

SPECIAL POINTS OF INTEREST:

- New Website
- Family Code
7827 Evaluations
- Updated CWS
Treatment Plan
Form
- CWS Claims
FAQs
- Juvenile
Competency
Legal Standard

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TERM Newsletter

SPRING 2011

New Website Launched

We are excited to announce the successful launch of the new OptumHealth Public Sector San Diego website, which went live in mid-February. If you haven't done so already, please check it out at www.optumhealthsandiego.com.

The website features our new brand, improved navigation, and easier access to materials and information. Our goal is to offer a website that serves as a vital communication tool for our users, as well as for the San Diego community as a whole.

Once on the website, providers and stakeholders can find TERM-related information by selecting County Staff & Providers, then TERM Providers. Key information included on this section of the website includes TERM communications such as past versions of the TERM Newsletter, the new Provider Handbook, treatment plans and other forms, intern applications, CWS rosters, and contact information for other stakeholders.



OptumHealth San Diego Homepage

All users attempting to access the old website will be re-directed to the new site, and any existing user accounts have been carried over. Please consider ear-marking the new website address as an internet Favorite.

We hope you find the new website useful. Feedback from our stakeholders is welcomed as an opportunity to continue to enhance the site. In particular, please let us know if you should have suggestions for additional resources that would be beneficial for TERM stakeholders.

Child Welfare Services Updates



UPDATED CWS TREATMENT PLAN

As a result of provider feedback, Child Welfare Services has recently updated and combined the treatment plan forms. The new treatment plan form is now located on the OptumHealth website at www.optumhealthsandiego.com and can be accessed by selecting County Staff & Providers, then TERM Providers, then the Forms tab, then Initial Treatment Plan and Treatment Plan Update Form (dated 4/7/11) . Providers are asked to utilize the most recent version of the treatment plan for all new clients.

Main changes include:

- ◆ The Initial Treatment Plan and Treatment Plan Update have been combined into one form (04-176/04-177)
- ◆ “Changes in Parenting Skills” section was moved to top
- ◆ Checkboxes were added to indicate when form is being used as an Initial Treatment Plan, Treatment Plan Update, or Discharge Summary
- ◆ “Client’s Progress” section was deleted near end of form and a “Progress” field was added to each individual parenting skills/protective issue row
- ◆ Fields were added to indicate the date of initial session and dates of any missed sessions
- ◆ “Method” was moved from its own column to a field in the main boxes
- ◆ The form is now unprotected.

Since the form is now unprotected, please note:

- ◆ The header works!
- ◆ It is now possible to add and delete Protective Issue rows
- ◆ It is now possible to format the form in minor ways (e.g., to keep whole sections of text together). *Please do not change font type or size*
- ◆ *The “F11” key must be used instead of the “Tab” key to navigate the form fields*
- ◆ In checkboxes, double click on the box and select “Checked”
- ◆ Any unused rows can be deleted and additional rows added as necessary
- ◆ *Please do not alter or modify the format in other ways. Any modifications that deviate from the standardized reporting format will result in request for revision.*

CWS CLAIMS FREQUENTLY ASKED QUESTIONS

Billable Period

Providers have 45 days after the date of service to submit a claim to CWS Payment Processing. Claims submitted more than 45 days after the date of service will be denied for **“claim was received after the billable period”**. To ensure that a claim is not denied for late submission, please submit claims as soon as services are rendered.

FFS vs. CWS Mailing Address

If you are a provider and bill both Medi-Cal FFS and CWS, please make sure you submit claims to the correct Post Office Box. This will ensure that the correct department processes your claim.

Where do I send my Medi-Cal FFS claims?

Mail Form CMS-1500 to:
OptumHealth Public Sector
P.O. Box 601340
San Diego, CA 92160-1340

Where do I send my CWS claims?

Mail Form CMS-1500 to:
CWS Payment Processing
P.O. Box 600340
San Diego, CA 92160-0340



Where do I submit CWS corrected claims?

Corrected claims should be mailed to: P.O. Box 600340, San Diego, CA 92160-0340
or faxed to: (619) 641-6975.

On the resubmitted claim, please include the correct information in the appropriate Box, as well as completing Box 19, Reserved for Local Use. In Box 19, you should enter the phrase “Corrected Claim” followed by the information that was missing or incorrect on the original claim, e.g. DOB or CPT Code.

Case Number in Box 1a

For CWS funded cases, you **must** bill with the Case Number listed on the authorization letter you received or your claim will be denied.

90806 vs. 90846: Individual Therapy vs. Conjoint Family Therapy Without the Child

For CWS funded cases, these two CPT Codes cannot be billed interchangeably. Please provide and bill only for the exact service that is authorized by the PSW.

