



Mental Health Services



Updates

Cerner Millennium Introduction

BHS and System of Care subject matter experts have begun working with the Cerner team on the development of the Millennium product, which will be replacing the current Cerner CCBH product. BHS would like to extend the invitation for a high level, introduction to the product via Teams.

This will be offered Tuesday, May 16th from 1-2pm.

If you are interested in attending please use the following link:

[Click here to join the meeting](#)

Open Payments Database Notification to Clients – New Requirement!

As required by Assembly Bill (AB) 1278, physicians are required to provide to a client at the initial office visit a written or electronic notice of the Open Payments Database, which is managed by the U.S. Centers for Medicare and Medicaid Services (CMS) effective January 1, 2023. This requirement pertains to all physicians licensed by the Medical Board of California or the Osteopathic Board of California, which includes our SOC contracted psychiatrists.

Specifically, this new law requires physicians to do the following beginning **January 1, 2023**:

1. At the initial office visit with their patient, a physician must provide either a written or electronic notice of the Database that includes the following mandatory text:

“The Open Payments database is a federal tool used to search payments made by drug and device companies to physicians and teaching hospitals. It can be found at <https://openpaymentsdata.cms.gov>.”

The written notice must be signed and dated at the initial visit and:

- a. A copy provided to the client or their representative/parent/legal guardian
- b. ~~A copy retained by program~~ *correction to memo, program is not required to retain copy*
- c. A copy maintained in the client’s medical record

Optum Website Updates MHP Provider Documents

Training Tab:

On 4/6/23, the Updated New PM Orientation Power Point revised 2/22/23 was posted.

References Tab:

On 4/10/23, the Updated New Contractor Orientation Resources revised 4/7/23 was posted.

Forms Tab:

On 4/24/23, the Med Monitoring Submission Form Children was updated to correct the missing variance section #7 and posted.

Beneficiary Tab:

On 5/1/23, the CA Board of Psychology Consumer Statement in the new threshold languages of Chinese and Korean were added.

On 5/1/23, the BBS Complaint Notification Form was moved from the References Tab to the Beneficiary Tab.

The Open Payments Database Physician Notice to Clients and the Open Payments Database Notice to Clients Display were added.

Communications Tab:

On 5/1/23, the BHS Contractor Memo-Open Payments Database was added.

UCRM Tab:

The Case Management/Peer Support Services Client Plan Note Explanation Sheet was updated to clarify the ability of Paraprofessionals to complete the plan note (with required co-signature) and the updated explanation sheet is on the Optum Website.

2. Post a notice regarding the Database at each location where the physician practices, in an area likely to be seen by all persons.
3. Beginning **January 1, 2024**, a physician who uses a website in their medical practice must conspicuously post the same notice described above in #2 on their website. *Mandatory: The content of the website notice should be the same as the content from the posted office notices.* If a physician is employed by or contracts with a health care employer, that employer is responsible for meeting this requirement. Legal entities will be required to ensure this notice is posted on their internet website along with an internet website link to the Database.

QA has developed an Open Payments Database Notice that should be used going forward as part of programs' initial paperwork when opening new clients. It will be available on the Optum Website in MH Provider Documents in the Beneficiary Tab. **QA will begin monitoring for compliance to this requirement as part of their Medi-Cal Site Certification/Recertification process beginning Quarter 1 of FY 23-24.**

Physician's Notice to Patients – Updated Requirements!

Beginning January 1, 2023, all licensees and registrants of the Board must provide notice to each patient or client that they are licensed/registered and regulated by the Board, and their license/registration can be checked and complaints against the licensee/registrant can be made through the Board's website or by contacting the Board.

The notice shall **include a quick response (QR) code** that leads to the Board's [Notice to Consumer webpage](#).

Programs will be required to display the notices with QR codes for the available County of San Diego threshold languages: English, Spanish, Chinese, Vietnamese, Tagalog, Korean, Arabic, and Farsi. These are available on the Medical Board of California website and have been uploaded to the Optum Website under MHP Documents in the Beneficiary Tab.

This requirement will continue to be monitored as part of our Medi-Cal Certification/Recertification Process.

Notice to Consumers – CA Board of Psychology New Threshold Languages

The required Notice to Consumers by the CA Board of Psychology is now available in the following threshold languages: English, Spanish, Vietnamese, Tagalog, Korean (new) and Chinese (new). The newly added languages have been added to the Optum Website under the Beneficiary Tab and are also available on the CA Board of Psychology website at www.psychology.ca.gov Programs are required to ensure all available threshold languages are displayed and visible to clients. This is monitored as part of the Medi-Cal Site Certification visit.

