COUNTY OF SAN DIEGO
Health and Human Services Agency

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Mental Health Services

Updates

Reminder: Transition of Care Tool Referral Type for Beneficiaries enrolled in an MCP

The Transition of Care Tool is required if the individual is enrolled in a Medi-Cal Managed Care Plan (MCP). Any referral to the MCP delivery system using the Transition of Care Tool should be marked as 51-Managed Care Plan – MH Provider (*even if the referral is to an FQHC since the FQHC is a Managed Care Plan MH Provider in these Transition instances*). When completing the Discharge Summary, the Referred To field selected should also be 51 – Managed Care Plan – MH Provider in these instances.

Additional information regarding the Transition of Care Tool is outlined in OPOH Section C, pgs C.7 – C.9

New DEA Training Requirements in Effect for New and Renewing Prescribers

As of June 27, 2023, new substance use disorder (SUD) training requirements for **all practitioners with prescriptive authority**, except veterinarians, are in place. New and renewing Drug Enforcement Administration (DEA) registrants must now attest to completion of 8 hours of training in SUDs and the use of Food and Drug Administration (FDA) medications to treat substance use disorders.

The Consolidated Appropriations Act of 2023 Sections 1262 and 1263, respectively, eliminated the DATA waiver that was needed to prescribe buprenorphine and instituted new training requirements. Section 1263 of the Consolidated Appropriations Act of 2023 requires that beginning **June 27, 2023**, practitioners applying for a new or renewed Drug Enforcement Administration (DEA) registration will need to attest to having completed a total of at least 8 hours of training on opioid or other substance use disorders, as well as the safe

pharmacological management of dental pain. Training Requirement Resources and FAQ's can be found on SAMHSA's Medication for Substance Use Disorders Webpages.

Updated Languages in CCBH Billing Types

The following languages have been added to the Billing Type Language Options in the Billing Types drop-down menu: Cantonese, Mandarin, Mien, Other

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Optum Website Updates
MHP Provider Documents

References Tab:
On 07/11, the Housing Quality Checklist was uploaded to ensure clients are referred and connected to safe and quality housing when working with ACT and SBCM Programs.

On 07/14, the MRR Tool for FY 23-24 was uploaded.

OPOH Tab:
On 07/11, OPOH Section M-Staff Qualifications was uploaded to indicate requirements for MHRS and Student Interns.

On 07/20, OPOH Section C- Accessing Services was uploaded due to an update to Access to Services Journal information based on CA Health & Safety Code 1367.03; removed Title 9 CCR reference & Emergency Psychiatric Condition language; replaced Urgent Psychiatric Condition definition; and included email address for adult Transition of Care Tools for Molina MCP.

On 07/20, OPOH Section D- Providing Specialty Mental Health Services, OPOH Table of Contents, and OPOH were uploaded to include the requirement for SBCM and ACT Programs to utilize the Housing Quality Checklist.

PWB Tab:
On 07/11, the Form Fill CFT Meeting Note was updated.

Forms Tab:
On 07/14, the Transition of Care Tool for Medi-cal MH services Explanation sheet was updated to include an email address for Molina MCP for the adult transition of care tools to be sent to.

On 07/24, the Serious Incident Report along with the SIR FAQ and Tip Sheet were uploaded due to update on Incident Type #1 and when this should be utilized, and updated media question requirement.

Chinese Languages & Dialects, Tagalog, Ilocano, Other Filipino Dialects, Hindi, Punjabi, Dari, Other Persian Languages & Dialects, and Somali.

The following language options have been inactivated: All Chinese Languages & Dialects, and All Filipino Dialects.

Diagnosis Reminders – AQ and AW Suspense Codes

AQ will suspend if a client has a diagnosis on their service that is no longer covered on the latest diagnosis review – for example if someone ended a diagnosis and the DOS is no longer covered.

AW will suspend if a client has any Dx on their service that is not marked as billable, regardless if other included diagnoses are marked as billable – programs are reminded/advised to only select the Diagnosis(es) that are being addressed as the focus of treatment for the service versus adding all diagnoses when entering a service.

Providers are also reminded that they should **not** change the date on active diagnoses as this will cause prior services to suspend.

When reviewing or "cleaning up" diagnoses in CCBH, if the client is open to another program(s), providers should consult and collaborate with the other program before ending any diagnoses to avoid possibly causing billing to suspend for that program.

