COUNTY OF SAN DIEGO
HHSA HEALTH AND HUMAN SERVICES AGENCY | **LIVE WELL** SAN DIEGO

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Correction Regarding ASAM Level of Care Form Information from Recent Training
- At the DMC ODS Residential Documentation Training on 7/9/18, there was an error on slide 19 regarding the ASAM LOC Recommendation form.
- The slide incorrectly indicated the form needed to be completed by the LPHA or Medical Director.
- This form can be completed by an AOD counselor, but requires the signature of the LPHA or Medical Director indicating agreement with the clinical information and ASAM level of care recommendations.
- We apologize for any confusion.

ASAM C Trainings Available
- ASAM C Training is scheduled for 7/18/18, 7/19/18, and 8/8/18
- Details on location and registration were emailed to all programs on 6/25/18 and 7/2/18
- Contact QIMatters.HHSA@sdcounty.ca.gov, if you did not receive those emails
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.

ASAM Discussion Groups in July
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- We now have a meeting in North County at the North Inland Live Well Center
- July dates/times are: 7/12/18 at 10am, 7/20/18 at 2pm (North County location), and 7/26/18 at 2pm.
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.

New SUDPOH and BHS DMC Billing Manuals Posted on Optum
- The SUDPOH and BHS DMC Billing Manuals have been updated and revised to accommodate new information regarding implementation of the DMC-ODS
- The new SUDPOH and the updated appendix forms have been posted on the SUDPOH tab of the DMC-ODS page on the Optum Website (https://www.optumsandiego.com/)
- The new BHS DMC Billing Manual is posted on the Manuals tab of the DMC-ODS page on the Optum Website (https://www.optumsandiego.com/)

Updated and New Client File Forms, Beneficiary Materials, and Guides were Posted on Optum
- New forms are posted on the Optum website (https://www.optumsandiego.com/) on the DMC-ODS page
- The current client file forms and instructions are located on the SUDURM Tab
- The beneficiary materials, including the grievance and appeal forms, are located on the Beneficiary Tab
- A One-Pager on the Medical Director in DMC-ODS and various quick guides (e.g., DSM 5/ICD 10 Guide, Minimum Quality Drug Treatment Standards, and Same Day Billing Matrix) were added to the Toolbox Tab
- If you have any questions about these new forms and resources on Optum, please contact QIMatters.HHSA@sdcounty.ca.gov

NAADAC Offers Free Upcoming Webinars
- NAADAC is offering several free, upcoming webinars with CE's available.
- Topics include Early Recovery Nutrition Education, Authentic Self-Care for Addiction Professionals, Cognitive Behavioral Therapy for Substance Use Disorders, and other topics.
- To register, go to https://www.naadac.org/webinars and select the July – September 2018 or October – December 2018 options.

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Handling the Transition from Treatment to Recovery Services in SanWITS

- When a client is ending treatment, the program enrollment must be end dated and a CalOMS Discharge completed and submitted to the state. If the same provider is going to engage the client for recovery services, the SanWITS episode/case can remain open. The client will need to have a Recovery Services program enrollment opened and recovery services can begin (no CalOMS is required for recovery services). If the client does not begin recovery services immediately, the client should still be opened to the Recovery Services program enrollment so that provider can claim direct contact with the client while following the guidelines for engaging clients in recovery services (see SUDPOH section D, pages D.20 and D.21 for guidelines on the process for engaging clients in recovery services and how to document). Please note: leaving voice mail messages for clients is not considered a "direct contact" and is never billable. Only actual discussions with the client are billable as recovery services when reaching out to clients to engage them in this "after care."
- If the client is not engaged in recovery services per the timeframe guidelines in SUDPOH section D, (i.e. not heard from or made contact with the client for 30 calendar days after the last attempted contact) the Recovery Services program enrollment should be end dated and the SanWITS episode/case closed and no additional efforts to engage the client are required.
- Clients who reconnect more than three months after treatment discharge requesting recovery services must be screened to determine if this level of care continues to be appropriate for the client's needs at that time. If the SanWITS episode/case is closed, the case would need to be reopened, and then Recovery Service program enrollment opened.

SIR Forms Update

- SIR forms updated to reflect the following changes:
  - SIR form includes clarifying language: "*Serious physical injury to a client requiring hospitalization where the injury is directly related to the client's **mental health or substance use functioning and/or symptoms**.*"
  - Privacy Incidents will no longer be reported to QM through an SIR (see below)
- Updated SIR forms are available on Optum website, DMC-ODS Page on the SUDPOH Tab.

Privacy Incident Report (PIR) Updates

- As of July 1, 2018, Privacy Incidents will no longer be reported to QM through a Serious Incident Report (SIR).
- This information will be documented in a PIR and sent only to the County Compliance Officer. All suspected and actual privacy incident reports must be submitted via the online web portal effective August 1, 2018.
- As of 8/1/2018, the PIR Word document will no longer be accepted. Go to www.cosdcompliance.org for the latest version of the form.
- Any questions or technical issues with the web form, contact Frank Larios at 619.338.2231 or via email at Frank.Larios@sdcounty.ca.gov

Travel Time Guidelines (Memo 7/5/18)

- As part of the Drug Medi-Cal Organized Delivery System, some services may be provided in appropriate settings in the community (i.e. where client confidentiality can be maintained).
- When this occurs, travel time to direct services can be claimed when meeting the standards described in the attached memo that went out on July 5th.
- In addition to the documentation standards for claiming travel time as described in the memo, please note that documentation of services provided in the community must identify the location and how the provider ensured the client's confidentiality was safeguarded.
- Please refer to the current version of the SUDPOH for specific services that may be appropriately provided in the community.
- The memo is posted on the Optum website, Drug Medi-Cal Organized Delivery System page, on the Communications Tab. If you have any questions, please contact QIMatters.HHSA@sdcounty.ca.gov

MENTAL HEALTH SERVICES

Knowledge Sharing

A/OA Patient Medication Agreement

- This is **NOT** a required form and will not be monitored as a part of the Medical Record Review (MRR). It is intended to be used as a tool to support good clinical practices when prescribing controlled substances.
- When it is used, it should be filed with the Informed Consent for Psychotropic Medication document as a part of the uniformed medical record.
- Form available on Optum website, Org Provider Docs, UCRM tab.

Update to Co-Practitioner Memo

- For group services with a co-practitioner, the lead server shall document presence and contribution of the co-practitioner in the group progress note narrative.
- It is not necessary for the co-practitioner to document their service time in a separate 815 group progress note. Instead, their service time can be entered as a SC 815 group service by Admin Staff via Group Service Maintenance.
- Individual and Group Progress Notes in CCBH and form fill are being updated to remove the collateral server service line

SIR Update

- SIR form updated to reflect the following changes:
  - SIR form includes clarifying language, "*Serious physical injury to a client requiring hospitalization where the injury is directly related to the client's* **mental health OR SUBSTANCE USE** *functioning and/or symptoms.*"
- Updated SIR form available on Optum website, Org Provider Docs, Forms tab.

