

# OPTUMIST

Optum Provider Newsletter

V24. October 2019

## Provider Services Manager's Message

Hello and welcome to the Fall 2019 edition of the OPTUMIST Newsletter. This edition includes questions frequently asked about the Medi-Cal Psychological Testing Pre-Authorization Process.

Also included:

- Advice on obtaining child background records from CWS
- Provider's Emergency Plan - What happens to your clients if something happens to you?
- Training Opportunities for both FFS and TERM Providers

We continue to welcome your questions and feedback on how we can make our newsletter valuable to you.

*Judy A. Duncan-Sanford, LMFT*



### Contact Numbers

San Diego  
Access and Crisis Line  
(888) 724-7240

Medi-Cal Provider Line  
(800) 798-2254

TERM Provider Line  
(877) 824-8376

Website:  
[www.optumsandiego.com](http://www.optumsandiego.com)

### In This Issue:

- P2-4 Medi-Cal Psychological Testing Process - FAQs
- P5: Fee-For-Service Provider Operations Handbook Updates
- P6: Training Opportunities for Fee-For-Service Providers
- P7: QI Corner
- P8: Obtaining Client Background Records from CWS  
TERM Advisory Board Provider Representatives
- P9: Training Opportunities for TERM Providers
- P10: ACL Chat Services
- P11: We Need More Like You
- P12: Upcoming Events

# Information and Updates for FFS Medi-Cal & TERM Providers

## Medi-Cal Psychological Testing Pre-Authorization Process Frequently Asked Questions

### Q. How do I obtain an authorization for psychological testing?

- A. For CWS referred Medi-Cal funded cases, Medi-Cal eligibility is verified prior to the referral but requires the Pre-Authorization Request Form for Medi-Cal Psychological Testing to be completed and faxed to (866) 220-4495. When requesting authorization for Medi-Cal beneficiaries not referred by CWS through the TERM process, it is the FFS providers' responsibility to verify the client's Medi-Cal eligibility and complete the Pre-Authorization Request Form for Medi-Cal Psychological Testing, which is located on <https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/fee-for-service-providers.html> under the "Forms" tab and labeled "Psych Testing Request Form (docx)". The completed form is faxed to (866) 220-4495. Title 9 requires that authorization decisions be made within 5 days of the receipt of the request. Once the authorization process is completed, Optum Public Sector mails an authorization letter to the provider, which will specify the authorized codes and is valid for a given time period. Optum Public Sector does not authorize retroactive authorizations, except in extraordinary circumstances. Any exception must be requested within 30 days of date of service.

### Q. How do I determine when to submit a request for psychological testing?

- A. Psychological testing may be requested when the client is displaying signs or symptoms of a mental health disorder that could not be conclusively assessed through other clinical means. Once an interview is conducted with appropriate collateral information, the clinician would identify specific, outstanding clinical question(s) to be addressed through the proposed testing. Below are some aspects to consider when determining whether psychological testing is appropriate:
- The clinical question(s) and client presentation should guide and inform the battery of assessments. Clinical rationale as to why a specific battery of tests is being selected should align with the specific diagnostic considerations and clinical question(s).
  - Assess the client's ability to engage and participate in this type of formal testing. Some considerations would include assessing for any active psychotic symptoms, drug and alcohol use, reading level, language, and cultural factors, etc. that may affect interpretability and validity of results.
  - Provide clinical rationale as to how the results of the psychological test will guide and assist in diminishing the client's impairment or preventing significant deterioration.
  - The tests in the battery and the number of hours requested are appropriate to answer specific clinical questions that could not be answered by the clinical evaluation.
  - Test administration, scoring, and interpretation are conducted in accordance with licensing standards and psychological testing professional and ethical standards.

