

## Mental Health Services - Up To The Minute



### General Updates

#### Coming Soon: Beneficiary Material Updates

- DHCS has integrated the SMHS and DMC-ODS Beneficiary Handbooks into one combined handbook. The integrated Behavioral Health Member Handbook will be effective January 1, 2025.
- QA is currently working on updating the handbook to include county-specific information and align updates as specified in [BHIN 24-034](#).
- QA will be providing a Summary of Changes to outline significant updates at least 30 days prior to the release of the handbook.
- QA will notify programs once the updated handbook (along with translated versions) is available on the Optum site and when prints are available for ordering.

**Special Population Update in SmartCare to reflect AB 352:** In order ensure that medical records containing sensitive information such as counseling regarding abortion care, contraception and gender affirming care is not shared with states that have criminalized these kinds of care, SmartCare has developed specific special population categories to identify clients' records for review and redaction by HIMS prior to releasing them to providers in these states. Find out more at <https://2023.calmhsa.org/ab-352-compliance-how-to-add-new-indicators-to-a-clients-record-in-special-populations/> AB 352: [Bill Text - AB-352 Health information. \(ca.gov\)](#)

### Reminders

#### Transition of Care Tool Reminder

Reminder to all programs that when referring to the Managed Care Plan MH (MCP) providers, a Transition of Care Tool is required to be completed and forwarded to the MCP by the methods outlined in the OPOH [OPOH Section C](#) and Transition of Care Tool Explanation Sheet located on the Optum Website <https://www.optumsandiego.com/content/dam/sandiego/documents/organizationalproviders/forms/Transition%20of%20Care%20Tool%20for%20Medi-Cal%20Mental%20Health%20Services%20-%20Explanation%20Form%201.1.24.docx> Care Coordination activities to facilitate warm transfers are required by DHCS.

**Screening Tool and Transition of Care Contact Card**

Health Plan	Screening Form Transfers and Hours of Availability	Transition Tool Referrals & Contact Card	Behavioral Health Liaison	Behavioral Health Dept.	Health Plan Primary Liaison
Blue Shield CA Promise Health Plan	24/7: 855-321-2211 Forms: <a href="mailto:MediCalMentalHealth@blueshieldca.com">MediCalMentalHealth@blueshieldca.com</a>	David Bond (562) 580-6229 <a href="mailto:David.Bond@blueshieldca.com">David.Bond@blueshieldca.com</a>	1-855-321-2211	Kim Fritz (619) 528-4817 <a href="mailto:Kimberly.fritz@blueshieldca.com">Kimberly.fritz@blueshieldca.com</a>	
Community Health Group	24/7 BH line 619-348-7014	Salvador Tapia 1-800-404-3332 <a href="mailto:stapia@chgsd.com">stapia@chgsd.com</a>	1-800-404-3332	Salvador Tapia (800) 404-3332 <a href="mailto:stapia@chgsd.com">stapia@chgsd.com</a>	
Kaiser Permanente	M-F: 8a to 5p Psychiatry Call Center 877-496-0450 Tools Fax: 858-451-5199	Transition Tools Fax: 858-451-5199 Questions: <a href="mailto:Michele.k.buland@kp.org">Michele.k.buland@kp.org</a> <a href="mailto:Courtney.L.Hottinger@kp.org">Courtney.L.Hottinger@kp.org</a>	Katie Ahearn-Edwards (858) 451-5177 <a href="mailto:Katherine.c.ahearn-edwards@kp.org">Katherine.c.ahearn-edwards@kp.org</a>	1-833-579-4848	Dinusha Desilva <a href="mailto:dinusha.x.desilva-carrasco@kp.org">dinusha.x.desilva-carrasco@kp.org</a>
Molina Healthcare	<a href="mailto:MHC_BH_Solutions@Molinahealthcare.com">MHC_BH_Solutions@Molinahealthcare.com</a> Cc: <a href="mailto:MHC_BH_Solutions@Molinahealthcare.com">MHC_BH_Solutions@Molinahealthcare.com</a>	Elizabeth Whitteker (858) 974-1725 <a href="mailto:Elizabeth.Whitteker@Molinahealthcare.com">Elizabeth.Whitteker@Molinahealthcare.com</a>	1-888-665-4621	Katy Olmos-Ly (562)542-2420 <a href="mailto:Katy.olmos-ly@molinahealthcare.com">Katy.olmos-ly@molinahealthcare.com</a>	

## Knowledge Sharing

### System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com).
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.
  - A new feature, *Public Address*, allows modifications to the site address displayed in the Provider Directory. Please note this change will not affect the site address within SmartCare.

