



Mental Health Services



Knowledge Sharing

Authorization of Specialty Mental Health Services

- Department of Health Care Services (DHCS) IN 19-026 issued to county Mental Health Plans (MHPs) regarding the authorization of specialty mental health services (SMHS).
- Effective July 1, 2019, the following SMHS will require **initial** authorization and concurrent review for ongoing services:
 - Crisis Residential Treatment Services (CRTS)
 - Adult Residential Treatment Services (ARTS)
- Effective August 1, 2019, the following SMHS will require **prior** authorization and concurrent review for ongoing services:
 - Therapeutic Behavioral Services (TBS)
 - Day Treatment Intensive
 - Day Rehabilitation
 - Therapeutic Foster Care (TFC)
 - Intensive Home-Based Services (IHBS)
- Further communications regarding the authorization processes for these services will be coming soon.

Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

OPOH Updates

- **Section E:** This section was updated to direct users to the Healthy San Diego and Optum websites, remove HMO language and replace with MCP, and remove statements indicating a ROI was mandatory for coordinating care with PCP. HIPAA does not require a ROI for coordination of care.

Pathways to Well-Being

- As of July 1, 2019, providers are required to keep a copy of the CFT Meeting Referral Form in the hybrid chart for all CFT meetings attended. For more information please see Pathways to Well-Being

Optum Website Updates MHP Provider Documents

Forms Tab

- Beneficiary Materials MHP Order Form

Manuals Tab

- Outcome Measures Manual San Diego CSS Programs

OPOH Tab

- Organizational Providers Operation Handbook (Complete Handbook)
- Section E – Integration with Physical Healthcare

References Tab

- Clinical Standards for Client plans
- CYF Brief Treatment Model
- Tip Sheet for Billable Services
- Trauma-Informed Care Code of Conduct

UCRM Tab

- BHA Adult and Children Paper Form Fill Instructions
- Client Plan Form Fill and Signature Page
- Day Treatment Weekly Summary
- Discharge Summary Paper Form Instructions
- LOCUS Instrument Version 20
- Medication Progress Notes – SC24 thru SC28
- STRTP Admission Statement – Explanation and Form Fill

Bulletin 2019-3: Updated PWB Procedure for CFT Meeting Referral Form email sent to providers on 6/25/19.

- Each year, PWB in collaboration with QM, updates the PWB section of the Medical Record Review Tool (MRR). The new MRR tool goes into effect July 1, 2019 and the PWB section can be viewed on the 2019-4 PWB Bulletin sent providers on July 8, 2019.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
 - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
 - Completion of the revised course is required within 60-days of hire.
 - Great refresher for those who took the original eLearning and includes updated CCR and ICPM information.

Optum Website Updates
MHP Provider Documents

UCRM Tab (continued)

- STRTP Discharge Summary – Explanation and Form Fill
- STRTP Medication Note Prescribed Progress Note SC11
- STRTP Medication Flow Chart
- STRTP Transition Determination Plan - Form Fill and Explanation

Training Tab

- Access to Service Journal Tip Sheet

Information Reminder

- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website:
<https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site – the **deadline for use in 8/1/19**.
 - 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!*

Access to Services Journal

- Administrative staff need to follow the updated **Access to Services Journal Tip Sheet** to report access time data in CCBH. This helps ensure data accuracy.
- Find the updated **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website at:
 - <https://www.optumsandiego.com/content/sandiego/en/asi.html>
- Reminders:
 - Only enter journals for clients requesting an appointment. Requests for information or referrals are not entered in the journal.
 - If a client requests an appointment they must have a case number. This is regardless of whether they end up accepting an appointment and is very important for State reporting.