# Information and Updates for FFS Medi-Cal & TERM Providers

## Medi-Cal Psychological Testing Pre-Authorization Process Frequently Asked Questions - *Continued*

### **Q. Do I need to conduct a pre-assessment or have a diagnostic interview completed?**

A. Prior to testing, a clinical evaluation of the client must be completed either by the requesting psychologist or a qualified referring mental health professional. The use of a Diagnostic Interview (CPT code 90791) does not require pre-authorization, and may include obtaining and reviewing the client's history, assessing the client's mental status, administering any screener tools, and/or consulting with the referral source or treating clinicians once the appropriate consent(s) are obtained.

### **Q. How is medical necessity of psychological testing determined?**

A. There are different parts to the medical necessity criteria; the information is also available on the Department of Health Care Services: [https://www.dhcs.ca.gov/formsandpubs/MHArchiveLtrs/MH-Ltr01-01\\_enclosure1.pdf](https://www.dhcs.ca.gov/formsandpubs/MHArchiveLtrs/MH-Ltr01-01_enclosure1.pdf) or the FFS Provider Operation Handbook available on <https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/fee-for-service-providers.html>:

- The client must have a diagnosis included in the DSM-IV-TR that is reimbursable for outpatient services as described in Title9, Section 1830.205.
- The client must have one of the following as a result of the mental disorder(s):
  - A significant impairment in an important area of life functioning
  - A probability of significant deterioration in an important area of life functioning
  - A probability a child will not progress developmentally as individually appropriate
- All of the following areas must be met:
  - The focus of the proposed intervention is to address the impairment or potential impairment identified immediately above
  - The focus of the proposed intervention is expected to benefit the client by significantly diminishing the impairment or preventing significant deterioration in an important area of life functioning
  - The condition would not be responsive to physical healthcare treatment
- The intervention must meet specialty mental health service criteria. This means that your condition would be responsive to mental health treatment, but would not be responsive to physical health care based treatment

# Information and Updates for FFS Medi-Cal & TERM Providers

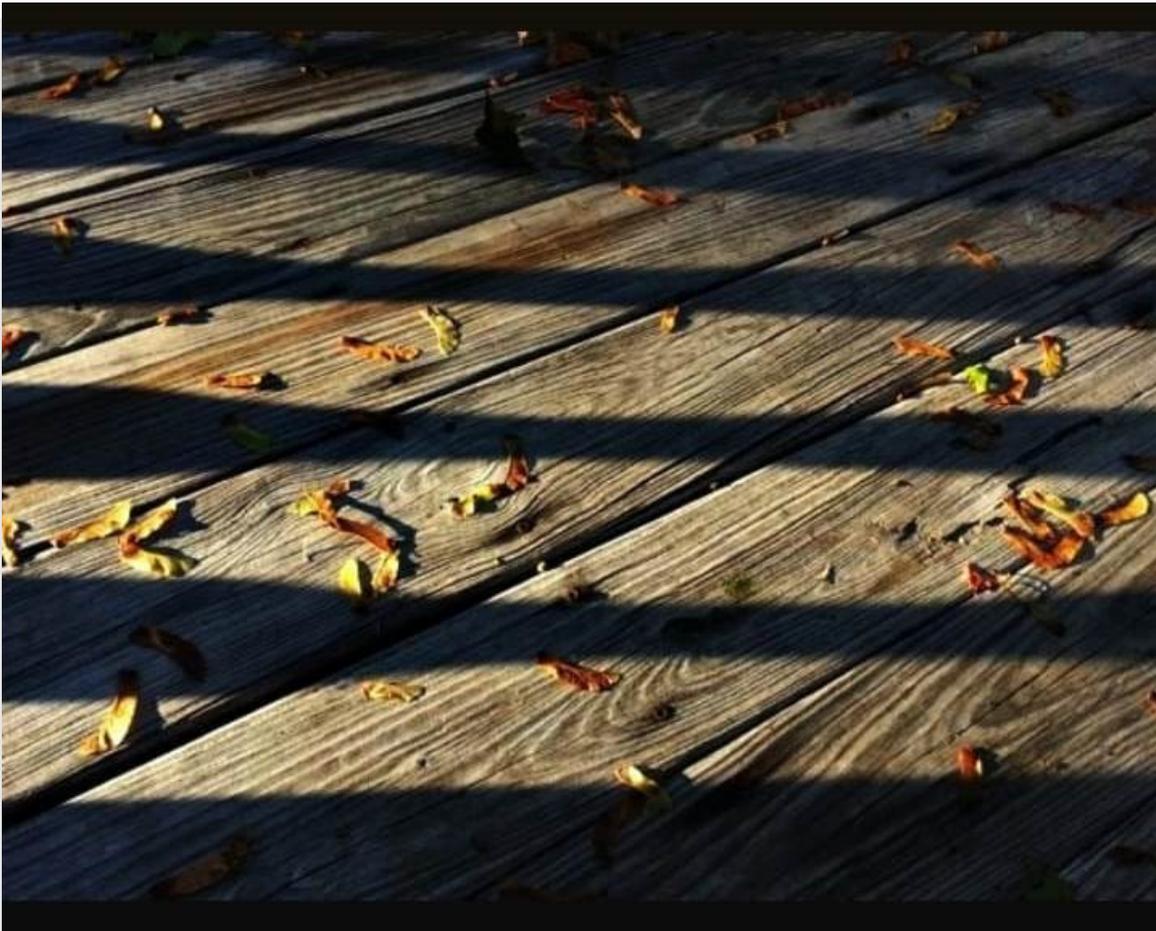
## Medi-Cal Psychological Testing Pre-Authorization Process Frequently Asked Questions - *Continued*