Progress Notes

- Utilize the *Progress Note Correction Informational Note* when applicable rather than the *Never Billable Informational Progress Note* when documenting Progress Note corrections.

Mailing Address Issue on Demographic Form

- There are errors on claims when the mailing address on the Demographic is a PO Box and a progress note indicates place of service as client's "HOME."
- This happens frequently with our homeless population. Programs will be contacted by QI to correct these occurrences. Demographic forms shall be updated to reflect changes (i.e. client moves or become domiciled).
- If a client is homeless or refuses to give their home address and only a PO Box is on the Demographic Form, please select "OTHER COMMUNITY/FIELD BASED" as place of service in lieu of "HOME."

Pathways to Well-Being (PWB)

CFT Meeting Note and ICC Note Templates

On June 20, 2018, Providers received the PWB **Bulletin 2018-4, Progress Note Template Update: CFT Meeting Note and ICC Note**
The new templates include:
- **CFT Meeting Note template**: focuses on the elements associated with CFT meetings and is utilized for documenting all CFT Meetings, including Wraparound CFT meetings.

- **Intensive Care Coordinator (ICC) Note template**: utilized for all ICC services that occurs outside of the Child and Family Team (CFT) Meeting.

Providers will complete the CFT Meeting Note and the ICC Note electronically in CCBH. All programs should use the new templates effective July 1, 2018. Please communicate with your COR if there are challenges with this timeline.

PWB Outreach
- PWB Liaisons support providers by attending various CFT meetings including Child Welfare Services facilitated Continuum of Care Reform (CCR) CFT meetings, assist in the transition from facilitating CFT meetings to utilizing the CFT Meeting Facilitation Program, and provide information about other BHS resources.
- PWB Liaisons provide technical assistance onsite at provider locations. This includes new documentation and procedures as well as working with all new Program Managers and clinical staff.

Information Reminder
- Please disseminate all PWB announcements, bulletins, forms, and training schedules to your clinical and quality improvement/assurance 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 Services Journal
- For resources related to entry into the journal, please contact the Optum Support desk at sdhelpdesk@optum.com, or refer to the Optum website for webinar and/or data entry guidelines.
- For reporting and compliance questions, please contact Tesra Widmayer at Tesra.Widmayer@sdcounty.ca.gov.
- For system enhancement inquiries, please contact Kris Summit at Kristopher.Summit@sdcounty.ca.gov.

Taxonomies
- Taxonomies can be confusing for some credentials. MIS has developed Guidelines for Choosing Taxonomies. Please contact MH_MiS_SystemAdmin.HHSA@sdcounty.ca.gov and we will send you the document.

Training and Events

Documentation Trainings
- **Root Cause Analysis Training** - August 20, 9 am to 12 noon
- **Support Partner Documentation Training** - August 30, 9 am to 12 noon
- An email will go out in July with 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.

Annual QI Knowledge Forum
- **Audience:** Program Management & QM/QA staff
- **Date:** Wednesday, July 25, 2018
- **Time:** 9:00 a.m. to 1:00 p.m.
- **Location:** Scottish Rite Event Center - Claude Morrison Room - 1895 Camino Del Rio South, San Diego, CA 92108

Quality Improvement Partners (QIP) Meeting
- QIP will be dark for the month of July
- 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**

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 <u>day of admission or day of discharge</u> 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?**
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MENTAL HEALTH SERVICES

Knowledge Sharing

Adult/Older Adult SOC Update

- Documentation standards for Employment Specialists (ES) and Housing Specialists (HS) have changed:
  - ES and HS need to discontinue providing or billing for Specialty Mental Health Services (SMHS).
  - QM has determined that those in ES/HS positions do not have the required training, education, or experience to bill for SMHS.
  - To account for productivity for employment and housing services, QM recommends that ES/HS use service code 815, non-billable support service code to document ES/HS services to clients.
  - See 9/7/18 memo, "Specialty Mental Health Services Billing for Employment and Housing Specialists" posted on the Optum website.

Evaluation of Records

- Service code 14, Evaluation of Records, may be used to claim for reviewing electronic records from outside providers.
- Documentation shall indicate which electronic records were reviewed and how they informed the assessment process.
- The time spent reviewing a client's electronic record is added to the service time claimed.

Place of Service Indicators

- There has been some confusion on which service indicators to use when a client is hospitalized and how to find the name of the hospital from the table of options.
  - "Inpatient-Full Scale Hospital/SNF" is selected by using Place of Service Indicator "D". These are hospitals that have a psychiatric unit within a hospital that offers other medical services.
  - "IP Free Standing Hospital/IMD" is selected by using Place of Service Indicator "K". 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 from the "Outside Facility" table.
  - **NOTE:** This table lists all schools in the County as well as the Hospitals.
  - Begin your search for a Hospital by searching with the letters **"HOS".**
  - When you search by **"HOS"** you are taken to the portion of the table that lists all hospitals (including an option for "Out of County" hospitals).
  - Select the appropriate location- for example, to find "Sharp Chula Vista", type "HOS" to find "HOS- Sharp Chula Vista" listed in the table.

Optum Website Updates
Org. Provider Docs

References Tab
- MIS-25 Program Listing Report

Communications Tab
- QM Memo - Specialty Mental Health Services Billing for Employment and Housing Specialists

UCRM Tab
- Client Assignment Form
- BHA – Adult Walk In Form

Training Tab
- Group Progress Note Corrections for Administrative Staff
- Group Progress Note Corrections for Clinical Staff
- Progress Note Corrections for Administrative Staff
- Progress Note Corrections for Clinical Staff
  - All with Appendices
- Group Master Progress Note Correction Matrix
- Individual Master Progress Note Correction Matrix
  - Both Updated

RegOnline transition to RegPack

- RegOnline is being replaced with a new platform.
- Major benefits include system logic to better guide staff into the appropriate classes, and backend performance.
- For January 2019 CCBH classes (which will open on 10/1/18) providers will register via RegPack instead of RegOnline.
- The Optum Support Desk will continue to assist providers with any registration inquiries during this transition and beyond.

Pathways to Well-Being

- Child and Family Team (CFT) Meeting Facilitation Program Rollout Mandated Utilization Bulletin 2018-5, sent on August 29, 2018, announced the new CFT Meeting Facilitation Program rollout and referral form.
- The bulletin, referral form, and explanation can be found on the BHETA website (link below) under the CFT Meeting Facilitation Program link https://www.fredfinch.org/cft/
- The Pathways to Well-Being and Continuum of Care Reform six-hour training still has seats available for the following dates:

    October 4, 2018

    December 6, 2018

    February 7, 2019

    May 22, 2019

    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

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Management Information System (MIS)

ARF Tip of the Month

- We know how important it is to have your staff trained and working in CCBH, so we need your assistance to make things efficient.
- Please remember to send in all ARF paperwork in plenty of time before a training so your staff can get accounts and training quickly. The classes close 2 weeks prior to the training, and we CANNOT put someone back into a class after an exclusion email goes out to you.

