



Mental Health Services



Knowledge Sharing

Reporting of All Beneficiary Deaths

- When a program has a client that expires, they will report the death to the MEDS Coordinator for the County of San Diego.
- Program will send an email to 37Crdnt.HHSA@sdcounty.ca.gov to include the Name, Social Security Number, Date of Birth and Date of Death of the beneficiary.
- Program shall save a printed copy of the email as proof of notification.
- QM will monitor this as part of the Medi-Cal recertification process.

Closed Captioning for ASJ Video Tutorial

- The Access to Services Journal video tutorial now offers closed captioning.
- The video tutorial can be found on the Optum website at: <https://www.optumsandiego.com/content/sandiego/en/asj.html>

New MIS-19 Report

- New progress note report that will track non-final approved notes without service attached, therefore no encounter on the notes.
- Programs will only receive this report if they have notes that fall in this category, otherwise this will not be a part of the package.
- If your program receives the report, the expectation is to correct the errors.

Diagnosis Form Reminder

- When creating or updating a diagnosis form, remember not to change the begin date of a pre-existing diagnosis.
- This will cause all billing attached to that diagnosis to go into suspense and create errors within the system of care.

OPOH Updates

- **Section A:** This section was updated to include information on the HOW Service model.
- **Section M:** This section has been updated to include the Credentialing and Recredentialing process.

Optum Website Updates MHP Provider Documents

Communications Tab

- CYF Memo – IHBS Prior Authorization
- CYF Memo – STRTP Release of Forms
- CYF Memo – Revised UM Request Form

Forms Tab

- IHBS Prior Authorization Request
- IHBS Prior Authorization Request - Explanation

Manuals Tab

- 5150 Training Manual

OPOH Tab

- Section A – HOW Service Model
- Section M – Credentialing and Recredentialing Process

UCRM Tab

- UM Request Form
- UM Request Explanation

UTTM Tab

- FY 18-19 UTTM

Management Information Systems (MIS)

ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site
- 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!**

Training and Events

Documentation Training

- **Support Partners Training:** Monday September 30, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Documentation Practicum:** Thursday September 19, 2019 from 2:00 PM to 4:00 PM. Focus is on all staff that need assistance with notes. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Ramona Room.
- **QI Practicum:** Friday October 4, 2019, from 9:00 AM to 11:00 AM. Focus of this is for program level QI staff and PMs. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **September 24th**, 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**