### **Resources:**

American Academy of Child and Adolescent Psychiatry. (2018, March 18). CPT Code Training Module. Retrieved September 12, 2019, from [https://www.aacap.org/App\\_Themes/AACAP/docs/clinical\\_practice\\_center/business\\_of\\_practice/cpt/2018\\_CPT\\_module\\_revised\\_March\\_2018.pdf](https://www.aacap.org/App_Themes/AACAP/docs/clinical_practice_center/business_of_practice/cpt/2018_CPT_module_revised_March_2018.pdf)

American Psychological Association. (2017). Ethical principles of psychologists and code of conduct, including 2010 and 2016. Retrieved September 12, 2019, from <https://www.apa.org/ethics/code/>

State of California – Health and Human Services Agency: Department of Health Care Services. Retrieved September 12, 2019, from [https://www.dhcs.ca.gov/formsandpubs/MHArchiveLtrs/MH-Ltr01-01\\_enclosure1.pdf](https://www.dhcs.ca.gov/formsandpubs/MHArchiveLtrs/MH-Ltr01-01_enclosure1.pdf)



# Information and Updates for FFS Medi-Cal Providers

## Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services  
Edition October 31, 2018

[Edition October 31, 2018](#)

The Fee-For-Service (FFS) Provider Operations Handbook was last updated on October 31, 2018, to reflect changes implemented in the Fee-For-Service Medi-Cal network for the County of San Diego Behavioral Health Services Mental Health Plan (MHP).

**§ No updates were completed this quarter (08/01/2019—10/31/2019)**

**IMPORTANT:** The handbook is currently being revised to reflect the recent changes related to the CANS requirements and other verbiage. You will be notified as soon as a revised edition has been completed. Please ensure you are following the requirements per the [CANS Instructions and Process](#) on our website under the CANS tab.

### Handbook Highlight

Psychiatrists who treat children age 12 and under must be board certified, or eligible to be certified, in Child and Adolescent Psychiatry. Psychiatrists treating children ages of 13-17 may be authorized to do so without board certification or eligibility, but may be required to submit documentation of their experience working with this age group.

### Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that will include an outline of any revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.

# Information and Updates for FFS Medi-Cal Providers

## Training Opportunities for Fee-For-Service Providers

[Responsive Integrated Health Solutions \(RIHS\)](#): The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes. Email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) if you have any questions. You can also contact Provider Services for instructions on how to set up an account at 800-798-2254, Option 7.