- Your ARFs must be correct to build an account, so make sure you have time to make corrections if necessary. **Thank You!**

<mark>Training and Events</mark>

Documentation Trainings
- **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 and CYF Documentation Trainings** are planned for November - Stay Tuned for dates and locations!
- 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.

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- Please send any questions and/or comments to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

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MENTAL HEALTH SERVICES

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

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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.

- o "IMD/State Hospital" is selected by using Place of Service Indicator **"K".**
- o "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.
- o After selecting the appropriate place of service by hospital type, select the name of the Hospital or IMD from the "Outside Facility" table.
- o 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/

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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:**
  - o 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.
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  - o 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.
  - o 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**

MENTAL HEALTH SERVICES

Knowledge Sharing

Double-check your Appointment Types!
- Services with Scheduled or Unscheduled/Walk-in Appointment Times that are claimed with 0:00 service time have back-logged our billing system.
  - These services may result in fraudulent reimbursement.
  - When you have Face-to-Face, Telehealth, or Telephone encounters with no client contact, select Appointment Types #3- "Cancelled by Client", #4- Cancelled by Program, or #5- "No Show" as appropriate.
- The "Client Progress Note Audit – Billing Audit" can be used to monitor entry of 0:00 service time. See page 185 of the Anaszai Reports Manual.
- That report and many others can be saved to spreadsheets for easier use – See the QIS memo dated 11/30/215 on Optum.

Case Management or Collateral?
- Deciding when to select Case Management (Service Code 50) or Collateral (Service Code 33) involves more criteria than interacting with someone outside of your program.
- Case management services include a range of activities to assist the Client access community services and treatment, including discharge planning.
  - These services often include communication or coordination with staff outside of your program.
- Collateral services involve a client's significant support person.
- Their intent is help the support person be able to improve the client's mental health status so that care plan goals can be met.
  - Collateral service may include counseling and educating the client's significant support person(s) to assist in better use of services and to better understand the client's serious mental health issues.

Reminder to Document Accurately
- Each client has a specific and individual presentation and needs unique to each client encounter.
- QM staff have seen an increase of services with documentation that is worded exactly like or quite similar to previous entries, otherwise known as "cloning". Cloned documentation is a misrepresentation of medical necessity and will result in recoupment.
- The individualized attention you give to clients needs to be supported by individualized documentation.

Optum Website Updates
Org. Provider Docs

Communications Tab
- Privacy – Confidentiality Legislative Updates
- Patient Advocacy services for BHS – Records Requests

OPOH Tab
- Table of Contents
- Section C – Accessing Services
- Section D – Providing Specialty Mental Health Services

References Tab
- CCBH Void or Replace Form
- NOABD Table (Revised 10/20/18)

UCRM Tab
- CANS Family Letter in Threshold Languages
- Demographic Form Fill
- AOA Outpatient UM Explanation Form
- AOA Outpatient UM Form Fill
- Intensive Service Request (ISR) Explanation

PWB Tab
- Child and family Team Meeting Facilitation Program (link)

Adult/Older Adult

A/OA UM Criteria
- "Unchanged MORS rating for 1 year or longer" is no longer a criterion for A/OA Outpatient UM.
- Please see the OPOH, UM Form, and Explanation updates.

OPOH Updates
- OPOH section D was updated under heading, **IV. Utilization Management process for Outpatient Programs**, removed UM criteria of "unchanging MORS rating for 1 year or longer as criteria."
- OPOH section C was updated under heading, **Language Assistance,** with the information for Hanna Interpreting Services, LLC as they are the new contactor with the county for interpreter services.

BHS QM MH Team Welcomes Three Quality Management Specialists!
- **Amber Irvine, LMFT**, has a wealth of experience in both children's and adult/older adult systems of care. She worked most recently with the PATH San Diego team as a Whole Person Wellness Clinician, working with the County's chronically homeless population. Prior to that she worked in Virginia at the Wheeler Clinic as a children's outpatient senior clinician and school-based clinician. You can find Amber at Amber.Irvine@sdcounty.ca.gov
- **Marie Khamis, LMFT,** also joins us with extensive experience with children's and adult programs. She was most recently the Assessment and Discharge Specialist at CRF's Heartland Center and prior to her work with CRF had years of experience in private practice. You can find Marie at Marie.Khamis@sdcounty.ca.gov
- **Rhiannon Tobin, LMFT** rejoins our team with a comprehensive background in Quality Management not only in our County but also in Long Beach. While in Long Beach Rhiannon was both a Clinical Supervisor and worked as a QI Assistant. She has most recently been providing private practice and spending time with her family and the unit is very excited to have her return. You can find Rhiannon at Rhiannon.Tobin@sdcounty.ca.gov

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.

  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. Attendees must complete required prerequisites before 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/

Training and Events

Documentation Training

- **CYF Documentation Training:** Monday, December 17, 2018, from 9:00 AM to 12:00 PM.
  - The December training will be held at the County Operations Center, 5560 Overland Ave., San Diego, CA 92123 – 1st Floor, Room 171.
- **Root Cause Analysis, A/OA and Support Partners Documentation Trainings** are planned for January/February - Stay Tuned for dates and locations!
- 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 November 27rd, 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?**
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> Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

MENTAL HEALTH SERVICES

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
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    2. Organization Name
    3. Name of COR
    4. Program Site address

Information Reminder

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Training and Events

Documentation Training

- **CYF Documentation Training:** Monday, December 17, 2018, from 9:00 AM to 12:00 PM.
    o 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.
    o 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.
    o 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.

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MENTAL HEALTH SERVICES

Knowledge Sharing

New Law to Offer Naloxone Prescriptions
- Assembly Bill 2760 took effect January 1, 2019. A response to the opiate epidemic, the new law has a goal of saving lives by making naloxone more readily available to patients.
- The law requires a prescriber to **offer** a patient a naloxone (or other reversal agent) prescription when:
  - Prescribing ≥ 90 Morphine Milligram Requirements (MME) daily,
  - Co-prescribing a benzodiazepine with an opiate, or
  - The client presents with an increased risk for overdose
- Items for consideration and how to calculate daily dose of opioids can be accessed at https://californiaacep.site-ym.com/page/Legislation_Implementation
- Details about the new law can be accessed at: https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180AB2760

> Optum Website Updates
> Org. Provider Docs
>
> **Forms Tab**
> - BHS Serious Incident Report
> - BHS Serious Incident Report of Findings
>
> **OPOH Tab**
> - OPOH – Section C – Accessing Services
> - OPOH – Section G – Quality Improvement

OPOH Updates
- **OPOH Section C Update**: Clarified to state that County programs shall use Hanna Interpreters for spoken and written interpretation. Organizational providers must have their own internal process for obtaining interpretation services.
- **OPOH Section G Update:** Updated to improve formatting.