Update: CA Managed Care Plans (MCP)

- DHCS announced changes to its Managed Care Plans (MCP) after revoking the RFP.
- Effective 1/2024, the MCP(s) will change from 7 plans to 4 plans. This means all clients in the other plans that are ending, will need to transition into a new plan.
- DHCS is developing a transition plan ensuring no client lapses.
- This change will reduce the number of MCP(s) programs will have to navigate for coordinating care and will streamline processes so providers can focus on service to clients.
- For more information see the [DHCS Medi-Cal Managed Care](#) website.

Update: Justice-Involved Waiver

- DHCS' justice-involved initiative is part of CalAIM, a broad initiative to transform Medi-Cal.
- DHCS expects correctional facilities to launch pre-release services between April 2024 and March 2026.
- Once their facility offers pre-release services, youth and eligible adults in jails, youth correctional facilities, or prisons can begin receiving targeted Medi-Cal services 90 days before their expected release date. Anyone who is incarcerated is eligible for pre-release services, provided they meet other criteria, including those who are incarcerated for a short term.
- For more information see the [DHCS CalAIM Justice Involved Initiative](#) website.

Knowledge Sharing

Telehealth PIP

The way in which clients accessed mental health services changed after the pandemic, most commonly involving the utilization of teletherapy (telephone and telehealth).

- The PIP evaluation team coordinated and held a planning meeting with UPAC EMASS to help deliver and implement the telehealth guides.
- With recommendations from the County, the PIP evaluation team lead followed up with nine additional programs. Two programs, UPAC Solutions and TURN North Coastal MHS, expressed an interest and follow-up meetings were scheduled.
- The PIP evaluation team continued to follow-up on the data collection with the program Vista Hill SmartCare, who have agreed to implement pre and post client questions, developed by the PIP team, for their older adult clients.

Next steps include:

- Continue to work with UPAC EMASS and UPAC Positive Solutions to develop the training to older adult clients.
- Continue to send a monthly follow-up to Vista Hill SmartCare who has implemented the pre-post questions.
- Perform a final round of follow-up to a few more programs to gain interest in participating in the PIP.

Therapeutic Support for LGBTQ+ Youth PIP

Increasing Therapeutic Support for Youth who identify as sexual and gender minorities is MH PIP for 2022-2024.

- *It's Up to Us* LGBTQ+ Resource Page: <https://up2sd.org/resources?list=lgbtq>
- Training for providers working in BHS CYF for youth who identify as LGBTQ+ receiving services across the San Diego County system of care was held in March. A summary of the data collected from the training was provided to the advisory committee members.
- The upcoming Spring 2023 Youth Services Survey (YSS) results will be to examine PIP outcome measures and develop results.

Update on Peer Support Services Implementation

As has been shared previously by Behavioral Health Services (BHS), the County supports implementation of peer support services as a **new benefit** within BHS programs and envisions optimization of the Certified Peer Support Specialist role across all levels of service. This entails that all program staff members in positions that require behavioral health lived experience must be trained and certified per the process defined on the [CalMHSA](#) website. Programs are encouraged to continue to work with their assigned COR to identify positions which require behavioral health lived experience and need to complete the peer certification process.

Medi-Cal Peer Support Specialist Certification

- The [Medi-Cal Peer Support Specialist Certification Registry](#) is now online.
- The Legacy pathway for certification has been [extended](#) through June 30, 2023 for Peers employed as a Peer on January 1, 2022. See "Grandparenting Certification Requirements" on the CalMHSA website.
 - Peers employed as a Peer on January 1, 2022 must still be employed as a Peer on the date application is submitted (until June 30, 2023).
 - No changes to [application instructions and certification standards](#).
- Certification applicants are encouraged to complete applications on the portal as soon as possible. To view your application status, log on to the [application portal](#). Applicants with the status "In Revision" must complete additional requests for information to proceed. For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.
- The following information are also available on the CalMHSA website for peers:
 - A searchable [Resource Library](#) that includes application information, exam guides, procedures, and FAQs
 - Information on [training providers](#)
 - An updated [Exam Accommodations Policy](#)

- Recognizing the need for input from peers and other stakeholders, CalMHSA established a Stakeholder Advisory Council that makes recommendations on behalf of a variety of stakeholder groups and [meets virtually every month](#).
- The State also offers the public and stakeholders this email address for Peer-related questions and comments: Peers@dhcs.ca.gov.