- Service code 30 has been added to the Access to Services Journal service code lookup table. This is used to collect the first treatment service appointment offered and treatment service appointment scheduled.
 - **NOTE:** First treatment service refers to the first appointment after medical necessity has been determined. Using service code 30 in the Access to Services Journal is used to represent any treatment service and does not necessarily equate with an Individual Psychotherapy service.
- It is extremely important that the data in the Access to Services Journal is accurate. Please be conscious of the dates you are entering.
 - Appointment dates offered and scheduled should not be prior to the contact date; otherwise data errors will result.
 - Assessment and psychological evaluation appointments should precede treatment service appointments.
- Remember: please review the **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website for instructions, rationales, and tips!

Training and Events

Documentation Training

- **Root Cause Analysis Training:** Friday, July 19, 2019, from 09:00 AM to 12:00 PM.
 - RCA Training will be held at the County Operations Center, 5530 Overland Avenue, San Diego, CA 92123 – Room 129.
- **A/OA Documentation Training:** Friday, August 6, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM to 12:00 PM.
 - A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Save the Date – 6th Annual QI Knowledge Forum!

- **Audience:** Program Management & QM/QA staff
- **Date:** Friday, July 12, 2018
- **Time:** 1:30 to 4:30 p.m.
- **Location:** Scottish Rite Event Center, 1895 Camino Del Rio South, San Diego, CA 92108



Quality Improvement Partners (QIP) Meeting

- QIP will be dark for the month of July.
- It will resume in August when it will be held on **August 27th**, 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



Mental Health Services



Knowledge Sharing

Reporting of All Client Deaths

- In order to manage fraud, waste and abuse DHCS is requiring that all client deaths are to be reported to Medi-Cal Office or Social Security Office.
- When calling Social Security, you will need the client's Social Security Number. The phone number is: 1-800-772-1213.
- The Serious Incident Report form is being updated to allow for reporting of this. No SIRF will be required for those deaths that are a natural occurrence.
- Stay tuned for additional updates with the process and forms.

Registration for Trainings

- When registering for a training, either with the County or a Contractor, there may be a waiting list.
- If unable to attend, cancel within 24 hours of training to allow for Wait Listed attendees. Program Managers will be informed of no shows.
- If registered for a training series, employee must attend all sessions within the series to obtain certification, CEU's or credit.
- When registering for a training, include the name of and email 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.

Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

OPOH Updates

- **Section B:** This section was updated to include language that all client deaths are to be reported to the medi-cal office in order to avoid potential fraud, waste or abuse.
- **Section C and D:** These sections have been updated to align with IN 19-026 Specialty Mental Health Services authorization requirements.
- **Sections A, C, and N:** These sections were updated to remove references to "AOD and "ADS" and replace them with "SUD."

Optum Website Updates MHP Provider Documents

Communications Tab

- CYF Memo – TBS Prior Authorization Process

Forms Tab

- TBS Prior Authorization Request & Referral Form
- TBS Prior Authorization Request & Referral Explanation

OPOH Tab

- Section B – Reporting of all client deaths in order to avoid fraud, waste, and abuse
- Section C – Authorization for SMHS as required by DHCS IN 19-026
- Section D – Authorization for SMHS as required by DHCS IN 19-026
- Section A, C, and N – Replaced "AOD" and "ADS" acronym with "SUD"

Training Tab

- Service Indicators Webinar
- BHA Webinar

Pathways to Well-Being

- Please note that for future UTTM editions, this section will be removed. PWB has created a monthly bulletin that will provide all updates and new information.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website:
<https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

Demographic Form Update

- In order to reduce errors in CSI data, the question “Place of Birth: Country” has been moved adjacent to the question “Born in US.”

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

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Training and Events

Documentation Training

- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM to 12:00 PM.
 - A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- 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 **August 27th**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



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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.
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Cerner Reminder

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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.



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Mental Health Services



Knowledge Sharing

UMDAP Update

- Completed annually on based on the UMDAP anniversary date.
- If a client is new to your program and there is already an UMDAP completed covering the current year, no updated UMDAP required.
- Would need to complete a new UMDAP within the year if there was a change in circumstances; i.e. change in income, addition or removal of a family member from the family unit.
- If client is full scope Medi-Cal with no share of cost, UMDAP is optional.
- If client loses their Medi-Cal eligibility an UMDAP must be completed.

