Mental Health Services

Knowledge Sharing

Authorization of Specialty Mental Health Services

- Department of Health Care Services (DHCS) IN 19-026 issued to county Mental Health Plans (MHPs) regarding the authorization of specialty mental health services (SMHS).
- Effective July 1, 2019, the following SMHS will require **initial** authorization and concurrent review for ongoing services:
  - Crisis Residential Treatment Services (CRTS)
  - Adult Residential Treatment Services (ARTS)
- Effective August 1, 2019, the following SMHS will require **prior** authorization and concurrent review for ongoing services:
  - Therapeutic Behavioral Services (TBS)
  - Day Treatment Intensive
  - Day Rehabilitation
  - Therapeutic Foster Care (TFC)
  - Intensive Home-Based Services (IHBS)
  - Further communications regarding the authorization processes for these services will be coming soon.

Beneficiary Handbook Updates

- MHP Beneficiary Handbook has been revised and is available in all threshold languages on Optum under the Beneficiary tab and under the "Consumers and Families" tab.
- Programs shall offer all new clients a copy of the MHP Beneficiary Handbook or direct them to the Optum Website where they can view an electronic version under the Consumer & Families Tab.

Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

OPOH Updates

- **Section E:** This section was updated to direct users to the Healthy San Diego and Optum websites, remove HMO language and replace with MCP, and remove statements indicating a ROI was mandatory for coordinating care with a PCP. HIPAA does not require a ROI for coordination of care.

Optum Website Updates Provider Doc

Beneficiary Tab
- Full Guide (MHP Beneficiary Handbook) in Arabic and Farsi

Forms Tab
- Beneficiary Materials MHP Order Form

Manuals Tab
- Outcome Measures Manual San Diego CSS Programs

OPOH Tab
- Organizational Providers Operation Handbook (Complete Handbook)
- Section E – Integration with Physical Healthcare

References Tab
- Clinical Standards for Client plans
- CYF Brief Treatment Model
- Tip Sheet for Billable Services
- Trauma-Informed Care Code of Conduct

UCRM Tab
- BHA Adult and Children Paper Form Fill Instructions
- Client Plan Form Fill and Signature Page
- Day Treatment Weekly Summary
- Discharge Summary Paper Form Instructions
- LOCUS Instrument Version 20
- Medication Progress Notes – SC24 thru SC28

Pathways to Well-Being

- As of July 1, 2019, providers are required to keep a copy of the CFT Meeting Referral Form in the hybrid chart for all CFT meetings attended. For more information please see Pathways to Well-Being Bulletin 2019-3: Updated PWB Procedure for CFT Meeting Referral Form email sent to providers on 6/25/19.
- Each year, PWB in collaboration with QM, updates the PWB section of the Medical Record Review Tool (MRR). The new MRR tool goes into effect July 1, 2019 and the PWB section can be viewed on the 2019-4 PWB Bulletin sent providers on July 8, 2019.
- **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.

Information Reminder
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

ARF Update
- The new versions of the of the 4 ARFs are on the Regpacks site – the **deadline for use in 8/1/19.**
  - Please download these and set-up your digital signatures.
  - A "Submit" button has been added to enable electronic submission.
  - The Tip Sheet used in the recent ARF Trainings is on the Regpacks site
- Problems with the signatures or with Adobe? Please call the **Optum Support Desk.**

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

Access to Services Journal
- Administrative staff need to follow the updated **Access to Services Journal Tip Sheet** to report access time data in CCBH. This helps ensure data accuracy.
- Find the updated **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website at:
  - https://www.optumsandiego.com/content/sandiego/en/asj.html
- Reminders:
  - Only enter journals for clients requesting an appointment. Requests for information or referrals are not entered in the journal.

Optum Website Updates
Provider Doc

UCRM Tab (continued)
- STRTP Admission Statement – Explanation and Form Fill
- STRTP Discharge Summary – Explanation and Form Fill
- STRTP Medication Note Prescribed Progress Note SC11
- STRTP Medication Flow Chart
- STRTP Transition Determination Plan - Form Fill and Explanation

Training Tab
- Access to Service Journal Tip Sheet

- o If a client requests an appointment they must have a case number. This is regardless of whether they end up accepting an appointment and is very important for State reporting.
  - o Service code 30 has been added to the Access to Services Journal service code lookup table. This is used to collect the first treatment service appointment offered and treatment service appointment scheduled.
    - ▪ **NOTE**: First treatment service refers to the first appointment after medical necessity has been determined. Using service code 30 in the Access to Services Journal is used to represent any treatment service and does not necessarily equate with an Individual Psychotherapy service.
  - o It is extremely important that the data in the Access to Services Journal is accurate. Please be conscious of the dates you are entering.
    - ▪ Appointment dates offered and scheduled should not be prior to the contact date; otherwise data errors will result.
    - ▪ Assessment and psychological evaluation appointments should precede treatment service appointments.
- Remember: please review the **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website for instructions, rationales, and tips!

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 6, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM 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 – 6th Annual QI Knowledge Forum!
- **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 will be dark for the month of July.
- It will resume in August when it will be held on **August 27th,** at National University, 9388 Lightwave Avenue, San Diego, 92123.

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**