

OPTUMIST

Optum Provider Newsletter

V17. October 2017

Provider Services Manager's Message

Hello and welcome to the Fall 2017 edition of the OPTUMIST Newsletter. In this edition, we are introducing Senate Bill 1135 and the client's right to timely access to care. This will require providers to regularly report their appointment wait times for Urgent and Non-Urgent Appointments.

Also included:

- Changing Your Tax ID Number
- Self - Regulation in Trauma Treatment
- FAQ - Responding to a Subpoena from Children's Legal Services of SD or Dependency Legal Services of SD
- National Domestic Violence Awareness Month
- Training Opportunities

We continue to welcome your questions and feedback on how we can make our Newsletter valuable to you.

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

Senate Bill 1135 (SB1135)

Consumers Deserve to Know Their Rights to Timely Access to Care

SB1135 requires health plans and insurers to notify consumers and health care providers about their right to timely access to care and language assistance if needed for their care.

Existing California law, requires health plans to provide consumers with appointments within a specific timeframe and arrange interpreters and translated written materials when requested by the patient.

Existing law gives consumers the right to appointments within the following timeframes:

Urgent Appointments	Wait Time
All services without prior approval	48 hours
Non-Urgent Appointment	Wait Time
Specialist appointment (Physician)	15 business days
Appointment with a mental health specialist (non-physician)	10 business days

Consumers have a right to language assistance, including interpreter services at the time of the appointment at no cost to the patient. California law requires access to interpreter services without affecting timely access to care.

SB1135 requires Optum Public Sector as the Administrative Service Organization (ASO) for the health plan to notify patients of their right to timely access which includes the Urgent and Non-Urgent Appointment wait times for each paneled Medi-Cal Provider. This means that we will need to ensure there is a process in place to track and report the wait times for each office that renders services to Medi-Cal beneficiaries

We are currently working to update the provider portal used for your semiannual provider profile attestation. Once updated, you will be required to enter the Urgent and Non-Urgent Appointment wait times for each office where you are accepting new referrals when reviewing and/or updating your personal provider profile information.

Please evaluate and be aware of your wait times and the standards as stated above. If your wait times exceed the timeframes above, please take one of the following actions to temporarily close your office to new referrals:

- Email – providerserviceshelp@optum.com
- Contact Provider Services at 800-798-2254 Option 7

If you have any questions on this process and would like further clarification, please contact Provider Services at 800-798-2254 Option 7.



Information and Updates for FFS Medi-Cal Providers

Changing a Tax Identification Number - Medi-Cal Fee For Service or TERM Providers

There are times when it is necessary to change the Tax Identification Number (TIN) due to a change in your practice. Here are some examples of circumstances in which a change of TIN is required:

- A provider has been billing under his/her own Social Security Number and has now applied for and received an Employer Identification Number (EIN)
- An Agency/Group has been billing for the provider's services under their EIN and the provider is opening a private practice under his/her own Social Security Number or EIN.
- A provider is moving from one Agency/Group to another

Whenever there is a change in a TIN/EIN, Optum Public Sector must receive advanced notification in order to facilitate the proper handling of current authorizations and claims. Authorizations and claims are specific to the TIN/EIN on file and must be changed to the new identification number to ensure the 1099 form sent by Optum at the end of each year for taxes is correct.

In order to facilitate a smooth transition when a change of Tax Identification is needed, please follow the steps below:

- 30 days prior to the transition, send a signed copy of the new W9 form to Provider Services via fax at 877-309-4862 or email to sdu_providerserviceshelp@optum.com
- Include a list of any/all current clients that have current active authorizations that will be transitioning to the services being rendered under the new TIN/EIN
 - The list should include the client's name, Date of Birth and Medi-Cal Identification Number
 - **NOTE:** As the client information is Protected Health Information (PHI), it must be faxed because email is unsecured
- Provide the specific future date in which you are requesting the services be transitioned to the new TIN/EIN

Once the Provider Services Team receives your request they will work with Clinical Support Services to facilitate the appropriate new authorizations and update the database systems to allow for billing under the new TIN/EIN.