- **Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth (Course Code: BHE0037)**: This webinar is free to you, and was created to educate, support, and assist you in fully understanding the standards and requirements specifically related to your Medi-Cal FFS documentation. It is mandatory that all FFS Providers complete this course at least one time.
- **Trauma, Substance Use, and Mental Health** - Course Code [BH0258](#)
- **Geriatric Certificate - Training Booster: Trauma Informed Practices for Older Adults** - Course Code [BH0244](#)
- **Cognitive Behavioral Therapy (CBT) Training Series** - Course Code [BH0201](#)
- **CANS Clinical Integration to Treatment Planning** - Recorded Webinar- Course Code [BHE0102](#)
- For a full list of available eLearning and recorded webinars, [click here](#).

Instructions on how to set up a RIHS account can be found on our website at [www.optumsandiego.com](http://www.optumsandiego.com). If you have any questions, please email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

**The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma** is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

**TF-CBT Web** offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

**Betty Ford Center** presents “Helping Your Clients Heal from Eating Disorders and Addictions”, a free interactive presentation on identifying and addressing underlying risk factors and characteristics of eating disorders and addiction (11/12/19). Free event with lunch included and 2.5 CEUs available. [Click here](#) for more information.



# Information and Updates for FFS Medi-Cal Providers

## Provider's Emergency Plan for Clients

Do you have a backup plan for your clients, if you are no longer able to render services?

Life can take many unexpected turns. As mental health providers, it is our ethical responsibility to ensure our clients' wellbeing is not placed at risk, if something happens to us. That is why it is of utmost importance to ensure we all have a professional will in place, which outlines who will take over the care of each client and how that provider will obtain every client record.

Our application now asks for each provider's emergency contact. This is the person who will fulfill your clinical obligations to your clients, if you were to become incapacitated and/or unable to render services. Ensure this information is up-to-date with our Provider Services department.

Please note this is now something that is being screened for during each Fee-for-Service provider's site review. There are many things we cannot prepare for; continuity of care for our clients should not be one of them.

If you want to confirm your emergency information is updated, you can contact Provider Services at 800-798-2254 Option 7 or [sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com).