OPOH Updates

- No current updates.

Management Information Systems (MIS)

Completing the Demographic Form

- Due to the amount of errors in Demographic Forms, some helpful tips:
 - Most common error is answering the Born in US question with “Unknown Country” when this question was answered “Yes.”
 - If you don’t know if the client was born in the US, answer “No,” then you may enter “Unknown Country.”
 - Do not include commas, hyphens, dashes, slashes, periods, parentheses, etc. in any field.
 - Remove any numerical data in the Middle Name or Suffix.
 - Update the education field.
 - Only include mother’s first name – no additional information in this field.
 - Check ALL fields for accuracy.

Optum Website Updates MHP Provider Documents

New Tabs

- 2 New Tabs have been added:
 - NOABD
 - STRTP

Beneficiary Tab

- Beneficiary Materials Order Form (moved from Forms Tab)
- Removed NOABD Forms

Communications Tab

- No updates

Forms Tab

- Removed Beneficiary Materials Order Form and added to Beneficiary Tab
- Removed IHBS and TBS Auth Forms and Explanation – moved to UCRM Tab

Manuals Tab

- No updates

OPOH Tab

- No updates

References Tab

- No updates

UCRM Tab

- Removed STRTP forms

UTTM Tab

- No updates

Cerner Reminder

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Training and Events

Documentation Training

- **A/OA Documentation Training:** Monday October 14, 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:** TBD. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Ramona Room.
- **QI Practicum:** TBD. 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 **October 22nd**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



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Mental Health Services



Knowledge Sharing

***** Please see highlighted sections for updates regarding SOC Application and QIP Meeting*****

System of Care Application

- The SOC Application is a web app designed as a one-stop 24/7 shop for providers to access & submit all required information by Medicaid & CHIP Managed Care Final Rule (Mega-Regs)
- Any provider who has an NPI number and/or provides services through CCBH must register in the SOC Application
- **For Providers:** one portal to manage all Mega-Reg requirements means streamlined workflows and enhanced accuracy of the following submitted information:
 - Enrollment in MHP, Staff Credentialing, NACT data review and submission, Provider Directory Attestation, QSR submission
- **For Clients:** improved ability to find more up-to-date information re: programs based on location, provider specialties, languages, etc.
- **Next Steps:**
 - SOC Application registration begins **November 1, 2019**
 - Completed registration is required for providers **by November 30, 2019**
 - Submission of all Mental Health NACTs via SOC application is due on **December 2, 2019**
 - Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory. Attestation cannot be completed by admin staff or Program Manager.

Optum Helpdesk is available for assistance regarding the Application. You can direct questions or comments to QIMatters.HHSA@sdcounty.ca.gov

OPOH Updates

- **Section A:** Updated with information regarding Short Term and Bridge Housing.
- **Section I:** Updated with new system requirements. MIS Memo to follow.
- **Section J:** Updated to include required Federal and State Database Checks that are conducted for providers.
- **Section P:** Updated with the most current information on MHSA.

Optum Website Updates MHP Provider Documents

Beneficiary Tab

- Relocated NOABD Beneficiary Non-Discrimination Notices from NOABD Tab
- Removed “NOABD” from title of form – Beneficiary Non-Discrimination Notice

Communications Tab

- QI – PIT Memo – SOC Application
- Optum Website Provider Registration Instructions

OPOH Tab

- **Section A** updated re: Short Term & Bridge Housing
- **Section I** updated with new system requirements
- **Section J** updated to include Federal & State Database Checks conducted for Providers
- **Section P** updated with most current information on MHSA
- **Section O** updated to remove BHETA verbiage and links, replaced with RHIS.

References Tab

- SOC Application – QIP Presentation

BHS Reports Tab

- MRR Trending Questions Report – Q1 FY 19-20

- **Section O:** Updated with removal of BHETA verbiage and links and replaced with RHIS.