Knowledge Sharing

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.

Optum Website Updates
MHP Provider Documents (Continued)

Forms Tab:
On 07/14, the Transition of Care Tool for Medi-cal MH services Explanation sheet was updated to include an email address for Molina MCP for the adult transition of care tools to be sent to.

On 07/24, the Serious Incident Report along with the SIR FAQ and Tip Sheet were uploaded due to update on Incident Type #1 and when this should be utilized, and updated media question requirement.

Cerner Millennium Tab:
On 07/21, the Cerner Millennium Town Hall presentation was uploaded.

On 07/21, the "2023-07-18-BHS Contractor Memo-Cerner Millennium Update (pdf)" was posted.

Under **Cerner Millennium EHR Implementation:**
On 07/21, New Terms in Cerner Millennium was posted.
On 07/21, Cerner Millennium FAQs was posted.

Under **System of Care Resources**:
On 08/01, SOC Staff Talking Points was posted.

UCRM Tab:
On 07/14, the Service Indicator Outside Facility ID Listing was updated.

On 07/25, the My Safety Plans were uploaded to include the 988 Suicide Crisis Lifeline and MCRT information, and are in the new threshold languages.

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CALAIM WEBPAGE FOR BHS PROVIDERS

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Provider Directory Application Programming Interface (API) has launched:
- The CMS Interoperability Rule requires Behavioral Health Plans to implement and maintain a publicly accessible and standards-based Provider Directory API (see BHIN 22-068). The requirement was created to make health information easily accessible to clients by having each health plan follow industry standards like HL7 FHIR APIs and by deterring information blocking.
- The County of San Diego BHS Provider Directory API has launched and is now available to software developers and other health systems. The link requires an API application to open and will not be viewable with browsers.
- The Provider Directory API takes information from the SOC Application. To help maintain accurate information is included in the Provider Directory API, staff are asked to update information in the SOC Application as changes occur and to attest to the accuracy of information monthly.

Peer Support Services Implementation (Reminders!):
- **Training Requirements** for certified Peer Support Specialists: San Diego Certified Peer Support Specialist – TRAINING REQUIREMENTS
- **Billing Codes** for certified Peer Support Specialists: San Diego Certified Peer Support Specialists – BILLING CODES
- Q&A on Peer Support Services

Medi-Cal Peer Support Specialist Certification:
- Click here for the **Medi-Cal Peer Support Specialist Certification Registry**.
- The Legacy (grandparenting) pathway for certification ended on June 30, 2023.-
- For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.
- 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:
- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is 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.

Specialization Trainings for Certified Peer Support Specialists:
- CalMHSA has announced the availability of areas of specialization for certified Medi-Cal Peer Support Specialists. These specializations focus on additional training that builds on the knowledge, skills, and abilities of Peer Support Specialists that have already been certified.

- Certified Peer Support Specialists who are interested in working in one of these specialty areas are strongly encouraged to take the corresponding trainings:
  - Parent, Caregiver, and Family Member Peer
  - Peer Services – In Crisis Care
  - Peer Services for Unhoused
  - Peer Services for Justice Involved
- To learn more about these specializations and the availability of scholarships, please visit 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.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook

Telehealth PIP:
The goal is to increase the utilization and engagement of telehealth services with older adults. In May, UPAC EMASS and UPAC Positive Solutions successfully provided the training to 45 clients (who had recently acquired a telehealth capable device) at 3 different locations. Pre-post questionnaires were conducted & trainings were done in-person.
- The PIP evaluation team is currently analyzing the data and developing a summary of the results.
- UPAC EMASS agreed to do another training in September.

Therapeutic Support for LGBTQ+ Youth PIP:
Data from the Spring YSS (Youth Services Survey) is now available & under analysis. The PIP Roadmap Report is under revision to include this data.

CASRC met with State EQR evaluators & San Diego County leadership to explore a 2024-25 PIP focusing on increasing access & utilization of outpatient group therapy modalities among CYFBHS providers. EQR evaluators provided positive feedback & CASRC will continue the planning and development process of this PIP with County leadership.