Prospective Risk Analysis Update
- The Prospective Risk Analysis (PRA) is scheduled to go-live on **Monday, February 11, 2019.**
- To prepare, a PRA webinar is scheduled for **Wednesday, January 23, 2019** from **10:30am-12:00pm.** The webinar will be hosted by BHETA and presented by Dr. Krelstein.
- For **registration**, please visit: https://theacademy.sdsu.edu/wp-content/uploads/2018/12/pra-webinar-flyer-2019-01-23.pdf?mc_cid=e99a4ec731&mc_eid=e5f6a5dd3b
- Registration capacity is set at 500 only! The webinar in its entirety will posted on BHETA after the event.
- Stay tuned for more information on PRA documentation standards and timelines!

CYF/Pathways to Well-Being

Pathways to Well-Being
- Pathways to Well-Being Bulletin: **Rollout for CFT Meeting Facilitation- Mandated Utilization** was emailed to Program Managers on 12/14/18.
- 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).
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- Providers are strongly encouraged to attend and receive six CE credits upon completion.
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    2. Organization Name
    3. Name of COR
    4. Program Site address

Information Reminder

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Training and Events

Documentation Training
- **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.
- **CYF Documentation Training:** Wednesday, March 6, 2018, from 9:00 AM to 12:00 PM.
    o Support Partners, A/OA, and CYF trainings will be held at the County Operations Center, 5500 Overland Ave., San Diego, CA 92123 – Room 120.
- **RCA Training:** Next session to be scheduled during April 2019.
- 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 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.

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Mental Health Services

Knowledge Sharing

Beneficiary Material Orders
- All Beneficiary Order Forms should be sent directly to QIMatters.hhsa@sdcounty.ca.gov
- Orders received in QIMatters will be submitted to BHS administrative staff for processing within 1 business day.
- BHS administrative staff will process orders within 3-5 business days.

Beneficiary Handbook Revision
- MHP Beneficiary Handbook has been revised and is available on Optum under the Manual tab.
- Beneficiary info is also available for Consumers and Families under the "Consumers and Families" tab.

BHS Provider Directory
- Updated monthly
- Available on the Network of Care website (provides Google translation)
- Available on the County Public website (for printing)
- Must notify clients of where to find the Provider Directory online and print and provide to clients as requested.

Cloned Documentation: Pratfalls and Penalties
- Cloning is documentation that is worded exactly like or quite similar to previous entries. It lacks the patient-specific information required to support services claimed for each patient in each encounter.
- It is also a misrepresentation of medical necessity and will result in recoupment and could lead to worse sanctions such as this news from New Jersey:
  - *A medical group was fined over $400,000 by the Office of Inspector General (OIG) for allegedly violating the Civil Monetary Penalties Law. Among allegations was that the medical group cloned patient progress notes leading to false and fraudulent claims.*
- Individualized documentation is the right clinical and legal practice.

Collaborative Documentation Training
- Ready to efficiently engage clients to enhance meaningful conversations while improving documentation of medical necessity?

Optum Website Updates
Org. Provider Docs

Beneficiary Tab
- Beneficiary Materials MHP Order Form
- Limited English Proficiency Posters - all threshold languages

Communications Tab
- ICD-10 updates
- QM Memo - Prospective Risk Analysis

Manuals Tab
- MHP Beneficiary Handbook

OPOH Tab
- Section G – Quality Improvement (formatting changes only

References Tab
- ICD-10 Crosswalk version 2.3
- ICD-10 Inpatient Included Diagnosis for SMHS 18-19
- ICD-10 Outpatient Included Diagnosis for SMHS 18-19
- Reasons for Recoupment FY 2018-2019

UCRM Tab
- AOA Outpatient UM Form Explanation
- AOA Outpatient UM Form Fill
- BHA Form Fills for Adult, Adult Walk-in, Children, ESU, and START
- High Risk Assessment Explanation
- Prospective Risk Analysis (PRA) Explanation
- PRA Form Fill

- Checkout two PowerPoint presentations on Collaborative Documentation posted on Optum under the Training tab!

Doctor's Homepage
- Doctor's Homepage (DHP) enables easily visible Medication and Medical Data and has built-in Safety Features for providers. Use of this CCBH feature is a requirement for all programs using the clinical module of CCBH. DHP information is viewed via two tabs:
- **Medical Conditions Tab**
  o Medication/substance allergies, vital signs, and physical conditions/diseases must be entered by medical staff using the New Medical Conditions Review in the DHP during medication-related services.
  o This vital info is accessed on the Clinician's Homepage (CHP) using the Medical Conditions tab at the bottom of the CHP.
- **Medications Tab**
  o DHP also enables providers to enter and view pre-existing medications and new prescriptions. DHP alerts psychiatric providers about contraindications between medications and existing medical conditions and provides a platform to electronically prescribe.
  o Use the Medications tab to view pre-existing and new prescriptions.
- For more info, see 4/11/14 memo, "**Doctor's Home Page**" posted on Optum.

OPOH Updates
- **OPOH Section N:** Updated content under the "Medication Only Clients" heading indicating meds-only clients do not need to have outcome measures entered into the CYF mHOMS database.
- **OPOH Section D:** Updated with the following:
  o Removed language referring to clients that we *may* serve under the Initial Eligibility for Services as it refers to more mild cases vs. mod/severe,
  o Updated language under URC process to include running a Client Services report to assist with UM determination,
  o Updated Telehealth section to include the requirements for videoconferencing indicated for Org Providers,
  o CYF Updates for CCR.

Telephone or Telehealth?
- We've seen confusion among providers whether to select Telephone or Telehealth for Contact Type.
- Telehealth is selected only when providing services via technology that includes the use of two-way, **real-time, interactive audio and video communication** between the patient and telepsychiatry providers which includes the practice of health care delivery, diagnosis, consultation, treatment, and transfer of medical data and education.
- Telehealth is used by only a few programs in our System of Care at this time.
- Telephone is the contact type used most often for the provision of services using telecommunications.

Tobacco Cessation Benefits Reminder
- Tobacco use is the leading preventable cause of death while tobacco cessation services are proven to be effective to counter this threat.

Optum Website Updates
Org. Provider Docs (cont.)

Training Tab
- Collaborative Documentation Gets You Off Treadmill
- Collaborative Documentation SAMHSA

Report Tab
- QM MRR Trending Questions Report – Q2 FW 18-19

- Medi-Cal managed care health plans (MCPs) are required by DHCS to implement and cover payment for the following tobacco cessation services:
  o Initial and annual assessment of tobacco use for each adolescent and adult beneficiary;
  o FDA-approved tobacco cessation medication (for non-pregnant adults of any age);
  o Individual, group, and telephone counseling for beneficiaries of any age who use tobacco products;
  o Tailored services for pregnant tobacco users;
  o Prevention of tobacco use in children and adolescents;
  o Identifying tobacco users;
  o Tracking treatment utilization of tobacco users.
- Options and specific requirements for these issues can be found in DHCS's All Plan Letter 16-014 which can be accessed at: https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2016/APL16-014.pdf

Videoconferencing Guidelines for Telepsychiatry Providers Connecting to their own Network
- The initial rollout of telepsychiatry in our SOC was managed by County BHS due to MHSA funds that were used for the equipment.
- Moving forward, County-contracted providers do not need to rely on the County to purchase and install hardware.
- Please see OPOH, Section D for videoconferencing guidelines.