DHCS [Behavioral Health Information Notices \(BHINs\)](#) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov).

### Medi-Cal Transformation (aka [CalAIM](#))

- Visit the [CalAIM Webpage for BHS Providers](#) for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS.
- For general questions on local implementation of Medi-Cal Transformation, email [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Electronic Health Record Updates

### Combined Mental Health and Substance Use Disorder SmartCare Townhall

BHS and System of Care subject matter experts have begun the implementation process with CalMHSA and SmartCare. BHS would like to extend the invitation for a high level, introduction to the process and project via Teams.

- Tuesday, November 12, 2024, 10:00 am – 11:00 am. [Click here to join the meeting.](#)
- Tuesday, December 17, 2024, 2:00 pm – 3:00 pm. [Click here to join the meeting.](#)

If you would like a reminder for your calendar, or experience any technical difficulties with the virtual session, please contact [Christian.Soriano2@sdcounty.ca.gov](mailto:Christian.Soriano2@sdcounty.ca.gov).

## Training and Events

### Root Cause Analysis Training

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Tuesday, December 10, 2024, from 9:30 am to 12:30 pm**. This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.**

Due to high demand, **all registration approvals will remain pending until space becomes available on the roster.**

[Please click here to register.](#)

If you have any questions regarding your registration, please contact [christian.soriano2@sdcounty.ca.gov](mailto:christian.soriano2@sdcounty.ca.gov). If you have any questions regarding the content of this training, please contact [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov).

## QA MH - UP TO THE MINUTE November 2024



### Other important information regarding training registrations:

- Please be aware when registering for required or popular trainings, either with the county or a contracted trainer, there may be a waiting list.
- When registered for a training, please be sure to **cancel within 24 hours of the training if you are unable to attend**. This allows those on a wait list the opportunity to attend. **Program Managers will be informed of no shows to the trainings.**
- **When registering for a training please include the name of your program manager.**
- We appreciate your cooperation with following these guidelines as we work together to ensure the training of our entire system of care.

### Mental Health Providers' Audit Leads Practicum

The next **Audit Leads Practicum** session is scheduled for **Friday, December 6, 2024, from 9:00 am – 12:00 pm**. The Audit Leads Practicum is conducted by a BHS QA Supervisor and a QA Specialist. It is suitable for program managers, as well as QI staff. This training reviews the MRR tool and how each question on the tool is evaluated by the BHS Mental Health QA team during an audit. The training will also go into State and Federal guidelines as they relate to the MRR process.

This training will be held online, via Microsoft Teams. [To register, please click here.](#) If the session reaches capacity, please contact [ChristianSoriano2@sdcountry.ca.gov](mailto:ChristianSoriano2@sdcountry.ca.gov). Registrants will be notified of their registration status or changes in their status via email.

**If you need to cancel, or experience any technical difficulties with registration, please contact [Christian.Soriano2@sdcountry.ca.gov](mailto:Christian.Soriano2@sdcountry.ca.gov).**

If you have any questions regarding the content of this training, please contact [QIMatters.HHSA@sdcountry.ca.gov](mailto:QIMatters.HHSA@sdcountry.ca.gov). We hope to see you there.

### Other important information regarding training registrations:

- Please be aware when registering for required or popular trainings, either with the county or a contracted trainer, there may be a waiting list.
- When registered for a training, please be sure to **cancel within 24 hours of the training if you are unable to attend**. This allows those on a wait list 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

Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting, **Wednesday, December 18, 2024, from 1:00 pm to 3:00 pm**. These meetings are intended to update the system of care (SOC) with recent and/or upcoming changes or announcements, as well as provide a live channel for SOC staff regarding their questions and concerns. The intended audience of these meetings are SOC leadership and QA/QI/compliance staff. ASL interpreters are available every session.

If you experience any technical issues during the virtual session, please contact [Christian.Soriano2@sdcountry.ca.gov](mailto:Christian.Soriano2@sdcountry.ca.gov). If you have any questions regarding these meetings, please contact [QIMatters.HHSA@sdcountry.ca.gov](mailto:QIMatters.HHSA@sdcountry.ca.gov).

