

Mental Health Services - Up To The Minute



General Updates

UCRM Form Changes

The SmartCare Implementation Team & QA are reviewing all currently active UCRM forms and mapping them against available forms in SmartCare to ensure documentation requirements and standards will be met upon transition to SmartCare. A Crosswalk Grid which will indicate the status of all current forms will be released to providers at the end of July and any new forms will be shared for review during the August Townhall. Updated UCRM forms will be posted on the Optum Website for provider access on 9/1/24. Providers will continue to use all current UCRM forms and templates until the SmartCare Go Live on 9/1/24.

CCBH Access for New Users During EHR Transition

Effective **6/26/24**, Optum trainings for CCBH Access have been discontinued. **New** Staff will be permitted access to CCBH as outlined below only:

- All new clinical staff will receive View Only access to CCBH. Staff will receive an email with their login information and a video link to the Optum site on how to navigate the system.
 - Exception – New PERT & MCRT clinical staff will receive access to open clients (necessary for field work) but all other access in CCBH will be View Only.
- All new prescribers and clinical support staff will receive access to DHP for e-prescribing purposes only. All other access will be View Only. These users will receive an email with login information and documentation on how to e-prescribe and navigate DHP in the system.
- New Admin staff will receive access to CCBH with approval only, and for the sole purpose of not disrupting billing. The program must provide justification to MIS. MIS will review and provide approval on a case-by-case basis.
- Reactivations – Staff returning from a LOA or moving from one program to another, etc., who have had activity in the system in the past six months (no exceptions) and do not require training will receive complete CCBH access. So, essentially, resuming their prior access.

MRR Medical Record Review Rebranding FY 24-25

As reviewed during the June QIP Meeting, QA has revised and rebranded the medical record review process - beginning July 1, 2024, QA utilization monitoring and compliance/quality review processes are being rebranded as **Quality Assurance Performance Review (QAPR)**. Our revised Quality Assurance Review Process has been reviewed and revised to better align with the goals of DHCS's Medi-Cal Transformation initiatives with a greater emphasis and focus on monitoring of Quality of Care to ensure identification of program- and system-level trends impacting beneficiary care, coordination of care processes, network adequacy/service delivery, and compliance/fraud, waste, abuse. With this revised process, QA will be able to provide greater support at both program-level and system-level in addressing identified trends and providing process improvement recommendations or technical assistance.

Notable changes:

- Revised Self-Attestation by Programs – programs will be required to complete self-attestation with description/explanation of their policies and processes in place to ensure they are maintaining compliance in identified areas. QA will perform regular spot-checks for evidence of items to which program has provided attestation.
- Shift from chart-based review of services to server-based review for documentation compliance to current standards. This will provide ability to identify trends across providers within programs and more

QA MH - UP TO THE MINUTE July 2024



- robust range of services reviewed. 10% of services for each server will be reviewed for the review period. Programs will no longer be provided a chart names list for self-review.
- Addition of Quality of Care component – during program’s exit interview, QA Specialists will review programs’ internal processes addressing identified QOC areas which have been identified as areas of focus by DHCS including coordination of care, safety/risk monitoring; if trends identified during review, QA may request evidence to support processes and provide additional TA to support program in improving trends/outcomes. This better aligns with DHCS current audit processes.
 - Consolidation of QAPR tool to include all service delivery lines.

Beneficiary Materials Order Form Update

- The Beneficiary Materials Order form has been moved from the PDF order form to an online Smartsheet form.
- Programs will submit their requests for hard copies of beneficiary materials via the [Smartsheet form](#) (will also be linked under the “Beneficiary” Tab)
- Reminders for ordering:
 - Allow 3-5 Business days for processing. Processing time may be longer if materials are currently being reordered. County staff will notify you via email when materials are ready for pick-up.
 - Pick-up materials within 7 days of notice from Monday to Friday between 8:30am to 3:00pm at BHS Admin
 - All County of San Diego Beneficiary Materials are available in electronic format on www.optumsandiego.com under the “Beneficiary” tab.