Adult/Older Adult

AOA Outpatient UM Update
- **AOA Outpatient UM language in OPOH Section D** was updated to clarify that *only* a client with MORS rating of 6 or higher **requires** UM and additional UM criteria and additional UM criteria are suggestions for an **optional** UM.
- **AOA UM Form** was updated to clarify that only a client with a MORS rating of 6 or higher requires UM and additional UM criteria is optional and does not require UM.
- **AOA UM Explanation Sheet** was updated to include before-mentioned language.

CYF/Pathways to Well-Being

Pathways to Well-Being
- Pathways to Well-Being Bulletin: **Rollout for CFT Meeting Facilitation- Mandated Utilization** was emailed to Program Managers on 12/14/18.
- Seats are still available for the Pathways to Well-Being: Integrated Core Practice Model and Continuum of Care Reform six-hour training dates:

  May 22, 2019 – 9:00 AM to 4:00 PM

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    4. Program Site address

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Management Information Systems (MIS)

MIS presents training for completing ARFs and related paperwork!

- *Having difficulty getting ARFs processed in time for trainings due to incomplete or incorrect information?* Then this training is for you!
    o **Wednesday, February 27th   8:30 am – 11:30 am**
    o Send registration requests to Stephanie.hansen@sdcounty.ca.gov
- **ARF Tip of the Month:**
    o Please remember to check Taxonomies on the NPI Registry before submitting an ARF to ensure info matches and that the Taxonomy is correct for the credential. If you would like the Guidelines for Choosing Taxonomies, please contact Stephanie Hansen.

Training and Events

Documentation Training

- **CYF Documentation Training:** Wednesday, March 6, 2019, from 9:00 AM to 12:00 PM.
    o The training will be held at the County Operations Center, 5500 Overland Ave., San Diego, CA 92123 – 1st Floor, Room 120.
- **Root Cause Analysis, A/OA and Support Partners Documentation Trainings** are planned for April/May - Stay Tuned for dates and locations!
- 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 February 26th, at National University's campus at 9388 Lightwave Avenue, San Diego, CA 92123, Room #116.
- Call-in Option available. An email will be sent out prior to the meeting with the call-in information included.

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Mental Health Services

Knowledge Sharing

New Billing Correction Tutorial!
- An *interactive* Billing Correction Tutorial is now available to assist programs in completing billing corrections accurately.
- Access it on the Optum website, BHS Provider Resources, Training tab.
- This tutorial is in a decision tree format enabling users to select the type of billing correction they wish to complete along with the claim status. After making those selections, the tutorial guides the user through corrections step-by-step.

Client Plan Reminder
- QM has seen a trend towards creating client plans with a focus on clinical documentation rather than a document that is the client's roadmap to recovery.
- The Client Plan Redesign was created to create more client-friendly client plans while making the process more user-friendly with formatting changes and help text.
- Check out the 6/22/2107 memo "CCBH Client Plan Redesign" (Optum website, BHS Provider Resources, Communications tab) and Quick Click Guide Plan (Optum website, BHS Provider Resources, References tab) as well as our new Client Plan Webinar!

Client Plan Webinar
- QM is launching documentation training webinars to assist programs in onboarding new staff or providing review for current staff.
- Our first webinar reviews clinical standards to create Client Plans.
- Check it out on the Optum website, BHS Provider Resources, Training tab!

Grievance and Appeal Form Envelopes
- Self-addressed envelopes that must accompany the grievance and appeal forms for CCHEA and JFS must be stamped.
- CCHEA and JFS agreed will provide self-addressed, metered envelopes upon request.
- The Beneficiary Materials order form is updated to direct programs to those agencies to request envelopes.

OPOH Updates
- **OPOH Section C:** Updated to include the process for Continuity of Care requests.
- **OPOH Section G:** Updated to remove references to BHETA and replace with RHIS, and remove reference to the Recovery Self-Assessment tool which is no longer required by the County.

Optum Website Updates
Org. Provider Docs

Beneficiary Tab
- Beneficiary Materials MHP Order Form_03.01.19

OPOH Tab
- Section C – Accessing Services
- Section G – Quality Improvement

Training Tab
- Billing Correction Tutorials
- Client Plan Webinar

Optum Update

- The Optum website was updated to better align with our Mental Health Plan/Drug Medi-Cal SOC.
- "BHS Provider Resources" replaces "County and Staff Providers" on the webpage banner.
- "MHP Provider Documents" replaces "Org Provider Documents" on the BHS Provider Resources tab pull-down list.

Progress Note Reminder

- Progress Note Templates exist to assist providers to meet the requirements of the SC claimed.
- QM strongly encourages the use of these templates, although it is not a requirement.
- Often, progress notes that do not incorporate the templates risk documentation that does not support the SC claimed or does not meet medical necessity.

CYF/Pathways to Well-Being

Pathways to Well-Being

- The newly revised ***PWB and CCR eLearning*** is expected to "go live" on March 25th, 2019. This eLearning will replace the current mandated *Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model* eLearning.
  - Like our current mandated course, completion of the revised course is required within 60-days of hire and will also meet the pre-requisite for the in-person training.
- **Seats are still available** for the PWB: Integrated Core **Practice Model and Continuum of Care** Reform six-hour training dates:

  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 BHS providers and 2) information pertaining to the BHS provider role in the CFT.
- Training details functions of BHS, CWS, 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/rihs/pathways/pathways-training-schedule/
- **Registration for A/OA - TAY Provider attendees**- please send the following **A/OA – TAY** information to rihs@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.
- PWB information along with contact information for PWB Liaisons can be found on RIHS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

Telepsychiatry
- Contracted programs using telepsychiatry may use their own video conferencing equipment and applications.
- Be sure to follow the guidelines outlined in the memo sent on 3/1/19 to maintain HIPAA compliance.
- CORs will monitor and can answer questions.

Network Adequacy Certification Tool Preparation
- Optum has sent communication regarding the registration and requirements for adding staff to the COSD SOC providers directory.
- **Reminder:** Clinicians should only be attached to SubUnits where they actually work.
- If staff are assigned staff to various Units/SubUnits in your organization, please clean this up by sending ARFs to delete unused SubUnits.
- If staff need to cover in a different SubUnit, make a temporary request to MIS to add that SubUnit for a short time.

ARF Update
- MIS will distribute new versions of the ARFs soon. These will include:
  - New User ARF, to be used for staff new to your legal entity and for name changes
  - ARF for updating a current account
  - Doctor's Homepage ARF.
- A Group ARF is available and is used for common changes to staff at your program.
- We hope you find these ARFs helpful. If you are willing to test these forms, call MIS at **619-584-8090.**

MIS-related questions about the telepsychiatry guidelines, NACT Preparation or AFRFs? Call 619-584-8090.