Supervision of certified Peer Support Specialists

- Per [BHIN 22-018](#), Medi-Cal Peer Support Specialist Supervisors must take a DHCS-approved peer support supervisory training within 60 days of beginning to supervise Medi-Cal Peer Support Specialists.
- Supervisors must take the DHCS-approved peer support supervisory training at least once, with ongoing training incorporated into a county's regular continuing training requirements.
- Supervisors do not need to complete the training prior to PSS billing.
- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is now available through CalMHSA at no cost. This training meets the State's training requirements for the supervision of Medi-Cal Peer Support Specialists certified in California.
 - [Register](#) for the Supervisor Training at the CalMHSA website.

CalAIM Behavioral Health Payment Reform: Please send questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders

- Don't forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program's information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.

Updated COVID-19 Vaccination, Isolation & Quarantine, and Masking Guidelines

Reminder: Please review DHCS guidance [Behavioral Health Information Notice 23-014](#) for the most recent public health orders related to health care worker vaccine requirements, quarantine, and masking guidelines.

Welcome New QA Staff

New QA Specialists:

Makenna Lilya is an LMFT and PLNU alumna who began her career as a CYF outpatient clinician at Douglas Young Youth and Family Services. Her passion for learning and dedication to her work and clients advanced her to the position of Assistant Program Director. With a strong clinical background, skills in documentation and auditing, and extensive knowledge of trauma-informed care, Makenna is excited to enter the QA team. Makenna's commitment to empathic and supportive care extends to her new role as a QA Specialist, where she is thrilled to support the community through quality improvement initiatives. When not in the office, Makenna enjoys snowboarding with her husband, going on long bike rides, and spending time at the beach!

Claudia Torres came from the Quality Assurance department at New Alternatives Inc. and have previously worked in various clinical roles within the CYF system of care and as an ERMHS provider with Vista Hill. Born and raised in the central valley of California, Claudia is a country girl at heart, but loves the city of San Diego. In her spare time, she enjoys exploring and having adventures with her two-year-old son, Ian, attending social activities/events, taking walks, and a big sports fan of the NFL and NBA.

Michelle Vidana is returning to the QA after taking time away to pursue private practice work, providing clinical supervision, and welcoming her now 10-month-old baby. Michelle has extensive experience working in various roles within the County system of care including PERT Patrol and PERT EMS, Outpatient services, Crisis house, and field-based therapy and support to

adults and children. Michelle considers herself a San Diego Native after moving to San Diego from Oklahoma at age 1 and is bi-lingual in Vietnamese. During her free time, Michelle enjoys spending time with family and trying out new foods and flavors taking advantage of San Diego diverse communities. In the summer, you can usually catch Michelle and family at the bay paddleboarding or roasting smores at a bonfire.

Promotions!

Please join us in congratulating **Kristi Jones** in promoting to QA MH Supervisor. Kristi has been working with the County of San Diego in the Quality Assurance Mental Health unit as a Utilization Review Quality Improvement Specialist since April 2020. Kristi previously worked at Optum where she was the Manager of Utilization Management. Prior to Optum, Kristi was the Clinical Director of New Alternatives Day Treatment Intensive Program at the CATS residential treatment center. Kristi supervised multiple clinicians and mental health workers in providing day treatment services to children living in the residential program. She is looking forward to taking on new challenges as a part of HHS with the QA Leadership Team! When not at work, Kristi enjoys being a mom to her two children who are 9 and 12 years old. She also loves her wild Pug, French Bulldog and English bulldog and considers them her fur babies. She spends most of her free time outside in beautiful sunny San Diego whether it's at the beach or going to her favorite hiking spots. She loves to spend time with her friends and traveling.

Please join us in congratulating **Glenda Baez** in promoting to QA SUD Supervisor. Glenda has been working with the County of San Diego in the Quality Assurance Mental Health Unit as a Utilization Review Quality Improvement Specialist since 2015. Before joining the County, Glenda worked at Optum as a Utilization Management Care Advocate reviewing contracted Fee-For-Service hospital and Fee-For-Service outpatient providers. Prior to working at Optum, she worked at South Bay Community Services, providing bilingual therapy services both at Mi Escuelita providing therapy to preschool age children who experienced domestic violence and the EPSDT mental health services for children ages 5-18 and their families. Glenda is originally from El Centro, CA but has lived in San Diego most of her life. In her spare time, Glenda loves spending time with her husband Joe, and two children, 10-year-old daughter, Marialuisa, 9-year-old son, Joseph, and their 2-year-old dog Max. Glenda enjoys going to the beach, reading, traveling to new places and visiting extended family in Ireland and Mexico, exploring restaurants around town, and watching the European Rugby Champions Cup and 6 Nations rugby games with her husband and their friends.

