

New Program Orientation

Quality Improvement (QI) Resources

- **BHS QI Leadership Team:**

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- **BHS Quality Improvement Unit Documents and Resources**

- Mental Health Publications including: informing materials, guides, posters, brochures, provider lists, directories @ <https://www.optumsandiego.com>
 - Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
 - Select the “Beneficiary” tab
 - Note: You may download the “Beneficiary Packet Materials Order Form” here and order the informing materials.
- Organizational Provider Operations Handbook (OPOH) @ <https://www.optumsandiego.com>
 - Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
 - Select the “OPOH” tab
- Uniform Clinical Record Manual (UCRM) @ <https://www.optumsandiego.com>
 - Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
 - Select the “UCRM” tab
- New Program Manager QM Orientation @ <https://www.optumsandiego.com>
 - Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
 - Select the “References” tab
- Financial Eligibility and Billing Procedure Manual @ <https://www.optumsandiego.com>
 - Log in to the secure portion of the Optum website
 - Select “Secure Documents”
 - Select the “CCBH (formerly Anasazi) Secure Documents” option
 - Select the “Manuals” tab
 - (For financial questions, please contact the MH Billing Unit at 619-338-.2612)
- Alcohol Drug Providers Operations Handbook (ADPOH) and the Alcohol Drug Providers Uniform Record Manual (AODURM) @ <https://www.optumsandiego.com>
 - Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
 - Select the “AODPOH” and/or “AODURM” tabs
- Read the State Planned Amendment – (SPA) Targeted Case Management and Mental Health Rehabilitation Document @
 - <http://www.dhcs.ca.gov/formsandpubs/laws/pages/californiastateplan.aspx>
- Wait Time Reports – Send monthly to BHSQIPOG@sdcounty.ca.gov
- Serious Incident Reporting (see OPOH Section G for details)
- SIR Forms located @ <https://www.optumsandiego.com>

- Under the “County Staff & Provider” menu, select “Organizational Provider Public Documents”
- Select the “Forms” tab
- SIR Telephone Report Line 619-641-8800
- QM Confidential Fax 619.236.1953 for sending any Protected Health Information (PHI)
- Privacy Officer Notification Bulletins posted:
 - http://www.sdcounty.ca.gov/hhsa/programs/sd/compliance_office/compliance_bulletins.html
- Medi-Cal Certifications, contact Tesra Widmayer (619) 584-5026 or Tesra.Widmayer@sdcounty.ca.gov
- License Waiver applications, forms and process, contact Danielle Rhinesmith at 619-641-8818 or danielle.rhinesmith@sdcounty.ca.gov
- To register for advertised QM Clinical Documentation and Root Cause Analysis trainings, contact linda.oliver@sdcounty.ca.gov
 - Scheduling CCBH trainings - Register on-line
 - <https://www.regonline.com/builder/site/Default.aspx?EventID=1033841>
- Behavioral Health Education & Training Academy (BHETA), Register online at <http://theacademy.sdsu.edu/programs/BHETA/index.htm>
- Technical Resource Library (TRL): Resource documents referenced in the Statements of Work/Requests for Proposals.
 - http://www.sdcounty.ca.gov/hhsa/programs/bhs/mental_health_services_act/technical_resource_library.html
- San Diego Access and Crisis Line: 888.724.7240
- San Diego Network of Care- a "virtual community" that includes a fast, comprehensive Service Directory and links to pertinent Web sites @ www.sandiego.networkofcare.org
- For translation services contact Interpreter’s Unlimited @ www.interpretersunlimited.com or 800.726.9891
- Optum Website <https://www.optumsandiego.com>
 - Register and login for access to all the documents
- Optum Help Desk (CCBH Support) – 800.834.3792
- Email distribution lists for MIS and QI communications, contact QIMatters.hhsa@sdcounty.ca.gov
- General questions may always be sent to the QI email QIMatters.hhsa@sdcounty.ca.gov