Mental Health Services - Up To The Minute

General Updates

Change to "Registered" ASW/MFT/PCC Definition

CMS approved DHCS requested State Plan Amendment to revise the definition of the Licensed Mental Health Professional (LMHP) which includes licensed/waivered/registered SW, MFT, PCC's for "waivered/registered" professionals to include "registered" to mean a candidate for licensure who is registered or *has submitted a registration application and is in the process of obtaining registration* in accordance with the criteria established by the corresponding state licensing authority for the purpose of acquiring the experience required for licensure. The SPA was approved as of December 5, 2023.

This will allow those individuals who have graduated from their Masters degree programs, have had their degree conferred, have met all requirements to obtain their BBS registration number and have submitted their application for registration with the Board of Behavioral Sciences, to work under the licensed/registered/waivered credential while awaiting their Registration number. Programs are advised to ensure that they verify the individual's application status and submission as well provide timely follow up to ensure the individual's registration is approved/accepted. (Reference: BHIN 23-068, pg 6, item 4(iv) footnote 9; CA State Plan Sec 3, Att. 3.1-A, Supp. 3)

Required Corrections to Services by Clinical Trainees

As reported during the March QIP meeting 3/27/24; services provided by clinical trainees (practicum students) will need to be V/R to add the clinical supervisor to the progress note. **Programs will be responsible to begin this process for all services/progress notes from November 1, 2023, forward as soon as possible**. Programs will need to work with Optum to request these services to be opened for V/R utilizing the V/R form as appropriate – for large numbers of services/PN's, please reach out to Optum to discuss how best to submit these requests. Per direction of Optum, providers should select the V/R reason code for "Incorrect Billing Indicator". Please note, QA is continuing to work with the MHBU and MIS to review administrative burden to programs caused by these needed corrections and additional information and assistance will be forthcoming.

Services claimed between July – October 2023 have already been processed by the billing unit and received denials; MIS will continue to reach out to programs individually regarding any denied services July through October.

Clinical Supervisors for Trainees

The clinical supervisor/NPI that is required for clinical trainees must be that of a licensed LCSW/LMFT/LPCC. If the clinical supervisor responsible for the trainee is not in CCBH or a staff of the program, programs should submit an ARF with the request to set up this supervisor as a "billing only supervisor" so that they may be added to the clinical trainee's services/progress notes.

Medi-Cal Adult Expansion

As part of a new California law AB 184, beginning January 1, 2024, the Ages 26 through 49 Adult Expansion will allow adults ages 26 through 49 to qualify for full-scope Medi-Cal, regardless of immigration status. Adult-Expansion (ca.gov) All other Medi-Cal eligibility rules, including income limits, will still apply.

The two populations impacted will be:

- New enrollees, ages 26 through 49 who meet all eligibility criteria for full scope Medi-Cal except satisfactory immigration status (SIS).
- It will also impact current Medi-Cal recipients ages 26 through 49, and are currently enrolled in restricted scope Medi-Cal because they do not have an SIS or are unable to establish SIS for full scope Medi-Cal.

General information about the Age 26-49 Adult Expansion Eligibility and Enrollment Plan can be found here: https://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/Adult-Expansion-Eligibility-and-Enrollment-Plan.pdf

Population Health

1. **CalAIM FUM PIP/BHQIP**
   Goal: *To increase the* **percentage** *of beneficiaries receiving follow-up care within 7 and 30 days after an ED visit for mental illness by 5%.*

   Resource cards were developed and approved for distribution in ED's in February. The BHQIP submission to the state occurred in March. Since the implementation of navigation support services in October 2023, there has been a 14% increase in follow-up care after an ED visit, thus meeting the goal of increasing by 5%.

2. **Youth Group Therapy PIP**
   The FY 2024-25 Children, Youth and Families (CYF) Clinical Performance Improvement Project (PIP) is focused on increasing the use of school-based group therapy among outpatient CYF clients. A parent toolkit, youth and parent flyers were approved, and four San Diego County programs will be distributing and providing training in April 2024.

3. **Care Coordination PIP**
   A new Mental Health Plan Performance Improvement Project (PIP) is focused on increasing engagement and referrals between the San Diego County Psychiatric Hospital (SDCPH) and Care Coordination services (CC) for beneficiaries who qualify for Enhanced Care Management (ECM) with the Managed Care Plans. Currently a list of eligible clients is compiled quarterly based on Medi-Cal claims and other datasets. This project will initially focus on Strength-Based Case Management, Outpatient, and Crisis Stabilization.