Reminder: Doctor’s Home Page

- Use of the DHP is required for all programs in the System of Care who are utilizing the clinical module of CCBH to enter vitals, medication conditions and medications.

CANS Certification

- RHIS has created a CANS Microlearning that provides an introduction to the CANS and steps needed to obtain the certification. Please visit the following:
 - <https://theacademy.sdus.edu/programs/rihs/cyf-outcomes>

Documentation of Specialty Mental Health Services (SMHS) for Clients with co-occurring SUD Diagnoses

- When providing SMHS to clients with co-occurring SUD diagnoses, please remember that the focus of treatment must always be the included Title 9 mental health diagnosis.
- Interventions should document specific integrated treatment approaches that tie bac to the Title 9 mental health diagnosis
- Without this tie back to the Title 9 mental health diagnosis, a service could risk disallowance

E-Prescribe

- Height and Weight Verification
- The system now prevents you from transmitting an electronic prescription when you have not recorded the height & weight of a patient 18 years of age or younger. Cerner recommends that all prescriptions include the consumer’s height and weight and if present within the chart, these elements are included within the transmitted prescription regardless of the consumer’s age.

Crisis Residential Programs – Date of Discharge Reminder

- Crisis Residential programs should not bill Medi-Cal for a bed hold day. Bed hold days are reimbursable by the County, not Medi-cal.
- The date of discharge is not reimbursable for Inpatient services, per Medi-Cal regulations.
- If a bed is held and the client does not return, the date of discharge would be that last date that the client was at the program.

“Provided At” Service Indicator

- If a client’s living situation is temporary (ie: ILH, temporary shelter) programs should use “Other Community/Field Based” or “Homeless Emergency Shelter” for the Provided At Service Indicator.
 - If “Home” is chosen and the client leaves that housing/shelter and/or becomes homeless prior to the service having been billed, the place of service reflected as “Home” on the claim and the service address would pull the PO Box which would cause the service to be denied as the system does not look at the address on date the service was provided, but rather the address at time of billing.

Optum Website Update to Consumer & Families section

- In an effort to ensure information and materials are easily accessible to our consumers, the Grievances and Appeals brochures and forms have been added to the Consumer & Families section of the Optum Website in all 6 threshold languages.

- Providers are still required to maintain visible and/or posted brochures, posters and forms related to Grievances/Appeals in common areas of their program sites, but are encouraged to inform consumers of their option to access these materials online and direct them to the Optum Website at www.optumsandiego.com for these and other resources including the MHP Beneficiary Handbook, Provider Directory, Quick Guides, and other community resources.

Management Information Systems (MIS)

Completing the Demographic Form

- Clarification regarding Clients with P.O. Box Addresses:
 - P.O. Boxes should go in the **Mailing address**, never in the physical address.
 - Demographics Form was updated to pull the correct physical address on the claims.

Cerner Reminder

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Training and Events

Documentation Training

- **RCA Documentation Training:** Thursday, November 21, 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.
 - **RCA Training Session is at capacity**, all attendees have been registered and email confirmation to follow. New Registrations for future sessions are accepted **for waitlist only**.
- **Audit Lead Practicum:** December 12, 2019, from 8:30 AM to 12:30 PM. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits. 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 **December 3rd, 2:30pm – 4:30pm**, at National University, 9388 Lightwave Avenue, San Diego, 92123.

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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 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

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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 28th, 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

- **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

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

QM ... UP TO THE MINUTE
January 2020



MENTAL HEALTH SERVICES



Knowledge Sharing

CYF Utilization Management Outpatient Cycle Expansion

The CYF Outpatient Utilization Management (UM) Cycle is expanding to allow for a second assessment session. Traditionally one assessment session was followed by a treatment planning session to inform the subsequent treatment phase. With the shift to the new outcome tools, the system has identified a need to add a second assessment option to incorporate results from the Child and Adolescent Needs and Strengths (CANS) and Pediatric Symptom Checklist (PSC-35) into the Client Plan and BHA.