## QA MH - UP TO THE MINUTE November 2024



### QA Office Hours

Please see the schedule below for the November 2024 virtual Office Hours sessions. **Office Hours are intended to be attended and utilized by line/direct service staff as well as program managers and QI staff; the focus is to cover any CalAIM documentation reform items. Please come prepared with any questions for our Quality Assurance Specialists.** Each session is held once a week, with alternating Tuesdays (9 am to 10 am), and Thursday (3 pm to 4 pm), barring any County observed holidays.

**Registration is not necessary. If you need an ASL interpreter, please notify us at least 7 business days before your preferred session.** If you have any further questions/comments regarding these sessions, please contact [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov). Sessions for future months are forthcoming.

November 2024 sessions:

- Thursday, November 14, 2024, 3:00 pm – 4:00 pm:
- Tuesday, November 19, 2024, 9:00 am – 10:00 am:

[Click here to join the meeting](#)

[Click here to join the meeting](#)

### Technical Support Hours

To continue supporting users in SmartCare, Optum will offer Technical Support Hours (formerly titled Office Hours) on an ongoing basis. Please see below for details, including how to join:

Technical Support Hours: Technical Support Hours are virtual sessions where users can “drop in” based on role. These are intended for program staff who know what function they want to perform in SmartCare and would like a refresher on how to do it. Optum staff won't be advising program staff what they should do in the system, nor will they resolve live access issues or elevate system issues.

The following Technical Support Hours are available, and users can drop in by joining this MS Teams Link: MS Teams Link: [Join the meeting now](#)

Date	Day	Time	Technical Support Hours
5-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
6-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
7-Nov	Thursday	2pm-3pm	Outpatient Admin Clerical Front Desk
12-Nov	Tuesday	2pm-3pm	Outpatient Prescribers
13-Nov	Wednesday	2pm-3pm	Program Managers, CORS, & QA
14-Nov	Thursday	2pm-3pm	Outpatient Nurses
18-Nov	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
19-Nov	Tuesday	2pm-3pm	Admin Billing Only
20-Nov	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
21-Nov	Thursday	2pm-3pm	Outpatient Prescribers
25-Nov	Monday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers
26-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
27-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
2-Dec	Monday	2pm-3pm	Outpatient Admin Clerical Front Desk
3-Dec	Tuesday	2pm-3pm	Outpatient Prescribers
4-Dec	Wednesday	2pm-3pm	Program Managers, CORS, & QA
5-Dec	Thursday	2pm-3pm	Outpatient Nurses
9-Dec	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
10-Dec	Tuesday	2pm-3pm	Admin Billing Only
11-Dec	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
12-Dec	Thursday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers

## Management and Information Systems (MIS)

### Reorganized: Management Information Systems (MIS)

**System Administration and Access** – managed by Cheryl Lansang

Contact: [cheryl.lansang@sdcounty.ca.gov](mailto:cheryl.lansang@sdcounty.ca.gov) or call 619-578-4111

**Program Integrity (PI) and Reporting** - managed by Dolores Madrid-Arroyo

Contact: [dolores.madrid@sdcounty.ca.gov](mailto:dolores.madrid@sdcounty.ca.gov) or call 619-559-6453

### Licensed Providers

- Monthly reports will be generated to capture all licenses that will expire within the month
- Users will receive a courtesy email notification
- Users are responsible to renew license promptly and must notify MIS to avoid access disruption in SmartCare

### New MIS Email Boxes are NOW ACTIVE

- [BHS EHRSupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRSupport.HHSA@sdcounty.ca.gov)
  - **Refer** all support questions that cannot be addressed by the CalMHSA Support Desk
    - **Reminder: CalMHSA should be the first line of support**
  - **Refer** all CCBH related questions and/or CCBH ARFs
- [BHS EHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov)
  - **Refer** all ARFs and Access concerns related to SmartCare or SanWITS
- **These four email boxes below are being discontinued/removed (Do Not Use):**
  - [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov)
  - [BHS EHRProject.HHSA@sdcounty.ca.gov](mailto:BHS_EHRProject.HHSA@sdcounty.ca.gov)

### Avoid Delays with ARF Processing: Common Errors

- Incomplete form – missing fields
- Missing or incorrect user roles
- Hand-written forms – **Forms must be typed**
- Program name must be typed out – **Do not send number in place of name**
- Incorrect Taxonomy number

## QI Matters Frequently Asked Questions

**Q:** Are there updates on the Assembly Bill 890 allowing Nurse Practitioners (NPs) to review other NPs in Medication Monitoring?

