recent CPT Code Changes - TERM
- CWS Reimbursement for Case Management Services
- Changes to CWS PSW Locator
- TERM Training Opportunities
- TERM Advisory
- Upcoming Events

We continue to welcome your questions and feedback on how we can make our Newsletter valuable to you, and wish you the best!

Be Safe, Be Well

Judy A. Duncan-Sanford, LMFT



Contact Numbers

San Diego
Access and Crisis Line
(888) 724-7240

Medi-Cal Provider Line
(800) 798-2254

TERM Provider Line
(877) 824-8376

Website:

www.optumsandiego.com

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Information and Updates for FFS Medi-Cal Providers

State Required Information Needed from Providers

A Provider Services Contract Administrator will be contacting you soon to request some supplemental information that is now required by the State for all Fee for Service (FFS) Medi-Cal Providers. In order to make this process quick and easy Optum Public Sector has created a simple form to gather the needed information.

If you choose to proactively complete the form, please select <https://forms.office.com/r/CgsRJ6tFYk> and follow the directions. It should take less than two (2) minutes to finish.

State Required Information:

The State is requiring all California counties to report specific information regarding their contracted Medi-Cal Providers as well as the beneficiaries they serve.

They are asking us to report the below information for each treatment location you render services to San Diego County Medi-Cal Beneficiaries:

- **How many hours a week you render services to children ages 0 – 20 at this specific treatment location?**
 - This question pertains to all your patients/clients within this age range regardless of which insurance company covers them.
 - *Example:* You accept clients/patients from four (4) different insurance plans and have a number who choose to pay cash. You would add up the total number of hours spent in a week that all the children (0 – 20) you treat for all four (4) plans including the cash pays and provide that number as a response to this question.
- **How many hours a week you render services to adults age 20+ at this specific treatment location?**
 - This question follows the exact same logic as the one above for children. It pertains to all your adult patients/clients within this age range regardless of which insurance company covers them.
- **What is the maximum number of Medi-Cal covered children (0 - 20) you see at this specific location?**
 - The information needed for this question is the maximum number of Medi-Cal covered children you are seeing or are willing to serve at this location.
- **What is the maximum number of Medi-Cal covered adults (20+) you see at this specific location?**
 - The information needed for this question is the maximum number of Medi-Cal covered adults you are seeing or are willing to serve at this location.

Information and Updates for FFS Medi-Cal Providers

State Required Information Needed from Providers - *Continued*

Medi-Cal Enrollment Information:

A few of our Fee for Service (FFS) Medi-Cal Providers still need Optum to enroll them in our plan at the State level. If you are one of these providers, we may also be requesting the following:

- A clear copy of your active Driver's License (*cannot be expired or redacted*) – If you do not have a Driver's License a valid State ID will be accepted
- A copy of your most recent professional license wall certificate (*cannot be expired or redacted*) or a copy of the original wall certificate issued at the time of your initial licensure
 - A wall certificate typically comes via USPS mail when you renew your license
 - A current pocket license is also accepted

We are also required to have your home address (residence). This address cannot be a P.O. Box and will remain confidential.

Place of Service Reminders:

- If you are billing a service with a place of service 12 (Home), 13 (Assisted Living Facility), or 14 (Group Home) we must receive a physical address on the claim. A PO Box will not be accepted.
- Reminder that place of service 21 (Inpatient Hospital) should be utilized when services are rendered at an inpatient psychiatric unit at a medical hospital. 21 would not apply for a free standing psychiatric facility.
- Reminder that place of service 51 (Inpatient Psychiatric Facility) should be utilized when a service is rendered at a free standing psychiatric facility. 51 would not apply to an inpatient unit at a medical hospital.



Information and Updates for FFS Medi-Cal Providers

Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services
Edition January 31, 2021

[Edition January 31, 2021](#)

Please visit our website at <https://www.optumsandiego.com> to download forms or to save the handbook to your desktop for easy access.

Please remember that we urge you to coordinate care with all treating professionals involved with your clients. This includes pediatricians, PCPs, and others.

REMINDER: Medi-Cal regulations require that providers have an emergency referral on their outgoing voice messages. You may refer callers to the Access and Crisis Line (ACL) at (888) 724-7240.

Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that includes an outline of the revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.



Information and Updates for FFS Medi-Cal Providers

Training Opportunities for Fee-For-Service Providers

[Responsive Integrated Health Solutions \(RIHS\)](#) The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes.

- For a full list of available eLearning and recorded webinars, [click here](#).

Instructions on how to set up a RIHS account can be found on our website at www.optumsandiego.com. If you have any questions, please email RIHS@sdsu.edu.

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.



Information and Updates for FFS Medi-Cal Providers

Recent CPT Code Changes—FFS Medi-Cal

Since the last Newsletter, several CPT Code changes that have occurred. Please find below the information that was distributed via email at the end of August.

Prescribers: MD/DO, Psychiatric Nurse Practitioners, Physician Assistants:

Cpt Code	Service Description	Minutes	Rate	Notes
90846	Family and Couple Therapy w/o client	N/A	N/A	REMOVE from schedule
99202 (SC, GT)	Office/Other Outpatient Visit – Straightforward; new patient	15 - 29	No Change	Changes are specific to: <ul style="list-style-type: none"> • Service Descriptions • Minutes changed to ranges
99203 (SC, GT)	Office/Other Outpatient Visit - Low Severity; new patient	30 – 44	No Change	
99204 (SC, GT)	Office/Other Outpatient Visit - Moderate Severity; new patient	45 – 59	No Change	
99205 (SC, GT)	Office/Other Outpatient Visit - High Severity; new patient	60 – 74	No Change	
99211 (SC, GT)	Office/Other Outpatient Visit – presenting problems minimal; established patient.	under 5	No Change	
99212 (SC, GT)	Office/Other Outpatient visit – Straightforward; established patient	10 - 19	No Change	
99213 (SC, GT)	Office/Other Outpatient visit - Low Severity; established patient	20 - 29	No Change	
99214 (SC, GT)	Office/Other Outpatient visit - Moderate Severity; established patient	30 - 39	No Change	
99215 (SC, GT)	Office/Other Outpatient visit – High Severity; established patient	40 - 54	No Change	
90870	ECT/Single	20 - 45	No Change	

MD/DO Only

There is no action required by you at this time other than to:

- Be aware of the changes in the descriptions and times
- No longer render Family Services without the client present
 - Please note this change was made at the State level and will no longer be reimbursed by them

Information and Updates for FFS Medi-Cal Providers

Recent CPT Code Changes—FFS Medi-Cal—Continued

Psychologists, LMFT, LCSW, LPCC

Master's Level (LCSW, LMFT, LPCC)				
Cpt Code	Service Description	Minutes	Rate	Notes
90846	Family and Couple Therapy w/o client	N/A	N/A	REMOVED from schedule

There is no action required by you at this time other than to:

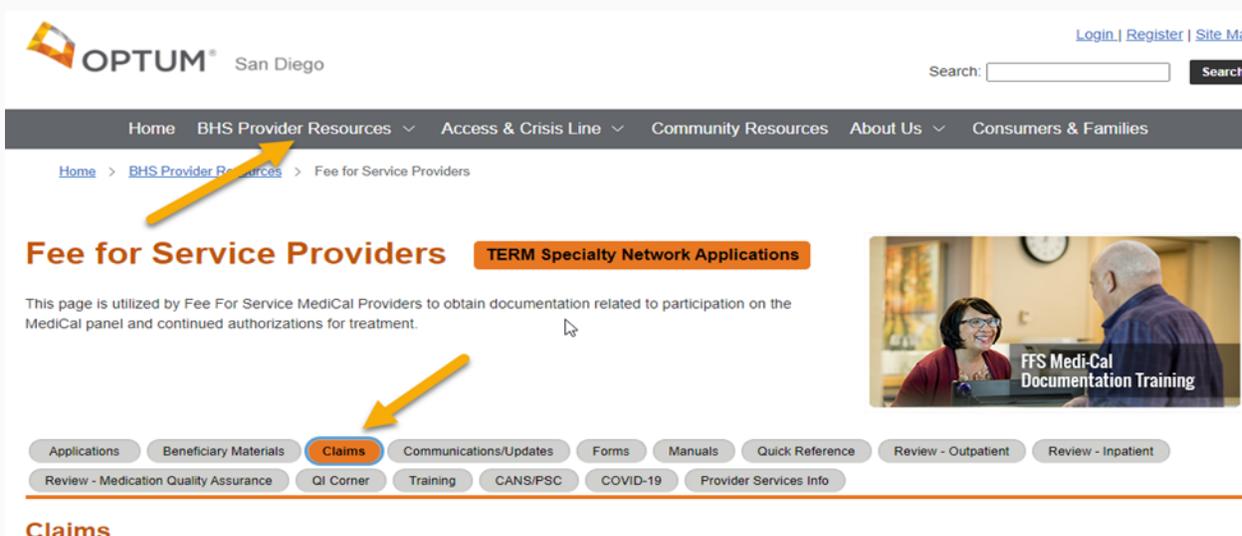
- No longer render Family Services without the client present.
 - Please note this change was made at the State level and will no longer be reimbursed by them