It is important that the goals are informed and developed based on the symptoms, needs and strengths identified in the CANS and PSC-35 results.

Effective January 1, 2020, Treatment session cycle will move from:

- 13 to 14 Individual Session Cycle
- 18 to 19 Family or Group Session Cycle
- Program may utilize one or multiple assessment sessions within the 14 or 19 session cycle, as indicated.

Please discard the UM Request Form dated 9-1-19 and replace with the 1-1-20 version. The two impacted and attached updated forms can be found at the Optum website: <https://www.optumsandiego.com/>

AOA and CYF No Show and Follow Up Standard

County of San Diego MHP has adopted a SOC average “No Show” rate for both licensed/registered/waivered clinicians and psychiatrists. The SOC average “No Show” rate is 15% for licensed/registered/waivered clinicians and 20% for psychiatrists. As data is collected, the County will continue to evaluate the SOC average “No Show” rates and work with providers to adjust standards as necessary. All providers shall have policies and procedures in place regarding the monitoring of “No Show” appointments for clients (and/or caregivers, if applicable). These policies and procedures shall cover both new referrals and existing clients.

No Show definition: when a new or current client (and/or caregiver, if applicable) is scheduled for an appointment and does not show up or call to reschedule.

Medication Monitoring Submission Requirements

In order to reduce the extra items reviewed during the Medical Record Review, we will be changing the Medication Monitoring Submission requirements.

Optum Website Updates
MHP Provider Documents

Communications Tab

- CYF Memo – UM Outpatient Cycle Expansion

UCRM Tab

- CYF UM Request Form
- CYF UM Request Explanation

OPOH Tab

- **Section D:** No Show standard
- **Section D:** CYF UM Outpatient Cycle Expansion
- **Section F:** NOABD Termination
- **Section S:** Serious Incident Reporting

QM ... UP TO THE MINUTE January 2020

Beginning with the **January 2020** submission, programs are now required to submit the following items:

- Medication Monitoring Screening Tool
- QI Medication Monitoring Summary
- Medication Monitoring Feedback Loop Form (McFloop), if applicable

The quarterly submission timeline will remain the same. All forms can be faxed to 619-236-1953 or sent by secure email to QIMatters.hhsa@sdcounty.ca.gov

CSI Diagnosis Error Corrections

Effectively immediately, when opening a client, providers are required to date the Diagnosis Form as the date of intake.

CSI (Client Services Information) requires that both the form date (date of diagnosis form) and the start date of the Mental Health diagnosis to cover the first date of service.

This change may impact when a provider encounters a diagnosis billing error, such as an AQ Suspense issue.

- To correct both CSI and billing errors, the form must be dated for the date of service (DOS).
- If when dating the Diagnosis form you receive a stop message notifying that it is not the most recent form, a second diagnosis form dated with the current date must also be entered. The same edits must be made to both forms.
- Starting January 2020, the Monthly Reports Package will include a report capturing all CSI errors for your program.
- A CSI Correction Guide has been sent out which will assist in completing all necessary updates and corrections, along with **BHS QM Memo issued 12/26/19**.

For guidance with the correction process, direct questions to the Optum Help Desk at 1-800-834-3792.

Any other questions and/or comments may be directed to QIMatters.HHSA@sdcounty.gov

NOABD Clarifications

Q: What if a termination notice needs to be issued to a homeless client and the program is unable to reach them?

A: Review client's chart for an emergency contact and if the program has an ROI on file for the individual, send the NOABD to them. If not, document the inability to reach client on the NOABD log and place a copy of the NOABD in the log as well.

Q: When is the NOABD Termination Notice issued?

A: A Termination Notice is **REQUIRED** for all clients that have an unsuccessful discharge. Some examples include AWOL, client doesn't return for services, client chooses to terminate AMA, etc. If the client has a planned, successful termination and the client is in agreement with the discharge, then no NOABD is required.