Training Opportunities For Fee For Service Providers

BHETA (Behavioral Health Education & Training Academy) The County contracts with BHETA based at the Academy for Professional Excellence, a project of the SDSU School Of Social Work. BHETA 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. Email BHETA@mail.sdsu.edu if you have any questions. You can also contact Provider Services for instructions on how to set up a BHETA Account at 800-798-2254 Option 7.

- **Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth:** This webinar is free to you, and was created to educate, support, and assist you in fully understanding the standards and requirements specifically related to your Medi-Cal FFS documentation. It is mandatory that all FFS Providers complete this course at least one time.

Information and Updates for TERM Providers

Self- Regulation in Trauma Treatment

TERM providers are entrusted to facilitate the development of healthier patterns among children and families' healing from trauma experiences. Children affected by trauma may present with a variety of behavioral and emotional issues. Their time in trauma treatment, regardless of age, may be the only opportunity they have to enhance their ability to self-regulate, making the role of a TERM provider critical to successful outcomes.

Trauma can profoundly influence children's acquisition of developmental competencies and their capacity to reach important developmental milestones such as emotional regulation. It is estimated that over 60% of children entering foster care have a developmental delay (Lynch et al., 2017). According to research, children with a delay in regulation are more likely to struggle with building and maintaining positive relationships, paying attention, and following directions - all of which impact success in school and beyond. It is critical that trauma treatment address regulation in order to mitigate some of the long-term effects of the absence of early interactions that would have supported self-regulation.

Trauma treatment can support self-regulation by identifying a caregiver who can participate, if appropriate, in conjoint treatment. It is important that the caregiver be engaged with the child to learn the child's cues. Treatment can also include the support of critical thinking by encouraging the caregiver to develop a more sensitive approach characterized by the caregiver's accessibility, acceptance, cooperation, and attunement to the child's signals (Frick et al., 2017). Self-regulation can also be targeted in trauma treatment by modeling self-regulation abilities with everyday activities such as waiting in line, responding calmly to the child's temper tantrums or other daily stressors and buying a dessert and waiting until after dinner to enjoy it.

For more information on self-regulation and techniques to support self-regulation in treatment and at home with the caregiver's support, providers may wish to visit the [Zero to Three](#) website.

References

Frick, M.A., Forslund, T., Fransson, M., Johansson, M., Bohlin, G., Brocky, K.C. (2017). The role of sustained attention, maternal sensitivity, and infant temperament in the development of early self-regulation. *British Journal of Psychology*. 46.

Lynch, F.L., Dickerson, J.F., Pears, K.C., Fisher, P.A. (2017). Cost effectiveness of a school readiness intervention for foster children. *Children and Youth Services Review*, 81, 63-71.



Information and Updates for TERM Providers

Frequently Asked Questions: Responding to a Subpoena from Children’s Legal Services of San Diego or Dependency Legal Services of San Diego

Contributed by Beth Ploesch, Children’s Legal Services of San Diego and Adam Reed, Dependency Legal Services of San Diego

I received a subpoena. What do I do now?

Simply appear at the date and time specified on the subpoena. The subpoena should also indicate whether or not it is directing you to bring any documents. If you have questions or need further information, you may phone the lawyer who issued the subpoena.

Why am I being called as a witness if I already provided a report or letter?

If you have provided a report to the HHSA, it will likely become part of the legal record. The lawyers in the case may therefore call you as a witness regarding the issues presented in the report. Conversely, you may be called as a witness because the HHSA has not provided your report to the court and one of the lawyers would like you to testify regarding your client’s treatment.

Do I absolutely need to testify if I receive a subpoena?

Not necessarily. Call the attorney who issued the subpoena to discuss (see confidentiality, below) and determine the basis of the subpoena. A conversation could resolve the issue or lead to “stipulated testimony.” The lawyers could decide to simply stipulate on the record to the testimony that you would provide had you been called as a witness. You may also be able to make arrangements to testify by phone if all of the parties agree to that accommodation. It is generally disfavored but not entirely uncommon.

What if I am not available on the date listed on the subpoena?

