

MENTAL HEALTH SERVICES

Knowledge Sharing

Default Setting Changes

- The default setting for **Appointment Type** will be removed to decrease the incidents of CCBH users failing to use “Cancelled by Client”, “Cancelled by Program”, or “No Show”.
- Service Codes 20, 24, 25, 26, 27, 28, 30, 32, 34, 36, 50, 800, and 802 are affected.
- Start date: **January 1, 2019**

Only You Can Prevent Duplicate Clients!

- Duplicate clients in CCBH continue to be a significant problem affecting billing and information systems.
- Before entering a new client, always search thoroughly to ensure that the client is not already in the system. See the “**Client Search**” tip sheet on **page 11** of the **Admin Data Entry Resource Packet** found on Optum’s secure website.



Optum Website Updates Org. Provider Docs

Communications Tab

- New Non-Bill Other Support Service Code

References Tab

- MIS-25 Program Listing Report

CCBH Secure Documents

- Reports Resource Packet
- Service Entry Resource Packet

Notice of Adverse Benefit Determination (NOABD) Guide

- Do you have questions about when to send NOABD notices and which notices need to be sent? QM has posted a reference table to guide you through the process.
- Visit the Optum website’s reference tab to find: “**NOABD Table, revised 10/20/18**” for answers.

Shared Client Plans Reminder

- When client services are provided across more than one program, and you are sharing a Client Plan, planning tiers may not be edited or ended without collaborating and coordinating with the other program.
- Prematurely ending a shared client plan prevents the other provider from claiming for services.
- **A shared plan also means shared responsibility to other programs in the System of Care.**

The QM Team has **MOVED** back to BHS Administration at 3255 Camino del Rio South, San Diego.

- Look for a new Serious Incident Reporting number soon
- Continue to report using the current SIR Reporting Line number
- Look for updated Serious Incident Reporting Forms
- All QM staff have new phone numbers
- QM Fax number remains the same (619-236-1953)

Adult/Older Adult

Introducing the Whole Person Wellness Program

- The Whole Person Wellness (WPW) Pilot Program coordinates health, behavioral health, and social services to improve health outcomes of Medi-Cal beneficiaries.
 - WPW Goal: Reduce costs using comprehensive person-centered care management for adults with complex physical and/or behavioral health needs who experience an unstable living situation or homelessness.
 - WPW target population:
 - Medi-Cal beneficiaries with repeated Emergency Department use or hospital admissions, **and**
 - Homelessness or risk for homelessness, **and**
 - Serious mental illness, substance use disorder and/or chronic physical health issue.
- BHS clients eligible for WPW have been identified. CORs will be reaching out to determine if these clients are connected to your programs.
- A WPW Safety Alert will be placed in CCBH for BHS clients who are WPW-eligible and who are not connected to a program. If these clients show up at your program, (whether you admit them or not) please take these steps:
 - Advise the client that they are eligible for WPW and get a release for a referral to WPW, and
 - Call the WPW Service Integration Team (SIT) in your region to coordinate care:
 - Central Region: Paige Retter 619-341-4980
 - East/South Region: Andrew Barajas 619-301-5238
 - North Region: Chris Lopez 760-207-597

BHS QM MH Team Welcomes Monica Huezo, LPCC!

- Monica joins our team with extensive knowledge of Utilization Management including Inpatient, Outpatient, and Specialized psychiatric programs for adults and children. Monica comes to QM from Optum-Public Sector where she was a Clinical Care Advocate processing psychiatric and SUD authorization requests for Medi-Cal beneficiaries. Prior to that she was a School-Based Military Child Therapist for HealthNet/Centene. You can find Monica at Monica.huezo@sdcounty.ca.gov

CYF/Pathways to Well-Being

Pathways to Well-Being

- Seats are still available for the Pathways to Well-Being: Integrated Core Practice Model and Continuum of Care Reform six-hour training dates:
 - February 7, 2019 – 9:00 AM to 4:00 PM**
 - May 22, 2019 – 9:00 AM to 4:00 PM**
 - June 13, 2019 – 9:00 AM to 4:00 PM**
- Training focuses on 1) collaborative care of youth and families by Behavioral Health Service (BHS) providers and 2) information pertaining to the BHS provider role in the Child and Family Team (CFT).

- Training details functions of BHS, Child Welfare Services, Probation, Youth/Family, and the roles and responsibilities of CFT participants in both Enhanced Services CFT meetings and Continuum of Care Reform CFT meetings.
- Providers are strongly encouraged to attend and receive six CE credits upon completion.
- **Registration for BHS/CYF Provider attendees-** complete required prerequisites before registration. Please visit: <https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/>
- **Registration for A/OA - TAY Provider attendees-** please send the following A/OA – TAY information to bheta@sdsu.edu
 1. Program Name
 2. Organization Name
 3. Name of COR
 4. Program Site address

Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and QA staff.
- All PWB communications along with contact information for PWB Liaisons can be found on BHETA website: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Training and Events

Documentation Training

- **CYF Documentation Training:** Monday, December 17, 2018, from 9:00 AM to 12:00 PM.
 - CYF Documentation training will be held at the County Operations Center, 5560 Overland Ave., San Diego, CA 92123 – Room 171.
- **Root Cause Analysis (RCA) Training:** Thursday, January 10, 2019, from 9:00 AM to 12:00 PM.
 - RCA training will be held at the County Operations Center, 5530 Overland Ave., San Diego, CA 92123 – Room 124.
- **Support Partners Documentation Training:** Friday, January 25, 2019, from 9:00 AM to 12:00 PM.
- **A/OA Documentation Training:** Tuesday, February 5, 2019, from 9:00 AM to 12:00 PM.
 - Support Partners and A/OA trainings will be held at the County Operations Center, 5500 Overland Ave., San Diego, CA 92123 – Room 120.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.



Quality Improvement Partners (QIP) Meeting

- No meeting for December 2018.
- Otherwise, QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- Next meeting on January 22nd, at 3851 Rosecrans Street, San Diego, CA 92110, Coronado Room.
- Call-in Option available. An email will be sent out prior to the meeting with the call-in information included.

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