Training and Events

Documentation Training
- **Support Partners Documentation Training:** Tuesday, April 2, 2019, from 9:00 AM to 12:00 PM.
- **RCA Training:** Thursday, April 4, 2019, from 1:00 PM to 4:00 PM.
  - *Support Partners and RCA trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.*
- *AOA/CYF Trainings: Next sessions to be scheduled during May-June 2019.*
- 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 March 26th, at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.

> **Is this information disseminated 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**

COUNTY OF SAN DIEGO **HHSA** HEALTH AND HUMAN SERVICES AGENCY | **LIVE WELL** SAN DIEGO

Mental Health Services

Knowledge Sharing

CYF Outcome Measures Update
- CYF has updated its explanation forms for CANS and PSC – See Memo #8 – 18/19.
- The CANS Sharing Confirmation Page went Live in CCBH CYF Client Plans on April 8th. It's also available as a stand-alone assessment. It must be used no later than May 1st. See memo #7 – 18/19.
- The CANS Family Letter has been updated to enable families to take notes on the domains pertaining to strengths and needs. The Letter is now available in threshold languages as well.
- Updated memos and forms are posted on the Optum website – please see the Optum Website Updates textbox for the location of each.

CYF UM Update
- CYF has updated its UM request Form, UM Request Explanation, and the Processes for COR Level Approval to streamline documentation and align with the CANS and PSC.
- All programs may use the updated UM Request form immediately but must start using it by April 15th.
- The updated forms can be found on the Optum website, MHP Provider Documents, UCRM tab.

Discharge Form Update
- The current form is being updated to ensure clear documentation of discharge goals, reason, and destination.
- The new Discharge Form will be available in CCBH on **4/15/19.**
- Programs need to final approve any open discharge forms created prior to 4/15/19 by **4/14/19** to avoid the possibility of data loss.
- See QM memo on the Optum website, MHP Provider Documents, Communications tab for more info.

ICD-10 Crosswalk Update
- Two AOD diagnoses have been added to the ICD-10 Crosswalk:
  - F12.23 Cannabis dependence with withdrawal, and
  - F12.93 Cannabis use, unspecified with withdrawal.
- The updated Crosswalk is on the Optum website, MHP Provider Documents, References tab.

Privacy Incident Report Update
- The Privacy Incident Report Web Form has been updated and can be accessed via this link:
  - https://www.sandiegocounty.gov/content/sdc/hhsa/hhsa-privdb-landing.html
- The link can also be accessed through the HHSA page, Support Divisions, Compliance Office, Privacy Resources, Privacy Incident Reporting.

Optum Website Updates
Org. Provider Docs

Communications Tab
- CYF Memo – Revised CANS Sharing Confirmation
- CYF MEMO – Updated UM Request Form

References Tab
- Appendix III – Service Code approved Summaries
- ICD-10 Crosswalk version 2.3

UCRM Tab
- CANS Family Letter in all threshold languages
- CANS Sharing Confirmation – Client Plan
- CANS Sharing Confirmation – Explanation Sheet
- UM Request Explanation
- UM Request Form

Training Tab
- Progress Note Resource Packet - Updated

Substance Use Disorder Referrals
- The best resource for DMC-ODS (substance use disorder referrals) is the Access and Crisis Line (ACL).
- The ACL conducts ASAM screening and links clients to the most appropriate level of care based on that screening.
  - https://www.sandiegocounty.gov/content/sdc/hhsa/hhsa-privdb-landing.html
- The link can also be accessed through the HHSA page, Support Divisions, Compliance Office, Privacy Resources, Privacy Incident Reporting

Pathways to Well-Being

Pathways to Well-Being
- Effective January 1st, mental health treatment programs should be referring to the CFT Meeting Facilitation Program for clients needing a CFT meeting, regardless of open assignment date.
- PWB presents the **"Provider Learning Series"**! Sessions are in each CWS region with a goal of enhancing CWS staff knowledge about BHS program services.
  - *Haven't been contacted and are interested in presenting?* Reach out to your assigned PWB liaison.
- **Seats are still available** for the PWB: Integrated Core **Practice Model and Continuum of Care** Reform six-hour training dates:

  - **May 22, 2019 – 9:00 AM to 4:00 PM**

  - **June 13, 2019 – 9:00 AM to 4:00 PM**

- **Registration for BHS/CYF Provider attendees**- complete required prerequisites before registration. Please visit: https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/
- **Registration for A/OA - TAY Provider attendees**- please send the following **A/OA – TAY** information to rihs@sdsu.edu

    1. Program Name
    2. Organization Name
    3. Name of COR
    4. Program Site address

- The newly revised **PWB and CCR eLearning** is expected to "go live" by the end of April. It will replace the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
  - Like our current mandated course, completion of the revised course is required within 60-days of hire and will also meet the pre-requisite for the in-person training. It's also a good refresher!

Information Reminder
- PWB information along with contact information for PWB Liaisons can be found on RIHS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

MIS Welcomes New Team Members!
- Dolores Madrid-Arroyo is filling an Analyst position, formerly held by Stephanie Hansen. Dolores will be processing all ARFs. While she's learning the Mental Health system requirements for access to CCBH and gains familiarity with all of you and your programs, questions may still be addressed to Stephanie.

- Manuel Velasco also joined the MIS team a few weeks ago. Manuel sets up all training accounts and works with the Termination ARFs and the MIS Help Line (619-584-5090).

ARF Updates
- Please remember to send in Termination ARFs as soon as a staff leaves your legal entity. A Modify User ARF is used if they are only leaving your Unit/SubUnits.
- MIS is implementing a new ARF design, as well as a variety of ARFs for specific purposes. If you would like to try out the new forms before we make it official, please contact MIS.
  - There will be some edits before the new design is finalized and in use by July 1st.
  - After July 1st, only new forms may be used; they will be posted on the Optum website.

Training and Events

QM Announces, "Documentation Practicum"!
- **Need a refresher on CCBH documentation requirements?** Join the QM Team for interactive, one-hour sessions designed to provide more individualized instruction!
- Sessions start on **Friday, April 26th.** Session 1 is from 2:00 – 3:00 PM with Session 2 from 3:00 – 4:00 PM.
- Location: 3160 Camino Del Rio South, San Diego, CA 92108 (BHS Annex) – Ramona Room. Please park in the west end of the parking lot next to 3110 Camino Del Rio South.
- Sessions are limited to 15 attendees - bring examples of documentation on which you'd like to work.
- Register at the BHS-QITraining.HHSA@sdcounty.ca.gov.

Documentation Training
- **A/OA Documentation Training:** Monday, May 6, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Tuesday, June 18, 2019, from 9:00 AM to 12:00 PM.
  - A/OA and CYF Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **RCA/Support Partners Trainings:** Next sessions to be scheduled during July-August 2019.
- 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 **April 23rd,** at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.

