



**Knowledge Sharing**

**Adult/Older Adult SOC Update**

- Services provided by Employment (ES) and Housing Specialists (HS):
  - ES and HS may not provide or claim for Specialty Mental Health Services (SMHS).
  - To account for productivity for employment and housing services, use service code 815, non-billable support service code.
  - See 9/7/18 memo, “Specialty Mental Health Services Billing for Employment and Housing Specialists” posted on the Optum website.

**Evaluation of Records**

- Service code 14, Evaluation of Records, may be used to claim for reviewing electronic records from other providers within BHS system of care.
- Documentation shall indicate which electronic records were reviewed and how they informed the assessment process.
- The time spent reviewing a client’s electronic record is added to the service time claimed.

**Outside Facility Selection for Clients in a Hospital**

- Clarification on which service indicators to use when a client is hospitalized and how to find the name of the hospital from the outside facilities table.
  - “Inpatient-Full Scale Hospital/SNF” is selected by using Place of Service Indicator “D”. These are hospitals that have a psychiatric unit within a hospital that offers other medical services.
  - “IP Free Standing Hospital/IMD” is selected by using Place of Service Indicator “K”. These facilities provide psychiatric care services only. They do not provide medical treatment to supplement their services.
  - After selecting the appropriate place of service by hospital type, select the name of the Hospital from the “Outside Facility” table.
  - **NOTE:** This table lists all schools in the County as well as the Hospitals.
  - Begin your search by entering the letters “HOS” which will take you to the listed hospitals.

**New RegPack will replace RegOnline - October 1, 2018**

- RegOnline is being replaced with a new platform called RegPack
- Major benefits include system logic to better guide staff into the appropriate classes and backend performance.
- For January 2019 CCBH classes (which will open on 10/1/18) providers will register via RegPack instead of RegOnline.
- Optum Support Desk will continue to provide support for registration questions.

Optum Website Updates  
Org. Provider Docs

**References Tab**

- MIS-25 Program Listing Report

**Communications Tab**

- QM Memo - Specialty Mental Health Services Billing for Employment and Housing Specialists

**UCRM Tab**

- Client Assignment Form
- BHA – Adult Walk In Form

**Training Tab**

- Group Progress Note Corrections for Administrative Staff
- Group Progress Note Corrections for Clinical Staff
- Progress Note Corrections for Administrative Staff
- Progress Note Corrections for Clinical Staff
  - All with Appendices
- Group Master Progress Note Correction Matrix
- Individual Master Progress Note Correction Matrix
  - Both Updated

### Pathways to Well-Being

- Child and Family Team (CFT) Meeting Facilitation Program Rollout Mandated Utilization Bulletin 2018-5, sent on August 29, 2018, announced the new CFT Meeting Facilitation Program rollout and referral form.
- The bulletin, referral form, and explanation can be found on the BHETA website (link below) under the CFT Meeting Facilitation Program link <https://www.fredfinch.org/cft/>
- The Pathways to Well-Being and Continuum of Care Reform six-hour training still has seats available for the following dates:

**October 4, 2018**

**December 6, 2018**

**February 7, 2019**

**May 22, 2019**

**Note: Courses scheduled from 9 a.m. to -4 p.m.**

The focus of the training is an overview of collaborative care with youth and families served by Behavioral Health Service (BHS) providers, along with specific information pertaining to the BHS provider role in the Child and Family Team (CFT). The training will focus upon different sectors including BHS, Child Welfare Services, Probation, Youth/Family, and the roles and responsibilities of CFT participants in both Enhanced Services CFT meetings and Continuum of Care Reform CFT meetings.

Providers are strongly encouraged to attend and will receive six continuing education credits upon completion. Attendees must complete required prerequisites prior to registration. Please visit:

<https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/>

### Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/material along with contact information for PWB Liaisons can be found on BHETA website:  
<https://theacademy.sdsu.edu/programs/BHETA/pathways/>

### Management Information System (MIS)

#### ARF Tip of the Month

- Improve onboarding of new hires.
- Send in all ARF paperwork ASAP before a training so your staff can get access to accounts and training. Classes close 2 weeks prior to each training, and late registrants CANNOT be put into a class after an exclusion email goes out.
- An accurate ARF gets processed more timely than an incomplete ARF. **Thank You!**

### Training and Events

#### Documentation Trainings

- **Support Partners Documentation Training:** Tuesday, October 23, 2018, from 9:00 AM to 12:00 PM.
- **Root Cause Analysis Training:** Thursday, October 25, 2018, from 9:00 AM to 12:00 PM
  - October trainings will be held at County Operations Center 5500 Overland Ave., San Diego, CA 92123 - 1st Floor, Room 120.
- **A/OA and CYF Documentation Trainings** are planned for November - Stay Tuned for dates and locations!



- Cancel registration at [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov) to allow those waitlisted to attend.

**Quality Improvement Partners (QIP) Meeting**

- QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- This month it will be held on September 25<sup>th</sup>, at 3851 Rosecrans Street, San Diego, CA 92110, Coronado Room.
- Call-in Option available. An email will be sent out prior to the meeting with the call-in information included.

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