Q: What if a client voluntarily chooses to end treatment?

A: In the event that a client chooses to voluntarily end treatment or "self-discharges" in writing, an NOABD would still be required.

OPOH Updates

Section D

- updated to address CYF treatment session cycle expansions.
- updated to include the "No Show" standard for A/OA and CYF Systems of Care.

QM ... UP TO THE MINUTE January 2020

Section F: updated to include NOABD Termination must be sent to the client when there is not a successful discharge, AWOL, or leave AMA. It also includes update addressing sending NOABD to homeless client.

Section G: updated to indicate no SIR is needed in the event of a beneficiary's natural death.

Management Information Systems (MIS)

Welcome!

Christopher Guevara, who was with the Performance Improvement Team (PIT) has now moved over to MIS as the Program Administrative Analyst. We welcome him and know the expertise he is bringing from PIT will greatly enhance our team! Christopher will head up the PAC Committee and be a support for both Mental Health and SUD.

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com . **Please do not call Cerner directly!**

Training and Events

Documentation Training

- CYF Documentation Training:** Wednesday **February 19, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego 92123

QI Practicum

- Audit Leads' Practicum:** Thursday **February 6, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego CA 92123
- This practicum is intended for program level QI staff and PM's who have been designated as Leads during the audit or Medical Record Review (MRR) process.

Other important information regarding training registrations

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QM ... UP TO THE MINUTE February 2020



MENTAL HEALTH SERVICES



Knowledge Sharing

Serious Incident Report (SIR) Phone Line Protocol and Reporting

BHS Serious Incident Report Line: 619-584-3022. When calling in to report a Serious Incident, please include the following information:

- Name and phone number of caller
- Program Name
- Incident Date & Time of Incident
- Date program notified if different from incident date
- Description of serious incident, include client name and CCBH number
- Indicate if Level One or Level Two Serious Incident

Level One Serious Incident shall be reported to the BHS Serious Incident Report Line immediately upon knowledge of the incident, with faxed SIR within 24 hours, Level Two SIR faxed within 72 hours. The QM Confidential Fax for SIR: 619-236-1953.

If a client passes from natural causes, but this occurs on program premise, this still requires an SIR to be submitted to QM and it would be indicated as a Level One Serious Incident.

Client Plan QIP

A QIP (Quality Improvement Plan) will now be required when a program ends a shared or existing client plan when a client is open to another program.

- Before beginning a client plan in CCBH, program should determine if the client is open to another program within the same client plan family, if yes, both programs will share the same plan, **do not end** another program's client plan.
- When discharging or closing a client to your program, **do not end** a shared client plan, as this will cause disallowances for the program that remains open as there will be no valid client plan.
- If you are unable to consult with a program prior to creating a client plan or when closing a client to your program that has a shared client plan, email QIMatters and we will assist you with collaboration.

Optum Website Updates MHP Provider Documents

OPOH Tab

Section D:

- Optum Provider Line, link to Optum MHP Provider Documents for authorization requests added

Section G:

- New Medication Monitoring submission requirements
- SIR requirements for natural death occurrences on premises

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Evidence Based Practice (EBP) Indicator No Longer Required

- As of 2/14/2020 The use of the EBP Indicator for “Child Family Team Meeting” in the EBP/SS is no longer required to be included in the entry when documenting a CFT Meeting and will no longer be a mark out of compliance during medical record reviews for clients which are identified as PWB Subclass status.
- The use of **T – CFT Meeting** in the “Person Contacted” field will now be captured.
- The use of the Homework Completed and Homework Given selections will also not be indicated in the EBP fields. If you wish to capture this information do so in the narrative of the note.

Help Spread the Word!

- Did you know pregnant women seeking alcohol or drug services have priority admission to SUD programs?
- Please help us spread the word to clients and their supports that might benefit from this information!
- Those interested may contact the ACL line at (888) 724-7240 for referral assistance.

