

# Mental Health Services

## Knowledge Sharing

### e-Prescribe: Discontinuing a Medication in DHP

- Prescriptions are automatically discontinued in DHP if there is an end date in the Sig Builder and the end date has passed.
- There may be times when you want to discontinue a medication in the client's record:
  - IE: you find out the pre-existing medication prescribed by another Prescriber has been terminated, or the client has stopped taking the medication.
- Discontinuing a medication does NOT alert the pharmacy – you must contact the pharmacy directly to let them know.

### NOABD Logs

The MHP Programs shall have a written policy and procedure addressing the collecting, storing, filing and mailing of the Notice of Adverse Benefit Determinations. It is recommended that programs maintain all Notice of Adverse Benefit Determinations in a confidential location at the program site for no less than ten (10) years after discharge for adults. For minors, records are to be kept until they have reached the age of 18, plus seven (7) years.

- All MHP programs shall maintain a monthly NOABD Log on program site
- Programs shall include the following in their NOABD Logs:
  - Date NOABD was issued
  - Beneficiary response, requests, provisions for second opinions, initiation of grievance/appeal procedure and/or requests for State Fair Hearing if known

### Client Plans

- When entering client plans into CCBH, DO NOT END another program's client plan to begin your own. Prior to creating a client plan, the program should determine if the client is open to another program. If you have a client that is open to two like programs (IE: AOA Outpt/FSP) both open programs will share the same plan. The newest program will add their information to the existing plan, indicating in each tier their unit/subunit and date. Ending another program's plan will cause disallowances for the ended program. If you are unable to consult with the other program prior to creating a client plan, email QIMatters and we can help with collaboration.
- Program staff should be reminded, when selecting an objective to be linked to the service, confirm it is one provided by your program.

### Initial Screening Co-Signature

- Implementation of the requirement for a co-signature by licensed clinician on Initial Screenings completed by MHRS went live on 12/11/2019.
- This is a non-billable service which is used to determine if client meets medical necessity.

### Optum Website Updates MHP Provider Docs

#### OPOH

- **Sec F:** Updated NOABD Issuance Log Requirements for Programs
- **Sec G:** Updated County Procedure re: scheduling Medi-Cal Recertification Site Visits
- **Sec H:** Cultural Competency Training requirement for new employees updated.

### Diagnosis Forms

- Diagnosis forms completed at time of admission should be dated to match date client was opened to program/date of admission.
- If dates do not match, this will create an issue for CSI.

### Suicide is a public health issue

Consider developing a **Suicide Postvention Plan** in your workplace.

- Postvention refers to the care and support for those impacted by the completed suicide, known as loss 'survivors'.
- Survivors may be relatives, friends, or professional staff who regularly interacted with the deceased.
- The aftermath of suicide often presents conditions of complex responses.
- A postvention plan can mitigate negative effects of exposure to suicide, promote healing for survivors, first responders, the broader community, and reduce risk for those who may be vulnerable.
- We suggest keeping a binder onsite with resources for information, educational materials, online forums, books, helplines, and support for clinicians and collateral after a death by suicide impacting your program.

Please contact us as QIMatters [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) if you would like more information or links to resources.

### National Guidelines

<https://www.sprc.org/sites/default/files/migrate/library/RespondingAfterSuicideNationalGuidelines.pdf>

### On Suicide Loss

<https://suicidology.org/resources/suicide-loss-survivors/>

### For Clinicians

<http://cliniciansurvivor.org>

### OPOH Updates

- **Section F** was updated to include the requirement for programs to maintain a NOABD Log to track issuance.
- **Section G** was updated to detail County Procedure for scheduling Medi-Cal Recertification Site Visits.
- **Section H** was updated to remove the 90-day Cultural Competency training requirement for new employees. New employees now have one (1) year to complete required Cultural Competency training.

### Management Information System (MIS)

### Cerner Reminder

- For questions regarding Cerner products or functions, please call or email Optum Support Desk at 800-834-3792 or [SDHelpdesk@optum.com](mailto:SDHelpdesk@optum.com). **Please do no call Cerner directly!**

## Training and Events

### Documentation Training

- **Adult/Older Adult Documentation Training:** Thursday January 23, 2020 from 9:00AM to 12:00PM. This training will be delivered via **WebEx** and attendees will logon remotely via computer. Registration process is the same as live documentation trainings.
- **RCA (Root Cause Analysis) Training:** Thursday January 30, 2020 from 9:00AM to 12:00PM, County Operations Center, 5560 Overland Ave, Room 124, San Diego CA 92123

### QI Practicum

- **General Provider Practicum:** Thursday January 9, 2020 from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Drive, Room 120, San Diego CA 92123.
  - This practicum is intended for all levels of direct service providers, focusing on Progress Note documentation.

### Training Registration Information

- Please be aware when registering for required or popular trainings, either with the County or a contracted trainer, there may be a waiting list.
- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account.
- When registered for a training, please be sure to **cancel 24 hours prior to** the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. **Program Managers will be informed of No-Shows to the trainings.**
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- When registering for a training, please include the name of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

### Quality Improvement Partners (QIP) Meeting

- Next QIP Meeting will be held on January 28<sup>th</sup>, 2:30PM to 4:30PM, at National University, 9388 Lightwave Ave, San Diego CA 92123.

## New QM Specialist

- **BHS QM Team welcomes Jill Michalski, LCSW!** Jill joins our team with extensive knowledge of Utilization Management including Inpatient, Outpatient and Specialized Psychiatric programs for adults and children. Jill joined BHS in September 2019, bringing her experience working with Magellan Health providing authorization and concurrent review of psychiatric, eating disorder and SUD authorizations for Blue Shield Exchange beneficiaries. Jill's past clinical experience includes working as an Integrated MH Clinician providing Outpatient services in community-based settings with Family Health Centers, school-based therapeutic services in elementary day treatment settings for New Alternatives and the development of a school-based mobile crisis team for Fresno County Children's Mental Health. Jill has completed UCSD's Play Therapy Program and has specialized interest in play therapy and animal-assisted therapy. When not working on QM matters, Jill enjoys cooking, travel and hosting themed dinner parties for friends! You can find Jill at [Jill.Michalski@sdcounty.ca.gov](mailto:Jill.Michalski@sdcounty.ca.gov)

- **BHS QM Team welcomes Emily Duval, LPCC!** Emily brings her two decades+ of clinical experience including 10 years as a practitioner in the United Kingdom. Prior to joining BHS in September 2019, Emily worked in Employee Assistance Programs, higher education setting, hospital/occupational psychology, MHN managed care, and private practice. Emily has specialized in complex grief and the aftermath of suicide (Postvention) since 1998. She is currently working on her PsyD dissertation on Postvention in Organizations. You can find Emily at [Emily.Duval@sdcounty.ca.gov](mailto:Emily.Duval@sdcounty.ca.gov)

**Happy Holidays from the QM MH Team!**



**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.hsa@sdcounty.ca.gov](mailto:QIMatters.hsa@sdcounty.ca.gov)