Immediately contact the lawyer to let him/her know that you are unavailable. The lawyer will need to set another hearing to request a trial date that works with your schedule. If you would be available but only during a certain timeframe, also communicate your schedule to the lawyer so that he/she can ask permission for you to testify at a set time.

What should I bring to court?

The subpoena will specify if you need to bring records with you to court or not. If the subpoena only requests your appearance and no documents, you may still bring written materials if they will help you to remember specifics. However, be aware that any materials you bring to court may need to be shared with all counsel. You may therefore create notes specifically in anticipation of your testimony and bring those.

What about my client’s confidentiality?

If your client’s lawyer is calling you as a witness, you will need to discuss ahead of time to what extent confidentiality is being waived. In general, treatment goals and progress are not protected topics in juvenile dependency proceedings. Specific statements made by your client, recommendations you provided, and diagnoses may be privileged information. If you have any questions about confidentiality prior to taking the witness stand, please discuss the issue with your client’s attorney.



Information and Updates for TERM Providers

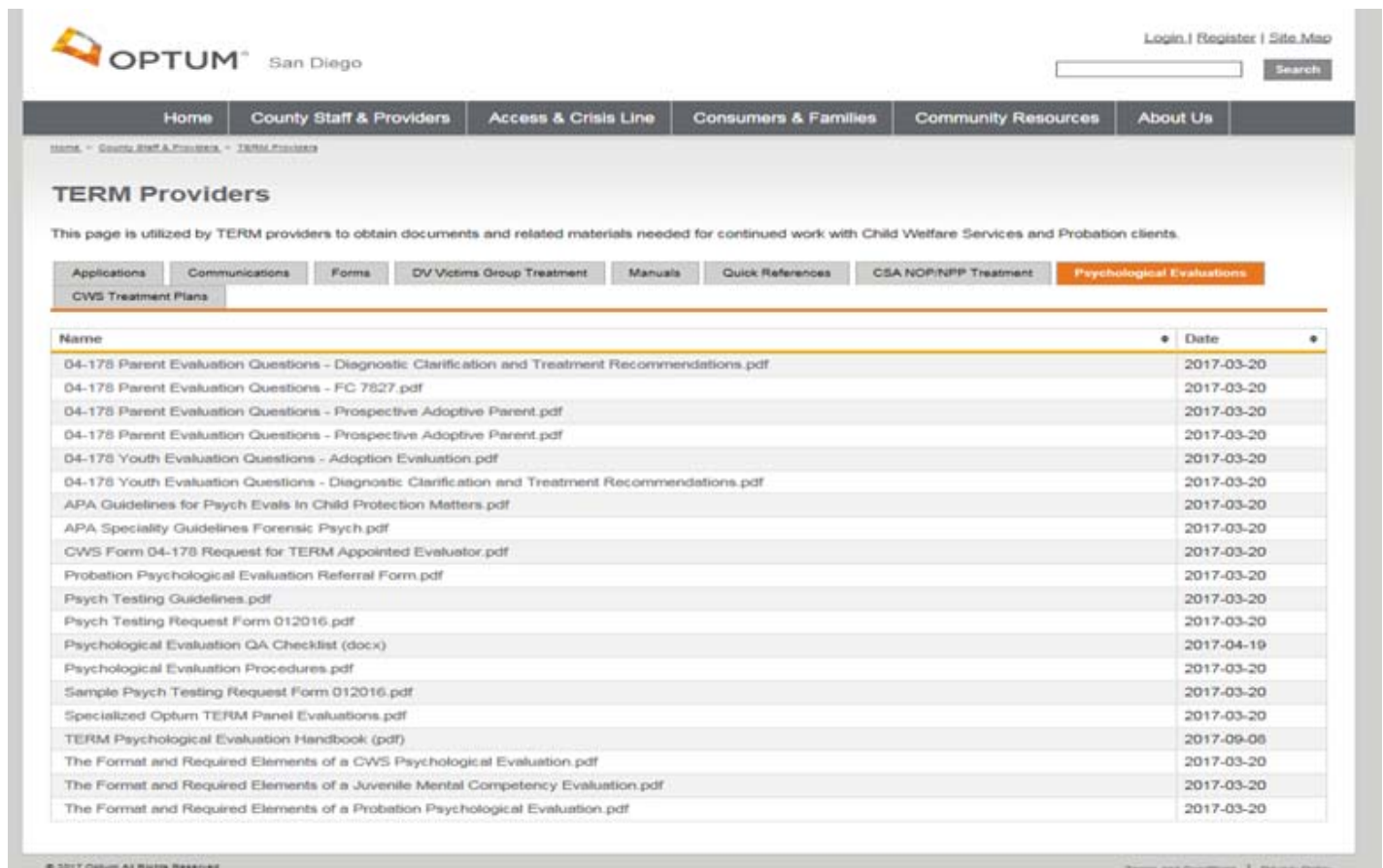
New Resources for TERM Evaluators:

