

Substance Use Disorders

****Due to the length of the SUD items, a separate communication will be sent to SUD Providers this month. ****

MENTAL HEALTH SERVICES

Knowledge Sharing

MRR Process Update Reminder

- MRR program responsibilities have changed.
 - Concurrent review of *only 5* client charts
 - Conduct a self-review of the **5** charts using the MRR Program Summary and Attestation form. Only items not in compliance shall be noted. Do not complete MRR tool.
 - QI Specialist will inform program which 5 charts to self-review if more than 5 charts are included in MRR.

Billing Lockouts and Non-Reimbursable/Reimbursable Activities

- The setting in which a client currently resides can make a SMHS non-reimbursable.
- Outpatient services provided while a client resides in a lockout setting are non-reimbursable. Unless the service was provided on day of admission or day of discharge and the *Place of Service* selected is **not** the lockout setting.
- When a client is in a lockout setting the *Place of Service* selected must be where the client is located in order to stop the service from claiming.
- **Exception:** Case Management services continue to claim for Crisis Residential, Psychiatric Nursing facility, Psychiatric Inpatient Hospital regardless of the *Place of Service* selected. It is important to know when to use a billable SC 50 versus a non-billable SC 800.
 - Case Management for the purposes of discharge planning = billable SC 50
 - All other Case Management services = non-billable SC 800
- Case Management for discharge planning is allowable up to 30 days prior to date of discharge only over 3 non-consecutive periods of 30 days or less per uninterrupted institutional stay.

Co-Signature Reminder

- Co-signature is attestation that the licensed/registered/waivered staff has reviewed the documentation, the content qualifies as a SMHS that is billable to Medi-Cal, and is within the provider's scope.
- It is the obligation of the co-signer, as a licensed/registered/waivered individual, to ensure all of these elements are met prior to final approval.
- Use discretion when providing co-signatures as it is the licensed/registered/waivered individual that could also be at risk if documentation displays fraud, waste, or abuse.

Optum Website Updates Org. Provider Docs

Beneficiary Tab

- NAR Adverse Benefit Determination Overturned Notice and Upheld Notice
- NAR Your Rights State Hearing
- NOABD Authorization Delay Notice
- NOABD Delivery System Notice
- NOABD Denial Notice
- NOABD Financial Liability Notice
- NOABD Grievance and Appeal Timely Resolution Notice
- NOABD Modification Notice
- NOABD Payment Denial Notice
- NOABD Termination Notice
- NOABD Timely Access Notice
- NOABD Your Rights Notice
- Notice of Grievance Resolution
 - In all threshold languages

References

- Billing Lockout Settings and Non-Reimbursable / Reimbursable Activities

Pathways to Well-Being (PWB)

PWB Outreach

- PWB Liaisons support providers by attending CFT meetings including Child Welfare Services facilitated CCR CFT meetings, assist in transitioning from facilitating CFT meetings to utilizing CFT Meeting Facilitation Program, and provide information about other BHS resources.
- PWB Liaisons provide technical assistance at provider locations. This includes new documentation, procedures, and working with new Program Managers and clinical staff.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/material along with contact information for PWB Liaisons can be found on BHETA website: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS)

Access to Service Journal

- Access to Services Journal is being used by all programs now. FAQs are being developed for your reference. Admin staff shall enter data into the Access to Services Journal in CCBH. Other staff who take information shall record it on paper and give it to Admin staff for entry. This shall be completed **daily**.
- For resources related to entry please contact the Optum Support desk at sdhelpdesk@optum.com, or refer to the Optum Public Sector website for a related webinar and or data entry guidelines.

ARF Tip of the Month

- If you need the Guidelines for Choosing Taxonomies, please request through the MIS Help desk: MH_MiS_SystemAdmin.HHSA@sdcounty.ca.gov
- Assigning NPI and Taxonomies can be delayed by NPPES. If you have applied, do not delay sending the ARF for that staff. Enter the taxonomy applied for in Section 6, and in Section 7 explain that the taxonomy was applied for but not yet displaying. This way your staff will be assigned an ID, attend trainings and provide services. At that time it will be entered into CCBH and billings will not suspend.
- Questions call MIS Help Desk at 619-584-5090.

Training and Events

Documentation Trainings

- **Support Partners Documentation:** Thursday, August 30, 2018, from 9:00 AM to 12:00 PM, at County Operations Center 5560 Overland Ave., San Diego, CA 92123 - 1st Floor, Room 171
- **A/OA Documentation Training:** Wednesday, September 12, 2018, from 1:00 PM to 4:00 PM
- **CYF Documentation Training:** Thursday, September 13, 2018, from 9:00 AM to 12:00 PM
 - September trainings will be held at County Operations Center 5500 Overland Ave., San Diego, CA 92123 - 1st Floor, Room 120
- An email will go out with more details. Registration will open 30 days prior to each training
- If you cannot attend, cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.



Quality Improvement Partners (QIP) Meeting

- QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- This month it will be held on August 28th, at 3851 Rosecrans Street, San Diego, CA 92110, Coronado Room.
- For those of you who would like to call in, there will be an email sent out prior to the meeting with the call in information included.
- Please send any questions and/or comments to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute!*

Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov