



Knowledge Sharing

Adult/Older Adult SOC Update

- **Urgent Care and 72-hour Post Discharge Standards**
 - Clients must be contacted within 72 hours after discharge from a 24-hour facility (Inpatient Hospital, Crisis Residential).
 - During the initial contact, the client must be assessed for urgency. If urgent services are needed, the client shall be seen within 48 hours.
 - See 9/7/18 memo, "Specialty Mental Health Services Billing for Employment and Housing Specialists" posted on the Optum website.

A/OA UM Criteria

- "Unchanged MORS rating for 1 year or longer" is no longer a criterion for A/OA Outpatient UM.
- This change will be outlined in OPOH, UM Form, and Explanation updates.

Billing for In-house Consultation

- Consultation with program-contracted Psychiatrists is allowable if service is medically necessary for treatment purposes.
- If such consultation is merely a status update, this is not claimable.
- Billing for consultation between all other in-house staff is never allowable and is considered the cost of doing business.

Change of Provider Request

- Client requests to change their provider is not considered a grievance.
- However, it becomes a grievance if programs deny such requests.
- Change of provider requests need to be documented on the QSR on the S&C tab (previously the S&T tab).

Timeliness Access Standards

- Mental Health services standard is 10 business days or less from initial request for services.
- Psychiatric services standard is 15 business days or less from initial service request.
- If access times are not met, a NOABD shall be issued to the client.

Outside Facility Selection for Clients in a Hospital - Update

- Clarification on which service indicators to use when a client is hospitalized and how to find the name of the hospital from the outside facilities table.
 - "SNF Patch/Psych Services" is selected by using Place of Service Indicator "B". These have a psychiatric unit within a skilled nursing facility that offers other medical services.
 - "IP Psych Unit at Medical Hosp" is selected by using Place of Service

Optum Website Updates
Org. Provider Docs

Forms Tab

- DPC 203 Contractor
- DPC 203 Mobile Devices

Manuals Tab

- Financial Eligibility and Billing Manual

OPOH Tab

- Cover Sheet Org Provider Manual (includes notes & links)
- Section B – Compliance Confidentiality
- Section C – Accessing Services
- Section G – Quality Improvement
- Section J – Provider Contracting

References Tab

- Treatment Team Documentation Standards
- NOABD Table

UCRM Tab

- CANS Family Letter
- CANS Family Letter Explanation

PWB Tab

- Progress Report to Child Welfare Services Explanation
- Progress Report to Child Welfare Services Form Fill

Report Tab

- QM – MRR – Trending Questions Report – Q1 FW 18-19 - TW

Indicator “D”. These are hospitals that have a psychiatric unit within a hospital that offers other medical services.

- “IMD/State Hospital” is selected by using Place of Service Indicator “K”.
- “IP Free Standing Psych Hosp” is selected by using Place of Service Indicator “N”. These facilities provide psychiatric care services only. They do not provide medical treatment to supplement their services.
- After selecting the appropriate place of service by hospital type, select the name of the Hospital or IMD from the “Outside Facility” table.
- Enter the letters “HOS” to go to the listed hospitals or “IMD” to go the IMD listings.

Pathways to Well-Being

- Progress Report to Child Welfare Services bulletin, revised Progress Report to Child Welfare Services form, and explanation were emailed to Program Managers on 10/4/18.
- Date changes for the Pathways to Well-Being and Continuum of Care Reform six-hour training:

December 6, 2018 has been CANCELLED

February 7, 2019

May 22, 2019

June 13, 2019 has been ADDED

Note: Courses scheduled from 9 a.m. to 4 p.m.

The focus of the training is an overview of collaborative care with youth and families served by Behavioral Health Service (BHS) providers, along with specific information pertaining to the BHS provider role in the Child and Family Team (CFT). The training will focus upon different sectors including 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 will receive six continuing education credits upon completion. Attendees must complete required prerequisites prior to registration. Please visit:

<https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/>

Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and quality control 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)

- In case you haven't found it, there is a new ARF form for Group requests. It is posted on RegOnline under Downloadable Forms. The Group ARF is used only for requests that pertain to all active staff, like Unit/SubUnit changes, or Terminations. We hope this is helpful for programs, and it will streamline the processes.
- **ARF Tip of the Month:**
 - Please remember that all information must be typed on the ARF form. No handwriting except for signatures and dates is allowed.

Training and Events

Documentation Training

- **Support Partners Documentation Training:** Tuesday, October 23, 2018, from 9:00 AM to 12:00 PM.
- **Root Cause Analysis Training:** Thursday, October 25, 2018, from 9:00 AM to 12:00 PM
 - October trainings will be held at County Operations Center, 5500 Overland Ave., San Diego, CA 92123 - 1st Floor, Room 120.
- **A/OA Documentation Training:** Wednesday November 7, 2018, from 1:00 PM to 4:00 PM.
- **CYF Documentation Training:** Monday, December 17, 2018, from 9:00 AM to 12:00 PM.
 - November and December trainings will be held at the County Operations Center, 5560 Overland Ave., San Diego, CA 92123 – 1st Floor, Room 171.
- 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 October 25th, 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