We are pleased to inform TERM evaluators that we have added a tab to the Optum website specific to psychological evaluations. The following path could be included in your favorites in order to easily access this resource:

www.optumsandiego.com -> County & Staff Providers -> TERM Providers -> Psychological Evaluations

<https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/term-providers.html>

The Psychological Evaluations tab includes CWS Evaluation Questions, as well as CWS and Juvenile Probation referral forms, the format and required element guidelines for CWS and Juvenile Probation evaluation reports, APA Guidelines for Psychological Evaluations in Child Protection Matters, APA Specialty Guidelines for Forensic Psychology, and a TERM Psychological Evaluation Resource Handbook. We invite you to review this tab and use it as a resource. For questions or feedback, please feel free to contact TERM Clinical Staff at 877-824-8376 option 4.



The screenshot shows the Optum San Diego website interface. At the top, there is a search bar and navigation links for 'Login', 'Register', and 'Site Map'. The main navigation menu includes 'Home', 'County Staff & Providers', 'Access & Crisis Line', 'Consumers & Families', 'Community Resources', and 'About Us'. The 'TERM Providers' page is active, displaying a breadcrumb trail: 'Home > County Staff & Providers > TERM Providers'. The page title is 'TERM Providers'. A sub-header states: 'This page is utilized by TERM providers to obtain documents and related materials needed for continued work with Child Welfare Services and Probation clients.' Below this, there is a horizontal menu with several tabs: 'Applications', 'Communications', 'Forms', 'DV Victims Group Treatment', 'Manuals', 'Quick References', 'CSA NOP/NPP Treatment', and 'Psychological Evaluations' (which is highlighted in orange). Under the 'Psychological Evaluations' tab, a table lists various documents with their names and dates.

Name	Date
04-178 Parent Evaluation Questions - Diagnostic Clarification and Treatment Recommendations.pdf	2017-03-20
04-178 Parent Evaluation Questions - FC 7827.pdf	2017-03-20
04-178 Parent Evaluation Questions - Prospective Adoptive Parent.pdf	2017-03-20
04-178 Parent Evaluation Questions - Prospective Adoptive Parent.pdf	2017-03-20
04-178 Youth Evaluation Questions - Adoption Evaluation.pdf	2017-03-20
04-178 Youth Evaluation Questions - Diagnostic Clarification and Treatment Recommendations.pdf	2017-03-20
APA Guidelines for Psych Evals In Child Protection Matters.pdf	2017-03-20
APA Specialty Guidelines Forensic Psych.pdf	2017-03-20
CWS Form 04-178 Request for TERM Appointed Evaluator.pdf	2017-03-20
Probation Psychological Evaluation Referral Form.pdf	2017-03-20
Psych Testing Guidelines.pdf	2017-03-20
Psych Testing Request Form 012016.pdf	2017-03-20
Psychological Evaluation QA Checklist (docx)	2017-04-19
Psychological Evaluation Procedures.pdf	2017-03-20
Sample Psych Testing Request Form 012016.pdf	2017-03-20
Specialized Optum TERM Panel Evaluations.pdf	2017-03-20
TERM Psychological Evaluation Handbook (pdf)	2017-09-06
The Format and Required Elements of a CWS Psychological Evaluation.pdf	2017-03-20
The Format and Required Elements of a Juvenile Mental Competency Evaluation.pdf	2017-03-20
The Format and Required Elements of a Probation Psychological Evaluation.pdf	2017-03-20

Information and Updates for TERM Providers



In fiscal year 2016-2017, there were 172 San Diego County Child Welfare Services cases with an indicator for domestic violence according to the CWS Data Unit. Because of the high prevalence of domestic violence in Child Welfare Services referred clients, TERM providers play an important role in assessing trauma resulting from domestic violence exposure and rendering mental health services that will reduce the risk of further victimization and that will facilitate recovery.