Information and Updates for FFS Medi-Cal Providers

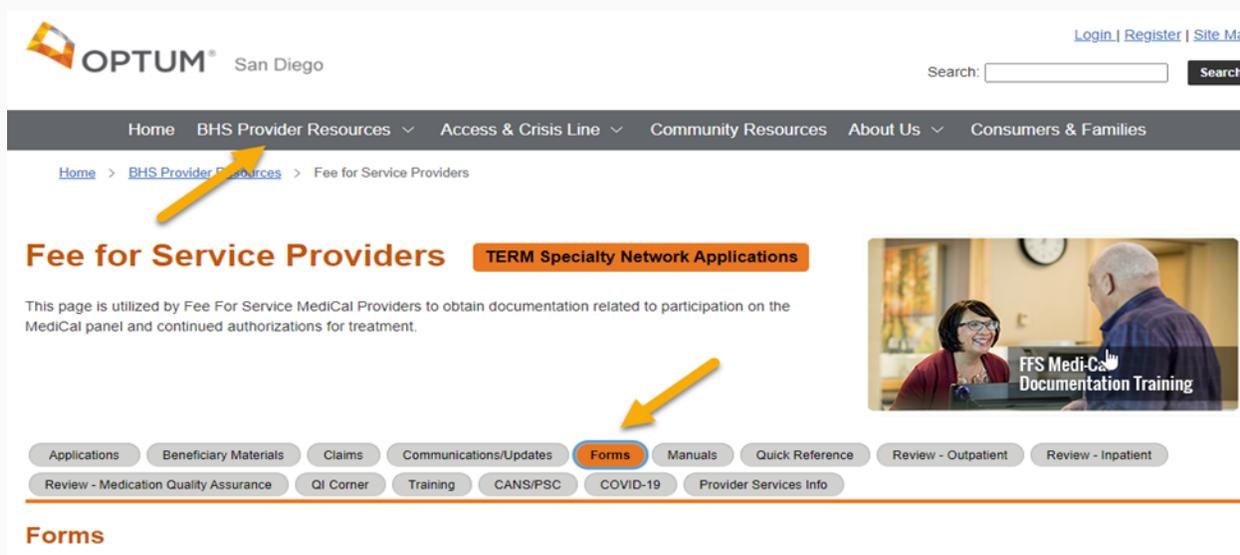
Outpatient Authorization Request (OAR) & Demographics Forms - Updated

Due to the recent changes to some CPT Codes on the Fee for Service Codes and Rates Schedule both the OAR and Demographics forms have been updated. The revised Schedules are located on our website at www.optumsandiego.com > BHS Providers > Fee for Service Providers > Claims.



The screenshot shows the Optum San Diego website. The top navigation bar includes 'Home', 'BHS Provider Resources', 'Access & Crisis Line', 'Community Resources', 'About Us', and 'Consumers & Families'. The breadcrumb trail is 'Home > BHS Provider Resources > Fee for Service Providers'. The main heading is 'Fee for Service Providers' with a sub-heading 'TERM Specialty Network Applications'. Below this is a paragraph: 'This page is utilized by Fee For Service MediCal Providers to obtain documentation related to participation on the MediCal panel and continued authorizations for treatment.' A horizontal menu contains buttons for 'Applications', 'Beneficiary Materials', 'Claims', 'Communications/Updates', 'Forms', 'Manuals', 'Quick Reference', 'Review - Outpatient', 'Review - Inpatient', 'Review - Medication Quality Assurance', 'QI Corner', 'Training', 'CANS/PSC', 'COVID-19', and 'Provider Services Info'. The 'Claims' button is highlighted with a yellow arrow. A video thumbnail on the right is titled 'FFS Medi-Cal Documentation Training'.

The updated OAR and Demographic forms are also located on our website at www.optumsandiego.com > BHS Providers > Fee for Service Providers > Forms and should be used going forward.



This screenshot is identical to the one above, showing the 'Fee for Service Providers' page. In this version, the 'Forms' button in the horizontal menu is highlighted with a yellow arrow.

Please email all questions pertaining to the Codes and Rates Schedules to the Provider Services Department at sdu_providerserviceshelp@optum.com.



QI CORNER

Best Practices Series

In this issue:

- ◆ Assessment

To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for assessment documentation.

The purpose of an assessment is to identify presenting problems, gather information for treatment planning and address biopsychosocial needs. The main components address psychological, biological and social factors. The assessment must be completed within thirty (30) days from date of service.



For Optum's assessment template please click [HERE](#)

Have Questions?

Email us at: SDQI@Optum.com

A thorough assessment should include:

Reasons for Referral & Presenting Problem: Why is the client seeking services now?

History of Mental Health Treatment: Dates of previous treatment, providers of previous treatment, and therapeutic interventions and responses

Risk Assessment: History of previous or current suicidal, homicidal and/or self-injurious behaviors, including date, methods or lethality (as applicable)

Family History: Medical and/or mental health

Social History: Legal concerns, trauma history, relationships, work history

Substance Abuse Screening: Current or past substance use including amount and frequency of use and impact on functioning

Cultural Issues: Spirituality, race, and religion

Strengths: Client and family strengths

For Children and Adolescents: A complete developmental history (physical, psychological, social, intellectual and academic) is documented

Medical History: Including any current medical conditions (allergies, current medications, prescriber contact information, primary care physician, family medical history)

Mental Status Exam: Documenting the client's affect, speech, mood, thought content, judgment, insight, attention or concentration, memory, and impulse control

Resources: There is documentation that the client was asked about community resources (support groups, social services, school-based services, other social supports) they are currently utilizing

Clinical Formulation: Summary of information received, diagnostic impressions and next steps

Information and Updates for FFS and TERM Providers

Requirement: Four (4) Hours of Cultural Competency Training per Year

Non-Discrimination and Cultural Competence Requirements

Fee for Service Provider Operations Handbook: Page 57

Optum Public Sector makes every effort to refer to providers with the ethnic and cultural background requested by the client. A client has the right to a second opinion and referral to a new provider if the client is not satisfied with the cultural expertise of a provider.

The State and County requires cultural competency requirements to be met in the provision of the following services:

- Interpreter services
- Culturally appropriate assessments and test interpretation (as indicated)
- Utilization of peer consultants (as indicated)

To this end, all providers are required to obtain a minimum of four hours of cultural competence training per calendar year on the effect of ethnicity and culture on mental health issues and treatment.

Written materials pertaining to client rights (e.g., Complaint and Grievance brochures, complaint filing forms, Beneficiary Handbooks, NOA-As and NOA-Bs) are available in English, Spanish, Vietnamese, Arabic, Farsi, and Tagalog. Please refer to the [Beneficiary Rights](#) section of this handbook for further information regarding these materials.

Cultural Competency Requirements

TERM Provider Handbook: Page 9

Optum TERM requires approved providers to deliver services that are clinically sound and culturally responsive. Such services meet the needs of a community with diverse cultures and linguistic needs. For this reason, Optum TERM's operational definition of "Diversity" includes a broad range of dimensions including race, ethnicity, language, national origins, sexual orientation, age, gender, disabilities, religion/spirituality, and groups from a multitude of other backgrounds, situations, and environments. Providers are required to complete a minimum of four (4) hours of continuing education each year in the area of cultural competency. The four (4) hours of cultural competency training required by the Fee For Services Medi-Cal network will also satisfy the TERM network cultural competency requirement.