> **Is this information disseminated 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**

Mental Health Services

Knowledge Sharing

CCBH Update
- A new feature in CCBH eliminates the need for two signatures on certain assessments, allowing for only one signature to final approve.
- This streamlined process will apply to **AIMS, Demographic Forms, Eligibility for Pathways, Initial Screening PERT, and Safety Alerts.**
- This new process is effective **May 20, 2019.**

CMS Review of DHCS
- The Centers for Medicare and Medicaid Services (CMS) is required to audit each state once every three years to ensure state agencies are accurately paying claims.
- The process is referred to as PERM Audits and California's audit cycle is this year.
- If your program is randomly selected to be audited, there is nothing you need to do, other than provide any records that CMS auditors or contractors may request for their review.
- We will probably not hear anything about the result of the audit since it is an audit of the State, not the County.

CSI and Demographic Forms
- Ever wonder what "CSI" means when demographic form accuracy is discussed?
- CSI stands for "Client and Service Information".
- The CSI System collects client-level service utilization data about California's county mental health programs. Data are provided monthly by county mental health programs (MHPs) and summarized at the state level.
- The CSI System provides service utilization data to DHCS management and staff, MHPs, other state agencies, federal agencies, the Legislature, and other interested entities.
- **NOTE: Demographic form errors prevent the inclusion of important data.** This is why timely and accurate demo form completion is important and is audited during MRRs.

CYF EBP Reminder
- The CFT indicator needs to be selected in the EBP field when CFT meetings are being documented.
- You may enter the selection on lines 2 or 3. If all three lines are already filled you may remove what is populated on default in lines 2 or 3 only.

Optum Website Updates
MHP Provider Documents

Communications Tab
- QM Memo – New Updated Discharge Form – 4.4.19
- QM Memo – New BHS 025 Forms

Forms Tab
- Beneficiary Materials MHP Order Form
- BHS-025 Form A
- BHS-025 Form B
- BHS-025 Form A and B Tip Sheet

OPOH Tab
- OPOH – Organizational Providers Operation Handbook (Complete Handbook)
- OPOH – Section D – Accessing Services

References Tab
- 3rd Party Expense Report Instructions (ppt)

UCRM Tab
- CANS Sharing Confirmation Form Fill
- Discharge Summary Form Fill
- UM Request Form

BHS Reports
- QM – MRR – Trending Questions Report – Q3 FY 18-19

- Selection 1 should always remain what is populated.

MRR Trending Questions Report
- The Q3 FY18-19 MRR Trending Questions Report has been published and is available on the Optum website under the BHS Reports tab.
- Program Managers: Please share these common opportunities for improvement with your team.

OPOH Update
- Section D was updated to replace BHETA references with those for RHIS as well as removing links to the TRL and replacing those with reference directing users to the Optum website for appendices.
- The update as well as a link to the entire OPOH can be found on the Optum website under the OPOH tab.

System of Care Credentialing
- San Diego County MHP is considered a Prepaid Inpatient Health Plan and as such must comply with Federal managed care requirements.
- Federal managed care requirements include establishment of a uniform credentialing and re-credentialing process for licensed, registered, waivered behavioral health providers.
- BHS is working with Optum to credential all MHP licensed, registered, waivered behavioral health providers. Providers will have the option to credential in-house or go through Optum.
- Questions about credentialing can be directed to Adina Patterson, Manager of Behavioral Health Network Credentialing Services, at adina.patterson@optum.com or (619) 641-5356.

Pathways to Well-Being

- **NEW**: The first Pathways to Well-Being monthly bulletin was published May 3rd! This monthly bulletin will be distributed the first Friday of each month and will include provider Q and A as well as PWB-related updates and announcements.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
  - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
  - Like our current mandated course, completion of the revised course is required within 60-days of hire and will also meet the pre-requisite for the in-person training. It's also a good refresher!
- **Seats are still available** for the PWB: Integrated Core **Practice Model and Continuum of Care Reform** classroom training. The six-hour training dates are:
  - **May 22, 2019 – 9:00 AM to 4:00 PM**
  - **June 13, 2019 – 9:00 AM to 4:00 PM**
- **Registration for BHS/CYF Provider attendees**- complete required prerequisites before registration. Please visit: https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/
- **Registration for A/OA - TAY Provider attendees**- please send the following **A/OA – TAY** information to rihs@sdsu.edu

1. Program Name
2. Organization Name
3. Name of COR
4. Program Site address

Information Reminder

- PWB information along with contact information for PWB Liaisons can be found on RIHS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

ARF Update

- New ARF forms are available for use! You can download them from the Optum Registration website under Downloadable Forms: www.regpacks.com/optum
- Please begin using the new forms now. After June 1st, they will be required and any submission using outdated forms will be rejected. The new forms include:
  - New User – Reactivate ARF
  - Group ARF
  - Modify – Terminate User ARF
  - DHP ARF

Terminations

- When terminating staff from CCBH, please be sure to either 1) terminate them from your legal entity or 2) terminate them just from your Unit/Subunit.
- If you terminate staff entirely from CCBH, they can no longer use the system and MIS must research their access levels before restoring their access.

CSI Cleanup

- In the latest CSI Cleanup, teams have been working on over **10,000** closed client errors in the Demographic Form.
- **Most frequent error:** Selecting the "Estimated" radio button for the Date of Birth. Please be sure to verify Dates of Birth and check the "Actual" button.
- **Second-most frequent error:** Questions regarding where a client is born:
  - If you answer "Yes" to "Born in California", be sure to enter "California" in the text box below.
  - If you answer "No" to that question, please enter the correct state or enter "Unknown".
  - If you answer "Yes" to "born in the US", be sure to enter "United States" in the text box.
  - If you answer "No" to that question, be sure to enter the name of the country of birth or enter "Unknown".
  - **Remember:** Text responses must be consistent with radio button answers!

Training and Events

Documentation Training

- **A/OA Documentation Training:** Thursday, May 30, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Tuesday, June 18, 2019, from 9:00 AM to 12:00 PM.

- o A/OA and CYF Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **RCA/Support Partners Trainings:** Next sessions to be scheduled during July-August 2019.
- 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 **May 28th,** at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.
- **Reminder:** Logging into the WebEx meeting from a computer allows the user to view the documents that are presented during the QIP meeting. If calling into the meeting, be sure to log on to WebEx from a computer as well.

> **Is this information disseminated 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**

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Mental Health Services

Knowledge Sharing

Beneficiary Handbook Updates
- MHP Beneficiary Handbooks, commonly known as Full Guides, have been updated for Spanish, Tagalog, and Vietnamese. Translations for Arabic and Farsi are soon to follow.
- The handbooks were updated to comply with CMS Mega-Regs.
- The updates can be found on the Optum website under the Beneficiary tab and the Consumers & Families tab.

Diagnoses – Protocol for Ending
- When ending a client's diagnosis, you must first check to see if the client is being treated by another provider.
- If the client is open to another provider, you must collaborate and coordinate with the provider using that diagnosis.
- If the client is not open to another provider, you may end the diagnosis if it is no longer clinically appropriate. However, be sure to end the diagnosis for the same date that you are completing the Diagnosis Form.
- Do not back date the end date of a diagnosis as this will cause billing suspense issues.