**A:** The Clinical Director of Behavioral Health Services has advised that NPs who fully qualify for the 103 path may be permitted to review other qualified NPs in the quarterly Medication Monitoring process. [103 NP Eligibility](#) is outlined here [Assembly Bill 890 \(ca.gov\)](#) Effective as of FY24-25. This provision does not currently extend to Physician's Assistants.

Please reference Section G.11 of the OPOH for guidance on Medication Monitoring Committees and procedures.



## QA MH - UP TO THE MINUTE November 2024



**Q:** In SmartCare, is there a way for a program manager to sign/final approve notes by a former provider who has left the program?

**A:** Yes, the Program Manager/Director would be able to sign off. Please see the guidelines, starting with reassigning the note to yourself:

- [How to Reassign a Clinical Document - 2023 CalMHSA](#)
- [When a Provider Leaves: Unfinished Clinical Documentation - 2023 CalMHSA](#)

## Optum Website Updates: MHP Provider Documents

### OPOH Tab:

- On 10/03 [OPOH Section Q](#) added ancillary claims language and information for contracts that remained Cost Reimbursement to the MH providers with Housing Budget section, as well as update on Fee For Service language.
- On 10/18 the following were updated:
  - [Table of Contents](#) had section headings modified.
  - [OPOH Section M](#) – due to revised language regarding MHRS scope of practice and addition of approved procedure for contributing to CalAIM assessment sections within scope of practice, also changed ratio from 1:40 to 1:49 to reflect number of unduplicated clients per direct clinical FTE.
  - [OPOH Section N](#) – removed CRAFFT assessment information, updated how to enter PSC-Y and CANS through SmartCare.
  - [OPOH Section R](#) - added CalMHSA emails for access issues, CalMHSA help desk email/phone number, and CalMHSA Live Chat website address.
- On 10/21 the following were updated:
  - [OPOH Section C](#) – modified Network Adequacy, OON requirements and Provider to beneficiary ratios.
  - [OPOH Section D](#) – assessment timelines were updated.
- On 10/24 [OPOH Section J](#) had updated Fiscal & Budget team information, added section for Gift Card usage, update to Disallowance and Recoupment section.
- The [OPOH](#) was updated 10/23/24 to account for most recent OPOH changes.

### References Tab:

- FY 24-25 [FWA Reference Document](#) and [Reasons for Recoupment SMHS](#) were posted 10/15/24.

### UCRM Tab:

- An updated [CalAIM Assessment Explanation Sheet](#) to account MHRS/LVN/LPT/Registered PsyD/Ph.D are not being able to complete the CalAIM Assessment in SmartCare and how they can still document their assessment in a service note was uploaded 10/08/24.
- A [Psych Medical Service Note](#) was created and added 10/17/24.
- The [PSC-35 Explanation Sheet](#) was revised and posted 10/22/24.
- The downtime [Service Note](#) was reviewed and uploaded 10/24/24.
- The [Care Plan Explanation Sheet](#) was revised to indicate who can complete a Treatment Plan for Medicare or Medi-Medi clients and processes if the Treatment Plan was not created and signed by the MD/DO was posted 11/01/24.

### SmartCare Tab:

SOC Information and Resources

- A new [EHR Implementation FAQ](#) was posted 10/26/24.

Resources | Training Header

- A [Guide for Group Documentation Tips for Mixed Programs](#) was added 10/14/24.

Resources | Requirements and Functionality Header

## QA MH - UP TO THE MINUTE November 2024



- A new [SmartCare Workflow for MH and SUD](#) was posted 10/10/24.
- [FY 24-25 NOABD Log](#) was added 10/17/24.
- A revised [SmartCare Service Code Crosswalk](#) to include new minimum service times was uploaded 10/24/24.
- The [UMDAP Financial Assessment in SmartCare](#) guide was posted 10/24/24.
- A [SmartCare Scanning Documents Job Aid](#) was added 10/30/24.
- A guide for [SmartCare How to Find Incomplete Scants Imports](#) was uploaded 10/31/24.

### SmartCare Information Notices Header

- [BHS Info Notice 09/25/24](#) summarizing recently shared communication and guidance since SmartCare go-live was uploaded 11/01/24.
- [BHS Info Notice 11/05/24](#) was posted with most current information regarding SmartCare on 11/07/24.

### Town Hall PowerPoint Presentations Header

- The [EHR Town Hall](#) for 10/08/24 was added

**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)**