

AUGUST 2016



QI... UP TO THE MINUTE

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

When to Notify Management Information Systems (MIS) Unit

- MIS should be notified of the following:
 - If you are opening a new facility/program
 - Receiving a unique provider ID
 - Receiving or changing an NPI number
 - DMC certification – applying for and receiving certification
 - “Service type” billing changes with additions or deletions
 - Agency or facility address changes
 - Program manager changes
 - Agency or Facility director changes
 - SanWITS user changes – additions and terminations of staff
- Please make notifications through the ADS_Data.HHSA@sdcounty.ca.gov mailbox where they will be directed to the appropriate staff.

Compliance Notice

It is important to have new facilities/programs entered into SanWITS and DATAR as soon as possible to keep compliant with state requirements. Upon DHCS assigning a provider number, the County is required to send a “Provider No Activity” Report (PNA) if there is no admission, annual update, or discharge activity. If the program is entered into SanWITS, the system will automatically generate the PNA which allows compliance with this requirement. If the program is not yet in SanWITS, the PNA is not generated and non-compliant.

Updates to the AODOPOH

- **Section A** has been updated with information regarding CYF Substance Use Disorder recovery services.
- **Section E** was updated to include Charitable Choices Regulations.
- **Section G** has multiple updates to the Monitoring the Service Delivery System section and Uniform Medical Records section.
- **Appendix A-A.A1** was updated to include more terms in the glossary.
- These updated sections can be found on the Optum website: <https://www.optumsandiego.com> → “County Staff & Providers” tab → “Organizational Provider Documents” → “AODOPOH” tab

ANNOUNCEMENTS

Updates to the OPOH

- **Appendix F.1** has been updated with information on enrollee rights and applicable federal and state laws.
- **Section R** “Quick Reference” has been updated.
- **Table of Contents** has been updated to reflect changes.
- All updated sections can be found on the Optum website.

Reminder to Programs: When to “end date” ICD-9 codes

- Even though it’s been several months since ICD-10 was implemented, there are instances where clients may still have an ICD-9 diagnosis in CCBH (for example, a client who stopped receiving services prior to October 1, 2015, returns for services now).
- It is important to enter the correct end date for any remaining ICD-9 diagnosis codes.
- All ICD-9 diagnosis codes must have end date of 9/30/15 as that is the **last day that ICD-9 codes were valid**.
- If you end date an ICD-9 code with a later date, it creates billing errors.

1

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AUGUST 2016



QI . . . UP TO THE MINUTE

DHCS on Registered Nurses and Diagnosing

- Per DHCS, it is not within the scope of practice for Registered Nurses (RNs) to determine mental health diagnoses.
- Effective immediately, if a program uses an RN to complete BHAs, a stand-alone diagnosis form should be completed and final approved by a qualified provider prior to the RN's completion of the BHA. The diagnosis/diagnoses will then prepopulate the BHA.
- The RN should note in the comments box on the Diagnosis Tab in the BHA that the diagnosis was made by a qualified provider.
- The RN will not require a co-signature for completing the BHA.

MIS Presents the Top 10 Reasons ARFs are Processed Successfully:

1. NPI: there is a match between ARF and NPI registry
2. Taxonomy is correct for the credential (and matches)
3. Credential is chosen from the drop down menus
4. License/Registration number is correct
5. A menu group is selected
6. All information is typed on the ARF
7. Signatures are on all forms: ARF, SOP and ESA
8. All forms are sent together
9. Staff that attended an ARF training are more successful
10. Comments made in Section 7 for unique requests

Recently Added to the Optum Website

Drug Medi-Cal Organized Delivery System

- [Communications Tab: QA DMC ODS Waiver 7 8 16.docx](#)

Organizational Providers Public Documents

- [AODPOH Tab: 000 – Alcohol and Other Drug Provider Operations Handbook \(pdf\)](#)
- [Forms Tab: Cerner Void Replace Service Form BLANK 7 29 2016.xlsm](#)
- [Forms Tab: MRR Tool FY16-17 FINAL Rv 07 11 16.pdf](#)
- [OPOH Tab: 060 – OPOH – Appendix F – A F 01 – Beneficiary Problem Resolution Process – Rev 06-27-16.pdf](#)
- [OPOH Tab: 093 – 1 – OPOH – Appendix G – A.G.17 – New Program Orientation -07-22-16.pdf](#)
- [OPOH Tab: 021 – OPOH – Section R – Quick Reference – 05-10-16.pdf](#)
- [OPOH Tab: 002 – OPOH – Table of Contents-06-14-16.pdf](#)
- [References Tab: Travel Time Guidelines FINAL 7 22 16.docx](#)
- [References Tab: QI Updates FY 16-17 CCBH-MIS.pptx](#)
- [References Tab: QI Updates FY 16-17 CCBH-MIS.pptx](#)
- [UCRUM Tab: INFORMED CONSENT FOR TAKING PSYCHOTROPIC MEDICATION 08 01 16.docx](#)
- [UCRUM Tab: INFORMED CONSENT FOR TAKING PSYCHOTROPIC MEDS EXPLANATION.docx](#)

Pathways to Well-Being Expansion Reminder:

- All programs now have access to the service codes for Intensive Care Coordination (ICC SC 82) and Intensive Home Based Services (IHBS SC 83).
- For more information please refer to the BHETA website at <http://theacademy.sdsu.edu/programs/bheta/pathways/> or contact the Pathways to Well-Being Interim Program Manager, Mandy (Amanda) Kaufman at Amanda.Kaufman@sdcounty.ca.gov.