Legislative Updates

AB 1740 Requirements to Post Human Trafficking Notice

AB 1740 amends Section 52.6 of the Civil Code relating to human trafficking to additionally require a notice, as developed by the Department of Justice, that contains information relating to slavery and human trafficking, including information regarding specified nonprofit organizations that a person can call for services or support in the elimination of slavery and human trafficking be posted by facilities that provide pediatric care, as defined in W&I Code Section 16907.5

- “Pediatric services” means all medical services rendered by any licensed physician to persons from birth to 21 years of age.
- Post a notice that complies with the requirements of this section in a conspicuous place near the public entrance of the establishment or in another conspicuous location in clear view of the public and employees where similar notices are customarily posted.
- The notice to be posted shall be at least 8¹/₂ inches by 11 inches in size, written in a 16-point font.
- The notice to be posted shall be posted in English, Spanish, and in one other language that is the most widely spoken language in the county (*per MHPS, post in the threshold language most prevalent within program’s community*)

The Human Trafficking Model Notice is available for download from the Department of Justice website in English, Spanish, Dual English/Spanish and 22 additional languages from their [Human Trafficking Model Notice](#) page. The notice will be available on the Optum Website in the MHP Documents under the Beneficiary Tab in all current required threshold languages for San Diego County. QA will monitor program compliance as part of QA’s Medi-Cal Site Recertification.

AB 655 Medi-Cal and Minors consenting to their own treatment – Effective July 1 2024

Important - potential impact to admissions to mental health treatment for minors as this alters the requirements for minor consent.

QA MH - UP TO THE MINUTE July 2024



- Authorizes minor who is 12 yr. or older to consent to MH treatment or counseling on outpatient basis or to residential shelter services if:
 - minor is mature enough to participate intelligently in OP or residential shelter services, and
 - Either the minor would present a danger of serious physical or mental harm to themselves or others or
 - if minor is alleged victim of incest or child abuse
- this aligns existing laws by removing additional requirement that in order to consent the minor must present with danger of physical or mental harm to themselves or others or be victim of incest/child abuse.
- aligns existing laws by requiring the professional person treating the minor to consult with minor before determining whether involvement of minor's parents or guardians would be appropriate

AB 1967 – CMIA Release Authorizations

Confidentiality of Medical Information Act (CMIA) - release authorizations now expressly permit electronic signatures.

- CIV §56.11(b) An authorization for the release of medical information by a provider of health care, health care service plan, pharmaceutical company, or contractor shall be valid if it meets the following conditions:
 - Is signed - either with an electronic or handwritten signature,
 - Includes a new default expiration to one year, unless “person signing the authorization requests a specific date beyond a year.”
- Requires that provider shall provide the individual with a copy of the signed authorization, and instructions on how to access additional copies or a digital version of the signed authorization

AB1376 - Immunities for private ambulance providers transporting involuntary patients.

“Civil and Criminal Immunities” who transport and continue to detain involuntary hold and involuntary treatment patients, under certain circumstances. Transportation of a WIC §§ 5150, 5250, or 5260 patients to a designated facility. HSC §1799.115(a) As well as from a Hospital to a designated facility HSC §1799.115(a). And Transportation a WIC §§ 5250 or 5260 patient from an acute care hospital, et al., to a designated facility, if so ordered HSC §1799.115(a). Ambulance provider shall not require a voluntary person to be placed on an involuntary hold as a condition of transport.

Knowledge Sharing

Medi-Cal Transformation (aka CalAIM)

- Visit the [CalAIM Webpage for BHS Providers](#) for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS. . Please contact your COR for questions specific to your contract.
- For general questions on local implementation of payment reform, email BHS-HPA.HHSA@sdcounty.ca.gov. For contract-specific questions, contact your COR.

DHCS [Behavioral Health Information Notices \(BHINs\)](#) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to BHS-HPA.HHSA@sdcounty.ca.gov.

System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.

QA MH - UP TO THE MINUTE July 2024



- 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

Combined Mental Health and Substance Use Disorder 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.