No Sessions Remaining

Please refer to the authorization letter to determine the number of sessions approved. If all approved sessions have been exhausted, a new request for continuing treatment is required. Please contact the PSW for a new authorization request.

CWS TREATMENT PLAN AND EVALUATION REMINDERS

- ◆ As a reminder, providers are required to list the name and contact information (phone and fax numbers) for the client's PSW on all CWS work products. Please note that this information is included on the Therapy and Evaluation Referral Forms, and may also be obtained from calling the PSW Locator Number at 858-694-5191.
- ◆ Therapists may wish to consider having their clients complete updated contact information sheets on a quarterly basis, to include any changes in contact information for the PSW or other professionals involved in their case.
- ◆ All CWS psychological evaluations are required to follow a standardized reporting format. The required format can be located in Appendices I and K of the new TERM Provider Handbook, and are also provided as stand alone documents on the OptumHealth website under the Communications tab.
- ◆ Submission of CWS treatment plans at specified timeframes is required for all cases, regardless of whether the treatment is court-ordered or voluntary. Voluntary cases require the same professional standard of documentation.
- ◆ Please include detailed, specific behavioral indicators of progress for each treatment goal. Sample treatment plans and behavioral change ideas are located on the OptumHealth website under the Communications tab.
- ◆ Treatment plans should be signed by the client to demonstrate their involvement in the treatment planning process. If no signature is present, an explanation in the additional comments section should be included.

The client's current PSW can be located by contacting the PSW Locator Number at 858-694-5191



CALIFORNIA FAMILY LAW CODE 7827

Proceedings under Family Code 7827 may be brought in circumstances under which a parent is mentally disabled and likely to remain so in the foreseeable future. Mentally disabled, as used in this section, means that a parent suffers a mental incapacity or disorder that renders the parent unable to care for and control the child adequately.

On the TERM panel, psychologists who perform evaluations for CWS may receive referrals to assess whether a parent has a mental disability as defined in Family Code 7827 (referral question number one on the 04-178). When receiving referrals, please note that interns and provisional providers (licensed psychologists with less than three years post-licensing experience) may not conduct these evaluations because the legal code specifies that such evaluations may only be conducted by licensed psychologists who have at least five years of postgraduate experience. Non-adherence to the Family Code requirements may result in an invalid assessment.

Juvenile Probation Updates



LEGAL STANDARDS PERTAINING TO JUVENILE COMPETENCE

The legal standard for evaluation of juvenile competence to stand trial can be found in California Welfare and Institutions Code section 709. The code states:

(a) During the pendency of any juvenile proceeding, the minor's counsel or the court may express a doubt as to the minor's competency. A minor is incompetent to proceed if he or she lacks sufficient present ability to consult with counsel and assist in preparing his or her defense with a reasonable degree of rational understanding, or lacks a rational as well as factual understanding, of the nature of the charges or proceedings against him or her. If the court finds substantial evidence raises a doubt as to the minor's competency, the proceedings shall be suspended.

(b) Upon suspension of proceedings, the court shall order that the question of the minor's competence be determined at a hearing. The court shall appoint an expert to evaluate whether the minor suffers from a mental disorder, developmental disability, developmental immaturity, or other condition and, if so, whether the condition or conditions impair the minor's competency. The expert shall have expertise in child and adolescent development, and training in the forensic evaluation of juveniles, and shall be familiar with competency standards and accepted criteria used in evaluating competence. The Judicial Council shall develop and adopt rules for the implementation of these requirements.

(c) If the minor is found to be incompetent by a preponderance of the evidence, all proceedings shall remain suspended for a period of time that is no longer than reasonably necessary to determine whether there is a substantial probability that the minor will attain competency in the foreseeable future, or the court no longer retains jurisdiction. During this time, the court may make orders that it deems appropriate for services that may assist the minor in attaining competency. Further, the court may rule on motions that do not require the participation of the minor in the preparation of the motions. These motions include, but are not limited to:

- (1) Motions to dismiss.
 - (2) Motions by the defense regarding a change in the placement of the minor.
 - (3) Detention hearings.
 - (4) Demurrers.
- (d) If the minor is found to be competent, the court may proceed commensurate with the court's jurisdiction.
- (e) This section applies to a minor who is alleged to come within the jurisdiction of the court pursuant to Section 601 or 602.