OPOH Updates

Section D:

- Crisis Residential Services updated to include Optum Provider Line Number for Crisis Residential Services Pre-Authorization
- Intensive Services/IHBS/TBS/TFC updated to include Optum Provider Line Number and link to Optum MHP Provider Documents to access authorization request forms

Section G:

- Updated to include the new Medication Monitoring submission requirements
- Updated to include information regarding client deaths that are a natural occurrence, that happen on a program’s premises, require an SIR.

Management Information Systems (MIS)

MIS Reminder

MIS has had to exclude several users from CPPN or PN trainings recently. Please remember that clinical users need to complete either the Assessments training or the VO Assessments training **prior** to being able to take other trainings.

Cerner Reminder

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Training and Events

Documentation Training

- **CYF Documentation Training:** Wednesday **February 19, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego 92123
- **Root Cause Analysis (RCA):** Friday **March 27, 2020** from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123
 - registrations will be accepted via the QI Training Inbox (BHS-QITraining.HHSA@sdcounty.ca.gov).

QI Practicum

- **General Provider Practicum:** Thursday **March 5, 2020** from **1:00PM to 4:00PM**, County Operations Center, 5500 Overland Ave, Room 120, San Diego CA 92123

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.
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MENTAL HEALTH SERVICES

Knowledge Sharing

Youth Transition Self-Evaluation (YTSE) Form:

Currently the YTSE form completion has been a "Survey Only Question" on the Medical Record Review Tool, however beginning FY 20-21 completion of the YTSE form will be a requirement for compliance.

The YTSE form is to be completed for CYF clients 16 yr or older within 30 days of assignment, updated at age 17, 17 ½, 18 and annually thereafter.

Documenting of the Cultural Formulation on the BHA

In order to meet documentation standards and requirements, the Cultural Formulation in the BHA should provide information to indicate an assessment was conducted to determine any potential cultural/subcultural influences on the client which may or may not be impacting the client's current presentation.

Cultural aspects possibly impacting a client are the customary beliefs, own beliefs, values, the set of shared attitudes, goals, language, the behaviors and practices, and/or a way of life of a group of people. All or some of these which one accepts and lives out generally without thinking about them. These are the areas that are to be assessed to determine possible impact or influence of culture on how the Client responds to or presents in the world. These areas do not necessarily impact the Client's Mental Health, though may and are to be documented if so or if not.

Reminder to Document Accurately

Each client has an individual presentation and needs that are unique to each client encounter and should be supported by unique documentation. QM staff have seen an increase of services with documentation that is worded exactly like or quite similar to previous entries, otherwise known as "cloning". Cloned documentation is a misrepresentation of medical necessity and will result in recoupment.

For Support in Documentation:

As featured in our Provider Practicum Trainings, a Progress Note Checklist is available on the Optum Website in the MHP Section, References tab.

Reminder! Beneficiary Materials Orders

Please be sure to provide accurate contact information when completing your request forms and be sure to check your email's SPAM folder for order replies/notifications. Three contact attempts will be made to notify you when your Beneficiary Materials order has been fulfilled and is ready to be picked up. If not picked up, the order will be closed out.

UTTM March 2020

Optum Website Updates MHP Provider Documents

OPOH Tab

Section D:

- Timelines to contact a client post discharge updated.
- Reference to Appendix location on Optum Website updated

Section I:

- Updated hyperlinks

Section J:

- Inventory Guidelines for County Contracts were updated.
- Updated information re: disposal of county property
- Reference to Appendix location on Optum Website updated

Section K:

- Reference to Appendix location on Optum Website updated

Section L:

- Reference to Appendix location on Optum Website updated

Section N:

- Reference to Appendix location on Optum website updated

QM ... UP TO THE MINUTE March 2020

Beneficiary Material orders are to be picked up at the Front Desk at the BHS Offices at 3255 Camino Del Rio South, San Diego CA 92108.