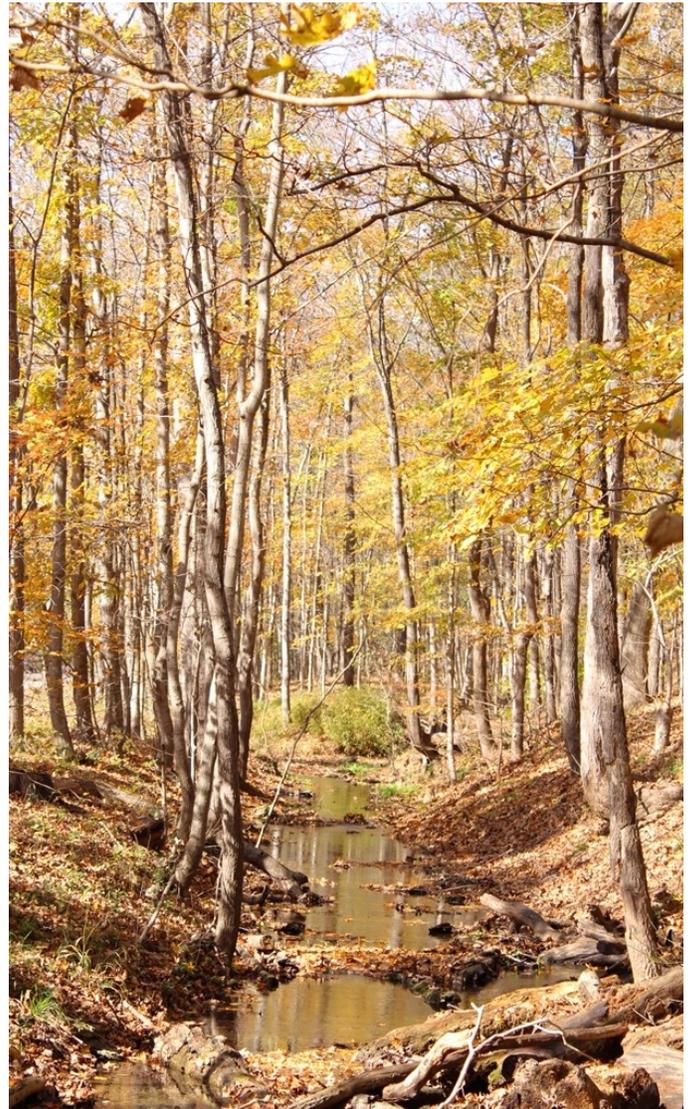


# Information and Updates for TERM Providers

## Obtaining Client Background Records from Child Welfare Services

If you have not received the client's background records within seven (7) working days of receiving a Child Welfare Services (CWS) therapy or evaluation referral, please follow up directly with the client's Protective Services Worker (PSW). CWS leadership also encourages you to include the Protective Services Supervisor (PSS) in your communication. Contact information for the PSW and PSS can be found on the CWS Therapy Referral Form or CWS Request for TERM-Appointed Evaluator Form. For assistance in locating the client's current PSW or PSS, you may contact the PSW Locator Number at 858-694-5191.

If you do not receive a response from the PSW or PSS, you may contact CWS Policy Analyst Shelly Paule, LCSW, for assistance at 858-616-5942.



## TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. TERM providers are currently represented on the Board by:

**Michael Anderson, Psy.D.:** [drmike6666@gmail.com](mailto:drmike6666@gmail.com)

Please feel free to contact these provider representatives for updates from the Advisory Board meetings or to provide professional or consumer feedback.

# Information and Updates for TERM Providers

## Training Opportunities for TERM Providers

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# Access and Crisis Line Chat Services



## Access and Crisis Line Chat Services



**We are here for you.**  
Chat with someone who understands.

### We can help you when:

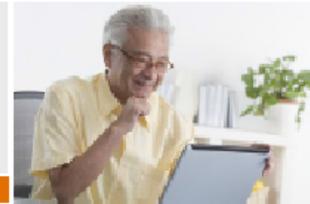
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

**Monday – Friday, 4pm-10pm.**

Go to [www.optumsandiego.com](http://www.optumsandiego.com) or [www.up2sd.org](http://www.up2sd.org).

San Diego Access and Crisis Line: (888) 724-7240 / 7 days a week, 24 hrs. a day!



Access and Crisis Line Chat Services funding for services is provided by the County of San Diego Health & Human Services Agency.



Please inform your clients about our available chat services if they need emotional support for their mental health and drug and alcohol needs. The online chat service is available Monday—Friday, 4pm—10pm at: [www.up2sd.org](http://www.up2sd.org) or [www.optumsandiego.com](http://www.optumsandiego.com)

# Be Part of the Solution

## We Need More Like You!

Optum is looking to expand our Provider Networks! If you know of a licensed therapist or prescriber who may be interested in joining the Fee-For-Service and/or TERM Specialty Networks, or would like additional information, please contact Angelina!

Email: [angelina.noel@optum.com](mailto:angelina.noel@optum.com)

Call: 619-641-6833



# Upcoming Events

## November

[Helping Your Clients Heal from Eating Disorders and Addiction](#) - 11/12/19

Provider Orientation: 11/20/19 (RSVP 800-798-2254 Option 7)

## December

[Trauma, Substance Use, and Mental Health](#) - 12/11/19

[Geriatric Certificate - Training Booster: Trauma Informed Practices for Older Adults](#) - 12/11/19

[Cognitive Behavioral Therapy \(CBT\) Training Series](#) - 12/16/19, 01/13/20, 02/03/20, 02/27/20

Provider Orientation: 12/18/2019 (RSVP 800-798-2254 ext.7)

## January

Provider Orientation: 01/29/2020 (RSVP 800-798-2254 Option 7)

\*\*\*The ACL remains open 7 days per week, 24 hours per day.\*\*\*

Access and Crisis Line: (888) 724-7240