Cerner Millennium Updates

As the Cerner Millennium product build continues, it will be critical for the System of Care (SOC) to be informed on project status in order to begin preparing within your respective organizations for implementation. Listed below are three ways the SOC can obtain Cerner Millennium related information:
- **Cerner Millennium Town Hall**: 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 an invitation to monthly Cerner Town Hall meetings via Teams for project updates and Q&A. The next Town Hall meeting will occur:
  - September 12, 1 PM to 2 PM
  - If you are interested in attending, please use the following link: Click here to join the meeting
- **Project Status Notices**: Project Status Notices will be shared with SOC at least once monthly, with increasing frequency as we near implementation. The latest project status update can be found here:
  - Contractor Memo-Cerner Millennium Update.pdf

- **Optum San Diego**: To find all resources and information related to the Cerner Millennium project, a Cerner Millennium tab has been created on the Optum website under MHP Provider Documents:
  - MHP Provider Documents (optumsandiego.com)

In an attempt to ensure the training needs are met for the system of care and this implementation of a new electronic health record, the County of San Diego is requesting participation in a poll regarding provider trainings possibilities. **Please use the link to the poll to provide a response. https://forms.office.com/g/kiBtUYTtB0**

Management Information Systems (MIS)

CCBH is now managed by Adrian Escamilla. Please email him at Adrian.escamilla@sdcounty.ca.gov, or call: 619-578-3218 for questions that can't be answered by sending to our Help Desk emails.

Other MIS Staff: Dolores – 619-559-6453, Manuel – 619-559-1082, and for Millennium Michael – 619-548-8779. Stephanie Hansen is mainly working with Millennium and is not easily reachable. Thank you!

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 Assurance Trainings:
Progress Notes Practicum: Tuesday, August 29, 2023, from 12:30pm to 3:30pm. *Registration Required. **Click here to register.***
Audit Leads Practicum: Wednesday, September 13, 2023, from 12:30pm to 3:30pm. *Registration Required. **Click here to register.***

Quality Improvement Partners (QIP) Meeting:
The next session of the Mental Health Quality Improvement Partners (QIP) meeting will be a live hybrid session **held simultaneously onsite and virtually on Wednesday, August 30, 2023,from 1:00 pm to 3:00 pm**. Click here to join the meeting. 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.

The onsite session will be held in the Mission Valley Public Library's Community Room. Please click on the following link for directions: https://goo.gl/maps/P7F85cp8AE5cMZLN9, and please be advised that space and parking may be limited, so please plan accordingly. **The virtual session will be held via MS Teams.** ASL interpreters are only available virtually.

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.

Office Hours:

Please see the schedule below for the August 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) 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. Sessions for future months are forthcoming.

August 2023 sessions:
- Thursday, August 10, 2023, 3:00 pm – 4:00 pm: Click here to join the meeting
- Tuesday, August 15, 2023, 9:00 am – 10:00 am: Click here to join the meeting
- Thursday, August 24, 2023, 3:00 pm – 4:00 pm: Click here to join the meeting

Save the Date for the 10th Annual Mental Health Providers Knowledge Forum:

In lieu of the September 2023 Mental Health Quality Improvement Partners (QIP) Meeting session, the Mental Health Quality Assurance Team will be hosting the 10th Annual Mental Health Providers Knowledge Forum on September 12, 2023 from 9:00 am – 11:00 am. The purpose of this event is to review data and Mental Health system of care performance from the past fiscal year and learn important updates for the new fiscal year. The event will be virtual, registration to follow shortly.

QI Matters Frequently Asked Questions

Q: Under the new coding, would our providers bill SC 11 for their initial appointment with the client, and would the second service be the New Patient Med service code?

A: The Psych Eval with Med Services (previously SC 11) is only for the initial assessment. Following the evaluation, Medication services will be claimed as either "New Patient Med Service" or "Established Patient Med Service". These are permissible by MD/DO, PA, NP. The "New" patient code may be used at the first service following the evaluation/assessment. Subsequent services would be Established Patient Med.

Q: For Client Plans with clients receiving medication management, is it correct that the NP (or prescriber) needs to sign the plan?

A: The Client Plan is to be developed in collaboration with the client. The client signature or verbal consent should be documented. Per Federal regulations and guidelines, the Medicare and Medi-Medi Clients plans can be completed/signed by MDs, NPs, PhD and LCSW.

Q: When is the Millenium EHR due to launch?

A: Millenium is expected to release in the Spring of 2024. QA will communicate information on this as the anticipated date approaches.

Q: Can the program psychiatrist provide medication services over the phone?

A: As of 7/1/23, DHCS requires billable medication services to be in person, or provided on Telehealth with a two-way synchronous video platform.

> **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**