Information and Updates for FFS and TERM Providers

New Cultural Competency Continuing Education Unit (CEU) Attestation

For your convenience and ease the cultural competency training attestation has been added to the Provider Portal you currently access with your One Healthcare ID to Attest or Revise your Profile and Report Wait Times.



You are able to report your CEUs at anytime or do it in conjunction with the demographic and professional profile attestation you complete every six (6) months.

This is what you will see on the site:

Report CEU Attestations ×

Instructions
Please enter your annual cultural competency training hours below.

Providers are required to obtain a minimum of four (4) hours of cultural competence training per fiscal year (July 1-June 30) on the effect of ethnicity and culture on mental health issues and treatment.

Unit Name:	<input type="text"/>
CEU Hours:	<input type="text" value="0"/>
Date Completed:	<input type="text" value="09-27-2021"/>

Total Hours Reported for Current Fiscal Year:	16.50
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By submitting this form, I attest that the information above is accurate and correct and can submit copies of proof of completion if requested by Optum.

I understand that I am required to complete 4 hours of Cultural Competency Training every fiscal year (July 1-June 30).

- Enter the name of the course
- Enter the # of CEUs earned
- Enter the date you completed the course
- Submit

This new process is taking the place of the attestation currently completed during recredentialing.

Please keep in mind that Responsive Integrated Health Solutions (RIHS) is a free training resource for cultural competency.

The website is <https://theacademy.sdsu.edu/programs/>

Information and Updates for TERM Providers

Since the last Newsletter, several CPT Code changes that have occurred. Please find below the information that was distributed via email at the end of August.

CWS Funded				
Cpt Code	Service Description	Minutes	Rate	Notes
99368	Case Management	30 minutes per unit	\$30/Unit	Add Code: Maximum of one (1) 30-minute unit per month per authorized client.
90791M	CWS Mental Health Assessment	As applicable	As applicable	REMOVED
CPT Code From	CPT Code To	Language Modifier change from L to TU		
90791L (SC, GT)	90791TU (SC, GT)			
90834 L (SC, GT)	90834 TU (SC, GT)			
90846L (SC, GT)	90846TU (SC, GT)			
90847 L (SC, GT)	90847TU (SC, GT)			
90802C (L)	90802C (TU)			
90802D (L)	90802D (TU)			
90802V (L)	90802V (TU)			
90802O (L)	90802O (TU)			
90802N (L)	90802N (TU)			
90853C (L)	90853C (TU)			
90853D (L)	90853D (TU)			
90853V (L)	90853V (TU)			
90857O (L)	90857O (TU)			
90857N (L)	90857N (TU)			
90899O (L)	90899O (TU)			
90899N (L)	90899N (TU)			
90899C (L)	90899C (TU)			
90889D (L)	90889D (TU)			
90889V (L)	90889V (TU)			
99205 (L)	99205 (TU)			
99205N (L)	99205N (TU)			
99343 (L)	99343 (TU)			
96111 (L)	96111 (TU)			
96130 (L)	96130 (TU)			
96131 (L)	96131 (TU)			
96136 (L)	96136 (TU)			
96137 (L)	96137 (TU)			
96132 (L)	96132 (TU)			
96133 (L)	96133 (TU)			
96136N (L)	96136N (TU)			
96137N (L)	96137N (TU)			

There is no action required by you at this time other than:

- You may render Case Management Services and claim under CPT 99368. There is a maximum of one (1) 30 minute unit per authorized client per month
- No longer render 90791M CWS Mental Health Assessment

Information and Updates for TERM Providers

CWS Reimbursement of Case Management Services for TERM Referrals

Effective 9/1/21, the CWS provider fee schedule was updated to include CPT code 99368 for reimbursement of case management services provided to CWS clients. Please see below for important information about how to receive reimbursement for case management services through CWS funds.

What Will Be Reimbursed

Reimbursement of one (1) 30-minute unit of CPT code 99368 per month per authorized client has been approved to assist providers with time spent on case management activities in support of CWS client care.

