

SEPTEMBER 2014



QI ... UP TO THE MINUTE

ANNOUNCEMENTS

Appointment Reminder Calls

- Program Managers - If you are interested in your program using the automated appointment reminder system for your client appointments, email a request to QIMatters.hhsa@sdcounty.ca.gov

Department of Health Care Services (DHCS) System-Wide Review

- The DHCS System-Wide review will be the week of February 2nd, 2015!
- QM Staff may be contacting your program over the next months for assistance in finding supportive evidence for this review. More details will be coming soon!

Program Integrity

- Both Federal and State levels are concerned about program integrity when completing Medi-Cal Certification and Recertification reviews of County operated programs.
- BHS will be closely following DHCS requirements when conducting Medi-Cal Certifications and Recertifications of County contracted programs in order to be in compliance with their Managed Care Contract with DHCS.
- Remember that your Program Integrity Process is due to County QM by December 31, 2014!

Serious Incident Report (SIR) and Serious Incident Report of Findings (SIRF) Forms

- Many programs continue to use the old SIR and SIRF forms.
- Please be sure to use the revised forms (with revision date of 7-15-14.)
- The revised forms are on the Optum website at <https://www.optumhealthsandiego.com> → Forms Tab → BHS Serious Incident Report FINAL 07 15 2014 and BHS Serious Incident Report of Findings FINAL 07 15 2014.

Regional Center Clients

- A friendly reminder to document on the BHA if your adult client is also being served through the San Diego Regional Center.
- There is a radio button under the “Legal Status/Case Manager/Payee” prompt at the top of the Adult BHA for this purpose.

“No Shows” for QM Training Sessions

- QM offers a number of documentation and RCA trainings throughout the year.
- These sessions tend to fill quickly due to the number of new staff that need to be trained, which leads to creation of a waiting list for training sessions.
- Recently, there have been multiple “no shows” to the trainings, which creates hardship for other program staff waiting to get into a “closed” session.
- PLEASE take a moment to send a cancellation email in a timely fashion once you know you will not be able to attend a session. This will allow for staff on the wait list to be offered your spot.
- Send your cancellation emails to Linda Oliver at: Linda.Oliver@sdcounty.ca.gov

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New ESU BHA

- As of September 5, 2014, a revised BHA for the ESU program has been added to Anasazi.

FROM MIS

- Please be sure to use your Anasazi account often. As part of a Continuous Improvement Project to better safeguard Protected Health Information, MIS will soon be implementing an updated policy to inactivate user accounts with no recent activity.
- Stay tuned for more details to come at the September Users' Groups meetings and in next month's Up To the Minute.

DOCUMENTATION STANDARDS

Improving Quality of Documentation in Progress Note Interventions

- A reminder that "Therapeutic Non-Specifics" (such as "supported client," "listened empathically," "encouraged client," etc.) are elements of the provider's skill set but are not by themselves interventions. Without elaboration, these statements do not describe intervention which meet the standards of specialty mental health services and are not Medi-Cal reimbursable interventions.
- Use behavioral language to describe what you are doing with the client to help them address symptoms/impairments and to reach client plan goals and objectives.
- Some examples:
 - Assisted John in identifying the cognitive distortions of "All or Nothing" thinking and "Should Statements" as increasing his symptoms of depression (sadness and feelings of guilt) over his inability to find a part-time job. Used the Triple Column technique with John to challenge these distorted thoughts and replace them with more rational responses.
 - Taught Jane the "The Loud Choice," "the Soft Choice," and the "Think and Share Choice" for managing her tantrum behavior. Role played the "Think and Share Choice" using a recent event with her step-brother as the scenario.

BILLING

How to Use the Progress Note Correction Matrix

- Recently, the QM unit emailed a matrix to programs to assist in the progress note correction process.
- The matrix helps users identify the specific scenario that applies to the progress note error in question and directs the user to the appropriate appendix in the progress note correction packet.
- **The matrix works in conjunction with the progress note correction package – it does not replace it!**
- There are important steps in the progress note correction packet appendices that must be followed.
- So consult the matrix to identify the specific scenario for the correction and find which appendix to use. THEN follow all directions in that appendix.
- The matrix can be found on the Optum website at: <https://www.optumhealthsandiego.com> → References Tab

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Travel Time Documentation

- A reminder to follow the “MHP Guidelines & DHCS Feedback: Claiming for Travel Time” document that was distributed as part of the QM meeting with the System of Care on July 18, 2014.
- Specifically, you must document the starting and ending point in a progress note when claiming for travel between different off-site locations when providing services to more than one client.
- Other guidelines include how to claim travel time when starting or ending at home, travel time with multiple staff, and travel time for multiple clients at the same location.

SPOTLIGHT ON... SERVICE CODE 14

- The definition of Service Code 14 is, “Evaluation of hospital records, other psychiatric reports, psychometric and/or projective tests, and other accumulated data for clinical diagnostic and treatment purposes.”
- Credential types authorized to claim for this service are ASW, MFT, Registered PhD, MD, Physician Assistant, MHRS, IMFT, Trainee, PsyD (licensed or waived), DO, MD Trainee, Waivered MFT, Waivered LCSW, Waivered PhD, LCSW, Licensed PhD, Registered PsyD, Nurse Practitioner, RN, Waivered Psy Candidate, LPCC, PCI.
- This code may be claimed if staff are reviewing reports/records/test results from OUTSIDE of the program. This code may NEVER be used for reviewing information provided by other staff within your program.
- It is not enough to document that this outside information was reviewed. Documentation in the progress note for this service code should substantiate how the information reviewed will be used/applied to help the client address his/her impairments that result from the Title 9 Included Diagnosis he/she carries.

UPCOMING TRAININGS

- Children’s Outpatient Program Documentation Training
 - October 23, 2014. 9 a.m. – 12 noon, La Jolla Room at BHS Administration Building, 3255 Camino del Rio South.
- Adult Outpatient Program Documentation Training
 - November 17, 2014. 9 am – 12 noon. La Jolla Room at BHS Administration Building, 3255 Camino del Rio South.
- Reserve your seat by emailing Linda Oliver at: Linda.Oliver@sdcounty.ca.gov



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

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And now...



You’re up to the minute!!!

09/15/14