If you have questions, please contact bhspophealth.hhsa@sdcounty.ca.gov

Knowledge Sharing

Licensing and Certification Division Offers New Online Payment System
Beginning on March 20, 2024, DHCS Licensing and Certification Division (LCD) will accept online payments using electronic money transfers processed through an Automated Clearing House (ACH) network for the following providers that are licensed and/or certified by LCD:

- SUD Licensed Residential Facility or SUD Outpatient Facility
- Driving-Under-the-Influence Program (DUI)
- Narcotic Treatment Program (NTP)
- Mental Health Licensing Program (MH)

- Psychiatric Residential Treatment Facilities (PRTF)
- Lanterman-Petris-Short (LPS) Act Data and Reporting Oversight

All fees payable through the online portal include Initial Application for Licensure and/or Certification Fees; Extension Application Fees; Supplemental Application Fees; Biennial Fees; Civil Penalties; Quarterly Enrollment Fees; Annual Fees; Patient Slot Fees/Capacity; Relocation Fees; Annual Bed Count Capacity; Structured Outpatient Services (SOPS) Permit Application Fees; Structured Outpatient Services (SOPS) Annual Permit Fees; Other/Miscellaneous. Online payment for these fees will be available by accessing the online portal: https://www.govone.com/PAYCAL/DHCS/Account

Medi-Cal Transformation (aka **CalAIM)**

- Visit the CalAIM Webpage for BHS Providers for updates and information, including Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please send general questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov. Please contact your COR for questions specific to your contract.

DHCS Behavioral Health Information Notices (BHINs) provide information to County BH Plans and Providers regarding changes in policy or procedures at the Federal or State levels. To access BHINs, visit: https://www.dhcs.ca.gov/formsandpubs/Pages/Behavioral_Health_Information_Notice.aspx In instances when DHCS releases draft BHINs for public input, San Diego BHS encourages Contractors to send feedback directly to DHCS and/or to HPA-BHS.HHSA@sdcounty.ca.gov.

System of Care (SOC) Application

- Reminder for staff and program managers to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook

Electronic Health Record Updates

Mental Health SmartCare Townhall

BHS and System of Care subject matter experts have begun the implementation process with CalMHSA and SmartCare. BHS would like to extend the invitation for a high level, introduction to the process and project via Teams.

- Tuesday, April 30, 2024, 1 pm – 2 pm
- If you are interested in attending please use the following link: Click here to join the meeting

If you would like a reminder for your calendar, or experience any technical difficulties with the virtual session, please contact Christian.Soriano2@sdcounty.ca.gov.

Training and Events

Quality Improvement Partners (QIP) Meeting

Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting, **Wednesday, April 24, 2024, from 1:00 pm to 3:00 pm.** These meetings are intended to update the system of care (SOC) with recent and/or upcoming changes or announcements, as well as provide a live channel for SOC staff regarding their questions and concerns. The intended audience of these meetings are SOC leadership and QA/QI/compliance staff. ASL interpreters are available every session.

If you experience any technical issues during the virtual session, please reply to this message or contact Christian.Soriano2@sdcounty.ca.gov. If you have any questions regarding these meetings, please contact QIMatters.HHSA@sdcounty.ca.gov.

NAMIWalks and Community Expo for Mental Wellness Kicks off May is Mental Health Matters Month
EVENT INFORMATION:
- **Date**: Saturday, April 27, 2024
- **Time**: 7:00 AM – 11:00 AM
- **Location**: Preble Field in NTC Park at Liberty Station: 2455 Cushing Road, San Diego, CA 92106
- **Cost**: FREE
- **Free Registration for the walk**: NAMIWalks
- **Flyer**: https://bit.ly/NAMIWalksSD24

Office Hours
Please see the schedule below for the April 2024 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.

Registration is not necessary. 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. Sessions for future months are forthcoming.

April 2024 sessions:

- Tuesday, April 2, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**
- Thursday, April 11, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Tuesday, April 16, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**
- Thursday, April 25, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Tuesday, April 30, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**

Management and Information Systems (MIS)
Clinical Trainee credentials have replaced the Student Intern credential. 390200000X Taxonomy requirement did not change. Continue to use for all clinical trainee staff.

Email Firewalls

In order to participate in CCBH training, it is essential that those enrolled are able to receive emails from @optum.com. Please work with your IT department to remove any firewalls that would prevent delivery. As a reminder from the January 2024 UTTM, Optum is only permitted to send training emails to work email addresses, which limits available workarounds when this situation arises.

MIS Staff

CCBH is managed by Dolores Madrid-Arroyo. For questions that can't be answered through our MIS Support emails, please contact Dolores at Dolores.Madrid@sdcounty.ca.gov or call (619) 559-6453.