How Will I Be Reimbursed

Permanent Process for Authorizations Issued 10/1/21 and Forward: Starting 10/1/21, you will automatically be authorized for this service for each CWS funded initial and continuing therapy authorization as part of the authorization package for CWS funded cases as follows:

CWS Initial Therapy Authorization (individual/conjoint/group therapy): One unit/month CPT code 99368 will be issued for the 6-month initial authorization period, for a total of 6 units (1 unit = 30 minutes)

CWS Continuing Therapy Authorization (individual/conjoint/group therapy): One unit/month CPT code 99368 will be issued for the 3-month continuing authorization period, for a total of 3 units (1 unit = 30 minutes)

Interim Process for Authorizations Issued Before 10/1/21: For active authorizations issued prior to 10/1/21, you may bill for case management services for dates of service 9/1/21 through the authorization end date and will be reimbursed at the maximum frequency outlined above.

What Services are Covered Under CPT Code 99638 on the CWS Fee Schedule

Services that assist a client to access medical, educational, social, prevocational, vocational, rehabilitative, or other community services. The service activities include but are not limited to, communication, coordination, and referral; monitoring service delivery to ensure the client has access to services and the service delivery system; monitoring of the client's progress; placement services; and plan development. For purposes of CWS funded cases, examples of reimbursable case management services include coordination of care with the PSW and other professionals involved in the client's case.

Medi-Cal Funded CWS Therapy

Please note that the process outlined above does **not** impact Medi-Cal funded CWS therapy cases. The established process for requesting authorization and reimbursement of case management services for Medi-Cal beneficiaries is to note the request for authorization of case management services on your fax cover sheet when your treatment plan is submitted to Optum (including the number of units being requested).

Information and Updates for TERM Providers

CWS Reimbursement of Case Management Services for TERM Referrals - *Continued*

New CPT Code Modifier for CWS Bilingual Services Authorizations

As a follow up to the updated CWS CPT Codes and Rates schedule that was emailed to TERM providers on 8/31/21, please note that effective 9/1/21 there is a new CPT code modifier for CWS bilingual services authorizations. The new “TU” modifier replaces the previously utilized “L” modifier; effective 9/1/21, bilingual services authorization will be issued under this new code modifier and TERM providers must claim using the new “TU” code when rendering bilingual services. For authorizations issued prior to 9/1/21, updated authorization letters have been sent to all providers with clients on their TERM caseload with an active authorization for bilingual services. For any questions about this change, please contact us at 877-824-8376, Option 1.

Updates to TERM Work Product Tracking

Enhancements to the monthly TERM work product due date tracking letters were implemented to assist providers with communicating updates on their caseloads to Optum. The letters now include fields where providers can document requests to remove clients from their caseloads who haven’t engaged in treatment, or to adjust due dates when clients are delayed engaging in treatment. Providers should fax their due date tracking letter with these updates back to TERM at 877-624-8376, and the applicable changes will be made. Please note that when clients are excluded from the due date tracking system, treatment authorizations will also be de-activated. If the client later initiates services and it is within the timeframe included in the original treatment authorization, please contact TERM at 877-824-8376 to re-initiate the authorization and associated work product tracking.



Information and Updates for TERM Providers

Changes to Child Welfare Services PSW Locator Number

Some recent changes were made to procedures for calling into the San Diego County CWS PSW Locator Line (858-514-6995) to ensure that the process is aligned with CWS Confidentiality Guide policies. A verification code is now required when calling into the line. To obtain the verification code, please call Optum TERM at 877-824-8376, option 1. For any questions about this process, please contact CWS policy analyst Jerelyn Bourdage, LCSW at (619) 417-6722.

TERM Provider Training Survey

We want to extend our appreciation to TERM providers for taking the time to participate in the recent survey of TERM network training needs. The TERM provider training survey was open from 7/15 to 8/13/21 and 38 providers completed the survey. Therapist training topics with the highest level of interest were legal/ethical issues relevant to TERM practice and trauma informed parenting; the evaluator training topic with the most interest was juvenile threat assessment. The survey indicated that half day trainings delivered by recorded webinar or live webcast are preferred, and Monday and Friday mornings are the preferred times for live trainings. We value your feedback and are working to incorporate it into the County's training plan for the current fiscal year. Please keep an eye out for training announcements in the near future!