- Monday, July 29, 2024, 1:00 pm – 2:00 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

Save The Date! 11th Annual BHS QA Provider Knowledge Forum

QA's annual knowledge forum will be held **Wednesday, August 7, 2024, from 9:00am – 11:00am**. The Forum will be virtual only. Topics will include our State of the State, MHP/MCP MOU Annual Training, SmartCare, new Quality Assurance Performance Review process, Quality of Care practices, etc. Meeting invitations will be sent to providers shortly.

Quality Improvement Partners (QIP) Meeting

Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting, **Wednesday, July 31, 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 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 July 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.

QA MH - UP TO THE MINUTE July 2024



July 2024 sessions:

- Thursday, July 11, 2024, 3:00 pm – 4:00 pm:
- Tuesday, July 16, 2024, 9:00 am – 10:00 am:
- Thursday, July 25, 2024, 3:00 pm – 4:00 pm:
- Tuesday, July 30, 2024, 9:00 am – 10:00 am:

[Click here to join the meeting](#)

[Click here to join the meeting](#)

[Click here to join the meeting](#)

[Click here to join the meeting](#)

Management and Information Systems (MIS)

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 bill for SMH Case Management services?

A: Nurse Practitioners may bill for case management as indicated in the [CalAIM Documentation Guides - California Mental Health Services Authority \(calmhsa.org\)](#). The CPT Crosswalk will be updated to reflect this.

Q: The AB 1740 Human Trafficking notice refers to pediatric care facilities posting in a conspicuous location. Are adult programs under the same requirement?

A: As indicated at the June QIP meeting, the notice should be posted at facilities that provide pediatric care, including emergency rooms with access to general hospitals, urgent care centers or facilities where services are rendered by any licensed physician to a minor from birth to age 21. [Bill Text - AB-1740 Human trafficking: notice: pediatric care facilities.](#)

Q: With the SmartCare launch on 9/1/24 (Sunday), how should our program enter services that were provided in the last days of August and not yet entered in Cerner?

A: All services taking place prior to 9/1/24 should be entered into Cerner/CCBH. Existing staff with access to Cerner prior to 7/1/24 will enter notes/services into CCBH as usual until Go-Live on 9/1/24. For ***new hires*** after 7/1/24 (who have not had Cerner training), services would be entered by the administrative staff through Individual Service Maintenance, and the note would be completed on paper and stored in the client's hybrid chart. As the SmartCare launch date approaches, further instruction will be shared on these processes.

Optum Website Updates: MHP Provider Documents

SmartCare Tab:

- The most recent EHR Town Hall presentation was posted 06/18/24.
- A SmartCare Site Lead Selection Guidance was posted 06/20/24 where it indicates the roles & responsibilities of a site lead, and how providers can select a site lead for their programs.
- The SmartCare FAQs were updated 06/25/24.
- A CCBH Training Documentation Guide was posted 06/28/24, to help providers navigate the use of CCBH for new hires and current CCBH users, as CCBH Training is no longer offered and before SmartCare go-

QA MH - UP TO THE MINUTE July 2024

live in September 2024.



POP Health

Youth Group Therapy PIP

- The 2024-25 Mental Health Plan Clinical Performance Improvement Project (PIP) is focused on increasing the use of school-based group therapy among outpatient BHS-Children and Youth. It is intended to build awareness about the efficacy of group therapy and to increase access to and utilization among children and youth experiencing anxiety, depression, and social skills challenges.
- Youth and parent flyers were approved and distributed by two of the four identified San Diego County programs.

Care Coordination Performance Improvement Project (PIP)

- **Goal:** *Increase engagement and referrals between the San Diego County Psychiatric Hospital (SDCPH) and Care Coordination services (CC) for individuals who qualify for Enhanced Care Management (ECM) services.*
- A new toolkit was developed to help San Diego County Behavioral Health Services (BHS) program staff to easily identify/refer/engage ECM eligible individuals. Staff are being identified and will be trained from pilot sites. The flow chart from the toolkit was adapted to use with other Levels of Care (LOC) outside of the County Psychiatric Hospital and will be utilized in the pilot programs.
- If you have more questions, please contact bhspophealth.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**