Management Information Systems (MIS)

In regards to the assessments that have been losing information, Cerner requests that you update your Citrix by using this link: <https://www.citrix.com/downloads/workspace-app/legacy-workspace-app-for-windows-ltsr/workspace-app-for-windows-LTSR.html>. If you still have the same issues after doing that, please let us know at MIS: mhehrsupport.hhsa@sdcounty.ca.gov. Thank you all for your patience!

Avoiding Common Mistakes During CCBH Training

- Reserve a dedicated time and location to complete the training
- Read the trainer's email in its entirety
- Review the resource packet and the video tutorial
- Open the practice document and the samples packet (if applicable)
- Follow the sequence and the dates indicated in the practice document

Please remember our new emails:

For ARFs: mhehraccessrequest.hhsa@sdcounty.ca.gov

For Help Desk: mhehrsupport.hhsa@sdcounty.ca.gov

MIS Questions?

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: mhehrsupport.hhsa@sdcounty.ca.gov

Cerner Reminder:

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com. Please do not call Cerner directly!

Training and Events

Quality Improvement Partners (QIP) Meeting:

Tuesday, May 23, 2023, from **2:00pm – 4:00pm** via Microsoft Teams. Registration is now required and will allow access to the meeting. [Click here to join the meeting](#). If you have any questions, or if you are having difficulty with registration, please reply to this email or contact BHS-QITraining.HHSA@sdcounty.ca.gov.

Office Hours:

Please see the schedule below for the May 2023 virtual Office Hours sessions. **Office Hours are intended to be attended and utilized by line/direct service staff as well as program managers and QI staff; the focus is to cover any CalAIM documentation reform items. Please come prepared with any questions for our Quality Assurance Specialists.** Each session is held once a week, with alternating Tuesdays (9 am to 10 am), and Thursday (3 pm to 4 pm), barring any County observed holidays and/or Mental Health Quality Improvement Partners (QIP) meetings.

Registration is not necessary. Please contact Christian (Christian.soriano2@sdcounty.ca.gov) or reply to this message if you would like a calendar reminder for any specific sessions. If you need an ASL interpreter, please notify us at least 7 business days before your preferred session. If you have any further questions/comments regarding these sessions, please contact QIMatters.HHSA@sdcounty.ca.gov.

May 2023 sessions:

- Thursday, May 11, 2023: [Click here to join the meeting](#)
- Tuesday, May 16, 2023: [Click here to join the meeting](#)

QI Matters Frequently Asked Questions

Q: Per the UTTM MH April 2023 Correction attachment, the Episode Summary replaced the CSU BHA however we received instructions and confirmation that it replaced the CSU Discharge Note, not the BHA. Can we please get clarification on this?

A: The Episode Summary was created to be a comprehensive summary which replaces the BHA and/or Discharge Summary requirements. CSU's now only have to complete the Episode Summary vs completing the BHA and/or Discharge Summary.

Q: We have another question about the CM/PSP/MHSA Plan Note. In our program, our Certified Peer Support Specialists provide case management, skill building, etc., and clinicians mainly focus on individual psychotherapy, but may also provide case management at times. In regards to the CM/PSP/MHSA Plan note-if we have a client who is requesting both Peer Support services and case management, do we need to write two separate notes-one for peer support services that may include case management? And another for case management? It seems redundant to have the Peer Support create a PSP plan that includes case management and to require a separate plan for case management.

A: A Case Management and Peer Support Service plan may be completed on the same treatment plan progress note template; however, it is important to remember these must be separate interventions in the note template. In addition, the Peer Support Service plan must be completed prior to the initiation of any Peer Support Services. It is possible to have a case management service or two prior to completion of the plan, but this is not the case for peer support services.

Q: Where do we bill if the member is in a crisis house? Should all notes face to face or over the phone be billed to Crisis Residential?

A: If a client is in a crisis house, this is considered a lock out setting, which means that the location of every service provided (while client is at the crisis house), whether it is face to face or via telephone, will have the location as Crisis Residential.

Q: I recently re-opened a returning client and completed her BHA. I accidentally Final Approved it without updating the signature dates on the last page. The date on there is from 6/22/22 when I first saw the client. Do I need to reopen a new BHA to fix the dates? If so, do I have to complete all the necessary boxes again?

A: You can open a Never-billable note dated the same date as your BHA, indicate the error, and correct dates for each applicable box then final approve the note.

Q: Is the Initial Screening in CERNER a requirement to accept a client into services? Or does the BHA suffice?

A: The initial screening is not required, and the BHA can be used.

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