Even after the abusive relationship has ended, domestic violence experiences bring many challenges for the family. Domestic violence not only has emotional and physical sequelae, but affects professional, parental, relational, and financial aspects of the family's life. A comprehensive understanding of the many consequences of domestic violence is critical to safe and effective treatment.

Training Opportunities for TERM Providers

The Zero to Three Annual Conference will be held in San Diego from November 29 to December 1, 2017 at the Hilton Bayfront. For additional information and registration, please visit the [Zero to Three](#) website.

The Chadwick Center's Annual San Diego International Conference on Child and Family Maltreatment is scheduled for January 28 to February 2, 2018 at the Sheraton San Diego Hotel and Marina. Please visit the [San Diego International Conference](#) website for additional information.

BHETA (Behavioral Health Education & Training Academy) The County contracts with BHETA based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. BHETA 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. Email BHETA@mail.sdsu.edu if you have any questions. You can also contract Provider Services for instructions on how to set up a BHETA Account at 800-798-2254, Option 7.

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

Information and Updates for TERM Providers

TERM Advisory Board Updates

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. Discussion over the past quarter has included:

- **TERM Provider Specialty Criteria:** Optum, San Diego County HHS Behavioral Health Services, Child Welfare Services, and the Probation Department are working collaboratively on finalizing the updated TERM panel privileging criteria to best meet the specialized needs of the clients served. An updated draft of the TERM Provider Specialty Criteria was distributed in the August 2017 meeting. The goal for implementation of the specialty criteria is fiscal year 2018 - 2019.
- **Status of TERM Panel:** Optum is working to re-open the TERM provider panel with additional vetting of applicants, with the goal of re-opening the panel in November 2017.
- **Court Testimony Invoicing Process:** Children's Legal Services has developed invoicing instructions for providers, and a copy of "CLS Vendor Invoicing Instructions" can be found on the Optum website under the TERM Quick Reference tab. Children's Legal Services and Dependency Legal Services have also drafted a Frequently Asked Questions document for providers with information about responding to subpoenas; the FAQs can be found in the current newsletter.
- **Coordination of Informed Consent for Dependent Minors:** The informed consent process for TERM cases is under review by TERM partners; an update will be provided at the next quarterly meeting in November.
- **Provider Training Opportunities for Fiscal Year 2017-2018:** Two provider training opportunities are under development for fiscal year 2017-2018. One will be a webinar for evaluators, and the second will be an in-person training for therapists doing clinical work within a forensic context.



Provider Representation on the Board: Providers are currently represented on the Board by:

Michael Anderson, Ph.D.: manderso@nu.edu

Paola Wilckens-Gjata, LCSW: paolatherapy@yahoo.com

Please feel free to contact these provider representatives for additional updates from the Advisory Board meetings, or to provide professional or consumer feedback.



Access and Crisis Line Chat Services



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

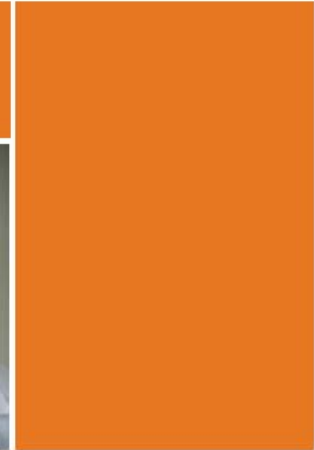
We can help you when:

- 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

November

Optum Holiday Closure: Thanksgiving - Nov. 23 - 24

Provider Orientation: Nov. 29

December

Optum Holiday Closure: Christmas Day - Dec. 25

Provider Orientation: Dec. 27

January

Optum Holiday Closure: New Years Day - Jan. 1

Provider Orientation: Jan. 31

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