FY 2014-15 Systemwide Reports for Children, Youth and Families (CYF) and Adult and Older Adult (AOA) Systems of Care

- Reports are now available on the Technical Resource Library at: http://www.sandiegocounty.gov/hhsa/programs/bhs/technical_resource_library.html (Section 6).
- Recently added reports:
 - 2016 County of San Diego Behavioral Health Services Cultural Competence Plan
 - FY 2014-15 Full Service Partnership (FSP) Systemwide Reports*
 - November 2015 Client Satisfaction State Survey Reports*

*Please reach out to your COR for program-level reports.

2

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New Programs in North County

- **Palomar Crisis Stabilization Unit (CSU)**
 - Located on the 3rd floor of Palomar Health Downtown Campus
 - No direct referrals or admits to the CSU – All clients must be screened and medically cleared through:
Palomar Medical Center Emergency Room
2185 Citracado Parkway
Escondido, CA 92029
(442) 281-5000
- **Esperanza Crisis Center**
 - Contact any START programs to find available beds and make a referral for services
490 N. Grape Street
Escondido, CA 92025
(760) 975-9939
- **New Alternatives Crisis Intervention and Response Teams**
 - Walk-In Clinic Mon-Fri 12pm-8pm, Sat 12pm-5pm for Medi-Cal or Medi-Cal Eligible youth ages 4-17
 - Program has a mobile assessment team that can meet with families in the community
 - Locations in **Escondido** and **Vista** (opening 8/22/2016)
225 West Valley Parkway, Suite 100
Escondido, CA 92025
(760) 233-0133
1020 S Santa Fe Ave, Suite A
Vista, CA 92084
(760) 233-0133

DES Update from CASRC

- SOCE is working on several upgrades in order to facilitate provider site HIPAA/Article 14 compliance.
- Q1 DES Revisions includes:
 - Modified data entry fields to accommodate alphanumeric unit/subunit IDs and more text characters in LAST NAME.
 - Removal of Social Security Number field to augment client privacy.
- Developing Q2 revisions
 - Will include more robust **logging and authentication**, and the **assignment of a Site Administrator** at each program to monitor access.
- More information will be sent prior to implementation.

Update on Group Note Corrections

- QM is currently in the process of updating Appendix 12 for the Progress Note Corrections packet.
- This new process will simplify group note corrections. Please contact QI Matters prior to making a group note correction until new appendix is distributed.

Travel Time Requirement

- Travel Time Guidelines have been updated (see QM Memo sent on August 3, 2016)
- Inclusion of "To and From" when claiming travel time is now a requirement effective August 3, 2016.

Informed Consent for Taking Psychotropic Medication Updates

- In addition to the medication name, the form now includes the following:
 - Dosage Range (how much)
 - Frequency (how often)
 - Duration (how long)
 - Oral (by mouth) or
 - Injection (by medical staff)
- Staff allowed to complete the form and meet with client for discussion are Physicians or Nurse Practitioners.
- See QM Memo sent on August 9, 2016.

3

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AUGUST 2016



QI ... UP TO THE MINUTE

Client Plan Documentation

- The client plan should be a tool for recovery, written in a way the client can understand and track progress towards recovery goals.
- For example, the “Area of Need” planning tier should not be a cut and paste of the presenting problem from the BHA. It should be a simple statement of what you and the client see as the needs to be addressed during the timeframe of the plan.
- Keep the plan simple by adding only the services the client agrees to participate in – don’t add every service code/intervention to the plan!
- Consider attending documentation training for more information on standards for client plans and all documentation that is part of the clinical record.

TRAININGS and EVENTS

Documentation Trainings

- Upcoming Documentation Trainings
 - Peer Partner Documentation Training (3 seats left)
 - Date/Time: August 26, 2016, 9:00 a.m.-12:00 p.m.
 - Location: Behavioral Health Administration
3255 Camino del Rio South
San Diego, CA 92108
La Jolla Room
 - Children’s Day Treatment
 - Date/Time: August 31, 2016, 9:00 a.m.-12:00 p.m.
 - Location: Behavioral Health Administration
3255 Camino del Rio South
San Diego, CA 92108
La Jolla Room

To register for these trainings, email Linda Oliver at Linda.Oliver@sdcounty.ca.gov.

- Be on the lookout for an announcement (with time, location and registration information) regarding this upcoming training:
 - Children, Youth, and Family Documentation Training: September 8, 2016

Quality Improvement Partners Meeting (formerly Clinical User Group)

- Focuses on systems integration and problem solving about issues/trends in our system of care.
- This meeting should be attended by program managers or their designee. Legal entities are also welcome to send a Quality Improvement representative to this meeting.
- The meeting will be held on the 4th Tuesday of the month from 2:30-4:30 p.m. **Next meeting is August 23, 2016.**
- Look for an email reminder (that includes a call-in number for a teleconferencing option) to come out shortly before each meeting.
- Location: 2-1-1 Connections Center
3860 Calle Fortunada, Suite 101
San Diego, CA 92123
Meeting Room 115

Is this information filtering down to your clinical and administrative staff?

Keep them Up to the Minute!

And remember to send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

4

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