OPOH Updates

Section D:

- Post Discharge Coordination of Care timeline updated.
 - *Clients discharged from a 24-hour facility (acute psychiatric hospital or crisis house) shall be assessed by program within 72 hours. If after assessment, the client is deemed urgent, client shall be seen within 48 hours of contact with program.*
- Reference to Optum Website for Appendix.

Sections I, K, L, N:

- Reference to Optum Website for Appendix.

Section J:

- Inventory Guidelines for County Contracts were updated.
- Reference to Optum Website for Appendix.
- Updated information re: the disposal of county property

Meet the New QM Specialists!

The QM Mental Health Team would like to welcome **Besan Hanna, LMFT, Elaine Mills, LMFT** and **Michelle Vidana, LPCC** to our team!

Besan comes to us from Optum where she was the Inpatient Supervisor in Utilization Management, managed and trained 10 clinicians on Title 9 Medical Necessity Criteria and reviewing for the contracted Fee For Service hospitals in San Diego County. She has an extensive background working with trauma survivors in different non-profit organizations including Fred Finch Wrap Around, Center for Community Solutions and San Diego Youth Services and spent several years providing individual and family therapy in Arabic for war survivors among the Iraqi refugee population in East County. Besan very much enjoys providing Middle Eastern cultural trainings to various non-profits and business organizations in order to bridge the gap and clear up assumptions/misperceptions surrounding the Arab culture. She is excited to be on this new adventure with San Diego County and very much looks forward to expanding her knowledge in different ways to support our community.

Elaine received her MA in Counseling Psychology and has worked as a clinician for New Alternatives in their Intensive Respite Program and most recently as a clinical counselor for the military working at the Fleet and Family Support Center at Navy Base Coronado. She is looking forward to taking on new challenges as a part of HHSA with the QI Team! Elaine enjoys being a mom to her three children, a daughter Emma, who is married and owns and runs a restaurant in Portland, OR. with her husband Spencer, a son Noah, in his junior year at University of Denver where he can climb mountains and send her terrifying photos, and a daughter, Hannah who is a junior in high school and is her “mini me” and her dog, Belle, who is the K9 version of Hannah. Elaine is a huge fan of football and hockey.

Michelle was born in Oklahoma but considers herself a native San Diegan, moving to San Diego at age 1. She spent most of her childhood in City Heights and Southeast San Diego and is Bi-lingual in Vietnamese. Michelle enjoys yoga (certified to teach children’s yoga), cycling and other outdoor sports, exploring new flavors from diverse communities/restaurants around town, and spending time with family. Michelle is an LPCC and previously worked as a PERT (Psychiatric

QM ... UP TO THE MINUTE March 2020

Emergency Response Team) clinician with National City Police Department and San Diego Fire and Rescue, Resource Access Program. Michelle's clinical focus has been on crisis intervention and working with severe mental illness where she has also held clinical roles as a mental health clinician for higher level of care residential facilities, crisis house, and community outpatient clinics servicing individuals with severe mental illness, co-occurring disorders and psychosis.

Management Information Systems (MIS)

MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

CCBH Trainings: If you are unsure what training track for your staff, please contact us at MISHelpDesk.HHSA@sdcounty.ca.gov. We will try to help you through the maze of deciding.

Cerner Reminder

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Training and Events

Documentation Training

Root Cause Analysis (RCA): Friday March 27, 2020 from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123

Support Partner Training: Tuesday March 31, 2020 from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 171, San Diego CA 92123

Registrations will be accepted via the QI Training Inbox (BHS-QITraining.HHSA@sdcounty.ca.gov).

Quality Improvement Partners (QIP) Meeting: Tuesday 3/24/20 from **2:00PM – 4:00PM**, National University Rm 118, 9388 Lightwave Ave, San Diego CA 92123. **Please note we have adjusted the start/end time for the QIP Meetings.**

Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM

Other important information regarding training registrations

- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account. Please be aware when registering, there may be a waitlist. Please include the name of your program manager. Please be sure to cancel within 24 hours of 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.
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