MIS Support Team: Manuel Velasco, (619) 559-1082, Marilyn Madrigal (619) 788-0728 and Michael Maroge, (619) 548-8779 Adrian Escamilla, IT Analyst, (619) 578-321

QI Matters Frequently Asked Questions

Q: Can Nurse Practitioners review other Nurse Practitioners as part of the Medication Monitoring Committee?
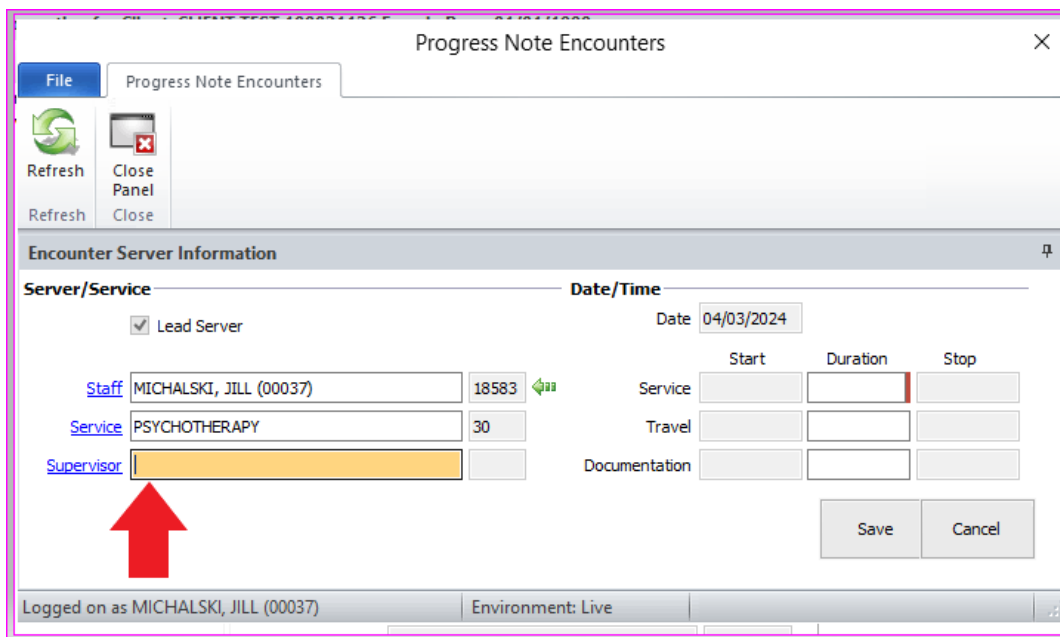
A: There have been no changes to current program Medication Monitoring Committee review requirements, Nurse Practitioners may not review other Nurse Practitioners; they must be reviewed by an MD/DO.

Q: What happens if we discover a Limited Service Log (LSL) opened by another program – do we end this?

A: LSLs can be shared and do not need to be ended. It is encouraged that programs communicate with each to other avoid misunderstandings with ending LSLs prematurely.

Q: How far back do we need to be making note corrections for intern/trainee encounters requiring a co-signature?

A: Programs are expected to self-correct notes starting from November 2023. The Supervisor section of the encounter would need to be added to include the clinical supervisor. Programs will need to submit a V/R request to Optum and can utilize the "Mass Void/Replace form" to the Optum HelpDesk, selecting "Incorrect Billing Indicator" as the V/R reason code, and then complete the entry of the Trainee's clinical supervisor in the Clinical Supervisor text box on the Encounter.

Optum Website Updates: MPH Provider Documents

Forms Tab:

- [CYF Medication Monitoring Tool](#) was updated 03/13/24 due to update in DHCS Link.

OPOH Tab:

- [Section C](#) - Accessing Services was uploaded on 03/28/24 due to addition of CARE Act program description, referral process and procedures.
- [Section D](#) - Providing Specialty Mental Health Services was uploaded on 03/20/24 due to new OP/PHP program description and program title, update to initial and prior authorization, and UR instructions and timelines.
- The [OPOH](#) was updated 03/28/24 to account for most recent OPOH changes.

UCRM Tab:

- Updates were made to the [Service Indicator Outside Facility ID Listing](#) on 04/03/24.
- The [Nursing Note Form Fill](#) was updated to include signatures on 03/13/24.

SmartCare Tab:

- Updates to the [SmartCare Hardware Software and Network Requirements](#) handout was posted on 03/18/24.
- The most recent [EHR Town Hall](#) presentation was posted 03/21/24.

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