MRR Hybrid Chart Review
- BHS complete medical records include both paper and electronic documents and use both manual and electronic processes.
- A portion of the MRR is dedicated to reviewing the program's paper-based medical records.
- If compliance issues are identified due to missing documents in the paper chart, the program shall have until the close of business (COB) on the day of the MRR to provide evidence to QM supporting compliance.
- Evidence will not be accepted if submitted past the timeline.

OPOH Updates
'Tis the season for OPOH updates – please review all that's changed!

- **Section A:** Included a reference to the Trauma-Informed Care Code of Conduct.
- **Section C:** Removed references to the Network of Care.
- **Section D:** Updated the Crisis Residential Services (CRS) description - Added language stating that CRS stays require preauthorization from Optum and removed a reference and link to the Network of Care.

Optum Website Updates
MHP Provider Documents

Beneficiary Tab
- Full Guide (MHP Beneficiary Handbook) in Spanish, Tagalog, and Vietnamese
- Quick Guide to Mental Health Services - All Threshold Languages

Forms Tab
- DPC 203 Fillable
- DPC 203 Mobile Devices
- DPC 203 Salvage and Disposal Flowcharts

OPOH Tab
- Organizational Providers Operation Handbook (Complete Handbook)
- Section A – Systems of Care
- Section C – Accessing Services
- Section D – Providing Specialty Mental Health Services
- Section J – Provider Contracting
- Section K – Provider Issue Resolution
- Section L – Practice Guidelines
- Section Q – Payment Schedule and Budget Guidelines for Cost Reimbursement Contract Only
- Section R – Quick Reference

References Tab
- MIS-25 Program Listing Report

Training Tab
- MHRS and Parapro Documentation Practicum (ppt)

- **Section J:** Updates include 1) changes to linked DPC 203 files, 2) added a new section entitled DPC Flowcharts, and 3) removed DPC 203 Mobile Devices Exhibit C Pricing Sheet since it is no longer used.
- **Section K:** Removed the word "Health" from Optum company name.
- **Section L:** Updated description of Roadmap to Recovery and corresponding link to RIHS website.
- **Section Q:** Updated to reflect salary revisions.
- **Section R:** Removed references to the Network of Care.

Quick Guide to Mental Health Services Updates
- The Quick Guide to Mental Health Services has been updated and can be found on the Optum website under the Beneficiary tab and the Consumers & Families tab.
- The guide can also be ordered using the MHP Beneficiary Order Form, with a limit of 50 per request.

Serious Incident Report Reminder
- Serious Incident – Report of Findings (SIROF) must be submitted to QM within 30 days of knowledge of a Serious Incident.
- QM has noticed a recent trend of late follow-up by programs. Prompt incident investigation helps to ensure appropriate follow-up to minimize risk to programs and prevent future occurrences.
- Serious Incident Reporting (SIR) and required follow-up is detailed in OPOH Section G, pages 17-21. See the Optum website under the OPOH tab.
- SIROF template can be found in the Optum website under the Forms tab.
- **Reminder:** For Level 1 Incidents in the media, please include the link to the news article reporting the incident. If that is not available, please provide specific information on the media outlet name, date and time of report, and specific information about the incident.

Pathways to Well-Being

- The Pathways to Well-Being June 2019 monthly bulletin was sent to providers on June 7, 2019. The monthly bulletins include provider Q and A as well as PWB-related updates and announcements.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
  - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
  - Completion of the revised course is required within 60-days of hire.
  - Great refresher for those who took the original elearning and includes updated CCR and ICPM information.

- **PWB: Integrated Core Practice Model and Continuum of Care Reform** classroom training (6 CE's). **Only 1 Remaining Classroom Training:**
  - **June 13, 2019 – 9:00 AM to 4:00 PM**
  - **Note:** Training in FY 19/20 will shift from classroom to webinar

- **Registration for BHS/CYF Provider attendees**- complete required prerequisites before registration. Please visit: https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/

- **Registration for A/OA - TAY Provider attendees**- please send the following **A/OA – TAY** information to rihs@sdsu.edu

1. Program Name
2. Organization Name
3. Name of COR
4. Program Site address

Information Reminder

- PWB information along with contact information for PWB Liaisons can be found on RIHS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

ARF Training

- MIS has announced an Account Request training (ARFs and other paperwork), to be held on June 19th, 8:30-11:30 am, at SDCPH, 3853 Rosecrans Street, 92110.
- The class is anticipated to fill quickly, but MIS is accepting names for a second training pending requests.
- **Questions?** Contact Dolores Madrid-Arroyo, dolores.madrid@sdcounty.ca.gov

CSI Cleanup

- MIS has been working on the clean-up for services for closed clients.
- **Reminders**:
  o When documenting clerical-type services, do not document these in a non-billable note (SC802). Rather, they should be documented in a never-billable note. Some errors being being corrected are a result of clerical services entered as non-billable notes and including zero service time.
  o When documenting a no-show, be sure to document on a progress note for the service that was intended, include zero for service time, and appointment type is no-show.
- **Please be advised:** For the service clean-up, you may see notes in the system that have been voided/replicated to correct the errors by MIS staff members. They are including a never-billable note for the date of the service to include the reason for the correction.

Timeliness of Service

- All programs must begin data collection for Timeliness of Services. Data to be collected in Phase 1 are:
  o Date of First Contact to Request Services,
  o Assessment Appointment First Offer Date,
  o Assessment Start Date,
  o Assessments End Date,
  o Treatment Appointment First Offer Date,
  o Treatment Start Date, and
  o Closed Out Date.
- Please refer to the MIS memo sent out to all programs. We are working on the technical details to capture the date in CCBH, but until that is in place, please begin collecting the data and enter it when CCBH is ready.

Training and Events

Documentation Training

- **Root Cause Analysis Training:** Friday, July 19, 2019, from 09:00 AM to 12:00 PM.
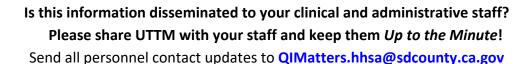
- o RCA Training will be held at the County Operations Center, 5530 Overland Avenue, San Diego, CA 92123 – Room 129.
- **A/OA Documentation Training:** Friday, August 2, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 to 12:00 PM.
  - o A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Save the Date – Annual Update Meeting!
- **Audience:** Program Management & QM/QA staff
- **Date:** Friday, July 12, 2018
- **Time:** 1:30 to 4:30 p.m.
- **Location:** Scottish Rite Event Center, 1895 Camino Del Rio South, San Diego, CA 92108

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 **June 25th,** at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.
- **Reminder:** Logging into the WebEx meeting from a computer allows the user to view the documents that are presented during the QIP meeting. If calling into the meeting, be sure to log on to WebEx from a computer as well.

> **Is this information disseminated 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**