

To: Mental Health System of Care Providers
From: Heather Parson, LMFT, Interim BHPC - Quality Management

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Re: CSI Diagnosis Error Corrections

Mental Health Plans (MHP) are required to submit specific data sets to DHCS. Client Services Information (CSI) is one of those data sets. As part of San Diego's submission, a Mental Health diagnosis must be attached to each service.

Historically, providers were instructed to date the Diagnosis Form with the date they entered the diagnosis into CCBH. A recent discovery determined that CSI requires both the form date (date of the Diagnosis Form) and the start date of the Mental Health diagnosis to cover the first date of service. Effective immediately, when opening a client, providers are required to date the Diagnosis Form as the date of intake.

This change may impact when a provider encounters a diagnosis billing error, such as an AQ Suspense issue. Previously, when making corrections for a billing diagnosis error, programs were instructed to date the Diagnosis Form with the current date. Although this process cleared the billing error, it did not clear the CSI error. To correct both CSI and billing errors, the form must be dated for the date of service (DOS). If when dating the Diagnosis Form you receive a stop message notifying you that it is not the most recent form, a second Diagnosis Form dated with the current date must also be entered. The same edits must be made in both forms.

Attached is the CSI Correction Guide, which includes how to complete the necessary corrections when they arise.

Programs are currently provided a Monthly Reports Package generated by Optum, and starting January 2020, the package will include a report that captures all CSI errors for your program. The Correction Guide will assist in completing the necessary updates.

For guidance with the correction process, direct questions to the **Optum Help Desk** at 1-800-834-3792.

Any other questions and/or comments may be directed to QIMatters.HHSA@sdcounty.ca.gov