PROBATION EVALUATION REMINDERS

- ◆ As a reminder, providers are required to list the name and contact information (phone and fax numbers) for the client's attorney and PO on all Probation evaluation reports.
- ◆ All Probation psychological evaluations are required to follow a standardized reporting format. The required format can be located in Appendices J and K of the new TERM Provider Handbook, and are also provided as stand alone documents on the OptumHealth website under the Communications tab.
- ◆ A collateral interview with the minor's caregiver is a required element of the evaluation. If a caregiver interview is not conducted, please include an explanation of the extenuating circumstances which precluded its completion in the body of the report.
- ◆ For cases assigned to the Public Defender's or Alternate Public Defender's Office, if you are unable to interview the minor's caregiver due to lack of Spanish interpreter availability, please contact the attorney on the case to request assistance. Both offices have indicated that it may be possible to arrange for Spanish interpretation via teleconference.
- ◆ For evaluations of minors in custody at KMJDF or EMJDF, evaluators may wish to contact the Watch Commander to confirm the minor's location and visiting hours prior to traveling to the facilities. Watch Commander telephone numbers are as follows: KMJDF 858-694-4507 and EMJDF 619-671-4426.

- ◆ **PLEASE SAVE THE DATE:** A Juvenile Competency Training is being planned for Friday, May 20th, 8:30 am to 12:00 pm. Please be on the look-out for additional details which will be distributed soon.

Messages from the Provider Services Team

DELAY WITH LICENSE RENEWAL TIMELINES

The Board of Behavioral Sciences (BBS) has announced that, due to current hiring constraints and their inability to fill job vacancies, renewal of licenses are taking 10 to 12 weeks. Please submit your renewal timely so that your license does not expire! An expired license can result in your practice being closed to referrals, recoupment of payment and even termination from the network.

INTERN REGISTRATION RENEWAL POLICY

The delay in BBS renewal times is also occurring with the renewal of Intern registrations. Please note that Supervisors are responsible for ensuring that their Interns maintain an active registration. An expired registration is grounds for terminating an intern from the network. If an Intern is terminated from the network due to an expired registration, the Intern will not be allowed back on the network when the registration has been renewed.

CONSULTANTS FOR PROVISIONAL PROVIDERS

The following TERM providers have expressed an interest in providing consultation services to TERM Provisional Providers:

Spanish Speaking Consultants: Beatrice Gandara, MFT 619-761-9713;
Paola Wilckens-Giata, LCSW 760-535-1847

English Speaking Consultants: Hideo Shimizu, PhD 760-855-3577

As a reminder: Provisional Providers are required to have a minimum of 6 hours of consultation with a TERM full status provider each calendar year. The consultant is required to be a full status provider in good standing; be privileged for the specialties relevant to the case at hand; be licensed in the provisional provider's discipline; share with the provisional provider his/her knowledge of the Dependency and Delinquency Court and the provider's role; provide information about relevant national and professional standards for therapy or court ordered evaluations; and discuss the Provisional Provider's expertise in a particular case. The consultant must document the dates, number of hours and the content of the consultations.

If you are interested in being a consultant for Provisional Providers, please contact Harriet Stupp, Manager of Provider Services at 619-641-6832 or harriet.stupp@optumhealth.com with your name and phone number.

QUALITY OF CARE INITIATIVES

One of OptumHealth TERM's responsibilities is to investigate complaints related to work products and services rendered by TERM providers. Complaints that involve significant quality of care concerns may be forwarded for further review by the Quality of Care Committee and/or the Credentialing Committee. Quality of care investigations may entail the request for treatment records, responding to inquiries by OptumHealth staff, site visit, or meeting with the provider at the OptumHealth office. If legitimate issues are discovered in the course of a quality investigation, the provider may be required to work with OptumHealth to develop and implement appropriate action plans to correct the identified issues. Because OptumHealth will rely on written records when investigating and resolving complaints, it is critical for providers to document thoroughly and in keeping with standards for forensic cases. Providers are encouraged to familiarize themselves with the documentation requirements outlined in the TERM Provider Handbook (Appendix A).

TERM Advisory Board Provider Representatives

The TERM Advisory Board meets monthly to discuss policy issues and provide recommendations to OptumHealth TERM. Providers are represented on the Board by:

Christopher Carstens, Ph.D., for psychologists

contact@drcarstens.com

Roberto Weiss, MFT, for masters level therapists and clinical supervisors

rweiss@motivaassociates.com

Jeff Rowe, M.D., for the S.D. Psychiatric Society & the S.D. Academy of Child & Adolescent Psychiatry

jeff.rowe@sdcounty.ca.gov

Martha Ingham, Ph.D., for the San Diego Psychological Association

drmarthaingham@gmail.com

Jordanna (Jordi) Wasilesku, MFT, for agency providers

cbsafcc1@aol.com

Please feel free to contact these representatives with your ideas or suggestions.

Kudos

- ◆ Kudos to Lauren Davenport of CWS for all her hard work incorporating stakeholder feedback to make improvements to the treatment plan forms.
- ◆ Thank you also to Arlene Dalton, MFT and Beth Brown, Juvenile Court Staff Attorney for providing valuable feedback on the new treatment plan forms.



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