Information and Updates for TERM Providers

Training Opportunities for TERM Providers

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

[RIHS \(Responsive Integrated Health Solutions\)](#) The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS training meets the qualification for continuing education credit for LMFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes.

Instructions on how to set up a RIHS account can be found on our website at www.optumsandiego.com or you may contact Provider Services at 800-798-2254 Option 7. If you have any questions please email RIHS@sdsu.edu.

Two recent live trainings for TERM providers were recorded and are now available as recorded webinars. The webinars can be accessed on the RIHS website by clicking the links below:

[Understanding CWS and the Juvenile Dependency Process: Helping Our Families Heal](#)

Providing therapeutic services for child welfare children and families can be a complex process. It involves an understanding of juvenile court processes and roles, Child Welfare Services (CWS) procedures, collaboration and documentation expectations vis-a-vis protective service workers, and clinical expectations related to the protective issues as identified by the court. In this training, participants will be provided with information and experiences related to these processes.

[Psychotropic Medication and Youth: Legislative Updates and Best Practices](#)

In this webinar, participants will be provided a historical perspective on psychotropic medication oversight. They will also be provided with information about existing guidelines from professional organizations and the state of California. Finally, participants will receive an update of recent legislative changes that pertain to prescribing.

Information and Updates for TERM Providers

TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. Representation on the Board includes San Diego County HHS Behavioral Health Services, Child Welfare Services, Probation Department, Juvenile Court, Public Defender Juvenile Delinquency Branch, District Attorney, County Counsel, Dependency Legal Services, Children's Legal Services, Optum, TERM Provider Panel, Youth and Parent Partners. TERM providers are currently represented on the Board by:

Michael Anderson, Psy.D.: drmike6666@gmail.com

Lorena Avitea, LCSW: avitealcsw@hotmail.com

Please feel free to contact your provider representatives for updates from the Advisory Board meetings, process improvement ideas, or to provide professional or client feedback.

Contact Us

For provider assistance, a TERM dedicated phone line is available Monday through Friday from 8am to 5pm at 877-824-8376. The available options for your call include:

Option 1: For questions about authorizations or receipt of work products

Option 2: For questions about CWS billing and claims

Option 3: For questions regarding participation in our network, credentialing, or your provider record

Option 4: For questions about CWS referrals

Other resources for TERM providers:

Child Welfare Services PSW Locator Line: 858-514-6995

Optum Website: www.optumsandiego.com

Hover over BHS Provider and Resources, and select TERM Providers



Access and Crisis Line Chat Services



Access and Crisis Line Chat Services



We are here for you.
Chat with someone who understands.

We can help you when:

- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

Monday – Friday, 4pm-10pm.

Go to www.optumsandiego.com or www.up2sd.org.

San Diego Access and Crisis Line: (888) 724-7240 / 7 days a week, 24 hrs. a day!



Access and Crisis Line Chat Services funding for services is provided by the County of San Diego Health & Human Services Agency.



Please inform your clients about our available chat services if they need emotional support for their mental health and drug and alcohol needs. The online chat service is available Monday—Friday, 4pm—10pm at: www.up2sd.org or www.optumsandiego.com

Upcoming Events

Important Notice: Provider Orientation will be held via Teams Meeting until further notice – You will receive an invite when your RSVP is received by Provider Services.

November

Provider Orientation: **11/24/2021** (RSVP 800-798-2254 ext.7)

December

Provider Orientation: **12/23/2021** (RSVP 800-798-2254 ext.7)

January

Provider Orientation: **01/27/2022** (RSVP 800-798-2254 ext.7)

The ACL remains open 7 days per week, 24 hours per day.

Access and Crisis Line: (888) 724-7240

Can You Help?

The Student Behavioral Health Services at Southwestern College referred to as Personal Wellness Services is looking for providers who are available and willing to see students who have Medi-Cal Insurance and who are suffering from Moderate – Severe Behavioral Health issues.

If interested or for additional information please contact:

Dr. Clarence Amaral 619-216-6689.

Thank you

